**Reply of DGH to Bidders Querries as a sequel to Pre Bid Meeting held at DGH Noida Office on 03/05/2017 for Tender No. MM-12015/8/2017-DGH/C-2733/ENQ-067 Dated 21.04.2017.**
Sr.No.	Page No & Clause	Reference details	Queries	DGH Reply and agreed Amendments/ clarification in
**Queries of M/s Mjuncture**
1	Annexure II. 1. B. 2.4 & 3.4 – Page no: 27	The service provider on its own or through tie-up with central /state government/PSU owned data center / cloud should have experience in hosting and managing the entire solution in central /state government/PSU owned data center / cloud owned data center/cloud and also Disaster Recovery center. Clarification needed:-	a) Whether the Data Center (DC) is needed to be only own or through tie-up with central /state government/PSU. What if the Data Center is privately owned like- MJ, SIFY or TCIL. Also, mj could provide certificate of the government websites hosting in such private Data centers across the country. b) Whether Disaster Recovery (DR) is also required to meet the DC's condition or not. Will it suffice if the DR center is owned by mj. c) If the above requirement is not complied then can the DC be hosted from DGH's IT Center?	a) Service provider has to host the solution in central /state government/PSU owned data center. Data Center may be its own or through tie up with central /state government/PSU. b) DR also requires to meet the same condition. c)No.
2	Page no-35. Point no- (i)-	SMS functionalities	SMS functionalities will be integrated at which level? Will only tender floating intimation will be given in sms or at every stage sms will be generated? Will this SMS functionality will be valid for Buyer and Vendor both or it will be only for Vendor side?	SMS functionalities will be integrated at each level for eg. At the time of registration, bid submission, tender fee submission and final submission. Auto SMS intimations will be sent to bidders.DGH will not recieve back SMS replies.
3		Enquiry on Tender, Vendor and DGH units count	Clarity needed on the no of tender published, Vendor base and no of DGH units to be implemented	Maximum of 5 events (with tender for multiple blocks) per year
4		Stages of Tendering process	Please share the detailed requirement along with the charts if available.	Bidders may refer to earlier NIOs available on DGH site to get acquatance with the bidding procedure. Actual bidding procedure will be provided at the time of each event.
5		Payment gateway	In the e-Portal- Tender Fee and EMD payments will be made through e_payment gateway or Offline? More details on payment gateway?	Bidders will pay tender fees through payment Gateway. Bid bonds will be submitted by bidders in original directly to DGH
6	6. Page no- 39: Point no- 2.38.19	Voice and video logging of bidding event and submission to DGH as when asked for	Kindly share the exact requirement	Details of only voice logging of Help Desk is to be provided to DGH as and when asked for.

7	Page no 41: Point no- 5.13	The e-bidding portal will be considered ready for functional usage, once the customization of E-Bidding Software and E-bidding process as per DGH requirement is completed in all respect, successful trial run and user acceptance by DGH and also certification of the portal by STQC and CERT-in. In this regard, Service Provider will be required to obtain a user acceptance certificate from DGH	Start of operation of e-Bidding portal- As per the tender terms the delivery duration will be 15 weeks, hence Does the e-portal will be declared LIVE when all the customization will be done, UAT will be done and it will be certified by STQC? Or the e-Portal can be live and functional only after the Customization of application as per the DGH User satisfaction level after UAT.	E Bidding Portal will be live only after the STQC and Cert-In certification. Just after the completion of UAT within 12 weeks of LOA, Service provider has to initiate the proces for STQC and CERT-IN certification. Delay in initiating the process will attract LD.
8	Page no 42: Point no- 6.15.3	Integration with social media:-	Clarification needed about the point.	6.15.3 will be deleted.
9	Page no 44, Annexure III B pint 2.7	SPECIAL CONDITIONS OF THE CONTRACT- (Handover of all source codes)	Source Code handover is mandatory or not. If mandatory then there will be a Substantial Cost implication. And under which head this cost will be included in the Price bid format (Sl no- 1 or 6).	Annexure III B, 1.0 Delivery Schedule sub clause 2.7 now be read as "Handover of system Documents, design documents etc."
10	Page 44		Kindly clarify what percentage of amount could be claimed at what stage.	Advance payment clause 2.2 will be deleted.(Refer 13 and 14 below)

Changes approved during Pre-Bid Meeting

11	Page no. 35, 2.3 i			"SMS integration" will be read as "SMS Intimation"
12	Page no. 39 2.38..3			Role for Publishing / Mapping of bidding in Portal will be shared by Service provider and DGH.
13	Page no. 44 2.2			2.2 will be read as "Payment towards the event based usage / support services (Line item 2 to 5 of Price Format) will be made on actual basis or quoted by the service provider in the Price Schedule, whichever is lower at the end of every six months on successful completion of the event / services."

| 14 | Page no. 44 | 2.1 | | | Yearly payment would be made at the end of each year of the E-Bidding soluton for Line Item 1 of price schedule.The time will start from the date of project completion certificate issued by DGH. Only for the first year -50% towards the annual charges for first year can be released on user acceptance of the E-Bidding solution and/or its readiness for submission for CERTIN and STQC certification. |

**Queries of M/s TCIL(M/s Telecommunications Consltants India Limited.)**
15	Regarding STQC and Delivery Schedule		The timelines for design, development and deployment of the solution should be <u>separated</u> from the time required for certification by STQC for compliance with DeitY-Guidelines dtd 31st August 2011.	Please refer to point no. 7 above
16			The design and development time for the special modules required for DGH should be at least 6-months. This is based on the brief understanding of the new modules to be developed for DGH.	Separate time for STQC and CERT-IN will be considered, rest timelines will not change.
17	(Page 35/74) i. The portal will be highly integrated with e-mail and SMS facilities. The service provider will have to facilitate necessary email and SMS integration.		Functionality offered to DGH will be as per the system duly audited and certified by STQC (Govt of India's nominated testing agency) for compliance with DeitY-Guidelines on e-Procurement dtd 31st August 2011. As per the system certified by STQC, alerts are sent to users as emails, as these emails can be properly retained as records. Specifically in case of DGH, since there will be multiple foreign companies bidding, only a reliable means of communications (ie. Emails) should be used. Amendment Requested: Emails/ alerts should be generated for important milestones within the framework of the software.	Both the functionalities of email and sms intimation will be required.
18	(Page 37/74) 2.19 The portal will be compatible with leading web Browsers like IE, Chrome and Firefox.		Keeping in view security considerations peculiar to e-Procurement any high-security e-Procurement Solution will always be fine-tuned to the features available in a particular browser such as Active-X control in Internet Explorer. Users using other browsers can have unforeseen problems. Hence on most e-Procurement sites (including NIC), it is clearly mentioned, "Best Viewed in Internet Explorer …" Any doubts in the regard can be discussed with DGH. Amendment Requested:At the user end, the e-Bidding application must smoothly run on commonly used standard Desktops/ Laptops with Internet Explorer version 6.0 or above and good broadband internet connectivity.	No change in the clause accepted

19	(Page 38/74) 2.28 The system should support high order encryption level and all the commercial information is encrypted during the transmission / network and at the database level.		This is not in compliance with DeitY-Guidelines dtd 31st August 2011. All bid-data must be encrypted at 'client-end' before transmission from the bidder's computer. Further the data should be also be protected with SSL Encryption during transportation phase.	2.28 will be read as "The system should support high order encryption level and all the commercial information must be encrypted at Client end before transmission from the bidder's computer"
20	2.38 Solution should provide following functionalities for E-Bidding:		It is in DGH's interest that the complete process of conducting e-Tenders, as well as, e-Auctions (if required) should be done by the duly authorized officers of DGH only, so that no wrongdoing takes place by the personnel of the service provider for which DGH officers are ultimately responsible. This requires certain specialized functionality relating to administrative hierarchy and role authorization which the e-Procurement/ e-Auction system should have. It is requested to amend the clause accordingly	Please refer to point 12 above
21	2.38.10 Making user id & Password available to Bidders [Roles: Bidder/ Service Provider.]		The bidders participating inDGH's tenders on the proposed e-Bidding portal shall create their own user Id's and passwords on the system keeping in view of the relevant sections of Deity-Guidelines. The Service Provider must NEVER generate the user-id and passwords of the bidders using DGH's portal.	The Bidders shall create their own user ID and password
22	(Page 39/74) 2.38.17 …, auto closing/extension ofbidding after predefined time, … …,auto bid facility…			extension/closing of bidding after predefined time is required. **Treat word "auto" deleted**.
23	(Page 39/74) 2.38.19 Voice and video logging of bidding event and submission to DGH as when asked for		This clause may please be suitably amended	Please refer to point no. 6 above
24	(Page 44/74) 2.7 Handover of all source codes, system documents, design documents etc. ::15 Weeks from the date of LoA		This clause may therefore please be deleted	Please refer to point no. 9 above

25	(Page 42/74) 5.15.3 24X7 helpdesk and to be deployed by the vendor to resolve any user's technicalfunctional query.		DGH has confirmed during the Pre-Bid meeting that this need not be a dedicated helpdesk only for DGH. Please confirm the number of helpdesk executives required by DGH.	DGH Doesn't need a dedicated Help Desk. Service Provider shall provide the help desk in a manner that it can manage user's technical functional queries 24X7
26	(Page 42/74) 6.15.3 Integration with social media.			Please refer to point no. 8 above
27	(Page 70/74) Annexure-V Price Bid Format 3. One time charges forSTQC Audit Certification			Please refer to point 13 above
28	(Page 43/74) 8.13 Tier level of Data center (minimum Tier 3 site) And 8.16 Tier level of DR site (minimum Tier 2 site)		Explanatory Note/ Background for the Change Request: As per DeitY-Guidelines on e-Procurement dtd 31st August 2011, and the related communications of the CVC and the Finance Ministry, STQC audits and certifies the e-procurement solution, as well as, the server and hosting infrastructure (including the data center where the server is hosted) as the requirements of the DeitY-Guidelines. Under the Testing framework for Quality and Security Characteristics, STQCverifies, validates and certifies the infrastructure/ data center of the Service Provider. Once STQChas certified a data center for two consecutive years, there should be no doubts left about its acceptability for government use. Hence the clause given in left column is restrictive. Amendment Requested: Alternatively,the Service Provider may host the e-Bidding Portal for DGH in any 'Government of India'/'PSU' owned data center which has been certified by STQC for compliance with DeitY-Guidelines dtd 31st August 2011.	DC/DR shall be hosted in Government/PSU owned data center/cloud to be managed by vendor. Bidder should meet tier level of specificaiton indicated in the tender/ or Data Center should be certified by STQC.
29	2.7.1 The bidders may also propose an alternative solution to DSCcomplying with Govt. of India IT Act.		This will be in violation of DeitY-Guidelines on e-Procurement. Amendment Requested: Clause may please be deleted.	Alternative solution offered should be in line with DeitY guidelines and IT Act.

Note: The shaded text is the approved modification in the Tender Document.