

## Bid Corrigendum

GEM/2024/B/5488791-C1

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. Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name  
National Industrial Corridor Development Corporation Limited  
Account No.  
3382752103  
IFSC Code  
CBIN0280298  
Bank Name  
Central Bank of India  
Branch address  
ASHOKA HOTEL, NEW DELHI - 110021  
. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.
3. Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name  
National Industrial Corridor Development Corporation Limited  
Account No.  
3382752103  
IFSC Code  
CBIN0280298  
Bank Name  
Central Bank of India  
Branch address  
ASHOKA HOTEL, NEW DELHI - 110021  
. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.
4. 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.

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](#)

**Response to Prebid queries for GeM Bid no. GEM/2024/B/5488791**

S No.	Bidding document reference(s) (Page No.)	Content of tender document requiring clarification	Bidders Query	NICDC Response
1.	Pg no.7 & Pt no. 5	Relevant certifications (CMMI 5, ISO 20000, ISO 27001) CMMI 5 – 5 marks ISO 20000 – 3 marks ISO 27001 – 2 marks	Request to please change this to CMMI level 3	RFP conditions remain unchanged
2.	Pg no. 10 Pt no. 0-1	Live streaming: Ensure the website is able to provide live data streaming.	Is it a Data live streaming from any other source, please specify the source in that case? Is it about video live stream? Is there any video streaming application in used like YouTube and we have to showcase it on the website?	Live data streaming will be conducted through the API integration of any social media platform or application.
3.	Pg no.10 Pt no. 0-2	Chatbot Development: Develop an AI-powered chatbot to assist users with inquiries, provide information about industrial plots, and guide them through the purchasing process.	What is the size of the training dataset? Please provide a tentative no. of questions and answers (QNAs)? What will be no. of concurrent session for Chatbot? Is it a FAQ based chatbot which will answer the frequently asked questions or would it be a Large Language Model based Chatbot?	Since the dataset will be nearly real-time, users can pose questions in various kinds and receive answers through different ways. The chatbot will be a combination of Frequently Asked Questions (FAQs) and a Large Language Model (LLM), dynamically trained on the dataset
4.	Pg no.11 Pt no. 0-3	Interactive Maps: Integrate interactive maps to provide users with a visual representation of the plot locations.	Will department bear the recurring cost of MAP or will Department provide the MAP API here? The costing of it will depend on usage.	Initially cost shall be borne by bidder till the AMC contract.
5.	Pg no.11 Pt no. 0-3	Videos should be uploaded on Video Server	Will Department provide us with Video Server?	Yes
6.	0-9	Deployment: Deploy the website to a live server and ensure it is fully functional. bidder shall be responsible for deployment, administration of the web portal over MeitY empaneled Server/Cloud Service Providers. Deployment and manage systems on cloud, Plan for business continuity Data Center / Disaster Recovery set up Environment set-up: Dev, Test, Prod and DR and Provision of Load balancer and Web Application Firewall.	Let us know if there is any benchmarking done on server configuration required, eg. For DC how many Virtual Cores and RAM is required, what is the storage size. For DC -DR configuration what is the RTO and RPO required.	Server space shall be provided by NICDC .
7.	Section L Pg. 9	General Query	It is requested to appoint a Nodal Officer for providing concurrence on the deliverables. It is also to be mentioned that any delay in approval by NICDC may not be attributed to the bidder. In case, no response is received from NICDC within 7 days from the date of submission, the work/ deliverable/ submission shall be deemed approved.	As per RFP document
8.	Section N Page 10	<b>Service Level Agreement</b> <b>1. SLA Description</b> :- Availability of the system –Bidder shall maintain the availability of the web portal and function as per scope of this RF. <b>Parameter</b> :- >99% <b>Penalty</b> :- For each 0.1% downside in Monthly availability – a deduction of 0.025% per month of quarterly payment as per payment schedule shall be charged. <b>2. SLA Description</b> :- Overall Response Time of the web portal except searching <b>Parameter</b> :-3 seconds <b>Penalty</b> :- or each 0.5 sec increase in Average Response Time (Monthly) a penalty 0.05% per month of quarterly payment as per payment schedule shall be charged.	It is requested to mention in the RFP that any SLA breach/ delay/ defect on the part of 3rd party/ CSP or its services may not be attributed to the bidder and shall not have any financial implications. Request inclusion of the above-mentioned clause.	SLA breach/ delay/ defect on the part of 3rd party/ CSP or its services may not be attributed to the bidder and shall not have any financial implications.

9.	Section O pt. 1 Page 10	Live streaming: Ensure the website is able to provide live data streaming	For live streaming, it is assumed the website shall be able to successfully integrate with another platforms like YouTube, etc., for embedding the video player on the NICDC website. It is also requested to mention the number of concurrent users and detail out the scope of live streaming on the Website.	Live data streaming will be conducted through the API integration of any social media platform or applications. concurrent users currently not available.
10.	Section O pt. 1 Page 10	Implementation & development of Chatbot	It is requested to clarify if NICDC shall be responsible for providing the necessary dataset/ documents/ content for training of Chatbot/LLM. Also, please clarify if the cost of any license/specific infrastructure or associated costs are to be borne by the bidder	Necessary dataset/ documents/ content for training of Chatbot/LLM shall be provided by NICDC.  The Cost for any license/specific infrastructure shall be borne by Bidder
11.	Section N Pg. 10	Overall Response Time of the web portal except searching.	Overall response time of the web portal may depend upon the hardware, software & networking configuration of the user device. Any delay due to above mentioned reasons may not be attributed to the bidder. Please include this clause in the RFP.	SLA breach/ delay/ defect on the part of 3rd party/Hardware /CSP or its services may not be attributed to the bidder and shall not have any financial implications.
12.	Section O pt. 1 Page 10	General Query	As the SoW doesn't mention of Search Engine Optimization, please clarify if NICDC shall manage the content & SEO.	As per RFP document
13.	Section O pt. 1 Page 10	General Query	Please clarify if the content including graphics and images for the website shall be provided by the NICDC as the work of content generation doesn't find any mention in the SoW.	Website contents will be migrated from existing website. If additional content are required same shall be arranged by bidder.
14.	Section O pt. 1 Page 10	General Query	We understand that NICDC shall be responsible for the content strategy whereas the bidder shall only support implementation of the strategy. Please confirm if the understanding is correct.	Yes, your understanding is correct
15.	Section O pt. 5 Page 11	Third-Party API Integration: Integrate necessary third-party APIs for functionalities such as payment gateways, location services, and CRM systems, social media apps like Facebook, Twitter, LinkedIn etc	It is requested that necessary support (API) maybe required for external integration and delay of any 3rd party may not be attributed to the bidder.	Yes
16.	Section O pt. 3 Page 11	Content Strategy: Develop a content strategy that includes both English and the target second language (e.g., Hindi)	Please clarify if the scope of content strategy is limited to provisioning of bilingual content. Please clarify if the input through CMS shall be in Hindi as well.	Yes
17.	Section O pt. 3 Page 11	Content Management System (CMS): Implement a CMS that supports bilingual content and allows for easy updates	It is requested to provide the detailed scope of project listing and subsequent pages for accurate effort estimation. scope for Content Management System with functional specifications for preparing a comprehensive proposal.	As per RFP document
18.	Section O pt. 6 Page 12	Admin can create list of cities, states, projects, sub projects	It is requested to provide the detailed scope of project listing and subsequent pages for accurate effort estimation.	As per RFP document
19.	Section O pt. 9 Page 12	Deployment: Deploy the website to a live server and ensure it is fully functional. bidder shall be responsible for deployment, administration of the web portal over MeitY empanelled Server/Cloud Service Providers. Deployment and manage systems on cloud, Plan for business continuity Data Center / Disaster Recovery set up Environment set-up: Dev, Test, Prod and DR and Provision	It is requested to clarify that the necessary IT infrastructure for development/production environment and hosting services are to be provided by the bidder and any delay on part of CSP may not be attributed to the bidder.	Yes, your understanding is correct

20.	Section O pt. 10 Page 13	General Query	It is requested to mention that any delay in approval, content or data by NICDC shall not be attributable to the bidder. In case, no response is received from NICDC within 7 days from the date of submission, the work/ deliverable/ submission shall be deemed approved. Request to include the clause in the RFP.	RFP conditions remain unchanged
21.	Section O Pt. 9 Pg. 13	Security Certification: Cert-in certification for website.	It is requested to clarify if the bidder shall be responsible for engaging a 3 <sup>rd</sup> party for security certification. It is suggested that NICDC should appoint the security auditor to avoid any potential conflict of interest (in accordance with the maker checker principle).	bidder should appoint cert in empanelled information security auditing organisations.
22.	Section O	General Query	It is requested to mention the details including functionality and technology stack of the existing system of NICDC that shall be integrated with the website.	RFP conditions remain unchanged
23.	General Query	General Query	It is requested to limit the maximum liability of the bidder to the total value of the contract.	As per RFP document
24.	General Query	General Query	Please clarify if any resources are to be deployed at NICDC premises for the delivery of this project. It is suggested that for any review meetings/discussion/ progress update, the delivery team/ members of delivery team shall be available for online/offline interaction.	At least 2 No's resources is required to be deployed at NICDC premises.
25.	BID SECURITY FEE (EMD):	"Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) and Startups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT)" are exempted from submission of EMD (Bid security) in this tender."	Please confirm If MSE Enterprise type " <b>Small</b> " are exempted from EMD.	Micro & small enterprises and startup recognised by DPIIT are exempted from payment of EMD, pls refer RFP page no. 4 at point D.
26.	Point 4 of Minimum Qualification Criteria: / Page 6	Technical capacity: The bidder should have completed at least 02 similar projects related to Website Design / Development, Go Live / Integration of API in Central/State government/ Autonomous Bodies/ Statutory Bodies/ PSUs in India in the last 5 years.	1. Request you to kindly add Mobile Application Development in this category. 2. Also request to consider large Enterprises (Private institution) in this category.	As per RFP document
27.	Point 2 of Technical Evaluation Criteria / Page 6	Must have successfully implemented large-scale IT system implementation projects with value INR 2 Crore or more for any Central/State government/ Autonomous Bodies/ Statutory Bodies/ PSUs in India in the last 5 years	1. Request you to kindly add Mobile Application development in this criteria along with private enterprises. 2. Please reduce the project value from <b>current 2 Cr. To 1 Cr. In last 7 years.</b>	As per RFP document
28.	Point 3 of Technical Evaluation Criteria / Page 7	Must have successfully hosted system on MeitY approved cloud for any Central/State government /Autonomous Bodies /Statutory Bodies/PSUs in India in the last 5 years -	1. Please confirm if MeitY approved AWS / Azure/ Google clouds & <b>Desidoc</b> are also eligible for this. Also, we would like to share that work orders will not contain hosting details. However, we can give the undertaking & deployment details. 2. What other documents can be considered for this evaluation point.	NIC cloud experience shall be considered
29.	Point 4 of Technical Evaluation Criteria / Page 7	Must have successfully executed projects related to marketing strategy / content planning & execution strategy of a government agency/PSU.	we would like to share that Marketing & content planning are managed by Marketing companies & by Software development company. Also, work order provided by client don't specify separately. We, therefore, request you to kindly remove this point point evaluation criteria.	RFP conditions remain unchanged
30.	Point 5 of Technical Evaluation Criteria / Page 7	Certifications and Credentials - Relevant certifications (CMMI 5, ISO 20000, ISO 27001) CMMI 5 – 5 marks ISO 20000 – 3 marks ISO 27001 – 2 marks	We request you to kindly Consider CMMI 3 in place of CMMI 5 as companies with turnover of 20Cr. Will not have CMMI 5 and such companies will be ruled out from participation. <b>So, please change from CMMI 5 to CMMI 3.</b>	RFP conditions remain unchanged

31.	9. Deployment and Launch: / Page 13	Security Certification: Cert-in certification for website.	Who will bear the cost of Security audit by Cert-in empanelled company? Please confirm.	Cost shall be borne by bidder
32.	12. Deliverables: / Page 13	12. Deliverables: o Fully functional, and dynamic responsive website o Integrated chatbot o Bilingual content	We assume that languages will be hindi & english. Also, input language will be english only.	The dynamic LLM models can support multiple language integrations and cater to various audio needs. Consequently, they are recommended as the optimal solution for the chatbot.
33.	13. Annual maintenance contract (AMC): / Page 13	13. Annual maintenance contract (AMC): o AMC for 1 year (after 3 months Defect Liability Period). o To ensure proper functioning of the tool and resolve any operational issues pertaining to solution availability and functionality o Changes on website as per the requirement. o Uploading of document and other related tasks.	1. We assume that AMC support will be provided from Vendor's office. 2. Please provide Support working hours for AMC support 3. Please provide details on - Changes on Website. & amount of Changes.	As per RFP document
34.	2. Implementation & development of Chatbot: / Page 10	2. Implementation & development of Chatbot: o Chatbot Development: Develop an AI-powered chatbot to assist users with inquiries, provide information about industrial plots, and guide them through the purchasing process. o All queries of investor. o Responding to query: Implement capabilities to understand and respond to user queries effectively. - Chatbot Training: Train the chatbot with a comprehensive dataset to improve accuracy and relevance of responses. - Chatbot Deployment: Integrate the chatbot into the website and ensure it functions smoothly.	1. Please more details on AI-powered Chatbot. 2. Do you want GenAI to be included in Chatbot? If yes, then the recurring month cost will be borne by NICDC. Please confirm.	Yes, the infrastructure and associated costs will be owned and covered by NICDC.
35.	O. SCOPE OF WORK, Live Streaming / Page 10	Ensure the website is able to provide live data streaming.	What type of data is expected to be streamed live (e.g., video, real-time analytics, event broadcasts)? Is there any specific format or data type requirement?	Live event streaming will be conducted through the API integration of any social media platform or application.
36.	O. SCOPE OF WORK, Live Streaming / Page 10	Ensure the website is able to provide live data streaming.	What are the performance requirements for live streaming? Are there any specific latency requirements or limits for real-time data delivery?	No
37.	O. SCOPE OF WORK, Live Streaming / Page 10	Ensure the website is able to provide live data streaming.	Will the live streaming require integration with third-party platforms (e.g., YouTube, or custom streaming services)? If so, what are the expected integration points?	Yes
38.	O. SCOPE OF WORK, Live Streaming / Page 10	Ensure the website is able to provide live data streaming.	Is there a need for user authentication or access control for certain live streaming events or data? How should restricted access be handled?	No
39.	O. SCOPE OF WORK, Live Streaming / Page 10	Ensure the website is able to provide live data streaming.	What infrastructure is expected to support the live streaming? Should the agency propose hosting solutions, or will NICDC provide a specific streaming server or cloud service?	Hosting infrastructure shall be provided by NICDC
40.	O. SCOPE OF WORK, Live Streaming / Page 10	Ensure the website is able to provide live data streaming.	Does the live streaming need to be recorded and stored for future playback, or is it strictly real-time? If stored, what format and storage requirements are necessary?	Yes. To be stored on servers in video format.
41.	O. SCOPE OF WORK, Live Streaming / Page 10	Ensure the website is able to provide live data streaming.	Are there any specific streaming protocols that NICDC prefers or requires (e.g., HLS, RTMP, WebRTC)?	No
42.	O. SCOPE OF WORK, Live Streaming / Page 10	Ensure the website is able to provide live data streaming.	What is the expected maximum number of concurrent users for the live streaming feature? Is scalability a concern, and if so, what are the benchmarks?	not available
43.	O. SCOPE OF WORK, Live Streaming / Page 10	Ensure the website is able to provide live data streaming.	How will live data streaming interact with other website components? Are there specific sections where the live stream will be embedded or displayed?	As per RFP document
44.	O. SCOPE OF WORK, Live Streaming / Page 10	Ensure the website is able to provide live data streaming.	Will there be a need for live chat or user interaction features alongside the live stream? Should the live streaming be integrated with other real-time communication tools?	Yes
45.	O. SCOPE OF WORK, Point 1 - Research and Project Planning / Page 11	Review and understand NICDC existing website and create a detailed project plan as per best practices in the industry.	Are there any specific tools or methodologies that NICDC prefers for project management and reporting during the project?	Not Available

46.	O. SCOPE OF WORK, Point 4 - Industrial Plot Sale Requirements / Page 11	Design and develop a section dedicated to listing available industrial plots with detailed information, images, and pricing.	What specific data fields are required for the industrial plot listings? Are there existing databases or APIs for this information?	Not Available
47.	O. SCOPE OF WORK, Chatbot Development / Page 11	Develop an AI-powered chatbot to assist users with inquiries, provide information about industrial plots, and guide them through the purchasing process.	What type of AI technology is preferred for the chatbot (e.g., Natural Language Processing (NLP), Machine Learning)? Are there any specific frameworks or platforms to be used?	NLP and LLM should be preferred in combination with machine learning.
48.	O. SCOPE OF WORK, Chatbot Development / Page 11	Provide information about industrial plots and guide users through the purchasing process.	Will the chatbot require integration with any existing databases or APIs for industrial plot data? What are the key data fields the chatbot should pull from?	Yes, the chatbot will be integrated with near real-time data, and the training of the data will be dynamic.
49.	O. SCOPE OF WORK, Chatbot Development / Page 11	Responding to user inquiries and assisting investors with queries.	What types of queries does NICDC expect the chatbot to handle? Is there a specific classification of inquiries, e.g., technical support, plot availability, or pricing details?	The queries will be dynamic in nature, encompassing not only plot size and pricing details but also the economic value and technical knowledge of NICDC's assets.
50.	O. SCOPE OF WORK, Chatbot Training / Page 11	Train the chatbot with a comprehensive dataset to improve accuracy and relevance of responses.	Will NICDC provide the dataset for training the chatbot? If not, what types of data sources are expected, and are there any privacy concerns or data limitations?	Website contents will be migrated from existing website. If additional content are required same shall be arranged by bidder.
51.	O. SCOPE OF WORK, Chatbot Training / Page 11	Chatbot Training: Train the chatbot with a comprehensive dataset to improve accuracy and relevance of responses.	How frequently does NICDC expect the chatbot to be retrained? Will there be ongoing training to refine responses based on new data?	The dataset will be updated in near real-time, necessitating the chatbot to be retrained accordingly to meet the requirements.
52.	O. SCOPE OF WORK, Chatbot Development / Page 11	Assist users with inquiries and guide them through the purchasing process of industrial plots.	Does the chatbot need to facilitate real-time transactions or interactions during the purchasing process (e.g., providing quotes, submitting forms)? Will it need to integrate with any payment gateways?	NO
53.	O. SCOPE OF WORK, Chatbot Training / Page 11	Train the chatbot with a comprehensive dataset to improve accuracy and relevance of responses.	Will the chatbot require multi-lingual capabilities? If so, which languages, apart from English, are necessary for training?	The dynamic LLM models can support multiple language integrations and cater to various audio needs. Consequently, they are recommended as the optimal solution for the chatbot.
54.	O. SCOPE OF WORK, Chatbot Development / Page 11	Responding to query: Implement capabilities to understand and respond to user queries effectively.	Will there be escalation mechanisms to direct users to human support for complex inquiries?	NICDC will provide a helpline email address for queries that are not resolved at the chatbot level.
55.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	Which CMS platforms are preferred by NICDC (e.g., WordPress, Drupal, custom CMS)? Should the agency propose a CMS platform, or does NICDC have specific requirements?	CMS with latest version, which support dynamic web application.
56.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	Will the CMS need to handle multiple languages beyond the two specified (e.g., future support for additional languages)? If so, what is the approach for language expansion?	No
57.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	How will content management roles be defined? Will there be different user permissions for content creation, editing, review, and publishing?	As per RFP document
58.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	Does NICDC have a preferred content editing interface? Should the CMS support rich media content such as images, videos, and documents?	No
59.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	Are there any specific requirements for handling SEO in both languages? Should the CMS support meta tags, keyword management, and SEO optimization for multilingual content?	As per RFP document
60.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	What is the expected volume of content that will be managed in the CMS? Should the system be designed for high scalability if content volume increases over time?	Not available, content may increase over the time

61.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	Will the CMS need to support version control for content, allowing rollback to previous versions of a page or article?	Yes
62.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	Should the CMS have built-in analytics, or will it integrate with third-party tools like Google Analytics to track the performance of content across different languages?	Should the CMS have built-in analytics.
63.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	Will the CMS need to support scheduled publishing of content in both languages? Should there be options to set expiration dates for content (e.g., event announcements)?	Yes
64.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	Does NICDC require a content approval workflow within the CMS (e.g., drafts, approval, and publishing stages)? How many user roles will be involved in the content approval process?	No
65.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	Will there be a need for centralized media management (e.g., images, videos, documents) that can be easily accessed and reused across different pages and languages?	Yes
66.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	What are the security requirements for the CMS? Should it include features like user access controls, two-factor authentication, or encryption for content updates?	Yes
67.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	Will the bilingual content need to be displayed in a fully localized format (e.g., different layouts or design elements for each language)? Are there any language-specific formatting considerations?	Yes
68.	O. SCOPE OF WORK, CMS Implementation / Page 11	Implement a CMS that supports bilingual content and allows for easy updates.	Should the CMS integrate with social media platforms to easily share content across different channels in both languages?	Yes
69.	O. SCOPE OF WORK, Point 9 - Deployment and Launch / Page 12	Deploy the website to a live server and ensure it is fully functional.	What environment will be used for deployment (e.g., Cloud, On-premise)? Will the NICDC provide hosting, or is the agency expected to arrange this? What environment specifications are required for the live deployment (e.g., server type, load balancing)?	NIC cloud, same shall be provided by NICDC
70.	O. SCOPE OF WORK, Point 5 - API Integration / Page 12	Integrate necessary third-party APIs for functionalities such as payment gateways, location services, and CRM systems.	Which specific third-party APIs does NICDC envision integrating? Are there any existing systems that need to be considered?	API of Social media platform and other applications will be intergrated.
71.	O. SCOPE OF WORK, Point 5 - API Integration / Page 12	Custom API Development: Develop custom APIs if required for specific features and functionalities.	What are the specific use cases for custom APIs? Are there existing documentation or standards that should be followed?	As per RFP document
72.	O. SCOPE OF WORK, Point 10 - Detailed Content Planning / Page 13	Evaluate existing content and benchmark with leading websites, leveraging website analytics to identify content improvement areas.	What metrics or KPIs are NICDC currently tracking?	Monthly basis
73.	P. DOCUMENTS TO BE SUBMITTED FOR BIDDING / Page 13	Details of Average Annual Turnover as per format in Annexure – II duly certified by CA.	What additional documentation or financial records are required to support the financial claims made in the proposal?	CA certified turn over certificate for last 3 Financial year as mentioned in RFP document .
74.	O. SCOPE OF WORK, Point 13 - Annual Maintenance Contract (AMC) / Page 14	AMC for 1 year (after 3 months Defect Liability Period).	What specific services will be covered under the AMC? Are there SLAs for response times and issue resolution during the AMC?	As per RFP document
75.		Generic queries	What are the number of users	not available
76.		Generic queries	What is the number of concurrent users	not available