

Bid Corrigendum

GEM/2024/B/4898283-C3

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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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](#)



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.)

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	<p>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.</p> <p>Or</p> <p>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.</p>	<p>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.</p> <p>Or</p> <p>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.</p>
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	<p>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.</p> <p>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.</p>	<p>Tender Conditions shall Prevail</p> <p>This is not a pre-qualification criteria.</p> <p>"software development office in Mumbai/MMR" contains 10 marks in LCS evaluation criteria. Hence, bidders are not restricted for the participation.</p>

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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.	<ul style="list-style-type: none"> • 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? 	<p>The tender document explains about the development of new website and application for the DGS.</p> <p>In consultation with DGS DPR to be prepared and framework of DGS existing website may be fetched.</p> <p>The website will have social media integration.</p>
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.	<ul style="list-style-type: none"> • 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.	<p>Please amend this clause as :</p> <ul style="list-style-type: none"> • 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