



भारत सरकार / GOVERNMENT OF INDIA
पोत परिवहन मंत्रालय / MINISTRY OF SHIPPING

नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

F.No.11-12015/1/2021-COMP-DGS

Date: 26-06-2024

CORRIGENDUM No 1 to Tender Notice No. GEM/2024/B/4898283

Subject- Request for Proposal (RFP) for the Design, Development and Maintenance of New Website and Social Media operations for Directorate General of Shipping, Govt. of India

Kind attention is invited to the Tender Notice No. GEM/2024/B/4898283 dated 27.05.2024 on the above subject and the Pre-Bid online meeting held on 18.06.2024.

All queries raised by the bidders have been examined and their responses have been approved by Tender Evaluation Committee, Directorate General of Shipping and attached herewith in the form of pre-bid clarifications and corrigendum. This Corrigendum-1 will be treated as part and parcel of the RFP.

Yours faithfully,

26/06/2024

(Ravi Kumar Moka)

Dy. Director General of Shipping (IT &e-Gov.)

बीटा बिल्डिंग, 9वीं मंज़िल, आई थिंक टेक्नो कैम्पस, कांजूर गाँव रोड, कांजूरमार्ग (पूर्व) मुंबई-400042

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Tender Notice No. GEM/2024/B/4898283 - RFP for the Design, Development and Maintenance of New Website and Social Media operations for Directorate General of Shipping, Govt. of India

A. Corrigendum - 1

#	Section	Page Number	Original Content in the RFP	Revised/New Content in the RFP
1	Agency Minimum Qualification Criteria	22	The Applicant shall have completed at least 1 project for Integrated portal cum website development of contract value of at least Rs. 1 crore during the past 3 years for the similar scope of work. Project should be for a government organization / PSU. Or 2 projects for Integrated portal cum website development of contract value of at least Rs. 50 lakh each during the past 3 years for the similar scope of work. At least one project should be for a government organization / PSU.	The Applicant shall have completed at least 1 project for Integrated portal cum website development of contract value of at least Rs. 1 crore during the past 3 years for the similar scope of work. Project should be for a government organization / PSU. Or 2 projects for Integrated portal cum website development of contract value of at least Rs. 50 lakh each during the past 5 years for the similar scope of work. At least one project should be for a government organization / PSU.
2	Technical Evaluation Criteria Clause -1, Experience of the firm	25	Provide client references for similar work done within past 2 years (a minimum of 5 references, preferably from government department / public sector / private sector/ recognized organizations or quality monitoring agencies)	Provide client references for similar work done within past 5 years (a minimum of 5 references, preferably from government department / public sector / private sector/ recognized organizations or quality monitoring agencies)

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3	Technical Evaluation Criteria, Clause -1, Experience of the firm	25	The Applicant should be a company registered in India under the Companies Act 2013 or any other previous Companies Act or a Limited Liability Partnership registered under the LLP Act, 2008 or a registered Partnership under the Indian Partnership Act, 1932*or. Registered as a society under the societies Act, 1860 for at least 10 (Ten) years, preceding the date of submission of bid.	The Applicant should be a company registered in India under the Companies Act2013 or any other previous Companies Act or a Limited Liability Partnership registered under the LLP Act, 2008 or a registered Partnership under the Indian Partnership Act, 1932*or. Registered as a society under the societies Act, 1860 for at least 7 (seven) years , preceding the date of submission of bid.
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B. Response to the Bid Queries

Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
1	Agency Minimum Qualification Criteria: Page No. 22	The Applicant shall have completed at least 1 project for Integrated portal cum website development of contract value of at least Rs. 1 crore during the past 3 years for the similar scope of work. Project should be for a government organization / PSU. Or 2 projects for Integrated portal cum website development of contract value of at least Rs. 50 lakh each during the past 3 years for the similar scope of work. At least one project should be for a government organization / PSU.	<u>Request to please change criteria as below:</u> The Applicant shall have completed at least 1 project for Integrated portal cum website development of contract value of at least Rs. 1 crore during the past 3 years for the similar scope of work. Project should be for a government organization / PSU. Or 2 projects for Integrated portal cum website development of contract value of at least Rs. 50 lakh each during the <u>past 5 years</u> for the similar scope of work. At least one project should be for a government organization / PSU.	Refer Corrigendum

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
2	Technical Evaluation Criteria: Page No. 25	Provide client references for similar work done within past 2 years (a minimum of 5 references, preferably from government department / public sector / private sector/ recognized organizations or quality monitoring agencies)	<u>Request to please change criteria as below:</u> Provide client references for similar work done within <u>past 5 years</u> (a minimum of 5 references, preferably from government department / public sector / private sector/ recognized organizations or quality monitoring agencies)	Refer Corrigendum
3	Technical Evaluation Criteria: Page No. 25	Software Development Office in Mumbai/MMR	<u>Request to please change criteria as below:</u> Software Development Office in Mumbai/MMR or <u>Undertaking to open the office after award of contract.</u>	Tender Conditions shall Prevail This is not a pre-qualification criteria. "software development office in Mumbai/MMR" contains 10 marks in LCS evaluation criteria. Hence, bidders are not restricted for the participation.

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
4	Technical Evaluation Criteria, Clause -1, Experience of the firm, Point - 1.4	The Applicant should be a company registered in India under the Companies Act2013 or any other previous Companies Act or a Limited Liability Partnership registered under the LLP Act, 2008 or a registered Partnership under the Indian Partnership Act, 1932*or. Registered as a society under the societies Act, 1860 for at least 10 (Ten) years, preceding the date of submission of bid.	We request you to Kindly amend this clause as This clause seems restrictive a particular area so we request you to kindly remove this clause to ensure max participation.	Refer Corrigendum
5	Section - Technical Evaluation Criteria Clause -1 Experience of the firm, Point - 1.4	Software Development Office in Mumbai/MMR.	Sir, We, Appventurez Mobitech Private Limited As of now, we do not have our own office in Mumbai / MMR however, if our company gets awarded this tender; We assure you that we shall open our office in Mumbai / MMR within 15 days after work order received	Tender Conditions shall Prevail This is not a pre-qualification criteria. "software development office in Mumbai/MMR" contains 10 marks in LCS evaluation criteria. Hence, bidders are not restricted for the participation.

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
6	Page No. 6	The Applicant shall hold a valid CMMI Level 5 certificate or above.	We propose prioritizing CMMI Level 3 certifications in the GEM Bid Document Eligibility Criteria. This promotes fairness and inclusivity while ensuring a solid foundation of quality standards. By focusing on CMMI Level 3, we aim to encourage participation from a wider range of vendors, fostering a competitive and vibrant marketplace	Tender Conditions shall Prevail
7	Pre-Qualification Criteria: Clause no. 3 of page 1	The Applicant shall have completed at least 1 project for Integrated portal cum website development of contract value of at least Rs. 1 crore during the past 3 years for the similar scope of work. Project should be for a government organization / PSU. Or 2 projects for Integrated portal cum website development of contract value of at least Rs. 50 lakh each during the past 3 years	kindly consider reputed private organization	Tender Conditions shall Prevail

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
		for the similar scope of work. At least one project should be for a government organization / PSU.		
8	Pre-Qualification Criteria: Clause no. 4 of page 1	The Applicant shall hold a valid CMMI Level 5 certificate or above.	kindly consider CMMI Level 3	Tender Conditions shall Prevail

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
9	Agency Minimum Qualification Criteria: Point 4 Pre- Qualification	The Applicant shall hold a valid CMMI Level 5 certificate or above.	We would like to enquire if the CMMI level 5 is compulsory. Or, can companies that do not have CMMI certificates still apply for this RFP? In case, the CMMI level 5 is compulsory, then we would request you to kindly exempt us from the mandate as we have extensive experience of providing our custom software development and IT services to the government, defence, and public sectors. Also, we have MSME and ISO certification. We would like to highlight that although Advantal Technologies does not have a CMMI certificate, we have worked for multiple government and defence agencies on high-end projects and delivered them successfully. We look forward to your response to our query	Tender Conditions shall Prevail

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
10	Experience of the Firm Point 1.4 page 25	Software Development Office in Mumbai/MMR	We see that in the technical evaluation table, there are marks for the "Software Development Office in Mumbai". However, we would like to enquire if this condition is mandatory. Or, can companies that do not have offices in Mumbai, they will not get the marks for this category but still can apply for this tender? Please confirm. We would appreciate it if you could provide us with the necessary clarifications at your earliest convenience. Your prompt response will greatly assist us in preparing a comprehensive and competitive proposal.	Tender Conditions shall Prevail This is not a pre-qualification criteria. "software development office in Mumbai/MMR" contains 10 marks in LCS evaluation criteria. Hence, bidders are not restricted for the participation.

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
11	Turnover		Allowing startup exemption under GFR Rule 173(i)	Startup exemption may be considered as per GFR and Manual for Procurement of Consultancy and other Services (1.9.1 (ix)), The condition of prior turnover and prior experience may be relaxed for Startups (Rule 173 (i) of GFR 2017) (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document. The quality and technical parameters are not to be diluted

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
12	Website Development: A. Work-in brief: vi. Page No. 2	Ensure that the website is security audited by a CERT-IN empaneled agency prove to go live and in continuity.	• Security Audit Cost Responsibility: Could you please clarify who will be responsible for bearing the cost of the CERT-IN empaneled agency security audit? The BOQ only specifies the cost for STQC certification.	This is to clarify that, STQC audit and Cert-in audit certification from Cert-in empanelled vendor is a responsibility of the service provider. Hence, cost to be borne by the service provider.
13	Website Development: A. Work-in brief: vi. Page No. 2	Ensure that the website is security audited by a CERT-IN empaneled agency prove to go live and in continuity.	• Frequency of CERT-IN Security Audits: Could you provide details on the frequency of the CERT-IN security audits required throughout the contract period?	Tender Conditions shall Prevail
14	Website Development: A. Work-in brief: iv. Page No. 2	Agency would be required to provide off-site and on-site Warranty, Maintenance, and Technical Support from the date of issue of completion certificate, and Annual maintenance of website/ application with onsite technical support as required.	• Onsite Resource Deployment: To optimize project costs, we suggest allowing onsite resource deployment as needed. For example, during the initial FRS and SRS phases, only the Project Manager and Business Analyst would be deployed onsite and in development phase rest required team will be joining during development phase. Is this approach acceptable?	Tender Conditions shall Prevail

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
15	Terms and Conditions Page No. 24	The bidder organization must be reasonably flexible to adapt to the suggestions / inputs provided by DGS in various stages of design & development in order to ensure robustness of Integrated Portal & Website, and to provide the best user experience and user-friendliness.	• Development Scope: Could you please confirm if the DGS website needs to be developed from scratch, or if there is any existing infrastructure or codebase that can be utilized?	The tender document explains about the development of new website and application for the DGS. In consultation with DGS DPR to be prepared and framework of DGS existing website may be fetched. The website will have social media integration.
16	Website Development: B. Requirement Analysis : Front-end related activity : e. Page No. 3	Processing pages inclusive of automated email generation and embedded SMS services, wherever required, for each role.	• SMS Cost Responsibility: Who will be responsible for bearing the cost of SMS services during the contract period?	SMS gateway will not be a part of the embedded website tender
17	Agency Minimum Qualification Criteria: 4. Certification Page No. 22	The Applicant shall hold a valid CMMI Level 5 certificate or above.	Please amend this clause as : • The Applicant shall hold a valid CMMI Level 3 certificate.	Tender Conditions shall Prevail

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
18	Front-end related activity Page No 3	Processing pages inclusive of automated email generation and embedded SMS services, wherever required, for each role.	Will the department provide the SMS gateway ?	SMS gateway will not be a part of the embedded website tender
19	Social Media Responsibilities and Requirements: Page no 14	Digital Films – Types expected Promotional documentaries (Under 5-minute duration), Experience films of stakeholders and their success stories (Under 5-minute duration), and 3D/ 2D animation videos (explainer videos) (both 2–3-minute duration) can be extremely effective for raising awareness, informing and educating the masses about various activities of the department. The agency will also use videos to create reels for Instagram.	What is the frequency of these contents required ?	Frequency will be as per actual requirement of the DGS. (Minimum 1 per month)
20	Deliverables and Timeline: Page No 12	Development Phase, including at least weekly review and progress of the developed pages / Functionalities - UAT T+ 90 Days	a) Will the development include data migration ? B) How much data is there to be migrated ? C) What is the volume of data to be migrated ?	a) Yes B) To be finalised by Service provider in SRS. C) same as point (B) D) Yes E) Yes

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
			D) Will data cleansing be required ? E) Will data entry be required ?	
21	ii. Designing Phase Page no 13	a. Building of wireframes and concept design (minimum 3 to be submitted for approval) b. Creating Mock-ups (working prototype) on agreed upon wireframe (minimum 3)	a) How many total mock-ups are required ? B) Is this required for both website and mobile apps ?	a) Minimum 3 as mentioned in the SoW. B) For website
22	Specific to Social Channels Page No 15	Twitter: Creating graphical and video creatives for the Twitter account for at least 1 tweet every 3 days on important ongoing/upcoming activities of the Department. Prior creatives for posts will need to be approved. The selected agency will be required to create creatives for the Twitter handle and help with trending topics of interest. The Department would manage its Twitter handle with its team.	a) Will feedback be taken after the contents are developed ? B) Will feedback be answered and resolved and tracked on all social media ?	As per the social media policy of DGS.

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
23	Payment Milestones: Page No 31.	4. Development Phase, including at least weekly review and progress of the developed pages / Functionalities - UAT 10% of the Contract Value T+ 80 Days	Suggest a minimum of 30% be paid on development	Tender Conditions shall Prevail
24	General	No of Concurrent Users	How many concurrent users are there. What is it in Milli sec, Micro sec etc.	2500-3500
25	General	Max Transaction per Day	What is the number of transactions per day	As per actual.
26	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	As per actual.
27	General	Any Document Upload Permitted	Is there any document upload required	PDF, Word, JPEG, JPG, PNG and xlxs.
28	General	Max Size of File in MB	What is the file Upload size in MB	35MB (For Documents Only, social media uploads not included)
29	General	Max Files per User	What is the file upload per user required	Unlimited
30	General	Database Backup Policy	What is the database back policy	As per Meity Guidelines. Please refer Guideline for procurement of cloud services.

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
31	General	Database Retention Policy	What is database retention policy	As per Meity Guidelines. Please refer Guideline for procurement of cloud services.
32	General	DC - DR Policy	What is Data recovery policy	As per Meity Guidelines. Please refer Guideline for procurement of cloud services.
33	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	As per Meity Guidelines. Please refer Guideline for procurement of cloud services.
34	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	As per Meity Guidelines. Please refer Guideline for procurement of cloud services.
35	General	Data Archival Policy	What is the current data archival policy	As per Meity, Content Archival Policy (CAP)

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
36	Agency Minimum Qualification Criteria: Point 4 Pre- Qualification	The Applicant shall hold a valid CMMI Level 5 certificate or above.	We are ISO 9001 : 2015 certified company, falling under MSME category , we are failing to meet the eligibility criteria of CMMI Level 5 . Can it be possible to provide the relaxation on this ?	Tender Conditions shall Prevail
37		Technical Queries	What is the current & expected user concurrency & user base ?	2500-3500
38		Technical Queries	Entire hosting to be on NIC Cloud ?	Currently our DGS website is hosted on NIC cloud. Therefore, service provider need to communicate and replace the old website with the newly developed site.
39		Technical Queries	High availability & DC/DR – is this part of requirement ?	As per Meity Guidelines. Please refer Guideline for procurement of cloud services.

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Sr. No.	RFP Reference(s) (Section, Page)	Original Content in the RFP	Points of Clarification Required	Response
40		Technical Queries	SMS Gateway & Email SMTP - Will this be provided by DGS ?	SMS & Email gateway will not be a part of the embedded website tender
41		Technical Queries	OEM Software Licenses SSL Certificates Cert-In audits – will this be part of bidder's scope ?	As per the tender document SoW, all the certifications, development and add on feature charges will be borne by the service provider.
42		Technical Queries	As mentioned in the tender document, the timeline for the development is approximately 16weeks but many times, there are changes in SRS or requirements from the client's end . So we may request you to keep the development period a bit flexible.	Tender Conditions shall Prevail
43		Technical Queries	Is it mandatory to fill the price according to BOQ format ?	Yes
44		Technical Queries	The SMS integration as mentioned in the tender document, so the SMS cost will be provided by the department ?	SMS gateway will not be a part of the embedded website tender



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DIRECTORATE GENERAL OF SHIPPING, MUMBAI

F.No.11-12015/1/2021-COMP-DGS

Date: 05-07-2024

Pre bid Clarification No 2 to Tender Notice No. GEM/2024/B/4898283

Subject- Request for Proposal (RFP) for the Design, Development and Maintenance of New Website and Social Media operations for Directorate General of Shipping, Govt. of India

Kind attention is invited to the Tender Notice No. GEM/2024/B/4898283 dated 27.05.2024 on the 'above subject and the Pre-Bid online meeting held on 18.06.2024.

Queries raised by the bidders and have been examined and their responses have been approved by Tender Evaluation Committee, Directorate General of Shipping and attached herewith in the form of pre-bid clarifications.

Yours faithfully,

(Shyam Jagannathan)

Director General of Shipping

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A. Response to the Bid Queries

#	Section	Page Number	Original Content in the RFP	Point of Clarification	Response
1	Website Development: A. Work-in brief:	2	i. Study, Requirement, Understanding and Analysis with respect to developing a new Website.	1. Please let us know whether the development of new DGS website is green field development or enhancement work. 2. In case of enhancement, please let us know below details for existing website. 2.1 Latest bug free Source code availability 2.2 Technology stack with versioning details 2.3 Current challenges 2.4 Number of pages 2.5 List of dynamic modules with detail features and functionalities 2.6 User types with roles & responsibilities of each user type	Greenfield, The tender document explains about the development of new website and application for the DGS. In consultation with DGS DPR to be prepared and framework of DGS existing website may be fetched. The DPR will address issues of technology stack challenges etc. in the 'As is' study The website will have social media integration.

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#	Section	Page Number	Original Content in the RFP	Point of Clarification	Response
2	Website Development: A. Work-in brief:	2	ii. Design, Development and Maintenance of Web-based applications and integration with technologies like e-Form, etc.	1. We assume that "integration with technologies like e-Form" means developing of forms in the website for collecting data from users. Please confirm. 2. If above is the case then kindly share the sample forms and functionality details, which required to develop after collecting data from users through these forms.	e-form is as per requirement, to be finalized during the FRS and SRS study.
3	Website Development: A. Work-in brief:	2	v. To ensure that websites comply with the 'Guidelines for Indian Government Websites (GIGW 3.0)' http://guidelines.gov.in/ in full along with mobile compatibility.	"1. Who will bear the cost of STQC audit for GIGW compliance? DGS or Agency. Please clarify. 2. Please let us know how many time STQC audit for GIGW compliance will be required carried out during entire project tenure (i.e. 3 years)?	1. Agency will bear the cost for Security Audits 2. Three Years (Annually)
4	Website Development: A. Work-in brief:	2	vi. Ensure that the website is security audited by a CERT-IN empanelled agency prove to go live and in continuity.	1. Who will bear the cost of security audit? DGS or Agency. Please clarify. 2. Please let us know how many times Security audit will be required carried out during entire project tenure (i.e. 3	1. Agency will bear the cost for Security Audits 2. Three Years

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#	Section	Page Number	Original Content in the RFP	Point of Clarification	Response
				years)?	
5	B. Requirement Analysis	3	Front-end related activity b. Login credentials creation module for participants. c. Login forms for Missions, administrative authorities and Event Manager for their respective roles. d. Data reception forms / pages for each role, wherever required. e. Processing pages inclusive of automated email generation and embedded SMS services, wherever required, for each role. f. Reports Section for each role.	1. How many different types of users will use this system? 2. Please share their roles, responsibility and access level hierarchy in the system. 3. For which activity participants will login to the system? Kindly share all features and functionality required to develop for participants. 4. We assume that any kind of event booking and other related functionalities will not required in Event module. Please confirm. 5. If required, then kindly provide detailed features and functionality required in this module.	This is a part of CMS (Content Management System) through which website data can be updated on real time basis and a report can be generated. All the data will be based on the SRS report.

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#	Section	Page Number	Original Content in the RFP	Point of Clarification	Response
				6. Which type of data will be required to capture through Data reception Forms/ pages? 7. Kindly provide the details on processing pages, which required to be developed for each role. 8. Kindly share the report list to be required to develop for each role.	
6	The probable information flow of the website:	5	1. About Us 2. Acts and Rules 3. Shipping Notice 4. Shipping 5. Seafarers	1. We assume that pages under these sections are either CMS pages, PDF file or Redirection links. Please confirm. 2. If any of it is dynamic module then please let us know the module name with features and functionalities required to develop for it. 3. How many number of pages will require to integrate for each language in the website?	All the pages will be language friendly and dynamic. This will help to update the page content without tampering the source code directly.

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#	Section	Page Number	Original Content in the RFP	Point of Clarification	Response
7	The probable information flow of the website:	6	6. Maritime Training (Enable Link as given) 7. E-Governance (Enable Link as given) 8. E- Learning (Enable Link as given) 9. Exit Exam (Enable Link as given)	1. We assume that pages under these sections are either CMS pages, PDF file or Redirection links. Please confirm. 2. If any of it is dynamic module then please let us know the module name with features and functionalities required to develop for it.	All the pages will be language friendly and dynamic. This will help to update the page content without tampering the source code directly.
8	The probable information flow of the website:	6	10. D.G.(Shipping) has bid out a work flow-based solution E-Samudra and other application software like SBFA, ERP's for SWFS, MTT, SPFO etc. which will need invite to be enabled on the URL for the website.	1. We assume that the requirement mentioned here is just related with placing of DGS provided links on website pages only. Please confirm OR elaborate the required functionality with more details.	Yes, understanding is correct
9	The probable information flow of the website:	6	11. Media Gallery with space for Audio, Video, Promotions, extensive publications for documents or links to videos/ documents on external websites etc.	As required to provide resource for it.	Yes, understanding is correct, please refer to following clause of the RFP manpower requirement.

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10	The probable information flow of the website:	6	12. D.G. Shipping Message Board	1. Please let us know which contents are going to be published on message board. 2. How Message Board content will be collected in the system?	Contents to be finalized by DGS on real time basis on the draft i.e. to be prepared by the deployed content manager. And to be updated via CMS.
11	C. Detailed Website Development Planning	6&7	1) Design, Development, Implementation, Training and Maintenance of Customized Web-based application/portal solutions/ Web designing. Indicative activities include: Analysis b. Detailed discussions with concerned Officials and stakeholders to understand the overall objectives of the assignment Design i. Coordination and collection of required content from the concerned stakeholder	1. We assume that requirement gathering and discussion with concerned officials & stakeholders needs to be done at single location - DGS Head Office, Mumbai only. Please confirm. 2. If multiple locations, then please specify locations.	1. Yes from DGS headquarters and allied offices

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12	C. Detailed Website Development Planning	6	Design b. Study and analysis of existing /Similar websites and include best practices in draft design.	1. Is there any dynamic modules present in the existing website? 2. If yes and also required to implement in the new website then please let us know the details of those dynamic module along with features, functionalities required to implement in each dynamic module. 3. Please share similar websites links with features / functionalities you would like to implement in new website of DGS.	All the pages will be dynamic and finalized during the FRS. This will help to update the page content without tampering the source code directly.
13	C. Detailed Website Development Planning	7	a. Developing the Website b. Content Population and Content Management System	1. How many CMS pages per language are required integrate in the system? 2. We assume that all required content will be provided by DGS for both languages. Please confirm. 3. If not then	All the pages will be connected to CMS and content will be prepared by the service provider's deployed content writer in consultation with DGS officials.

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14	C. Detailed Website Development Planning	7	e. Testing of developed website based upon • Compliance with applicable guidelines • Assess the user objective achievement etc.	1. We assume that internal testing of developed website will suffice the requirement. There will not be any kind of 3rd party testing required to compliance. Please confirm. 2. If not, then please let us know 3rd party testing details to achieve the compliance.	Compliance should be as per GIGW 3.0. Security audit should be carried out only through CERT-in empanelled agency and STQC should be done as per Meity standards.
15	C. Detailed Website Development Planning	7	Operation and Maintenance support a. Identify and execute training requirements for the successful execution of the project	1. Can agency allow to do virtual training to the DGS users? Yes or No? 2. Please share below details related with training requirement. 2.1. User type wise number of users 2.2. Batch size 2.3. Training locations in case of physical training 2.4. Training frequency - ONE time OR Multiple time? if multiple times then share number of training requirement during entire project tenure (i.e. 3 years). 3. We assume that in case physical training, required training infrastructure will be provided by DGS. Please confirm.	Training on CMS and website development will be done on physical mode and the schedule will be finalized after the development stage.

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16	C. Detailed Website Development Planning	8	2) Designing interface/ mechanism for mobile-based application .	1. We assume that responsive design will suffice the requirement. Separate mobile application development is not required. Please confirm. 2. If required, then kindly share the details like: 2.1 Platform - Android, iOS or Both 2.2 Features and functionalities required on mobile application	Scope of work remains the same
17	C. Detailed Website Development Planning	8	3) Implementation of a map-based Location Assistance system .	1. We assume that implementation of map-based location assistance system involves only placing of location pin on static map. Please confirm 2. If not, then provide the features and functionalities required to develop for map-based location assistance system. 3. If this Location Assistance System required to use, google map API, then please let us know who will bear to cost for it? DGS or Agency. 4. If Agency have to bear the cost, then please let us know approximate how many map/location triggers in a year agency needs to consider.	We are expecting a fully digitized website with google map integration, the location triggers should be dynamic as it can be increased or decreased based on the institutional requirements. Google API cost to be borne by service provider.

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18	C. Detailed Website Development Planning	8	4) Designing, development and integration. a. Design of the database component of the website and its integration with different modules.	1. We assume that here "integration with different modules" means integration of internal module of the website. Please confirm OR clarify it with more detail explanation.	Yes, and some data can also be asked to be pulled from the existing applications for a dashboard view.
19	C. Detailed Website Development Planning	8	b. Generation of SMS and acknowledgement, wherever required	1. We assume that SMS gateway will be provided by DGS. Please confirm. 2. If not, then please let us know approximate how many average SMS per month will be required to consider.	1. SMS gateway will not be a part of the embedded website tender
20	C. Detailed Website Development Planning	8	c. Automated/custom generation of necessary reports.	1. Please provide the list of reports that needs to be generated from the system.	To be finalized during FRS & SRS study.
21	C. Detailed Website Development Planning	8	5) Design and development of the Electronic form application in Secure and usable format. Portal solutions may include development of a complete application for electronic receipt of e-Forms, MIS reporting for various	1. Kindly provide the list and sample of all e-Forms, which required to implement in the system. 2. Please share user role wise step-by-step processes, features and functionalities required to develop for	1. e-form is as per requirement, to be finalized during the FRS and SRS study. 2. This is a part of CMS (Content Management System) though which

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			stakeholders as required by the departments, Monitoring and managing the various applications involved, etc.), printing of submitted application forms by respective departments, Status Update of individual e-Form application by respective department, Status tracking by users and Query Service.	processing of those e-Forms in the system. 3. Please share stakeholder wise reports required to develop in the system. 4. Which type of query services will be required to implement in the system? Kindly elaborate.	website data can be updated on real time basis and a report can be generated. All the data will be based on the SRS report.
22	C. Detailed Website Development Planning	8	6) Adherence to Web Application Audit / Compliance and Approval / Security Features and STQC Audit Report	1. How many times security audit and STQC audit will be required to carried out during entire project tenure (i.e. 3 years). Please clarify.	Once each year for which cost shall be borne by successful bidder (vender) however this does not preclude any interim special security audit at cost by DG Shipping.
23	C. Detailed Website Development Planning	8	8) Indicative Deliverables • The new website is hosted and maintained on the new server.	1. We assume that hosting infrastructure will be provided by DGS. Please confirm. 2. If not then please share the hosting infrastructure details to be procured by agency for hosting of the website to keep all bidder on the same page of requirement.	1. Presently the website is hosted in NIC Cloud. Service providers need to communicate with NIC for the needful. 2. NIC cloud should be retrieved by the Service provider for final deployment after the

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					development phase. During the development phase, service provider is responsible to provide a demo cloud space for review, demonstration and UAT.
24	C. Detailed Website Development Planning	8	• Development of new content for the website (an indicative list mentioned above).	1. Please let us know number of pages required to create for each language considering 300 words per page. 2. We assume that raw content will be provided by DGS for creating of new pages. Please confirm.	All the pages will be multi-lingual and the final content will be prepared by the service provider's deployed content writer in consultation with DGS officials.
25	C. Detailed Website Development Planning	9	10) Insights of Features: v. Integration of Portal with Website Information from other Portals under DGS must be integrated with the Website so as to have information in one place. Thus, avoiding the manual entries of data which is already present in Portal.	1. Please let us know other portals detail which are to be integrated with DGS website like 1.1 Other portal name, link, technology 1.2 Integration type: One way or two way 1.3 Data/Information that needs to be accept or passed 2. We assume that APIs for integration with other portals will be provided by	To be finalized during FRS & SRS study.

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				DGS. Please confirm.	
26	C. Detailed Website Development Planning	9	11) Technical Support: Penalties: 1% of maintenance fees	1. Penalty of 1% of maintenance fees for each category is too high. Kindly keep it 0.25% in each category. Please consider.	Tender Conditions shall Prevail
27	C. Detailed Website Development Planning	10	12) Deliverables and Timeline: 6. Pre- Launch Phase – FAT - STQC	1. Generally STQC audit of GIGW compliance will be carried out after Go-live of the website and as per our experience with STQC, they will takes minimum 6-8 months for it, so please extend the time line for this deliverable. Kindly consider.	Tender Conditions shall Prevail. Without CERT-in and STQC, NIC Cloud support refuse to accept the website for hosting.
28	C. Detailed Website Development Planning		i. Planning Phase c. Website shall provide dynamic hosting of link and multiple modular solution to such independent hosted modules e.g. e-Samudra etc.	1. Kindly explain with example for the required feature of providing "dynamic hosting of link and multiple modular solution to such independent hosted modules e.g. e-Samudra etc."	Some data can be asked to be pulled from existing applications for a dashboard view.
29	C. Detailed Website Develop		v. Launch (Go-Live) and Post-Launch Phase a. Deployment on Live Server (NIC	1. We assume that all cost related with website hosting will be bear by DGS. Please confirm.	Presently the website is hosted in NIC Cloud. Service providers need to communicate with NIC for

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	ment Planning		Cloud)		the needful. NIC cloud should be retrieved by the Service provider for final deployment after the development phase. During the development phase, service provider is responsible to provide a demo cloud space for review, demonstration and UAT.
30	General		SEO	1. How will we collaborate on content creation to ensure it is SEO-friendly? Will you provide keyword research or topics, or will this be handled by the agency? 2. Do you have any existing technical SEO audits or website insights you can share to help us understand the website's current health? If yes, then please share the details. 3. What SEO metrics are you most interested in tracking (e.g., organic traffic, keyword rankings, conversions,	1. SEO to be handled by the service providers content creator and social media team. 2. NO 3. Organic Traffic Keyword Rankings Bounce Rate Pages Per Session Average Session Duration Click-Through Rate (CTR) Backlinks and Referring Domains Page Load Speed Mobile Usability

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				etc.)? Please specify.	Indexing and Crawl Errors Conversion Rate User Engagement Metrics
31	General		Social Media	1. Do you have any existing social media content or brand guidelines we should be aware of? If yes, then please provide the details. 2. Who will be responsible for approving social media content within your organization? What is the typical turnaround time for approvals? 3. Do you have any expectations for how the agency should handle social media comments and messages? if yes, then kindly share.	Please refer to the social media policy attached to the bid document.
32	General		SEM	1. Do you have a designated budget allocated for SEM campaigns? if yes, then please share. 2. What are your specific goals for SEM (e.g., website traffic, lead generation, brand awareness)? 3. Please share any existing audience	Please refer to the social media policy attached to the bid document.

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				research or data that might inform our SEM strategy.	
33	General		Scope of work includes creating articles to be posted on the Department's portal and other websites for SEO and SEM purposes.	1. Can you please clarify if there are any specific SEO and SEM tools or platforms that the Department prefers or mandates for these activities? SEMRUSH Paid Tool - Who will bear subscription cost of Paid tool (agency or company)	1. Bidder has to finalise in consultation with the department during requirement gathering 2. System Integrator being he successful bidder/vendor.
34	Specific to Social Channels - Twitter		Creating graphical and video creatives for at least 1 tweet every 3 days.	1. Is there a preferred format or guideline for the graphical and video creatives? Additionally, are there any specific metrics or KPIs we should aim for in terms of engagement or reach on Twitter?. Please specify.	Please refer to the social media policy attached to the bid document also refer to RFP Scope of Work page number 14
35	Specific to Social Channels - YouTube		The selected agency will be required to create Pre-roll ads (TrueView format ads) for extensive promotion of The Department.	1. Are there any specific guidelines or best practices that the Department follows for creating these Pre-roll ads? If yes, then kindly specify.	Please refer to the social media policy attached to the bid document. Bidder has to finalise in consultation with the department during requirement gathering

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36	Specific to Social Channels - Facebook	22	Creating responses for Facebook page comments and making interesting posts organically trending.	1. Can you please provide more details on the process and approval timeline for Facebook post content and responses? 2. Please also provide if agency will be required to follow any specific guidelines or tone of voice for interacting with the audience.	Please refer to the social media policy attached to the bid document. Bidder has to finalise in consultation with the department during requirement gathering
37	New Media Marketing / Content		The selected agency may be required to aid in designing creatives for the Department's initiative.	1. Are there any specific guidelines or branding requirements that we should follow for designing these creatives? If yes, then kindly share.	Please refer to the social media policy attached to the bid document. Bidder has to finalise in consultation with the department during requirement gathering
38	15		Further, the agency will be required to write articles to be posted on the Department's portal and other websites to increase engagement that enables searches on various search engines. This is not to be limited to SEO and SEM.	1. Please share other websites details for which agency will be required to write articles? 2. Please share approximate average number of articles per month required to write for other websites.	Please refer to the social media policy attached to the bid document. Bidder has to finalise in consultation with the department during requirement gathering

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39	(viii)		The production of content can be in English and translated into Hindi or vice versa.	1. Are there any preferred platforms or tools for content translation that we should use to ensure accuracy and consistency?	Hindi should be as per Department of Official Language, Ministry of Home Affairs Bidder has to finalise in consultation with the department during requirement gathering
40	(v)		After the 4 months of pilot, the agency is expected to deliver key minimum results such as top Twitter trends and specific view counts.	1. Can you please clarify if there are any tools or platforms preferred by the Department for tracking these metrics and reporting them?	As per Meity Guidelines. Bidder has to finalise in consultation with the department during requirement gathering
41	Minimum Key Results from the Agency		1 Lakh views on YouTube over a period of 120 days target.	1. As there is no official YouTube channel currently, initial efforts will focus on creating high-quality and engaging video content. To achieve 1 Lakh views in 120 days, a combination of organic efforts and paid campaigns will be necessary. The budget for the paid campaigns cannot be precisely estimated and may exceed initial projections. Therefore, we request you drop the benchmark requirement and make scope limited creation of content	50000 views on YouTube over a period of 120 days target. Corrigendum to be issued soon.

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				only. Please consider.	
42	Minimum Key Results from the Agency		YouTube - 5000 subscribers in 3 months.	1. Achieving 5000 YouTube subscribers in 3 months is challenging. Both organic strategies and paid campaigns are necessary. High-quality content will be created, optimized for search engines, and supported by targeted ads. The budget for the paid campaigns cannot be precisely estimated and may exceed initial projections. Realistically, reaching 5000 subscribers may take 6 to 9 months with consistent efforts. Therefore we request you drop the benchmark requirement and make scope limited creation of content only. Please consider.	YouTube - 2000 subscribers in 3 months.
43	Minimum Key Results from the		Facebook - 5k followers in 1 month.	1. To achieve 5,000 followers on Facebook within one month, the strategy involves initially setting up a dedicated Facebook page and	Facebook - 2k followers in 1 month.

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	Agency			focusing on posting highly engaging graphical and video content. Achieving 5K followers in one month is highly ambitious and will likely require substantial paid advertising campaigns. The budget for these campaigns cannot be precisely predicted and may exceed initial expectations. Therefore we request you drop the benchmark requirement and make scope limited creation of content only. Please consider.	
44	Minimum Key Results from the Agency		50,000 views in first 4 months on Instagram.	1. Since the website doesn't have an Instagram profile, significant efforts will be necessary initially to establish a presence by creating visually appealing and engaging content. Achieving 50,000 views in 4 months will likely require running paid campaigns to boost visibility and engagement. Due to variable factors, it's difficult to pin down the exact paid campaign budget needed to reach 50,000 views in 4 months. Therefore we request you drop the benchmark requirement and make scope limited	20,000 views in first 4 months on Instagram.

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				creation of content only. Please consider.	
45	Minimum Key Results from the Agency		LinkedIn to double users every 4 months.	1. Doubling LinkedIn users every 4 months is very difficult without paid advertising. While valuable content and engagement strategies will help, achieving this goal will require targeted LinkedIn ads for faster growth. and The ad cost can be unpredictable. Therefore we request you drop the benchmark requirement and make scope limited creation of content only. Please consider.	Tender Conditions shall prevail.
46	General		Language wise content volume	1. How many languages need to be covered when creating content for social media and SEO purposes? 2. How many number of pages (considering 300 words per page) per language will be required to create?	Hindi should be as per Department of Official Language, Ministry of Home Affairs Bidder has to finalise in consultation with the department during requirement gathering

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47	General		content creation scope whether it is by bidder or by client	1. Regarding content creation scope, is it expected to be handled by the bidder (vendor) or by the client themselves? Please clarify.	Please refer to the social media policy attached to the bid document.
48	General		Budget	1. The exact budget needed to achieve provided goals. Paid advertising campaigns cannot be estimated right now. A more accurate estimation will be possible once the campaigns begin and initial results are analyzed. Therefore we request you to limit the scope of agency for creation of content only. Please consider.	Tender Conditions shall prevail.
49	General		Deliverables	1. Initial focus will be on technical SEO and link building. Along with these, advertising campaigns will also be set up. Both will be ongoing processes, and specific targets for tasks will be established. Therefore we request you to limit the scope of agency for creation of content only. Please consider.	Tender Conditions shall prevail.

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50	General		Sr.No.: 2 Basic Requirement: Turnover Specific Requirement: Average Annual Turnover of the Bidder during the last Three financial years, i.e. FY 2020-21, FY 2021-22, 2022-23 (as per the last published audited balance sheets), should be more than Rs. 5 Cr.	1. Looking to the size and importance of the project, required annual turnover of bidder is quite low, so we request you keep it as per below to get quality participations. <i>"Specific Requirement: Annual turnover of the Bidder in any one of the last three financial years, i.e. FY 2020-21, 2021-22 and 2022-23 (as per the last published audited balance sheets), should be at least INR 50 Crores."</i> Please consider. 2. We also request you to amend the Evaluation Criteria against Turnover accordingly.	Tender Conditions shall Prevail
51	Agency Minimum Qualification Criteria:		Sr.No.: 5 Basic Requirement: Organization Size Specific Requirement: The Applicant shall have minimum 50 full time employees.	1. Looking to the size and importance of the project, required manpower of bidder is quite low, so we request you keep it as per below to get quality participations. <i>"Specific Requirements: At-least 250 working professionals with hands on experience in Developing web portal</i>	Tender Conditions shall Prevail

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				software/App." Please consider. 2. We also request you to amend the Evaluation Criteria accordingly.	
52	Terms and Conditions		i. Server Requirements for the proposed Integrated Portal cum Website must be declared in the Proposal document. Cost-benefit analysis must be considered as currently the website is hosted in NIC National Data Center.	1. Please share below details to estimate hosting infrastructure sizing 1.1 Number of concurrent users with YoY growth 1.2 Approximate data size with YoY growth 1.3 Estimated data transfer (Bandwidth) during the day or a month? and its YoY growth rate. 1.4 Architecture: DC+DR or DC Only 1.5 In case of DC+DR Clustering (HA) is required or not? If required than % of DR availability to DC	To be finalized during FRS & SRS study.
53	Terms and Conditions		iv. The bidder Organization must provide complete and quick support in different phases of Security and Load testing (currently done by 3rd party organization).	1. We assume that cost of 3rd party organization for security and load testing will be borne by the DGS. Please confirm.	Agency will bear the cost for Security and Load Testing

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54	Technical Evaluation Criteria:		3.1 Technical resources available with the firm with expertise on the platform and languages mentioned in the technical specifications - 20 marks	1. The marks should be segregated with available number of technical resources to know the strength of bidder like - 50 to 100 Technical resource - 10 marks - 100 to 250 Technical resource - 15 marks - More than 250 Technical resource - 20 marks Please amend the clause. Please consider.	Tender Conditions shall Prevail
55	General Terms and Conditions		vii. Payment Milestones: No advance payment shall be made to the shortlisted service provider. The payment shall be made as per the below given milestones: • Advance Payment only after the SRS and UI preparation: 20% of project value • Performance Based: 45% of project value (to be divided into three performance-based milestones of 15% each; milestones to be defined by technical team.	1. There may be some typo, as sum of % of project value does not math to 100%. Please review it again and provide the correct one. 2. Please share the expected performance criteria's, which are set against three performance-based milestones.	Payment milestone is mentioned tentatively as per the BoQ format. Accordingly, BoQ categorization is made phase wise, so that all the quoted amount can be justified according to the milestone. Bidders are requested to fill all the rows of the BoQ.

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			• Retention Amount: 10% for one quarter of going live; to be released on satisfactory DGS sign-off • Maintenance Period: Total 25% of the Contracted value divided into Quarterly Payment for 36 Month duration.		
56	General Terms and Conditions		viii. Penalty: If the service provider does not deliver the work to the satisfaction of the DGS within the stipulated time (as per para-C-12) a penalty equivalent to 2% of the total contract amount per calendar month shall be imposed on the service provider.	1. There is no upper cap limit for the penalty. Hence, we request you to add the 5% upper cap limit for penalty. Please consider.	Tender Conditions shall Prevail
57	General		Requirement Gathering	1. We assume that requirement gathering and discussion with concern stakeholder needs to be done at single location - DGS Head Office, Mumbai only. Please confirm. 2. If multiple locations, then please specify locations.	1. The understanding is correct

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58	General		Extension	1. We request you to provide at least 2 weeks time to all the bidders to prepare and submit their bids after you publish responses of the bidder's queries.	Bid Submission extended till 22 nd July
59	Minimum Qualification Criteria Point 3	22	The Applicant shall have completed at least 1 project for Integrated portal cum website development of contract value of at least Rs. 1 crore during the past 3 years for the similar scope of work. Project should be for a government organization / PSU. OR 2 projects for Integrated portal cum website development of contract value of at least Rs. 50 lakh each during the past 3 years for the similar scope of work. At least one project should be for a government organization / PSU	The Applicant shall have completed at least 1 project for Integrated portal cum website development of contract value of at least Rs. 1 crore during the past 5 years for the similar scope of work. The project should be for a government organization / PSU.", We believe that extending the period to 5 years would allow a broader range of qualified applicants to participate, without compromising on the quality or relevance of experience. This change would also align with industry practices and provide more opportunities for capable firms that have successfully completed similar projects in the slightly more extended past.	Refer Corrigendum

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60	Pre-Qualification Criteria: Clause no. 4	1	The Applicant shall hold a valid CMMI Level 5 certificate or above.	The Applicant shall hold a valid CMMI Level 3 certificate or above.", We believe that requiring a CMMI Level 3 certification would still ensure a high standard of quality and process maturity while allowing more qualified and competent organizations to participate in the tender. CMMI Level 3 certified organizations have defined processes that are well characterized and understood, which are set according to a standard and are described in more detail than at Level 2.	Tender Conditions shall Prevail

- Corrigendum to be issued soon.



भारत सरकार / GOVERNMENT OF INDIA
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय
MINISTRY OF PORTS, SHIPPING AND WATERWAYS



नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

F.No.11-12015/1/2021-COMP-DGS

Date: 08-07-2024

Corrigendum No 2 to Tender Notice No. GEM/2024/B/4898283

Subject- Request for Proposal (RFP) for the Design, Development and Maintenance of New Website and Social Media operations for Directorate General of Shipping, Govt. of India

Kind attention is invited to the Tender Notice No. GEM/2024/B/4898283 dated 27.05.2024 on the above subject and the Pre-Bid online meeting held on 18.06.2024.

Queries raised by the bidders and have been examined and their responses have been approved by Tender Evaluation Committee, Directorate General of Shipping and attached herewith in the form of Corrigendum. This Corrigendum 2 will be treated as part and parcel of RFP.

Yours faithfully,

जितेंद्र जाधव
8/7/24
(Jitendra Jadhav)

Assistant Director General of Shipping

9वीं मंजिल, बीटा बिल्डिंग, आई थिंक टेक्नो कैंपस, कांजुर गाँव रोड, कांजुरमार्ग (पूर्व) मुंबई- 400042

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Tender Notice No. GEM/2024/B/4898283 - RFP for the Design, Development and Maintenance of New Website and Social Media operations for Directorate General of Shipping, Govt. of India

A. Corrigendum 2

#	Section	Page Number	Original Content in the RFP	Revised/New Content in the RFP
1	Minimum Key Results from the Agency	Page 16 -17	1 Lakh views on YouTube over a period of 120 days target.	50000 views on YouTube over a period of 120 days target.
2	Minimum Key Results from the Agency	Page 16 -17	YouTube - 5000 subscribers in 3 months.	YouTube - 2000 subscribers in 3 months.
3	Minimum Key Results from the Agency	Page 16 -17	Facebook - 5k followers in 1 month.	Facebook - 2k followers in 1 month.
4	Minimum Key Results from the Agency	Page 16 -17	50,000 views in first 4 months on Instagram.	20,000 views in first 4 months on Instagram.



भारत सरकार/ GOVERNMENT OF INDIA
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय /
MINISTRY OF PORTS, SHIPPING AND WATERWAYS
नौवहन महानिदेशालय, मुंबई
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

F.No.11-12015/1/2021-COMP-DGS

Date: 18-07-2024

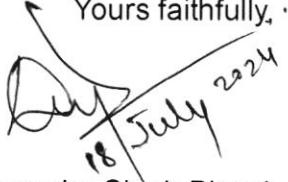
Corrigendum No 3 to Tender Notice No. GEM/2024/B/4898283

Subject- Request for Proposal (RFP) for the Design, Development and Maintenance of New Website and Social Media operations for Directorate General of Shipping, Govt. of India

Kind attention is invited to the Tender Notice No. GEM/2024/B/4898283 dated 27.05.2024 on the above subject and the Pre-Bid online meeting held on 18.06.2024.

Queries raised by the bidders have been examined and their responses have been approved by Tender Evaluation Committee, Directorate General of Shipping and published as clarification on 05.07.2024. Further on clarification few more queries has been raised by the bidder and their response is prepared and attached herewith. This Corrigendum 3 will be treated as part and parcel of RFP.

Additionally, the bid submission date is extended till 02.08.2024 at 1500hrs.

Yours faithfully,

18 July 2024

(Deependra Singh Bisen)

Deputy Director General of Shipping

Tender Notice No. GEM/2024/B/4898283 - RFP for the Design, Development and Maintenance of New Website and Social Media operations for Directorate General of Shipping, Govt. of India

A). Response to the Bid Queries

Sr.No.	RFP Page No.	RFP Clause No.	Clause Details	Query/Suggestion/ Clarification	Queries Response
1	2	Website Development: A. Work-in brief:	ii. Design, Development and Maintenance of Web-based applications and integration with technologies like e-Form, etc.	1. How many number of e-forms will be required to develop in the website? 2. Please let us know average number of fields per form. 3. Kindly share the sample forms and functionality details, which required to develop after collecting data from users through these forms.	The form should be developed in a customised manner. So, that the content manager can make customised forms from the CMS portal. (Same as google form/ eforms)
2	2	Website Development: A. Work-in brief:	v. To ensure that websites comply with the 'Guidelines for Indian Government Websites (GIGW 3.0)' http://guidelines.gov.in/ in full along with mobile compatibility.	Provided response is for security audits, However we wants to know the number of STQC audit for GIGW compliance requirement. Please specify.	As per the understanding and requirement of Meity, a valid STQC audit is required for hosting in NIC Meghraj or Mini-cloud. Therefore, for the entire contract period, the GIGW compliance is to be maintained.
3	7	C. Detailed Website Development Planning	Operation and Maintenance support a. Identify and execute training requirements for the successful execution of the project	1. Please let us know how many users needs to be train?	Will be defined during the SRS.

Tender Notice No. GEM/2024/B/4898283 - RFP for the Design, Development and Maintenance of New Website and Social Media operations for Directorate General of Shipping, Govt. of India

Sr.No.	RFP Page No.	RFP Clause No.	Clause Details	Query/Suggestion/ Clarification	Queries Response
4	8	C. Detailed Website Development Planning	2) Designing interface/ mechanism for mobile-based application .	1. Please let us know separate mobile application will be required to develop or not? 2. If required, then kindly share the details like 2.1 Platform - Android, iOS or Both 2.2 Features and functionalities required on mobile application	Website should be Responsive web designed (RWD). And can be integrated to any other applications. (Such as connectivity with e-samudra ERP applications).
5	8	C. Detailed Website Development Planning	3) Implementation of a map-based Location Assistance system .	1. The cost is involve in using of google map api, so we request you to provide approximate how many triggers will be required to consider per year? This will help us in over estimation for it. Please specify.	Please refer the current DGS website, there are some location specific sections such as "Approved Institute List" and others. These places were our scope defines that Map Based location assistance may be required. Further, requesting the bidders to design the new website into statee-of the art UI, with all the advance add-ons.
6	8	C. Detailed Website Development Planning	4) Designing, development and integration. a. Design of the database component of the website and its integration with different modules .	1. Please provide below details for existing applications 1.1 Name and Technology stack. 1.2 Data/information needs to pulled from it. 2. We assume that requiried API to pulled data form respective application will be provided from you. Please confirm.	1.1 and 1.2 will be decided during SRS after the meeting with SI - e-samudra. 2. Yes, API's will be provided by SI - e-samdra, however co-ordination and allocation of work between the both service providers should be discussed during FRS and will be finalized in the project document.

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Sr.No.	RFP Page No.	RFP Clause No.	Clause Details	Query/Suggestion/ Clarification	Queries Response
7	8	C. Detailed Website Development Planning	5) Design and development of the Electronic form application in Secure and usable format. Portal solutions may include development of a complete application for electronic receipt of e-Forms, MIS reporting for various stakeholders as required by the departments, Monitoring and managing the various applications involved, etc.), printing of submitted application forms by respective departments, Status Update of individual e-Form application by respective department, Status tracking by users and Query Service.	1. How many number of e-forms will be required to develop in the website? 2. Please let us know average number of fields per form. 3. Kindly share the sample forms and functionality details, which required to develop after collecting data from users through these forms.	The form should be developed in a customised manner. So, that the content manager can make customised forms from the CMS portal. (Same as google form/ eforms)
8	10	C. Detailed Website Development Planning	10) Insights of Features: v. Integration of Portal with Website Information from other Portals under DGS must be integrated with the Website so as to have information in one place. Thus, avoiding the manual entries of data which is already present in Portal.	It is important to know that how many and which type of 3rd party integration is required, ss kindly provide below details 1 Other portal name, link, technology 2. Integration type: One way or two way 3. Data/Information that needs to be accept or passed 4.. We assume that APIs for integration with other portals will be provided by DGS. Please confirm.	Will be defined during the SRS. And a meeting will be arranged with the SI e-samudra. (Such as: Applications whose interactive dashboards can be shared on public domain)

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Sr.No.	RFP Page No.	RFP Clause No.	Clause Details	Query/Suggestion/ Clarification	Queries Response
9	12	C. Detailed Website Development Planning	12) Deliverables and Timeline: 6. Pre- Launch Phase – FAT - STQC	1. As per our experience website should only be security audited below hosting at NIC Cloud and GIGW compliance can be carried out afterwards. Therefore we request you to extend the timeline for GIGW compliance certification from STQC to 6 months after Go-live. Please consider	Tender Conditions shall Prevail. STQC Audit and Cert-in audit is mandatory to complete with Go-live. Further the go-live timeline can be discussed during the SRS.
10	12	C. Detailed Website Development Planning	i. Planning Phase c. Website shall provide dynamic hosting of link and multiple modular solution to such independent hosted modules e.g. e-Samudra etc.	1. Please provide below details for existing applications 1.1 Name and Technology stack. 1.2 Data/information needs to pulled from it. 2. We assume that requiried API to pulled data form respective application will be provided from you. Please confirm.	Please refer sr. no. 6

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Sr.No.	RFP Page No.	RFP Clause No.	Clause Details	Query/Suggestion/ Clarification	Queries Response
11	26	General Terms and Conditions	vii. Payment Milestones: No advance payment shall be made to the shortlisted service provider. The payment shall be made as per the below given milestones: • Advance Payment only after the SRS and UI preparation: 20% of project value • Performance Based: 45% of project value (to be divided into three performance-based milestones of 15% each; milestones to be defined by technical team. • Retention Amount: 10% for one quarter of going live; to be released on satisfactory DGS sign-off • Maintenance Period: Total 25% of the Contracted value divided into Quarterly Payment for 36 Month duration.	1. Yes, that is correct but our concern is for math calculation, payment must be meet to 100% as a sum of all milestone that is not matching, so we request you to check again and provide the correct milestone % against each milestone. Please specify. 2. Please also share the expected performance criteria's, which are set against three performance-based milestones.	As per GTC (General terms and Conditions) on GEM 3.0 para no. 6- prices Sub para (ii) Offer price in E- Bidding, the financial breakup available in Bid Document must be filled by the bidder and uploaded with the quoted Price. The Milestone mentioned in GCC of SoW document can be ignored and Payment milestone mentioned in Pg 31 can be followed while filling up the stipulated financial bid format.

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Sr.No.	RFP Page No.	RFP Clause No.	Clause Details	Query/Suggestion/ Clarification	Queries Response
12	27	General Terms and Conditions	viii. Penalty: If the service provider does not deliver the work to the satisfaction of the DGS within the stipulated time (as per para C-12) a penalty equivalent to 2% of the total contract amount per calendar month shall be imposed on the service provider.	1. As per all government tender upper cap limit must be required to specify. Hense we request you again to add the 5% upper cap limit for penalty. Please consider.	Tender Condition Prevails as per Model tender Document Procurement for consultant- Para Damages and Deductions with Sub para as Limit on Total Damages there of- 9.5.4

Bid Corrigendum

GEM/2024/B/4898283-C8

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration
2. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
3. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
4. File Attachment [Click here to view the file.](#)
5. File Attachment [Click here to view the file.](#)
6. Buyer Added text based ATC clauses

Eligibility Criteria

Sr. No.	Basic Requirement	Specific Requirement	Document Required
1	Legal Entity	The Applicant should be a company registered in India under the Companies Act 2013 or any other previous Companies Act or a Limited Liability Partnership registered under the LLP Act, 2008 or a registered Partnership under the Indian Partnership Act, 1932*or. Registered as a society under the societies Act, 1860 for at least 10 (Ten) years, preceding the date of submission of bid .	Copy of valid Registration Certificates Copy of Certificates of incorporation
2	Turnover	Average Annual Turnover of the Bidder during the last Three financial years, i.e. FY 2020-21, FY 2021-22, 2022-23 (as per the last published audited balance sheets), should be more than Rs. 5 Cr.	CA Certificate with CA's Registration Number and Seal
3	Technical Capability & Experience	The Applicant shall have completed at least 1 project for Integrated portal cum website development of contract value of at least Rs. 1 crore during the past 3 years for the similar scope of work. Project should be for a government organization / PSU. 2 projects for Integrated portal cum website development of contract value of at least Rs. 50 lakh each during the past 3 years for the similar scope of work. At least one project should be for a government organization / PSU.	Work Order with detailed scope of work / Work Completion Certificates from the client.

4	Certification	The Applicant shall hold a valid CMMI Level 5 certificate or above.	Copy of valid certificate
5	Organization Size	The Applicant shall have minimum 50 full time employees.	PF Challan
6	Tax Registration	The company shall hold valid GST and PAN certifications.	Copies of relevant certificates of registration
7	Blacklisting	The bidder shall not have been blacklisted by any central or state government agency, PSU etc.	Undertaking in this regard to be submitted.
8	Plan, Approach, Timeline	- Plan, Approach and documentation proposed - Proposed estimated timeline for project deliverables - Proposed Response time and priority level matrix	Brief Project Report to be submitted. (Duly signed and stamped)
9	Manpower Details	- Technical resources available with the firm with expertise on the platform and languages mentioned in the technical specifications - Experience of proposed team in application maintenance of similar projects	Undertaking in this regard to be submitted along with the CVs.

7. Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export

experience.

11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)