Request for Proposal for Providing Website Services to MSEDCL & MSEB Holding Company for 5 Years.

Tender No: CGMIT/IT/2021/WEBSITE/1

Response to Pre-bid queries

#	RFP Reference	Statement as per RFP	Query by Bidder	MSEDCL's Response
1	1.2 Bid Data Sheet - Bid submission	Original EMD must be submitted to the Office of Chief General Manager (IT) on or before last date of bid submission and upload scanned copy of BG/DD of EMD along with the Technical bid and also mail to itetender@mahadiscom.in for enabling technical bid opening.	Since we are an MSME & Start-up recognised by Govt of India & DPIIT & claiming exemption towards the tender fee & EMD amount, do we then need to send both the MSME & Start-up India certificates to itender@mahadiscom.in for MSEDCL to verify our credentials?	Yes. It is requested to submit relevant Govt. Certificates(MSME) mentioning services for website development/maintenance. MSEDCL will provide EMD exemption after scrutinizing the certificates submitted by bidder.
2	1.3 Bid Data Sheet - Method of selection	Lowest Cost Bidding Method (L1)	Will MSEDCL award the contract purely on the basis of lowest evaluated bid (L1) or combination of technical and commercial aspects i.e.:- L1+T1 methodology?	No change
3	5.2 Overview of Bidding Process	Technically Qualified Bidder's Price Bid will be opened & the Lowest Price Bid may be declared as the Bid Winner	Requesting you to kindly clarify which description pertaining to sr. no. 3 and 4 holds true?	Refer revised clause no. 3 & 4 in section 5.2
4	5.2 Overview of Bidding Process	MSEDCL will open the Technical Bid and the technically qualified Bidders will be informed based on the evaluation.	Is there a transparent marking system for your technical evaluation?	There is no marking system for technical evaluation. Bid evaluation will be done as per criteria given in section 3 : Qualifying Requirements and other mandatory requirements as per checklist. MSEDCL may ask technically qualified bidders to present their solution.
5	1.9 Bid Data Sheet - Last Date of submission of pre-bid queries	All pre-bid queries are required to be submitted by Bidders at itetender@mahadiscom.in by 02-09-21	The RFP says last date for query submission is 2nd Sep'21 whilst page # 35 (Clause - 5.2, Sub Clause - 5) states that "No further queries will be accepted after the pre-bid conference, kindly clarify whether the last date for query submission is 18th Aug'21 or 2nd Sep'21?	There is typographic mistake in bid data sheet sr. no. 9. The pre-bid queries were to be submitted till next day of pre-bid meeting i.e. 19.08.21. The same was discussed during the pre-bid meeting.
6	3.4 Qualifying Requirements	Two work orders each having value of contract not less than Rs. 1.33 Crores	In our case, we have the same customer releasing us the PO's from 2 different heads every 3-6 months since Apr'20. However, the agreement is in force for 5 years and the release of the PO happens every 3-6 months as mentioned earlier. The value of the contract annually exceeds 2.4 Cr but the way it has been structured is based on the departmental control and limitation of not to exceed more than 6 months of PO release. We request you to take this scenario into consideration.	Refer modified clause no. 4 of section 3 as per corrigendum
7	3.4. Qualifying Requirements	Note: Websites of Government/Govt. Undertaking/ Public Sector Undertaking/Public Utility/ Commercial Banks (Scheduled) / Financial Companies will be considered as Enterprise Websites for above experience.	Will MSEDCL take into account website implementation/redesign experience of the bidder from other industries like Airlines, E-commerce Travel, International etc. also?	No change.
8	5.3 Tender Fee & EMD(Bid Security)	A. A non-refundable tender fee of Rs 5000/- + GST shall be furnished only by way of online payment on e-tender website. B. The bid must be accompanied with Bid Security for an amount equal to mentioned in Bid Data Sheet for covering the entire scope of work. The bid security shall be denominated in Indian Rupees only.	We are an MSME & Start-up duly recognised by Ministry of MSME, Govt of India & DPIIT, are we still suppose to furnish the tender fee and EMD amount towards the bid?	No Change. As per RFP
9	4.2 Detail Scope of works - Website services (i)	Accommodates low-bandwidth environments.	Any internal guidelines/framework being followed currently which MSEDCL thinks the bidder needs to follow?	No, Bidder has to provide solution as per scope of work.
10	4.2 Detail Scope of works - Website services (i)	Provides state of the art security and encryption features.	What standards need to be complied by the bidder. There is no mention of security and encryption standards in the RFP?	Preferably AES 256 or latest encryption standard to be used. For security OWASP Top 10 to be followed. Security should be integrated with existing security infrastructure of MSEDCL.
11	4.2 Detail Scope of works - Website services (ii)	Initially, both the websites should be redesigned by the bidder within 3 months from the date of LOA (Letter of Award). Thereafter the same should be redesigned once in a year as per requirement from MSEDCL and MSEB holding company for their respective websites.	Will you be changing the website layout completely every year?	Yes. refer modified clause. Initially, both the websites should be redesigned by the bidder within 3 months from the date of LOA (Letter of Award). Thereafter the same may be redesigned once in a year as per requirement from MSEDCL and MSEB holding company for their respective websites.
12	4.2 Detail Scope of works - Website services (vi) 2.4	Integration with IT System - Website shall have facility to integrate with existing IT system for displaying information.	Please define to estimate the effort required for integration of the IT systems	Refer revised section 2.1 for details of Integration with existing system. Bidder has to estimate the efforts required for integration.
13	8.6 Annexure 6: Experience of the firm	Place of execution (State & Country)	Will MSEDCL consider foreign experience as a qualifying criteria for this bid?	No. The statement is modified as below Place of execution (City, State)
14	8.15 Annexure 15 - Cloud specifications for website services	Bidder has to support & coordinate with MSEDCL Cloud Managed Service Provider for commissioning & integration works.	Is MSEDCL fine in us managing the application infra as it is better suited to be as a one point contact for MSEDCL	No change
15	3.1 Qualifying Requirements	The bidder must be Company registered in India under companies Act 1956 or Companies Act 2013, or Firm registered with Registrar of firms and societies in India who fulfills the eligibility criteria. Bidder should be a single company/firm. No joint venture or consortium or subcontracting is allowed.	Request for allowing consortium or joint venture. This can ensure more participation and better quality multi-firm teams to offer good solutions at competitive rates.	No Change
16	3.4 Qualifying Requirements	The Bidder should have experience of design, development & maintenance of Enterprise level website/ portal along with experience in any one of the following: (i.) Management of payment APIs (ii.) Multiple Payment Gateways (iii.) Collection Portals during past 5 years (up to the date of publishing the tender) meeting any of the following condition: a) One work order having value of contract not less than Rs. 2.14 Crores OR b) Two work orders each having value of contract not less than Rs. 1.33 Crores OR c) Three work orders each having value of contract not less than Rs. 1 Crores	The Bidder should have experience of design, development & maintenance of Enterprise level website/ portal along with experience in any one of the following: (i.) Management of payment APIs (ii.) Multiple Payment Gateways (iii.) Collection Portals during past 5 years (up to the date of publishing the tender) iv. MIS based web portal meeting any of the following condition: a) One work order having value of contract not less than Rs. 2 Crores OR b) Two work orders each having value of contract not less than Rs. 1 Crore OR c) Three work orders each having value of contract not less than Rs. 50 lakhs	Refer modified clause no. 4 of section 3 as follows : The Bidder should have experience of design, development & maintenance of Enterprise level website/ portal along with experience in any one of the following: (i.) Management of payment APIs (ii.) Multiple Payment Gateways (iii.) Collection Portals during past 5 years (up to the date of publishing the tender) in India meeting any of the following condition: a) One work order having annual value of contract not less than Rs. 42.76 lacs OR b) Two work orders each having annual value of contract not less than Rs. 26.72 lacs OR c) Three work orders each having annual value of contract not less than Rs. 21.38 lacs Note : Websites of Government/Govt. Undertaking/ Public Sector Undertaking/Public Utility/ Commercial Banks (Scheduled) / Financial Companies will be considered as Enterprise Websites for above experience.
17	3.5 Qualifying Requirements	The bidder should currently maintain multiple payment gateway providers and aggregators having greater than 1,00,000 online transactions on daily basis with regular reconciliation process. It should be demonstrated on demand.	We request to make this a preferable condition for eligibility, and not a mandatory condition	No change
18	7.5 Terms of Payment	Quarterly	We request for monthly payments	No Change
19	General		Request to follow QCBS instead of low cost bidding. This can ensure good quality candidates which can in turn ensure quality of the deliverables and timely completion of project.	No Change

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20	General		Request to follow QCBS instead of low cost bidding. This can ensure good quality candidates which can in turn ensure quality of the deliverables and timely completion of project.	Bidder has to study the systems and estimate the efforts required
21	General		Request for allowing two weeks after release of corrigendum to submit the proposal.	As per revised schedule published on eTender site
22	BID NOTICE - ELIGIBILITY CRITERIA		Request to consider/add the following Eligibility clause: Non-exclusivity: The Parties acknowledge that the SERVICE PROVIDER / BIDDER shall have the right to provide consulting or other professional services of any kind or nature whatsoever to any person or entity as the SERVICE PROVIDER in its sole discretion deems appropriate.	No change
23	6.9 E Liability of the Vendor	Subject to additional provision, if any, the Vendor's liability under this contract shall be as provided by the Applicable Law	Request to include the Limited Liability Clause in the RFP as stated below: Limitation of Liability- In no event shall either party be liable for consequential, incidental, indirect, or punitive loss, damage or expenses (including lost profits). The selected consulting firm shall not be liable to the other hereunder or in relation hereto (whether in contract, tort, strict liability or otherwise) for more than the value of the fees to be paid (including any amounts invoiced but not yet paid) under this Agreement.	Refer updated clause in the revised RFP:
24	6.9 B Confidentiality	The Vendor and their Personnel shall not, during the term and within two years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the services, this contract or the Owner's business or operations without the prior written consent of the Owner.	The Firm shall be permitted to retain copies of such Confidential Information as it required to retain for legal or professional regulatory purposes. The Firm's confidentiality obligations shall continue indefinitely whilst such confidential information is retained.	No Change
25	Third Party Audit	Assistance in Third Party Audit (TPA)	In case the MSEDCL, hires a third party auditor, such auditor needs to sign an NDA with the Bidding Firm.	Query is not clear. Refer scope of works in tender.
26	BID NOTICE - BRIEF SCOPE	Design, development, maintenance and support of MSEDCL's website.	"Kindly please clarify, 1. Main purpose of new website development?"	Please refer scope of work
27	BID NOTICE - BRIEF SCOPE	Design, development, maintenance and support of MSEDCL's website.	Kindly please clarify, 1. Maintained period in month? 2. Development period in month ? 3. Expected Technology ? 4.Onsite/Offsite development ?	1. Refer RFP - maintenance will be for 5 years from the date of LOA. 2. 3 months for initial design 3.As per RFP 4. Onsite as well as offsite development is required
28	BID NOTICE - BRIEF SCOPE	Immediately takeover existing websites (as it is) of MSEDCL & MSEB holding company and completely overhaul the websites as per MSEDCL's requirements.	Kindly please clarify, 1. Current website URL? 2. Do we get handover and session ? 3. Do we get documentation ? 4. Technology Stack ?	Refer section 2.1 and section 4 : scope of works
29	BID NOTICE - BRIEF SCOPE	Integration/Maintenance of API for Online Payment with existing or new payment gateway.	Kindly please clarify, 1. Numbers of existing API? 2. Expected API ? 3. Technology ? 4. Its bidder responsibility to development New API ?	1. Currently approximately 10 API are used. 2. For any new requirement bidder has to develop and integrate additional APIs during contract period. 3.Currently API is developed in PHP.During the contract period bidder has to develop APIs using any other technology as per requirement of new payment gateway, if any. 4.Maintenance of existing APIs as well as development and maintenance of New APIs is the responsibility of Bidder
30	BID NOTICE - BRIEF SCOPE	Procurement and deployment of Digital certificates.	Kindly please clarify, 1. Numbers of Digital certificates ? 2. how many in one year 3. Technology ? 4. Its bidder responsibility to development new API ?	Refer scope of works and and Price Bid for more details
31	BID NOTICE - BRIEF SCOPE	Providing Content Management Services, UI expert services, Website Analytics Services	Kindly please clarify, 1. Can we use our own CMS?or 2. Suggest expected CMS 3. You Want open source CMS ? 4. Who will bear CMS licanse,Plugin, Add on for total contract period?	1. No. 2.Refer section 4 : scope of works. WordPress has to be used as CMS. 3.Wordpress with required support plan 4.It is the responsibility of Bidder
32	BID NOTICE - BRIEF SCOPE	Providing Content Management Services, UI expert services, Website Analytics Services	Kindly please clarify, 1. Type of analytical tool to be used ? 2. Does it have to be a paid SEO tool or a free basic SEO Google Analytics ? 3.Would you prefer integrating any analytics tool with the portal? (e.g. Google Analytics, Firebase, Flurry). If yes then 4.Do you have any suggestions for same ?	Refer detail scope of works in section 4.2.
33	BID NOTICE - BRIEF SCOPE	Annual Security Audit by CERT-IN empaneled Auditor.	Kindly please clarify, 1.Security CERTIN Audit is the responsibility of bidder? 2.Security CERTIN audit interval time ? 3.Do you need any other audit than CERTIN security audit ? 4.Total number of CERTIN security audit in contract period?	1. Yes 2. As per scope of works, CERTIN security audit for each website and payment portal has to be done in every six month as per STQC guidelines 3.No 4. 10 times
34	BID NOTICE - BRIEF SCOPE	Annual Security Audit by CERT-IN empaneled Auditor.	Kindly please clarify, 1.Do you need Standardization Testing and Quality Certification (STQC) ? 2.STQC is the responsibility of bidder ? 3.STQC interval time ? 4.Total number of STQC in contract period ?	1. No 2. No 3. Not Applicable 4. Not Applicable

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35	BID NOTICE - ELIGIBILITY CRITERIA	The Bidder should have experience of design, development & maintenance of state of art Enterprise level website/portal along with experience in any one of the following: (i.) Management of payment APIs (ii.) Multiple Payment Gateways (iii.) Collection Portals during past 5 years (up to the date of publishing the tender) meeting any of the following condition: a) One work order having value of contract not less than Rs. 2.14 Crores OR b) Two work orders each having value of contract not less than Rs. 1.33 Crores OR c) Three work orders each having value of contract not less than Rs. 1 Crores	**Kindly Amend,** The Bidder should have experience of design, development & maintenance of any website/portal along with experience in any one of the following: (i.) Management of payment APIs (ii.) Multiple Payment Gateways (iii.) Collection Portals during past 5 years (up to the date of publishing the tender) meeting any of the following condition: a) One project work order having value of contract not less than Rs. 2.14 Crores OR b) Two project work orders each having value of contract not less than Rs. 1.33 Crores OR c) Three project work orders each having value of contract not less than Rs. 1 Crores	Refer modified clause no. 4 of section 3 as follows : The Bidder should have experience of design, development & maintenance of Enterprise level website/ portal along with experience in any one of the following: (i.) Management of payment APIs (ii.) Multiple Payment Gateways (iii.) Collection Portals during past 5 years (up to the date of publishing the tender) in India meeting any of the following condition: a) One work order having annual value of contract not less than Rs. 42.76 lakhs OR b) Two work orders each having annual value of contract not less than Rs. 26.72 lakhs OR c) Three work orders each having annual value of contract not less than Rs. 21.38 lakhs Note : Websites of Government/Govt. Undertaking/ Public Sector Undertaking/Public Utility/ Commercial Banks (Scheduled) / Financial Companies will be considered as Enterprise Websites for above experience.
36	BID NOTICE - ELIGIBILITY CRITERIA	The bidder should currently maintain multiple payment gateway providers and aggregators having greater than 1,00,000 online transactions on daily basis with regular reconciliation process. It should be demonstrated on demand.	Kindly Amend, The bidder should currently maintain multiple payment gateway providers and aggregators having greater than 10000 online transactions on daily basis with regular reconciliation process. It should be demonstrated on demand.	No Change
37	Existing Setup 2.1 Website	Following are the salient features of MSEDCL existing website Bilingual (English as well as Marathi). [Default- Marathi]	Kindly please clarify, 1.Do we need more languages other than Marathi, English and Hindi language? 2.Who will be providing the language translations content ?	1.Only Marathi and English language shall be used. 2.Content in Marathi and English will be provided by MSEDCL
38	Existing Setup 2.1 Website	Following are the salient features of MSEDCL existing website Includes a picture gallery.	Kindly please clarify, 1.Department will provide Content? 2.Department will provide multimedia Files(Video,Audio,Images,Written content in expected language) ?	1 Yes. However, bidder has to select font, style, margins and other formatting for the contents while publishing. 2 Yes.
39	4.2 A. (i) Website Services	Immediately take over (within 15 days from the date of LOA) the maintenance of existing websites of MSEDCL & MSEB Holding Company till the commissioning of new websites.	Kindly please clarify, 1. Do we get proper handover from existing handover? 2. Do we get session with vendor? 3. Do we get documentation of project 4. Current technology? No. of login ,No of user of all exiting system ?	Yes. Required details will be shared with successful bidder.
40	4.2 A. Website Services (i)	Allows seamless integration with mobile devices, apps, blogs, social media tools and video.	Kindly please clarify, 1. Only integration facility will be the responsibility of Bidder?	As per scope of work
41	4.2 A. Website Services (i)	Utilizes and aligns with web analytical tools.	Kindly please clarify, 1. Expected tool? 2. Want free or licanse tool? 3. Who will bear tool licanse price?	Analytical tool as per scope of work to be provided by bidder
42	4.2 A. Website Services (i)	Provide suitable online tools to assist MSEDCL in migration of content.	Kindly please clarify, 1. Expected tool? 2. Want free or licanse tool? 3. Who will bear tool licanse price?	1. Bidder has to select suitable migration tools. 2. Bidder has to select suitable migration tools. 3. It is bidders responsibility.
43	4.2 A. Website Services (iv)	24*7*365 days support for website content update with minimum time for upload as per SLA defined in tender document. At least one onsite resource person from bidder should be available at MSEDCL's Corporate Office during Office Hours.	Kindly please clarify, 1.Do you need Onsite/Offsite resource? if its onsite please confirm 2.Onsite resource period ? 3.Number of onsite resource ? 4.Onsite resource Job Role & Responsibility ? 5.Onsite resource Experience ? 6.Onsite resource Qualification ?	1,2.Offsite as well as Onsite resources are required during the contract period. At least one resource should be available onsite during Office hours. 2. As per RFP 3.Atleast one resource should be available onsite during Office hours. 4. Development, maintenance and integration as per scope of works. 5. 6, Bidder should select onsite resource to meet the requirements in RFP.
44	4.2 A. Website Services (v)	Domain Registration and Renewal for the URLs (mahadiscom.com, mahadiscom.net, mahadiscom.in, mahadiscom.co.in, mahavitaran.in, mahavitaran.com, mahavitaran.net, msebindia.com & msebindia.in). During the Contract period. Bidder will responsible for renewals of all the domains of MSEDCL & MSEB and their redirection to main websites.	Kindly please clarify, 1. DNS/ Domain is responsibility of bidder? If yes 2. Numbers of Domain & subdomain 3. Do you have any existing domains which need to be transferred to us ? 4. Do you want us to maintain or renew any of your domains?	1.DNS/Domain is the responsibility of bidder. 2. Total 7 domain are present. 3.Query not clear 4. Bidders should renew and maintain domain
45	4.2 A. Website Services (vi) Design & Development 2.1 Website Design & Layout xvii	All the components including images, query scripts used in designing should be free from copyright content.	Kindly please clarify, 1.Please share no of word/content/Script and & name of language for total contract period? 2.Can we add this cost in AMC invoice?	Bidder should ensure that all components used while designing the web-site, should be free from copyright. Price quoted by the bidder in the price bid should be inclusive of such charges, if any.
46	4.2 A. Website Services (vi) 2.2 Role Based User Access	The website should have an authenticated area from where authorized users can update the content of the website.	Kindly please clarify, 1. Numbers of authorized users login?	Authorisation for content update is to be given to each department at corporate office. Approximately 10 User can be authorised for content update. It may be extended as per requirement during the contract period.
47	4.2 A. Website Services (vi) 2.6 Website Hosting	The redesigned website should be hosted on AWS cloud (MSEDCL's VPC). MSEDCL will provide only server's instances with required OS on AWS cloud as proposed by Bidder in Annexure 15 (Cloud Specifications). Bidder should size & propose the hardware to suit the requirement and the Operating System, number of webpages, archival, high availability, redundancy, scalability, response time requirement, backup, implementing operating system security under centralized architecture. The hardware should be able to cater to the requirements as given above for operating all the software proposed as a part of the solution.	Kindly please clarify, 1.Hosting/Server/Cloud Service is total responsibility of the dept. ? 2.Bidder will only give server sizing and support for deployment 2.Please share more responsibility if you want from bidder?	As mentioned, MSEDCL will provide only Server Instances with operating system on AWS cloud. Rest is Bidder's responsibility as per scope of works.

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48	4.2 A. Website Services (vi) 2.8 Training & Handholding Support	Proper training has to be provided to nominated MSEDCL officials/staff at Corporate Office.	Kindly please clarify, 1. List of location for the training ? 2. Number of users need to be trained ? 3. Number of users in one batch ? 4. Number of Training sessions & days need to be conducted ? 5.Onsite/Offsite training ? 5.Training Infrastructure will be provided by MSEDCL ?	1. Training Location will be corporate office. 2. Training for 5 development users and approx. 20 endusers (departmental) 3. Not applicable 4. Training to be given after go-live of new website and number of days for training to be mutually decided between MSEDCL and bidder. 5. To be decided mutually. 6. Yes
49	4.2 A. Website Services (vi) 2.8 Training & Handholding Support	Search Engine Optimization Support (SEO) support	Kindly please clarify, 1. Does it have to be a paid SEO tool or a free basic SEO Google Analytics ?	Bidder has to provide best solution as per scope of works. Licences/subscription price, if any, will be borne by bidder.
50	4.2 A. Website Services (viii) A. WordPress Plugins (Premium version only) with following features:	Backup	Kindly please clarify, Data back up & Recovery is the responsibility of bidder ? 1. Will provide the backup space and backup software if it's an onsite backup requirement 2. Who will manage backup if it's an onsite backup requirement ? 3. Total data size of existing website in MB/GB/TB ? 4. Incremental data size in MB/GB/TB ? 5.Backup space needed in MB/GB/TB and backup policy ?	As per the data backup plan mutually decided by MSEDCL and bidder. The same will be executed by MSEDCL.
51	4.2 A. Website Services (viii) A. WordPress Plugins (Premium version only) with following features:	Archive System	Kindly please clarify, Archival is the responsibility of the bidder? 1. Archival storage service will be onsite or offsite? If it's an onsite requirement ? 2. Who will provide the archival storage ? 3. Archival Storage required in GB/TB ? 4. Archival policy and retention period for the same ?	As per the archival plan mutually decided by MSEDCL and bidder. The same will be executed by MSEDCL.
52	4.2 A. Website Services (viii) A. WordPress Plugins (Premium version only) with following features:	Bidder must provide only premium/pro version tools, plugins, themes, services, etc. (if available) suitable for MSEDCL/ MSEB Holding Company needs.	Kindly please clarify, 1. Its bidder total responsibility and costing?	Yes. Its bidders responsibility
53	4.2 A. (ix)	Provision of Website Analytics Services	Kindly please clarify, 1. Type of analytical tool to be used ? 2. Does it have to be a SEO tool or a free basic Google Analytics ? 3.Would you prefer integrating any analytics tool with the portal? (e.g. Google Analytics, Firebase, Flurry). If yes then 4.Do you have any suggestions for same ?	Bidder has to select website analytics tool to meet MSEDCL requirement
54	4.2 C.	Procurement and deployment of Digital certificate	Kindly please clarify, 1. SSL is responsibility of MSEDCL ? 2. Type of SSL wildcard, extended etc.? 3. How many SSL you want in total contract period ?	Refer Section 4.2 (C) and Price Bid Page no. 67.
55	4.2 D. Provision of UI experts	Bidder shall provide User Interface (UI) expert services with specialized skillsets such as with HTML 5, Modern JavaScript (AngularJS, ReactJS & VueJS), CSS programming, Bootstrap, Spring-Hibernate Frameworks, Website wire framing, design studios like Photoshop, etc. for other MSEDCL applications/front ends (not for website services) as per MSEDCL requirements. UI experts would help MSEDCL in development, design & maintenance of visually appealing, engaging, fast & responsive applications & front-ends for various MSEDCL modules. The requirements for UI/UX development for MSEDCL web applications, will be given to bidder through change request format.	Kindly please clarify, 1.Do you need Onsite/Offsite User Interface (UI) expert resource? if its onsite please confirm 2.Onsite resource period ? 3.Number of onsite resource ? 4.Onsite resource Job Role & Responsibility ? 5.Onsite resource Experience ? 6.Onsite resource Qualification ?	UI expert services are required as per man-day rates and onsite/offsite as per MSEDCL requirement.
56	5.3. Contents of the Bid A. Tender Fee	A Non-Refundable Tender Fee of Rs. 5000/- (Rupees Five Thousand Only) + 18% GST (i.e. Rs. 5900/-) shall be furnished only by way of online payment on e-Tender Website.	We request you to allow exemption from payment of Tender fee, on submission of Medium service MSME certificate.	No Change
57	5.3. Contents of the Bid B. Bid Security (EMD)	B. Bid Security (EMD)	We request you to allow exemption from payment of EMD, on submission of Medium service MSME certificate.	It is requested to submit relevant Govt. Certificates(MSME) mentioning services for website development/maintenance. MSEDCL will provide EMD exemption after scrutinizing the certificates submitted by bidder.
58	5.3. Contents of the Bid B. Bid Security (EMD)	B. Bid Security (EMD)	According to the office memorandum No. F.9/4/2020-PPD, the Government of India's Ministry of Finance Department of Expenditure Procurement Policy Division dated 12th November 2020 about Bid Security/ Earnest Money Deposit. We request to accept and add provision of the Bid Security Declaration instead of the EMD indicated in the RFP.	No change
59	5.14. Submission of Bids	iii. The original, the copies of the bank Guarantee (Bid security) shall be separately sealed in an envelope and addressed to the Owner at the address specified in this tender document	Kindly confirm If the EMD in the form of DD is to be couriered at the address given in the RFP. Also confirm the date of physical submission of DD.	Yes. If EMD is in the form of DD or EMD then original DD/EMD should be submitted/delivered to the Office of Chief General Manager (IT), MSEDCL before due date of submission.
60	8.1 Annexure 1: Check List	3. Bid security BG as per Annexure 3 or DD or Online receipt*	Please confirm whether or not the EMD can be paid online.	Yes. EMD can be paid online
61	8.1 Annexure 1: Check List	18. c) Power of attorney, duly notarized, indicating that the person(s) signing the bid has(ve) the authority to sign the bid and thus that the bid is binding upon the Bidder during the full period of its validity. -- YES/NO	Can we submit Board Resolution duly signed by Managing Director instead of power of attorney	No change
62	8.2. Annexure 2: Bid Proposal	7.0 We are also enclosing herewith 4 copies (one original and three copies) of our detailed proposal as desired by you in your bid specification and documents for your consideration.	Kindly confirm if there is any hardcopy submission of proposal. If yes, Kindly confirm the documents which is to be send in hardcopy	Statement under clause 7.0 of Annexure 2 is deleted.
63	8.11. Annexure 11: NON-DISCLOSURE AGREEMENT (NDA)	8.11. Annexure 11: NON-DISCLOSURE AGREEMENT (NDA)	Kindly confirm if bidder need to submit the NDA during bid submission or after the award of the contract.	Refer Annexure-I : Checklist for mandatory documents required along with bid submission.
64	8.12. Annexure 12: Mandatory Requirement Compliance	(Please attach supportive documents for the Mandatory Requirements mentioned in Section 4.2 (H))	Section 4.2 (H) is not given in the RFP. kindly clarify the same	Statement in Annexure-12 is deleted.
65	General	License	Kindly please clarify, 1.Number of free license tool,CMS,software ,database? 2.Number of paid license tool,CMS,software ,database? 3.Paid license will be the responsibility of bidder? Its one time cost or else?	Bidder has to select the required number of tools to be used for website design, development and maintenance. The license cost, if any, will be responsibility of bidder

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66	General	Mobile Application	Kindly please clarify, 1.Do you need mobile application,? if yes 2.Please confirm mobile application technology (Android or IOS or Both) ? 3..Will this be a completely new app or re-development/continuation of the existing app. E.g. Design (UI) is done and need to complete the development and testing. ? 4.Will it be a static app (static content with no real time data update) or dynamic app (connecting with server to fetch data real time) ?	No
67	General	Gateway	Kindly please clarify, 1.Payment/SMS/Email gateway is the responsibility of bidder ? 2.New Development & its Integration is the responsibility of bidder ? 3.How many payment pages will be available in application ?	1.Yes. Integration is the responsibility of bidder. 2. Yes. 3. Currently, 3 payment pages are available.
68	General	Total Users/visitors & peak hours	Kindly please clarify, How many Total users, visitors & peak hours of the portal?	The visitor count is displayed on the existing website
69	General	Concurrent User	Kindly please clarify, How many concurrent Total users?	For website approximately, 5 no. of concurrent admin users and average 3000 concurrent viewers. For Collection Portal approximate 35 admin users are required.
70	General	Target Audience, Stakeholder	Kindly please clarify, 1. Describe your target audience & Stakeholder (i.e. Average age, special interests, profiles, income level, education level). 2. Do they have any special needs?	Website is for all electricity consumers in Maharashtra (2.8 crores), suppliers/vendors, management, regulatory and Government Authorities and General public.
71	General	Theme	Kindly please clarify, 1.Do you have a preferred color scheme or colors you definitely want to avoid or use? 2.What should be the look and feel of the application?	It will be decided mutually with successful bidder, during the design phase, after award of contract.
72	General	Competitor's Application	Kindly please clarify, 1.Please list some competitor's portal and what you like and dislike about them ? 2.Please list some link that you like in general/overall ? 3.Please Explain what you like and dislike ?	The query is not relevant. Please refer scope of works in section 4.2
73	General	Logo	Kindly please clarify, 1.Do you have a logo that will be used? If not, would you like us to create the same? If yes then please provide your requirement for new logo.? 2.Do you have a tagline to display under the app logo.?	MSEDCL logo is already available.
74	General	Primary Action on home page	Kindly please clarify, 1.What is the primary action you wish a visitor to take from the home screen of your new app? (eg: download, browse, move along a specific path, email, order, explore, click button etc.) 2.What elements and information would you like to have on the home screen?	Details will be shared to successful bidder.
75	General	Per Page Information	Kindly please clarify, 1.What elements are key items you wish to be available on every page (eg: company phone number)?	Details will be shared to successful bidder
76	General	Social Media	Kindly please clarify, 1. What level of integration is being expected with the social media platforms? 2. MSEDCL will provide ready to use link ?	Details will be shared with successful bidder
77	General	Third-party software	Kindly please clarify, 1.Any third-party software your portal relies on? If yes please share details	No.
78	General	Feedback	Kindly please clarify, 1.How feedback response u need like in 0 to 5 rating or good bad great etc.? 2.Who will give feed back only login user or any one who visit website?	Details will be shared with successful bidder
79	General	Menu/Module	Kindly please clarify, Please suggest menu/module name which will be use in portal or you miss to mention in RFP ?	Refer scope of works in section 4.2
80	General	Firewall	Kindly please clarify, Do you need Web application firewall?	No. Bidder has to integrate website and portal with existing WAF.
81	General	Bandwidth	Kindly please clarify, What bandwidth would be required?	System should Accommodates low-bandwidth environments and performance should be stable for end user
82	General	Data Migration	Kindly please clarify, 1. Do you have existing setup of server, database. ? 2. Will there be a need of database migration to new server/s. ?	1.Existing servers and databases are available. 2. The existing database has to be migrated on the new platform(new development).
83	General	Hardware,Componant,Device	Kindly please clarify, Do you need any Hardware,Componant,Device from bidder ?If yes Please share details: 1. Numbers, Type of Hardware,Componant,Device ? 2. Configuration ? 3. Brand-new or used ? 4.Do we add this cost in financial proposal ?	No. As mentioned, MSEDCL will provide only Server Instances with operating system on AWS cloud as per requirement submitted in annexure-15. All other is bidder's responsibility as per scope of works.
84	4.2 A. Website Services (iii)	The web site should be developed with the latest version of WordPress. The website should be fast loading, easy to navigate, search engine friendly.	Why is WordPress preferred in place of open source ?	Presently, WordPress CMS is used
85	4.2 A. Website Services (vi) Design & Development 2.5 Other Requirements	i. Scalability: The architecture should be capable to tackle high volume critical traffic. It should be possible to deploy the services of each layer (or a group of related layers) on multiple servers, or in a multi-thread environment (possibly without automated routing or load-balancing).	What would be the number of users for high volume ?	The visitor count is displayed on existing website. Bidder may visit existing website.
86	4.2 A. Website Services (vi) Design & Development 2.1 Website Design & Layout	xvi. Bidder shall provide high quality licensed images (as and when required & approved by MSEDCL/ MSEB Holding Company) for using in MSEDCL/MSEB websites. These images should be deployed on website as per requirement of MSEDCL / MSEB Holding Company. The Cost of images should be considered by bidder in the maintenance	What are the images required ? Need the details.	Promotional licenced images as per business requirement
87	4.2 A. Website Services (vi) Design & Development 2.5 Other Requirement	xi. Differently abled friendly: The content of the website should be made differently abled (visually and hearing impaired) friendly so that information is easily accessible to them. Website should be keyboard friendly.	Should there be an announcement for visually impaired person for every step ?	Yes

#	RFP Reference	Statement as per RFP	Query by Bidder	MSEDCL's Response
88	4.2 A. Website Services (vi) Design & Development 2.5 User Acceptance Testing	i. All defects found during review, acceptance testing will be fixed to the satisfaction of the MSEDCL/MSEB Holding Company	Hope only defects would be taken up and new requirements would be avoided.	As per RFP
89	4.2 A. Website Services (viii) Content Management System (CMS)	Bidder has to provide the WordPress 5.8 or latest Content Management System (CMS) while redesigning & maintenance of MSEDCL & MSEB holding company websites with following features:	Why is WordPress 5.8 or latest content management system preferred ?	Presently, WordPress CMS is used
90	4.2 B. MSEDCL Payment reporting portal services	(xii.) Training, Support and handover of Source code of all the software related to website development, API (HT/ LT/ Receipt posting), FTP, Payment reporting portal, vendor file management for reconciliation etc. as per MSEDCL requirements	Is this till the project end ?	Yes
91	4.2 F. Time Schedule	1 New website design and its implementation 90 days from the date of LOA	Suggest 120 days for new website design and implementation	As per RFP
92	7.6	In case of a delay in the maintaining the time schedule, the Vendor shall be liable to pay, at the discretion of the competent authority of MSEDCL, the liquidated damages to MSEDCL up to 0.5 % per week or part of week on the price of items which are delayed, subject to a maximum ceiling of 10% reckoned on the total contract value.	Need to know about this calculation. This seems to be high.	It is as per existing practice.
93	7.8	Vendor shall provide 24 × 7 x 365 support for the applications	Is this online or onsite support ?	Support is to be provided onsite/ offsite. At least one resource of bidder should be available in MSEDCL office during working hours of MSEDCL.
94	General		Application Architecture	As per RFP
95	General		Deployment Architecture	As per RFP
96	General		No of Concurrent Users	For website approximately, 5 no. of concurrent admin users and average 3000 concurrent viewers. For Collection Portal approximate 35 admin users are required.
97	General		Max Transaction per Day	Approximate 1,00,000 payment transactions per day
98	General		Max Size of Write /Transaction year	Approximate 1,00,000 payment transactions per day
99	General		Any Document Upload Permitted	Yes
100	General		Max Size of File in MB	Configurable
101	General		Max Files per User	Configurable
102	General		Database Backup Policy	Query is not clear.
103	General		Database Retention Policy	Query is not clear.
104	General		DC - DR Policy	Query is not clear
105	General		RPO -- Recovery Point of Object	Query is not clear
106	General		RTO -- Recovery Time of Object	Query is not clear
107	General		Data Archival Policy	Query is not clear.
108	3.2 Qualifying Requirements	The Bidder should have minimum turnover of Rs. 2.5 Crs in average during any of the last three consecutive financial years i.e. (2017-18, 2018-19, 2019-20) or (2018-19, 2019-20, 2020-21).	The Bidder should have minimum turnover of Rs. 2 Crs during each of the last three consecutive financial years i.e. (2017-18, 2018-19, 2019-20) or (2018-19, 2019-2020, 2020-21) from IT services.	The Bidder should have minimum turnover of Rs. 80 lacs during each of the last three consecutive financial years i.e. (2017-18, 2018-19, 2019-20) or (2018-19, 2019-2020, 2020-21).
109	3.3 Qualifying Requirements	The Bidder should have positive Net worth after tax during each of the last three consecutive financial years namely (2017-18, 2018-19, 2019-20) or (2018-19, 2019-20, 2020-21).	The Bidder should have been profitable and have positive Net worth after tax during each of the last three consecutive financial years namely (2017-18, 2018-19, 2019-20) or (2018-19, 2019-20, 2020-21).	No change
110	3.4 Qualifying Requirements	The Bidder should have experience of design, development & maintenance of Enterprise level website/ portal along with experience in any one of the following: (i.) Management of payment APIs (ii.) Multiple Payment Gateways (iii.) Collection Portals during past 5 years (up to the date of publishing the tender) meeting any of the following condition: a) One work order having value of contract not less than Rs. 2.14 Crores OR b) Two work orders each having value of contract not less than Rs. 1.33 Crores OR c) Three work orders each having value of contract not less than Rs. 1 Crores Note: Websites of Government/Govt. Undertaking/ Public Sector Undertaking/Public Utility/ Commercial Banks (Scheduled) / Financial Companies will be considered as Enterprise Websites for above experience.	The Bidder should have experience of design, development & maintenance of state of art Enterprise level website/portal in at least one Utility / Nationalized or Scheduled Bank / Govt. / Govt. undertaking in India along with experience in all of the following: (i.) Management of payment APIs (ii.) Multiple Payment Gateways (iii.) Collection Portals during past 5 years (up to the date of publishing the tender) having at least one work order having value of contract not less than Rs. 50 Lakhs for projects covering the experience stated above.	Refer modified clause no. 4 of section 3 as follows : The Bidder should have experience of design, development & maintenance of Enterprise level website/ portal along with experience in any one of the following: (i.) Management of payment APIs (ii.) Multiple Payment Gateways (iii.) Collection Portals during past 5 years (up to the date of publishing the tender) meeting any of the following condition: a) One work order having annual value of contract not less than Rs. 42.76 lacs OR b) Two work orders each having annual value of contract not less than Rs. 26.72 lacs OR c) Three work orders each having annual value of contract not less than Rs. 21.38 lacs Note : Websites of Government/Govt. Undertaking/ Public Sector Undertaking/Public Utility/ Commercial Banks (Scheduled) / Financial Companies will be considered as Enterprise Websites for above experience.
111	General		We also request you to allow subcontracting of Annual Security Audit by CERT-IN empaneled auditor. Security auditing companies are almost always engaged in security audit and allied services, and do not normally provide website and payment gateway maintenance services.	Yes. Security audit has to be done through CERT-In empaneled auditor. Bidder may appoint CERT-In empaneled auditor for this activity.
112	General		1. Will MSEDCL allow its existing vendors providing the on-going development and maintenance of their websites? If yes What about conflict of interest of existing vendors?	No. Knowledge transfer will be done to successful bidder after issuing LOA
113	General		2. Will MSEDCL allow Consortium, Joint-venture for this tender?	No
114	General		3. There is absolutely no mention of existing website Source Code who maintains and control this aspect?	Knowledge transfer will be done to successful bidder after issuing LOA
115	General		4. As it was mentioned yesterday during online pre-bid meeting that currently MSEDCL website is hosted and maintained by AWS from Infrastructure point what is the SLA between MSEDCL and AWS towards Up-time, Load balancing, Bandwidth through-put, Redundancy and last mile connectivity between AWS and MSEDCL? Will Infra downtime get aggregated with Design, Development, Maintenance and Support Bidder?	The SLA is 99.99% for the infra availability on AWS. The infra SLA will not be aggregated with bidder's SLA.
116	General		5. MSEDCL in its tender has asked for Security Audit by Cert-In empaneled Auditor does this means to do a Security Audit on AWS Infrastructure? Payment Gateway Provider, Aggregator Infrastructure? Can MSEDCL elaborate on this requirement? Or is that Cert-In Auditor shall provide Audit services for On-Premise Components in-relation to MSEDCL Website?	CERT-IN audit should be performed for on-premise components related to MSEDCL website and collection portal.
117	General		6. Is MSEDCL open for other website technologies rather than WordPress based Website Development?	No

#	RFP Reference	Statement as per RFP	Query by Bidder	MSEDCL's Response
118	3.4 Qualifying Requirements	4.The Bidder should have experience of design, development & maintenance of state of art Enterprise level website/portal along with experience in any one of the following: (i.)Management of payment APIs (ii.)Multiple Payment Gateways (iii.)Collection Portals during past 5 years (up to the date of publishing the tender) meeting any of the following condition: a) One work order having value of contract not less than Rs. 2.14 Crores OR b) Two work orders each having value of contract not less than Rs. 1.33 Crores OR c) Three work orders each having value of contract not less than Rs. 1 Crores	In ref. to point no. 4, eligibility criteria: Experience: we have government resolutions (GR) of Govt. of Gujarat (GoG) to provide e-Procurement services to all govt. offices on a SaaS/ Application services provider (ASP) model, wherein we are providing e-procurement solutions. We charge them on an event basis (Tender and Auction based), therefore there is no absolute contract value. It has been managed by us since 2006 and is making an average of Rs. 25.00 Cr. revenue annually. We have done sub-contracting for application development, however, the payment gateway and the component (software for Digital signed and security the data) are developed by (n)Code which is integrated into the application and is maintaining by the (n)Code. The payment gateway integrated with this portal is also developed by (n)Code and is maintained by us since inception.	No change. Refer modified clause no. 4 of Section 3
119	3.5 Qualifying Requirements	The bidder should currently maintain multiple payment gateway providers and aggregators having greater than 1,00,000 online transactions on daily basis with regular reconciliation process. It should be demonstrated on demand.	We request you to relax on the number of transactions conducted daily (10000)	No change
120	4.2 A. (i) Website Services	(i) Immediately take over (within 15 days from the date of LOA) the maintenance of existing	Request you to extend takeover timeline from 15 days to 30 days	As per RFP
121	4.2 A. Website Services (vi) Design & Development 2.4 Integration with IT System	Integration with IT System Website shall have facility to integrate with existing IT system for displaying	Please specify the list of existing system with which the website to be integrated	Refer revised section 2.1 for details of Integration with existing system.
122	4.2 A. Website Services (vi) Design & Development 2.6 Website Hosting	iii. All the required software for maintenance of website should be provided.	The required software will be provided by department or it is to be provided by Bidder	It is the bidders responsibility.
123	General		The scope of work / requirements for implementation is vast, so kindly consider on revising the estimated value	No Change
124	General		Is consortium allowed or not allowed as there is discrepancy in information in RFP	Consortium not allowed. Refer sr. no 1 of section 3 : Qualifying Requirements
125	General		The execution team has to be deployed at onsite/project location or the team can work from remote location	Offsite as well as Onsite resources are required during the contract period. At least one resource should be available onsite during Office hours.
126	4.2 A. Website Services (vi) Design & Development 2.8 Training & Handholding support		Request you to provide number of staff members to be trained. Kindly share the list of locations where the training is required. How many personnel required training? We assume that all required infrastructure will be provided by the department for the training. How many sessions needs to be conducted for the training	Training to be given after go-live of new website for 5 no. of development users and approx. 20 no. of end users (departmental). Training Location will be corporate office. The number of sessions for training to be mutually decided between MSEDCL and bidder.
127	4.2 A. Website Services (viii) Content Management System (CMS)	Bidder has to provide the WordPress 5.8 or latest Content Management System (CMS) while redesigning & maintenance of MSEDCL & MSEB holding company websites with following features	Bidder to provide Enterprise Content Management System/Digital Experience Platform while redesigning & maintenance of MSEDCL & MSEB holding company websites with following features Justification: Web Content Management or CMS are old terms now, the Industry is moving towards Digital Experience Platform (DXP). For Entities like MSEDCL which leverages the latest Technology for delivering customer service and efficiencies, we recommend to include the latest technology Also In popular Technology reports like Gartner - Content Management System have been retired post 2019 and replaced/Enhanced in 2020/2021 to include Digital Experience Platforms - which are a combination of Content Management System, Portal Functions, Document Management System, User Management, Forms and Workflow etc. This will fit very well for the RFP requirements as well as future enhancements since all the functions will come on a single platform. Also being a critical customer facing website with high traffic, it should comply to the cybersecurity threats and vulnerabilities, hence an enterprise CMS/DXP is recommended. Also concern for migration from existing WordPress platform to a new platform is very much feasible and easy to do. Also Many of the Discoms in India are on a Enterprise CMS/DXP platform For further information on the difference refer the link - https://www.cms-connected.com/News-Archive/May-2020/Gartner-Magic-Quadrant-Shelves-WCM-in-2020-Vendors-Discuss-the-Future	No change
128	4.2 A. Website Services (viii) Content Management System (CMS)	A. WordPress Plugins (Premium version only) with following features:	We would like to highlight that these are very standard features that are expected out of the content management capabilities and not just the plugins. We would request as per our experience on similar use cases to not to include a generic term "WordPress" so that the best platform capabilities can participate and add value to the solution without any restrictions.	No change
129	4.2 A. Website Services (i)	Following functionalities shall be applicable to both the websites (MSEDCL website & MSEB Holding Co. website) :	Based on our experience on similar use cases, we would like to suggest to include in the RFP a unified digital solution that provides all these capabilities like CMS, RBAC, responsiveness, localization, website layouts, etc. bundled together in a single platform. This will also add value in terms of effort optimization and faster onboarding of desired modules and services.	No change
130	General		Please clarify on the expected concurrency of users (per second) individually for the websites and portal.	Average 3000 concurrent viewers. However, Bidder may provide higher concurrency of users for better website performance
131	General		What is the configuration of non-production environments that is expected? This will help us in estimating the component sizing.	Bidder has to specify infrastructure and OS requirement for development and testing servers in annexure 15.
132	2.1 Website	Mahavitaran or MSEDCL (Maharashtra State Electricity Distribution Company Limited) is the largest electricity distribution utility in India with around 2.78 Crs. consumers all over Maharashtra except some parts of Mumbai.	Your Active Customer would be : 2.78 Crs. 1. How many con-current users will available on daily basis? 2. Can you share the expected increase/ update in the Number of customer in next 5 years?	1. For website approximately, 5 no. of concurrent admin users and average 3000 concurrent viewers. For Collection Portal approximate 35 admin users are required. 2. Presently MSEDCL has consumer base of 2.78 Crores and there is rise of approx. 8-10% per annum.
133	2.1 Website	Existing website is developed using WordPress framework & Oracle database and currently hosted on AWS (Amazon Web Services). The existing MSEDCL website is developed using following Technologies: 1. Content management System: WordPress 5.0 2. Framework: PHP 7.3 3. Web Hosting: AWS Cloud & Amazon S3 CDN 4. Web Servers: Apache 5. Database: MySQL 8. 6. Database Library: PDO, OCI8	1. Kindly clear the confusion about the Database Technology? - Above you have mentioned "Oracle DB" & in following technology you have mentioned "MySQL 8". Kindly Clear this out 2. What are the service management by the "Oracle DB". Kindly share the brief 3. What edition are you using in "Oracle"? Is it Free/ Paid 4. if it is Paid, who will manage it bidder/ client? Kindly share your views	1.Refer revised section 2.1. Database used for Website is MySQL 8. 2. Some of the APIs on Payment portal uses Oracle DB. 3.MSEDCL has licenses for Orcale DB. Existing licenses of Oracle DB may be used by bidder for payment API. 4. .MSEDCL has licenses for Orcale DB.

#	RFP Reference	Statement as per RFP	Query by Bidder	MSEDCL's Response
134	2.1 Website	Various online services to consumers are made available on MSEDCL websites such as view & pay bills online, Quick Payment, new connection request, application for solar rooftop, request for change of tariff/ load /demand/ name/ contact details, Go-Green registration, SD refund request etc.	1. Do you Currently using this Site for those mentioned features "https://grouppaybill.mahadiscom.in/PayNCCharges/UI/PAYNC/SearchApplication.aspx" Kindly Confirm/ Share the details	Yes. This site is used for Online payment for other charges such as new connection estimate, solar rooftop estimate, request for change of tariff/ load /demand/ name/ contact details, SD refund request status check, etc.
135	2.1 Payment Reporting Portal	MSEDCL consumer (Low Tension (LT)/ High Tension (HT) consumer) makes online payment for energy bills via MSEDCL WEBSITE, MSEDCL Mobile app, any third-party app, or via QR code printed on bill	1. Do we need to re-design your mobile application also? 2. If we need to re-design your mobile application, Kindly share the Tech Stack for the same 3. Currently, you performed Online Payment? Using Which API?	1. No. 2. N/A. 3. Payment Gateway provides their Web SDK/Mobile SDK. Accordingly API needs to be developed by the Bidder. Further, new API may also need to be developed to meet the MSEDCL requirements. Currently Bill Fetch API (developed in PHP) is used for online payment.
136	2.1 Payment Reporting Portal	For making online payment, different payment gateways are integrated through their payment gateway API in PHP with respective applications/ Mobile APP.	1. How many Payment Gateway currently available for Online Payment? 2. We assume that, client will provide this 3rd party Payment gateway to selected bidder? Kindly Confirm/ Correct 3. Who will bare the Charges for this 3rd Party Services? (Bidder/ Client)	1. Currently 3 payment gateways are integrated. 2. Yes. MSEDCL may ask the bidder to integrate with third party Payment Gateways, during the contract period. 3. Bidder need not to provide 3rd party gateways integration.
137	2.1 Payment Reporting Portal	After receipt of payment information, a receipt is made available on the web self-service portal for consumers as well as an online receipt is sent on consumers registered email id and a payment confirmation SMS is sent to consumer's registered mobile number.	1. Providing Email & SMS gateway will be the responsibility of whom department or bidder? 2.If we need to provide SMS/ Email than Providing following Into - Number of SMS Per Day/ Month/ Year - Number of Email Per Day/ Month/ Year 3. Kindly Provide the more detail about Payment Reporting Portal? What is a Process of the Payment Reporting Portal 4. Who can access this Payment Reporting Portal?	1. MSEDCL 2. Email & SMS Gateway will be provided by MSEDCL. 3. Refer Clause 2.1 of RFP 4. Departmental users & Payment Gateway users.
138	2.1 Payment Reporting Portal	For online Payment by vendor or solar beneficiary/RE generator, a payment API is integrated in various applications such as eTender, MahaPower Pay wallet, Unemployed Electrical Engineers, Solar Krushi Vahini, Open Access application with different Payment Gateway.	1. Who will be responsible for providing this Payment Gateway API's for integration Department or Bidder?	Payment Gateway provides their Web SDK/Mobile SDK. Accordingly API needs to be developed by the Bidder. Further, new API may also need to be developed to meet the MSEDCL requirements.
139	4.1 Brief Scope of Works	i. Design, development, maintenance and support of MSEDCL's website. ii. Design, development, maintenance and support of MSEB Holding Company's website. iii. Design, development, maintenance and support of MSEDCL payment reporting portal.	1. Here, We need to Design, Develop & maintain 3 Things - MSEDCL's Website (Which can be access by citizen's) - MSEB Holding Company Website (Which is also access by Citizens) - MSEDCL Payment Portal (Which can be access by Admin/ Department of MSEDCL, manage the payment details getting from Citizen's/ Vendors). Kindly Share your views	Yes. Refer detail scope of works in section 4.2
140	General	-	1. What will be Data size of this three website/ Portal? - MSEDCL Website - MSEDCL Payment Portal - MSEB Holding Company 2. Please mention if we need to migrate the Data & the volume of it. 3. Are these data stored in encrypted format? 4. Any existing security/authentication settings currently in effect on these data sets?	1. Data size is approximately as follows - MSEDCL Website-200 GB - MSEDCL Payment Portal- 350 GB - MSEB Holding Company-2 GB 2. Yes. 3. Yes. 4. MSEDCL Security policies are implemented.
141	4.2 A. Website Services (vi) Design & Development 2.1. Website Design and Layout	Photo gallery & Video gallery	1. Kindly share the Number/ Size of the Photos & Videos 2. What will be expected increase/ update this Photo & videos Storage Size in next 5 years 3. How Frequently department update the Photos/ Videos on Website?	1. Configurable. 2.Latest photo & videos will be available on website and older photo & videos will be archived. 3. As required.
142	4.2 A. Website Services (vi) Design & Development 2.1. Website Design and Layout	Contents/Image/PDF upload on website: Contents/Image/PDF can be uploaded by concerned user on the webpage as per requirement.	1. Share the Storage Space of Website & Data base 2. Kindly share Approx. PDF & Size of the Data	Approximately 200 GB for website & 350 GB for Collection portal
143	4.2 A. Website Services (viii) Content Management System (CMS) A. WordPress Plugins (Premium version only) with following features	Note: i. The above list is indicative. During the contract period, in order to improve performance/security, MSEDCL may ask (or Bidder may propose for MSEDCL approval) change in deployed Plugins or deployment of new plugins/services altogether (with no extra cost) as per its requirements.	1. Currently, we have consider following Plug-ins for this Project • Analytics, SEO, Back-up, Archive System, Caching, Social Media, feeds > Kindly Let us know, if you want to add more Plug-ins into the system. > In Future if you required to add New Plug-in into the System We can add into it; if the plug-in is Free so. > If there is Paid Plug-in; client will purchase the same. Kindly share your views	Bidder will have select no. of plugins to meet the MSEDCL requirements mentioned in RFP. Bidder has to provide best solution as per scope of works. Licences/subscription price, if any, will be borne by bidder.
144	4.2 A. Website Services (viii) Content Management System (CMS) A. WordPress Plugins (Premium version only) with following features	Note: ii. Prior approval of Plugins/services: Bidder should submit the list of all the plugins/services (along with their impact analysis) to be used during design, development & maintenance for the approval of MSEDCL before deployment.	1. Kindly Share the Plug-in List, which is used currently in your system. 2. Also share the all the Plug-in you used current system is Premium/ Pro version available? Kindly share your Views	Details will be shared with successful Bidder. However, it is expected that bidder should provide a new improved solution as per the scope of works.
145	4.2 A. Website Services (viii) Content Management System (CMS) A. WordPress Plugins (Premium version only) with following features	Plug-Ins: Analytics, SEO, Back-up, Archive System, Caching, Social Media, feeds	1. As you have mentioned that, this Plug-ins will available in Both Website (MSEDCL website & MSEB Holding Co. website). > So, this list of plug-ins will be available in both website. Do we need to purchase this plug-ins twice? Kindly correct/ Confirm 2. What level of SEO is being expected? Do you need basic SEO or detailed SEO (Google Analytics)?	1. Bidder will have select no. of plugins to meet the MSEDCL requirements mentioned in RFP. Bidder has to provide best solution as per scope of works. Licences/subscription price, if any, will be borne by bidder. Both website need separate plugins. 2. Refer details in section 4.2
146	4.2 A. Website Services (viii) Content Management System (CMS) A. WordPress Plugins (Premium version only) with following features	Plugin: Back-up (Support backup to multiple destinations (e.g. Amazon and Dropbox and FTP) in a single backup.	1. Kindly share the Current backup system/software details 2. Kindly share the total used of the data back up in server 3.Kindly share the Total Data back up storage size. 4. Let me know current system Which OS system are you using for data back 5. Kindly share the which Database using in current system	The details will be shared with successful bidder.
147	4.2 A. Website Services (viii) Content Management System (CMS)	Bidder has to provide the WordPress 5.8 or latest Content Management System (CMS) while redesigning & maintenance of MSEDCL & MSEB holding company websites with following features	1. We need to develop this website in "WordPress" Technology only? Is there any specific reason for the same	WordPress is used in existing website.
148	4.2 A. Website Services (viii) Content Management System (CMS)	Create, write and manage content (in English & Marathi) which is relevant and appealing to the visitor	1. We assume that content in all the languages (English & Marathi) will be provided by department to bidder. Please confirm or correct us.	Yes. However, bidder has to select font, style, margins and other formatting for the contents while publishing.

#	RFP Reference	Statement as per RFP	Query by Bidder	MSEDCL's Response
149	Overview of Bidding process	The technically qualified bidders will present their technical capabilities by an onsite presentation at MSEDCL before the price bid is opened	1. Please let us know what you expect to present from bidders during Technical Presentation.	Bidder may be asked to explain the details of their offered solution.
150	4.2 E. Supplementary & Miscellaneous Services	Annual Security Audit of website by CERT-IN empaneled Auditor and fixing all vulnerabilities and taking all steps as suggested in the audit report.	1. We assume that, security audit perform once, before uploading the System on cloud. Kindly confirm 2. There will be separate CERT-In Audit Performed for MSEDCL & MSEB Holding Company. Kindly Correct/ Confirm 3. Also share the Audit Intervals?	As per the revised scope of works, CERTIN security audit for each website and payment portal has to be done by the Bidder in every six month as per STQC guidelines
151	4.2 A. Website Services (vi) Design & Development 2.1. Website Design and Layout	Bidder must develop at least 3 different website templates and make it available on its Test Servers for approval of MSEDCL/MSEB Holding Company Authorities.	1. We need to Provide the 3 Samples of Design as a Website templates for MSEDCL & MSEB Holding Company. Kindly Correct/ Confirm 2. Do you want the same color schema for both Websites? Kindly correct/ confirm	1. Yes 2. Bidder may select suitable colour scheme for each website design which will be approved by MSEDCL & MSEB Holding Company.
152	4.2 A. Website Services (vi) Design & Development 2.4. Integration with IT System	Website shall have facility to integrate with existing IT system for displaying information.	1. Kindly share the List of Integration required in this Websites.	Refer details in revised section 2.1
153	4.2 A. Website Services (vii) Security	Bidder has to immediately patch for all OWASP Top 10 Vulnerabilities during the contract period.	1. We assume that, currently OWASP tool working on Website & we just needs to fixed it.	Yes. It has to be maintained by bidder and do all necessary things to avoid Top 10 Vulnerabilities.
154	4.2 A. Website Services (vi) Design & Development 2.8. Training & Handholding Support	Training will be conducted at the time and venue mutually confirmed by MSEDCL and the selected bidder	1. How Many member needs the Training? 2. We assume that required infrastructure for training will be provided by Department. Kindly confirm. 3. How many Department users will be required to be trained?	1.Training for 5 development users and approx. 20 End User (departmental) 2. Yes. 3. Approx. 20 End User (departmental) will be trained.
155	General	General	How many SSL certificates are expected and at what interval?	Please refer RFP scope of works and price bid format.
156	General	General	Any Antivirus / Antispam / SSL / Security requirement?	Not required. Bidder should integrate his solution with existing security infrastructure.
157	General	General	Any Backup / Storage / Disaster Recovery / offsite backup Requirement?	Data backup plan will be finalised mutually between MSEDCL and bidder. The same will be executed by MSEDCL.
158	General	General	Any License Software for server setup need to purchase by us or client will provide? Kindly share your views Or Any other WordPress Plug-ins needs to purchase by us or Client? If we need to purchase send the list of it	As mentioned, MSEDCL will provide only Server Instances with operating system on AWS cloud. Rest is Bidder's responsibility as per scope of works.
159	General	General	Provide Details for Both Website (MSEDCL & MSEB Holding Company) 1. No. of Total Users per day for Site 2. Concurrent users at a time on site	MSEDCL Website: 1.Visitor count is displayed on website 2. Approx. average 3000 Concurrent users/viewers.
160	4.2 A. Website Services (vi) Design & Development 2.6. Website Hosting	Bidder should size & propose the hardware to suit the requirement and the Operating System, number of webpages, archival, high availability, redundancy, scalability, response time requirement, backup, implementing operating system security under centralized architecture.	1. We Need to Proposed the Instance Requirement for Both Website only, Hosting/ Server will provide by the Department (Client) Only. Kindly Correct / Confirm 2. Kindly Share your Current Instance Requirement for MSEDCL & MSEB Holding Co. website - Storage Type & Size - RAM - OS - Module - vCPUs 3. Also Provide this Instance Increment/ Update on Last 5 Years ? 4. What is expected expansion in your data size in Next 5 Years?	1. As mentioned, MSEDCL will provide only Server Instances with operating system on AWS cloud. Rest is Bidder's responsibility as per scope of works. 2. Please refer revised RFP. 3. Details will be shared with Successful Bidder. 4. Approx. 10% Annual increment may be considered.
161	Tender Fee & EMD		As the Govt of India promoting the scheme of MSME for Small Scale Industries and NSIC for exemption against submission of tender fees and EMD. Thus we hereby request you to kindly provide the exemption to submit the tender fees and EMD against MSME/Udyam Registration certifications.	It is requested to submit relevant Govt. Certificates(MSME) mentioning services for website development/maintenance. MSEDCL will provide EMD exemption after scrutinizing the certificates submitted by bidder. For Tender Fee, there will no exemption.
162	3.4. Qualifying Requirements		With reference to pre-bid meeting for tender CGMIT/IT/2021/WEBSITE/1 on 18th Aug 2021, it was discussed and agreed that corrigendum will be issued with respect to changes and updates in the tender in terms of pre-qualification (technical and commercial). When can we expect to see a corrigendum or updated tender document? We are a start-up (MSME registered) and as requested during pre-bid meeting, we request for relaxation from qualifying criteria such as INR 2.5Cr average in last 3 years, EMD amount INR 2,67,258/- We request you to kindly share updated revised tender copy with us and kindly allow us to process with our bid.	Please refer RFP for updated Qualifying Criteria. EMD Exemption: It is requested to submit relevant Govt. Certificates(MSME) mentioning services for website development/maintenance. MSEDCL will provide EMD exemption after scrutinizing the certificates submitted by bidder.