

**Replies for queries of Bidders - Tender for hosting, management and maintenance of website of
High Commission of India, Colombo, Sri Lanka**

Page no.	Clause No.	RFP Point	Clarification/Amendment Request	HCI Replies
01	2 (c)	Deployment of a dedicated team on a 24 x 7 basis. This will be in addition to the tech support the agency is expected to provide. The team should consists of a designer, developer, security auditor and database administrator.	We assume that dedicated support team will be offsite. Kindly clarify	Yes. Team will work offsite.
04	3 (d) (xi)	Content Upload and website support on 24*7 basis		
01	2(e)	Server Space should be atleast 256 GB	If in future this space is increased then bidder has to bear the charges of expansion or deptt will pay as per requirement.	As per para 2 of tender document, at least 256 GB server space has been mentioned. The cost of the same is to be borne by the bidder and must be included in the financial bid.
02	3 (a) (iv)	Enterprises DB & SSL to be used for website development & maintenance	License DB will be used please clarify and cost will be borne by bidder or deptt? License DB will be used please clarify and cost will be borne by bidder or deptt?	A corrigendum has been issued mentioning that point 3(a)(iv) reads as follows: "Enterprise/Open source database and SSL to be used for the website development and maintenance." All related costs for SSL and databse have to be borne by the bidder and must be included in the financial bid. Currently the website is using open source database.
02	3 (a) (x)	Design must have SEO boosting elements	We assume that department is looking for SEO friendly websites which will be relevant keyword based. We assume that there is no need of any SEO tool. If dedicated tool is required. Will department pay the cost of it? Kindly clarify	As per point 3(a)(x) of tender document, the wesbite design must have SEO boosting elements. The manner of SEO boosting may be mentioned by the bidder in its technical bid. The cost of all elements proposed by the bidder in the technical bid must be borne by the bidder and included in the financial bid.
04	3(d)(xvii)	Periodic Full Backup of website throughout the duration of contract	Backup cost with any additional HDD will be given by Deptt or to be borne by bidder?	Periodic Full backup of the website throughtout the contract period has been mentioned in the scope of work of the tender document. The costs of all elements proposed by the bidder in the technical bid must be borne by the bidder and included in the financial bid.

02	3 (a) (v)	Hosting must be done on servers located in India, and owned by an Indian agency. If the website is to be hosted at NIC Cloud (Meghraj) environment, the agency must ensure and use the available technology environment at NIC Cloud for the development. Agency will need to get clearance of security audit of the website by Ministry of Electronics and Information Technology (MeitY)/ CERT empaneled agency. Website to be hosted in India on Virtual Private Cloud, with hack proof security and as per the latest guidelines of MEA and NIC on VPC hosting.	It is requested to kindly consider NIC Meghraj for the hosting of the application. Hosting on the VPC will incur additional cost, which will be added to the Total Cost of the project. Also kindly consider the L1 bidder price based on the "Hosting at NIC Meghraj Cloud" instead of VPC Cloud.	As per point 3(a)(v) and 3 (e) of the tender document, the website must be hosted on MeitY approved Virtual Private Cloud (VPC) service providers or NIC cloud, located in India. The bidder may submit the technical and financial bid as per the provisions of the tender document. Currently the website is hosted on Virtual Private Cloud located in India.
04	3 (d) (xxi)	Provide HCI with two off site coordinators for all the tasks related to the website design and maintenance and repairs respectively	Kindly confirm if staff needs to be deployed on full time basis at the HCI -Colombo Office after the website go-live? However the tasks of updating contents, documents, changes can be managed from bidder's office as well.	The 24x7 support team has to be offsite.
05	6(d)	A minimum of three years of experience in the relevant area such as working with Indian Government websites, Including High Commission/Embassy websites, portals applications and execution of a work of similar nature of projects value worth at least INR 2.5 lakhs - per year, in the last three financial years.	We request you to kindly amend this criteria for better participation in the project as mentioned below: A minimum of three years of experience in the field of website designing and maintenance working in conjunction with Central Ministries/ Departments/Institutions/private organizations of repute. The experience of the agency in Govt/PSUs and Private organizations will be assessed as per the copies of the work orders along with completion	No change
07	10 (c) (i)	Number of websites including portal maintenance contracts (duration equal/more than 1year) in last 3 years [<=20=02 marks 21<=30=04marks 31<=40=06marks 41<=50=08marks 50>=10marks]	We request you to kindly reduce the criteria for better participation in the project as mentioned below: Number of websites including portal maintenance contracts (duration equal/more than 1year) in last 5 years [<=05=03 marks 06<=10=05 marks 11<=15=07 marks]	No change

07	10 (c) (i)	Number of contracts for development of Web Applications for Government of India in last 3 years [<=02=02 marks 03<=04=04 marks 05<=06=06 marks 07<=08=08 marks 09<=10>=10 marks]	We request you to kindly reduce the criteria for better participation in the project as mentioned below: Number of contracts for development of Web Applications for Government of India in last 5 years [<=02=03 marks 03<=04=05 marks 05<=06=07 marks 07<=08>=10 marks]	No change
07	10 (c) (ii)		Do we need to provide soft copy of the technical presentation along with the technical proposal?	Bidder may like to submit soft copy of the technical presentation along with the technical bid. However, it is not mandatory as per the tender document.
01	2		Could you specify the anticipated traffic and user load on the website to help us plan the server resources accordingly?	The past traffic and user load on the website is enclosed (refer Image - A). However this may only be referred to as an indicative trend.
01	3		How frequently do you anticipate the need for special occasion webpage/module designs, and can you provide examples?	In the past year one special page was created in line with special events in India. It is not feasible to anticipate the frequency of creation of pages for such occasions.
01	2		What are the key performance indicators (KPIs) you will use to measure the success of the website?	An Indicate list of KPIs is as below: 1. Unique Website Visitors 2. Traffic by Source 3. Sessions 4. Conversion Rate 5. Average Time on Page 6. Bounce Rate 7. Goal Completions 8. Top Landing Pages 9. Organic Traffic 10. Page Load Time
03	3 (d)		What are the expected update frequencies for different types of content (e.g., daily news vs. occasional event pages)?	Since website is updated fairly frequently, a 24x7 dedicated team has been mentioned in the tender document.
01	2		Are there any existing third-party integrations or APIs that the website must support?	Yes, for more information please visit to our Website www.hcicolombo.gov.in
01	2		Do you have a preferred process or tool for managing the content updates and approvals before they go live?	The process of managing for content updates will be discussed with the qualified bidder after the award of contract and a process with mutual consent will be finalized.

01	2		What are the current pain points or limitations of the existing website that we should address in the redesign?	Please visit our website www.hcicolombo.gov.in
01	2		What languages, aside from English, will the website need to support in the future?	It is not feasible to anticipate as this may be seen as a requirement that may change depending on the needs of the institution or other factors.
03	3 (c)		Are there any existing security protocols or certifications that need to be integrated or maintained?	Yes, Please refer to the detailed scope of work in para 3 of the tender document for mandatory security protocols, guidelines and certification.
General Queries			Can we work remotely from India for this tender?	Yes
			Could you please share concerned person's contact details and email for better communication?	Ms. Navya Singla, FS(PIC), Tel:+94-11-2446892, Email: info.colombo@mea.gov.in
			Could you please share details of server to be used and configuration of the server? And Who will cover the cost of the server?	The cost of server should be included in the financial bid. The general details are mentioned in 3(a)(v). The specific details and configuration of server will be shared with the successful bidder after award of work due to security considerations.
			Could you please share preferred technology stack?	Currently LAMP Stack technology is being used
			What is the date of technical presentation for evaluation committee?	The technical presentation, in virtual format, by the bidders will be presented on 14th June 2024 1000 hrs. The link for the same will be intimated to the bidders.

Image - A

