

RESPONSE TO PRE-BID QUERIES

Selection of System Integrator (SI) for Annual Maintenance & Support of Jharkhand Tourism Website, Web based Applications for Jharkhand Tourism Development Corporation Limited (JTDCL) and Social Media management for Jharkhand Tourism

Ref. No. :- 390/2021, Ranchi/Dated:- 09/06/2021

Dated: 18/06/2021

Sl. No.	Reference Section	Clause No.	Queries	Response
1.	5	SCOPE OF WORK	We request you to please specify the technology platform and database of existing applications.	Technology platform- Window/Linux (dot net/PHP) Database- SQL/MySQL
2.	Page no. 24	SCOPE OF WORK	We assume that content for website shall be facilitated by the department. Please confirm.	No, the successful bidder have to create the content
3.	Page no.25	SCOPE OF WORK	Please elaborate more on the functionality of this system.	Please visit our website: https://tourism.jharkhand.gov.in
4.	Page no. 25	SCOPE OF WORK	We request you to please specify the technology platform and database of this system.	Technology platform- Window/Linux (dot net/PHP) Database- SQL/MySQL
5.	page no.28	SCOPE OF WORK	We understand that bidder has to maintain the CERT-In safe to host certificate for the project duration. No other certification need to be maintained. Please confirm our understanding.	SSL certification required
6.	page no.29	SCOPE OF WORK	We understand that bidder has to consider the SSL certificate for a single domain. Please confirm.	For Website and Portal https://tourism.jharkhand.gov.in tourismportal.jharkhand.gov.in

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7.	Page no.32	SCOPE OF WORK	We assume that existing digital library shall containing archived images and videos shall be shared with SI. Please confirm.	Sure we will share
8.	Page no.32	SCOPE OF WORK	Whether SI has to take photograph and videography required to create content for social media only. Further, SI is not responsible to cover entire event and capture photo and video of entire event. Please confirm.	SI will responsible for the same
9.	Page no.35	SCOPE OF WORK	Is UPS under warranty support? Please specify the warranty status along with make and model, year of purchase.	No
10.	Page no.35	SCOPE OF WORK	Who will bear the cost of consumables like batteries, paper, toner etc.?	JTDCL
11.	Page no.35	SCOPE OF WORK	Please specify the ATS/warranty status along with make and model, year of purchase. Whether SI has e to renew the required ATS for the existing product.	Out of warrantee (HP make Desktop and Laptop) Please refer clause no.-5.8 page no.- 35 of the RFP
12.	Page no.35	SCOPE OF WORK	We understand that LAN pertaining to given equipment's shall only be part of maintenance contract. Please confirm.	Yes, if there would arise the need of further the SI has to do.
13.	Page no.35	SCOPE OF WORK	Please specify the LAN equipment's like switch, router and I/O details to be maintained.	Yes
14.	7.2 Technical Bid Evaluation Criterion		Financial year requirement mentioned in the PQ and this section is not matching. Please confirm the years to be considered for the evaluation. In case of FY 2020-21, please allow provisional balance sheet and CA certificate. Please allow provisional balance sheet and CA certificate for FY 2020-21.	Allowed
15.	7.2 Technical Bid Evaluation		We understand that projects may include tasks such as IT & ITES or/and digital media management and/or Digital content production etc. Please confirm.	Please refer the RFP

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	Criterion			
16.	7.2 Technical Bid Evaluation Criterion		We request you to include MCA also in qualification. We request you to include MCA also in qualification.	RFP clause prevails
17.	7.2 Technical Bid Evaluation Criterion		Please allow any graduate with prior relevant experience of 3 years for this profile. Please allow any graduate with prior relevant experience of 3 years for this profile.	RFP clause prevails
18.	Bid opening Conference		Considering currently prevailing pandemic situation, we request JTDCL to kindly arrange virtual meeting using any online meeting platform so that all interested bidders can attend and avail the benefit of the meeting. we request JTDCL to kindly arrange virtual meeting.	Responded the query
19.	Page no.6	Schedule of Selection Process, Point 3 - PreBid Conference	Owing to the lockdown in the country, we will request if the pre-bid conference and the Bid opening conference can be arranged virtually on a Zoom/Google Link.	Responded the query
	Page no.10	Clause 3.4 – Bid Submission	Is there an exemption for MSME companies for paying the EMD?	No, please submit the EMD
20.	Page no.15	Clause 4.8- Bid Opening	We would request JTDCL to hold the bid opening on a virtual platform owing to Covid and the travel restrictions in the country for bidders who are outside of Jharkhand.	RFP clause prevails
21.	Page no.22	Clause 4.38- Payment Terms	We request for a monthly payment as the project involves manpower cost (salaries), which are paid monthly.	RFP clause prevails
22.	Page no.23	Clause 5.1	1. Please define the extent of customization/enhancement of the existing website and CMS? 2. Will it include only back-end upgradation or back-end and frontend upgradation? Eg: The loading time of the	Yes, both the front-end and back end upgradation

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			website is much higher than ideal currently; if we come on board- we will want to reduce the time. This will require both the front-end and back end upgradation. Please specify?	
23.	Page no.27	Clause 4.1 to 4.4	1. Can you please share the official mobile application link with us? 2. Are the mentioned modules the only ones that have to be updated and integrated on the mobile application?	In Play Store please search:- JTDC
24.	Page no.27-28	Training	1. Where will be the training location? Is it only in Ranchi, or other places in Jharkhand? 2. How many times in the tenure of the agreement will the training be required?	Ranchi only
25.	Page no.31	Point- eBLOGS	Please specify the online blogging platform?	Facebook/Twitter
26.	Page no.34	Point 'M'- Key influencer Program	1. How many influencer programs is expected per year? 2. For non-paid influencers, will JTDC at least arrange and pay for their travel and lodging	Fully depends on requirement/ cannot be predicted
27.	Page no.35	Point 5.8	1. Can you please share the specification and brand of the desktop/laptop and printer at the site, so we can calculate the AMC accordingly? 2. Will there be any other additional hardware requirement that the bidder will have to purchase apart from the ones mentioned under this clause? For example: a mobile phones/tablet?	Please refer clause no.-5.8 page no.- 35 of the RFP
28.	Page no 44	Clause 7.1.3	We will request if we could submit ISO 9001:2015, which is an upgraded quality management system from 2008.	RFP clause prevails
29.	Page no 44	Point 7.1.5	Does JTDC require both the copy of the agreement and the bid document? Will attaching only the agreement be okay as it covers all aspects and scope of work of the project? Please note that a lot of private companies don't have bid	Please refer the RFP

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			documents.	
30.	Page no.44	Point 7.1.6	<p>We suggest JTDCL to increase the required turnover to more than 7-10 Crore from the last 3 financial years. For such a prestigious project of JTDCL, the prequalification requirement should include bidder's annual turnover to be more than 7-10 crores and companies that have relevant experience in handling big projects and who are commercially stable and have a positive net worth.</p> <p>We will request to add these.</p>	RFP clause prevails
31.	Page no.48	Point 4, Resource Personnel and Criterion And And Page 37	<p>As per the RFP the bidder is to share the CV's at the time of deployment (Page 37). Hence, for the Technical Bid Evaluation (Page 48), we would request if we can share the profiles of the current in-house team along with their experiences and qualifications?</p> <p>Please note that most companies may or may not have all the required resources currently on their payrolls. Hence JTDCL can seek a declaration from bidders to hire the team as per the RFP and in consultation with JTDCL, if awarded the contract.</p> <ol style="list-style-type: none"> 1. JTDCL can ask for declarations from the bidder that they will hire a team as per the details mentioned in the RFP and in consultation with JTDCL, if they are awarded the contract. 2. These 20 marks can be reallocated with the bidder's successful digital campaign launch or other digital innovations done for Govt/PSU/Private clients. 	RFP clause prevails
32.	Page no.49	Point 6: Unique Concept	The point on Team composition is repeating here again. It is already covered in Point 4. Request to delete from here.	Please refer Corrigendum-I

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33.			We do hereby request you to grant an extension of the submission date of the Tender till 15th of July'21 (in place of 6th July'21) as we expect the embargo will be lifted by end June'21 yet preparation and submission of tender will not be possible by us in such a short period (i.e 6th July'21).	
34.			we request to send us to meeting link so we can attend today Pre-bid meeting.	Responded the query
35	10		Is there any MSME exemption for the MSME bidders? Please allow	No, please submit the EMD
36	47	Sr. No 3	The clause lack clarity. Please give us the breakup of the 20 Marks? Do we have to show a minimum of 6 projects where one is on-going and the remaining 5 are government projects? Please do away with the stipulation of government projects.	RFP clause prevails
37	33		For Social Media - any particular number of posts per month that we have to deliver?	Please refer the RFP
38	General		Will JTDCL provide images or should the agency subscribe for it.	SI has to arrange
			Does JTDCL have the logo and brand guidelines and will it be provided to the agency to follow. Please specify if any specific development is needed.	Please refer the RFP
39	Website		Do we have the newsletter template module or do we have to develop one? Is the agency expected to provide deployment Platform and services. Is the e -magazine template fixed or will it be a new design and development task? Could you indicate the frequency in case of new development?	Please refer the RFP

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40	Web based software		Will the agency be responsible for managing the day to day complaints and responses and co –ordination What is expected under the title management properties? Under tax and revenue, is the agency expected to generate only reports. Or any other services, please specify	Yes
41	Mobile App		Are there any other services expected beyond content update. Kindly specify in case any other requirement	Please refer the RPF
42	Integration		For integration, is the agency expected to develop API for any. Will JTDCL procure and provide all the 3rd party software's and API's required for integration.	If require, SI has to develop the API
43	Capacity building & Training modules		Will the preparation of training modules require agency to provide program content, logistical arrangement and Infrastructure/Faculties. Will JTDCL provide the training site to conduct trainings? How many skilled manpower training programs are expected over the year? Will JTDCL reimburse the travel cost of trainers to different locations over the year.	Only in Ranchi JTDCL will not reimburse the travel cost of trainers
44	Security Audit		Will JTDCL provide tools or reimburse the tool cost wherever necessary and mutually agreed for security audit. Social Media handles: Please specify the maximum number of handles that may be required to handles across the different platforms (fb, twitter, YT, Insta)	Please refer the RPF
45	ORM		Is Query reporting and TAT of 60 minutes applicable over 9 working hours or is there a extended service expected. As regards ORM, is the bidder expected to set up a Command Center and/ or Sales CRM integration to the tool for both application and website? Do we need to also consider Google review in the tracking?	As soon as possible

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46	Media buying		Is the agency expected to provide creative production services for specifically required for media promotion?	Yes
47	Photography / Videography		<p>Could you indicate the maximum number of photo shoots required every month or year?</p> <p>For photo shoot, will the cost for site, model, voiceover or any other 3rd party services be reimbursed by JTDCL?</p> <p>For the urgent unplanned photo shoots, will JTDCL compensate for the travel or 3rd party costs such as accommodation or logistics as may be needed.</p> <p>For Video Content - How many videos per month? What is the mix of video types expected from the agency? Will there be a shoot involved or the footage will be provided?</p> <p>Are they considering image -based or 2D/3D animated videos? Are there any VO artist requirements?</p>	Please refer the RFP

**Sd/-
Managing Director**