

Sr. #	Page #	Clause #	RFP Paragraph	Query - Uneecops	Query - SilverTouch	Query - Velocis	Clarifications by TRAI
						Will you go through NICS! Or you will act independent from NICS!.	Independent from NICS!
1	5	3(g)	Hosted on NIC cloud			1. Site will be hosted on NIC Cloud or if there is any plan of moving this to AWS during this AMC service?	Presently the website is on NIC. As such no plan of migration. However, in emergency situation it may be required.
2	8	3(a)	ii. Validations on existing forms	1. We request you to get the total number of websites to be maintained along with the URL.	1. How many forms on existing website? 2. What's the purpose of those forms? 3. Can we get those developed forms? 4. Will those forms will be in public domain or accessible to registered users only? Please share details.		Uneecops - Only one website. SilverTouch - Refer page 6 of RFP (present technical details)
3	8	3(a)	iii. Addressing Browser Compatibility related issues iv. Addressing Device compatibility / responsive forms related issues v. Ensuring compatibility with popular browsers like Internet Explorer, Mozilla Firefox, Safari, & Google Chrome, etc.		1. We assume that the existing website is developed completely responsive in design with cross browser compatibility. Please confirm. 2. If above is not the case then kindly share the exact issue with the website.		1. Yes website is completely responsive in design with cross browser compatibility.
4	8	3(a)	ix. Security Audit of website.	1. Can you please share the number of audits need to be considered in the scope of Technical & Commercial? Also, we could not found any sperate line item for Security Audit in Commercial Format therefore requesting you to add the same too.	1. How many security audit will be there in the project duration? 2. Who will bear the cost for security audit TRAI or Agency?		Cost of the security audit will be borne by TRAI. The vendor shall provide technical support during the audit and remove all the bugs reported during the security audit to ensure that all vulnerabilities are fixed.
5	8	3(a)	xi. Data Management (validation/verification, cleaning, transformation, loading etc.)		What is the exact scope of Data Management here for the website validation/verification, cleaning, transformation, loading etc. We are not finding any scope for ETL process in website. Please reply.		This pertains to the data uploaded on the website.
6	8	3(a)	xii. Database Support: c. Database backup (full and incremental) and recovery.		1. How frequently TRAI wants Database backup (full and incremental) and recovery. Please share the frequency. 2. Kindly share the total number of calls received in a week for database related support. 3. Kindly share the total number of efforts & resource will be engaged per week for database support activity.		NIC supports backup of data. Vendor will have to coordinate with NIC.
7	8	3(a)	xiii. Updation of existing technology stock as and when required.		1. The website is developed in DRUPAL CMS with 7th Version, we assume that version update DRUPAL 7 to 8 will not be there as part of scope as in that case the effort will be about to website development so that will not be consider under maintenance scope. Please reply.		Regular updates & patches recommendations received from NIC shall have to be implemented by the vendor.
8	8	3(a)	xiv. Shall support audit activities like STQC, Cert-In Security Audit, etc, as and when required or as intimated by TRAI.	1. We understand that the current website is already approved by STQC for GIGW and no need to audit the website again. Please confirm our understanding	1. Regarding Security Audit, refer query no. 4 we asked. FOR STQC, we understand the website is STQC audited for GIGW, does TRAI wants the STQC audit again to be performed for GIGW compliance? If Yes, how will bear the cost for it. Please reply. Also, TRAI must be aware about STQC audit cycles and timeline they are taking.		The website is approved by STQC for GIGW. However on its expiry/changes made in the website, the vendor shall provide support for obtaining GIGW. The cost will be borne by TRAI.
9	8	3(b)	i. Addition/Updating of content using NIC Content Management Framework		1. We understand the website is developed in NIC CMF, where many limitations also given for development level changes/customization. We understand such customization will not be the part of scope.		As per our past experience no such requirement. There have been creation of new forms which is available in CMF.
10	8	3(b)	ii. Website Content Updates - uploading, adding, editing and/or removing any text or copy on the existing site including any articles, reports, contact information and product or service description.	1. Does all digital assets (Content, Media files etc) will be provided by TRAI?	1. We assume all the content including media will be shared by TRAI. There will not be any scope for content writing and duration under this scope. Please confirm		All content will be provided by TRAI. However, Banners may be required to be created as and when required.

11		3(c)	vii. Adding, editing and sizing of any pictures / animations to the existing website which does not fall under the scope of the layout or actual design of existing website	1. We would like to know the average number of Picture & Animation to be considered in a month. Kindly share the same	1. What type of picture/animation editing will be part of scope, we need details with number of such editing activities. 2. We understand such activities generally doesn't come under website support activities. For Animation editing different skill-set resources work. We need number of such.		The website has video & photo gallery where videos and photos have to be uploaded according to the astetics of the website. Presently animation is not included.
12	9	3(c)	viii. Restructuring overall content with proper heading structure		1. We understand the website is developed and working fine, do the overall website content restructuring will be part of this maintenance scope? Or restructure on few required pages content will be there, please confirm. 2. Kindly share the quantum of such pages which needs to be restructured.		The website is developed and working fine. However, minor restructuring of pages as and when required will have to be undertaken by the vendor.
13	9	3(c)	Xiii. Provision to send emails for registration details to user who registered for event/OHD.		1. We assume email gateway API will be provided by client for email integration. Please Confirm. 2. We assume, User Registration module is already developed, where email integration is required. Please confirm or share details.		It is already integrated with NIC email. However, if new forms are required to be created the same shall have to be integrated with NIC email.
14	9	3(c)	xvii. Maintain Audit Trail, Audit Log		1. We understand that the website is developed so audit trail functionality is already developed in CMS we need to share audit trail report, please confirm. 2. What is the duration of sharing of audit trail/log report.		Yes. As and when required.
15	9	3(c)	xviii. Creation of New Pages in reference to Consultation Paper	1. What is "Consultation Paper" here? Can you please elaborate this requirement in more details.	1. We understand that Consultation Paper module is already developed, new papers would be added there, which content will be provided by client. Please confirm or share details in case understanding is wrong.		Refer to Consultation Papers on website. The content will be provided by TRAI.
16	9	3(c)	xix. Creation of staging environment for testing before deploying on production		1. We assume that TRAI will provide the staging platform to vendor. Please confirm.		Yes
17	9	3(c)	xx. One-time migration from one cloud to another cloud in case of any urgency		Maximum One time cloud migration effort should be taken as a part of scope of this project. Cloud required infrastructure with details will be provided by client. Please confirm.		This may be required only in case of any emergency. If vendor is not able to manage the website properly with load on NIC cloud and there is extra ordinary situation which is not foreseen at this stage. However, in emergency situation vendor shall have to do the needful.
18	9	3(d)	i. 24x7 Technical Assistance	1. Can you please share the detailed scope here about what is to be done from vendor here?	1. What is the expectation from department for 24x7 technical assistance, will technical resources to be deployed for 24x7 rotation? 2. For Technical assistance we assume email support will be enough no helpdesk system is required, please confirm. Else please share details who will provide helpdesk with detail expectation.		Vendor shall ensure 99% uptime subject to NIC infrastructure. Prompt action should be taken by vendor for restoration of website in coordination with NIC. Vendor should monitor the website resource requirements and prepare in advance to avoid non-availability of website.
20	9	3(d)	x. Website uptime should not be less 99%. Also, in each instance website should not be down for more than 2 hours.	1. Looking at the scope and terms & condition of the NICS I Empanelment, this clause is irrelevant and therefore we request you to remove this clause.	1. We understand the website hosting/deployment infrastructure will be shared by client, it's not part of EB's scope so website uptime can't be responsibility will not be with EB. Only coordination with cloud team can be the part of scope here, uptime can't be committed by us. Please reply.	SLA shall be applicable as per the CSP (Cloud Service Provider). If server is up and running fine, bidder will maintain the site uptime and downtime?	
19	9	3(d)	ix. Create and maintain the different setup for development and staging		1. Please elaborate the requirement and expectation of department for different setup for development and staging, which setups are those. Please reply.		As per industry standards
21	10	4	Change Management:		1. In case of any module/new functionality requirement in website, to be considered under change request. Please confirm.		Any new page which is similar to one existing in website will not be considered for change request.
22	10	5	The selected EB shall provide one full-time on-site software professional as per details given in Annexure-A to this bid document.		1. What profile software profession is required onsite. Please share with required qualification, experience level and resource profile. 2. We assume that required office space, workstation, internet connectivity, Electricity, Furniture etc will be provided by TRAI to onsite deployed resource. Please confirm.		1. As per Annexure 'A'. 2. Yes, facilities shall be provided by TRAI to onsite resource

23	12	13.2	Experience of EB - Experience in Telecom/Broadcasting sector - Strength of organization - Exp. in design & development of website/web portal with STQC Certificate for complying GIGW guidelines.	1. Here we could not found the bifurcation of the marks and what is to be submitted in what numbers therefore requesting you to share the same for better visibility.	1. Kindly share the detailed breakup of the marks for the mentioned clauses here.	1. Could you please elaborate what kind of experience you are seeking from bidders ? Should it be relevant as per your requirements or any kind of engagements with Telecom/Broadcasting sector will do?	Overall bifurcation of marks is given in the Evaluation Criteria. Weightage shall be given to the organisation competence to handle projects of key departments/ministeries which face heavy traffic. Detailed evaluation shall be done on basis of the documents submitted by the vendor.  Vendor should be familiar with Telecom/Broadcasting terminology and weightage shall be given to similar work in Telecom/ Broadcasting sector.
24	12	13.2	Experience in maintenance of website for any Govt. Dept of value more than 40 lakh during the last 3 years (1 marks for each work order)		We understand here department is asking for website Development & maintenance website/portal experience. Please confirm. If it is only website maintenance experience with such criteria is difficult to get, then we would request to please consider development & maintenance experience. We also request to increase weightage of each work order here from 1 marks to 3 marks atleast with total criteria weightage should be 15 marks.	For healthy completion I would like to request you kindly reduce the order value from 40 lakh.	Experience in development/ maintenance of website/portal for any Govt. Dept of value more than 25 lakh during the last 3 years
25	12	13.2	Experience Technology Drupal (CMF) - No. of website - work order PHP, Javascript- No.ofwebsite-workorder		1. For both the points number of work orders is not mentioned for getting full marks. 2. Kindly share the breakup of the marks for the mentioned clause.		Number is not relevant. It is the relevance and complexity of the project handled by the vendor.
26	12	13.2	Experience Technology AWS Cloud - No. of VM handled		We understand the project is for maintenance & technical support, there is no specific requirement for Hosting/deployment, can be asked for experience with handling VMs rather asking for specific Cloud service provider. If the agency worked for large volume data, high concurrent users, no. of hits website experience can be asked rather asking for a particular CSP. Please relook at this criteria.		
27	12	13.2	Experience Technology Security Audit clearance obtained during last 2 years		1. Number of Security Audit Certificates is not mentioned for getting full marks. 2. Kindly share the breakup of the marks for the mentioned clause.		
28	12	13.2	Criteria for Technical Evaluation of Bids		1. 75 marks weightage is on subjective criteria, only 25 marks is given for credentials or experience which is on very lower side. We would request department to please revisit the evaluation criteria. 2. Also assume wherever work order asked for is Project mode projects only, no manpower work orders will be considered. Please confirm.		After due consideration the criteria has been decided. No change.
29	14	16.1	Performance Bank Guarantee The selected EB shall submit a Performance Bank Guarantee for an amount equivalent to ten (10) per cent of the annual charges in favour of TRAI, Delhi, valid for a period of Twenty Seven (27) months, towards security deposit.		1. We would request TRAI to ask for 5% PBG at place of 10% as the contract period is longer and 10% is high value which will get stucked. The nature of project is also technical support where resources will be deployed and paid on monthly basis whereas payment term is on quarterly basis where fund flow of the project will always be on higher side from bidder's side. Kindly consider the request.		
30	15	Annexure-A	I. Website Facilitator - Job Responsibility		1. The type of Job Responsibility asked for a resource can't be in a resource, here multiple skill set resources will be required to manage this project like Project Manager, Developer, Designer, System Admin, Security Person, Content Uploader, Project Coordinator etc. Either Onsite resource with focusing on a single profile Job Responsibility should be asked or multiple resources can be asked for onsite.		

31	15	Annexure A	I. Website Facilitator - Key Competencies		1. Same as above a single resource can't have skill set for designing & development both. Here asking for CMF, My SQL, Drupal, PHP, CSS, HTML, JavaScript and JQuery, web-designing. These all skill set can't be in a single resource. Please revisit the requirement.		The resource should have an understanding of Key Competencies mentioned in Annexure-A of the RFP.
32	17	Annexure C	Onsite Support - Website Facilitator (3 years exp.)	1. We feel that there is a typo error and vendor need to consider 24 months instead of 12. Please specify.	1. We understand the project duration is 24 months initially and onsite one resource asked for, here in Financial bid 12 multiplication factor used for onsite resource, it should be 24. Please correct.		No change.
33	17	Annexure C	Manhour charges for Change Management Rs. ...		1. Manhour charges for Change Management should be shared with GST or without GST. 2. We assume that "Manhour" charges are optional and will not be considered in the final evaluation. Please confirm.		1. Manhour charges will be without GST. 2. Manhour charges are not optional. However, it will not be considered in final evaluation.
34	17	Annexure C	Financial Bid for Technical Support and AMC of TRAI Website		1. We are not finding any line item for security audit charges, it should be there as a separate line item as it's 3rd party cost. If STQC is required then that should also be there as separate line item.		The cost of security audit and STQC shall be borne by TRAI.