एन एस आई सी
NSIC
ISO 9001 : 2015

Request for Proposal
For
Up-gradation & Maintenance of
NSSH Website

(RFP No. SIC/HO/NSSH/Website/09/2018-19
Dated : 20.09.2018)

Addendum – 1 dated 4-10-2018

		Bidder-1		
Sr.No.	Page No. & Section	Statement As per RFP	Query	Response
1	Page No. 11, 2. OBJECTIVES & SCOPE OF WORK	11. To make the Website / Portal popular nationally and internationally by developing marketing strategy including Search Engine Optimization and other optimization processes.	1. what is your expectations about marketing strategy & Search Engine Optimization. 2. Kindly share detailed scope of Marketing & Search Engine Optimization.	Marketing Startegy and Search Engine Optimization includes ensuring only organic visibility in search engines on the internet.
2	Page No. 11, 2. OBJECTIVES & SCOPE OF WORK	13. Depute fulltime manpower in NSIC Head Office Delhi, for one year from go-live of the revamped website. Such manpower would be responsible for the content management of the portal and should have 3 to 5 years relevant experience.	1. What minimum qualification is required for the manpower to be deployed? 2. We assume that department will provide all the required infrastucture (Office Space, PC, Internet), software (OS, Database etc.), accomodation and basic facilities to the deployed resource. Please confirm	1. The resource should be a "developer", the qualification would commence as per the NICSI empanelment REF: NICSI/WEBSITE DEVELOPMENT/2015/42 2. Only office Space and internet facility will be provided to such resource
3	Page No. 12, Information Dissemination	**Bi-lingual content:** The content published on the website has to be made available in English and Hindi (Manual translation is to be done for the same)	1. We assume that department will provide all the content in both the languages. Please confirm.	Confirmed.
4	Page No. 13, Information Dissemination	**Near Me Feature**: GPS tracking based option to find nearby training institutes, NSIC offices, etc.	1. for GPS Tracking, we assume that user can see the pin-points on the map and address details of all the training institutes and NSIC offices. Please confirm. 2. If above is not the case then kindly share detailed scope for GPS Tracking.	Confirmed wherein the location of the user will also be captured.
5	Page No. 13, Information Dissemination	**Option to Download forms** of all services and sub components should be made available through hyper-linking	1. We assume that admin will upload PDF form which will be downloaded by the website users. There will not be any online form filling functionality. Please confirm.	There will be links provided on the platform which may direct the user to a pdf within the website or to another website (Hyper-linking). There will not be any online form filing.
6	Page No. 13, Information Dissemination	**Success Stories**: These should be placed on the home page in a section where there will be a tile with picture/ video along with brief write-up. On clicking it will direct to the story on the website or to the video. An option will also be provided to submit success stories of the SC/ST entrepreneurs by themselves.	1. Will there be any approval process / workflow for the success stories submited by the SC/ST entrepreneurs? If yes, then please provide complete workflow.	The success stories submitted can be only viewed by the admin and on acceptance be published on the platform. The admin should also be able to add success stories to the platform by itself or edit and submit the success stories shared.
7	Page No. 13, Information Dissemination	**Updates and News:** There should be an updates section and a separate news section on the home page where recent updates and relevant news will be showcased in a tile manner where there will be a small picture/ infographic along with 2 liner brief description, this will be a hyperlink and on clicking will direct to the update on the website or to the news website. – Content Management System may be needed	1. We assume that department will provide all the content in both the language as well as picture / infographic. Please confirm	Confirmed.
8	Page No. 13, Information Dissemination	**Upcoming Events**: Information related to conclaves, conferences, other events, etc. will be shown here	1. We assume that there will be only list and details of the upcoming events. Registration and online payment is not in the scope. Please confirm.	List, details and pictures will be part of this section. Registration and online payment will not be part of the scope.
9	Page No. 14, Visitor Engagement	**Show Interest:** A show interest feature is to be placed in front of SVDPs, Training Programs, Schemes, etc. where on a click approx. Five data points will be captured to get the information about the user. – Options are that either a person monitors an email id where the queries can be forwarded or put in place Query Management tool	1. We assume that Admin will be able to see the show interest and Request for call back send by the users in the Query Management Tool and admin will reply them via Email or call (outside the system). Please confirm.	Confirmed.
10	Page No. 14, Visitor Engagement	**Feedback/ Grievance**: Feedback forms should be available on the website, containing 8-10 questions about the ease and usefulness of the platform. This feature will also capture the details of the person providing feedback (name, email, phone no., location, etc.)	1. We assume that in this scope grievance means feedback only in both website. If not then please share detailed scope of grievance module.	Feedback would be taken on 8-10 questions on the usefulness of the platform and general feeback as well. The developer is requested to provide for 8-10 fields to capture information of the person and provide feedback.

Sr.No.	Page No	Point No	Queries	Clarification required	Response
1	13	D. Human Capital Strength		Please explain can we provide the CV's also of the resources against the requirement Annexure -"H" .	CVs are not required. However , details s per Annexure-H is required.
2	24	Annexure- "B" Financial Offer. Sr. No. 3 (4)	Cost of one manpower to be deployed on site for one year for content management of website ,ios app and android app	Please confirm,how it's possible the deployed resource having all the techninologies experience both ios & android app please clarify.This is website up-gradation and maintenance tender.	Experience of mobile apps is not required since the scope of work is limited to website only.
3	24	Annexure- "B" Financial Offer.	Page No: 9 (2. Objectives & Scope of Work) Point No: 7.Security audit of the Website / portal before hosting on the server	In the Scope of Work you mentioned the Security audit of the Website/Portal befor the hosting on the Server,but in the Financial Offer format charges for Security Audit was not mentioned ,please clarify the same or add in the financial offer.	The responsibility of getting the security audit done in the development and maintencnace phase lies with the bidder at the bidder's cost. Such audit should be got done from any of the CERT-IN empanelled agencies. The cost of such audit should be factored in by the bidder while preapring the Financial Bid in the prescribed format. .
4	27	Annexure- "D" Details of Projects Executed in Last 3 years	Turnover of the client(Attach Documentary Proof)* CA Certificate/Audited Balance Sheet/Online verifiable resource	Please clarify how it's possible to give our client turnover.As you mentioned in the Page No:12 (5. Technical Requirements- A.General(a.) Vendor should have an expertise of developing Web Based Softwrae Application in last 3 yeras for three different clients from Central/State Government Ministries/Department/PSUs.	In case of departments of cenbtral/state governments being the clients, the turnover may be ignored. However for CPSEs, such information is available at online verifiable data sources and the same should be provided.
5	29	Annexure-"G" Non-DIsclosure Agreement(NDA)	In the Annexure- 'I' Checklist (Sl. No.A. Qualification Documenmt and C-Annexures Sl.No. 8.Annexure-'I'	As per checklist yous asked for Supporting documents furnished against the mentioned SL.Nos.In general the NDA signed between the Bidder who qualified the Bid and going for execution.Plesae clarifiy can we just fill the document for checklist requirement only.	By ticking against the box against NDA in the check-list, , the bidder accepts the format of such NDA to be signed , in case the work is awarded to such bidder. The NDA will be signed by the winning bidder only.
6	10	Point No: 17	Compliance to Government guidelines as applicable for India Govt. Website is to be ensured .	We can do only GIGW Compliance of Web Portal/Website or doing Website Quality Certificate from STQC,please explain, also confirm can we take the Cost for the same in your Financial Offer. If yes ,please add the same in your financial offer format Annexure-"B"	The price quoted by the bidder shall include the GIGW compliance, STQC certificate etc.