

Clarifications

With ref to Gem Bid **No GEM/2025/B/6216286**,Dated **09-05-2025**,reply to the quires are as follows :

Sl.No	Query	Reply	Remark
1	Current Hosting Server Configuration / New Server Requirements: o Are there any specific expectations or requirements for the new server configuration?	<p>The existing hosting environment and configuration are currently managed as per the service provider's infrastructure and the needs of the present website setup. However, considering the organization's future requirements and strategic direction, we intend to host the new website on a cloud-based infrastructure.</p> <p>Service provider may decide a suitable cloud-based server configuration that meets modern standards and best practices, keeping in mind performance, security, and ease of administration.</p>	Query received Through GEM portal
2	SMS Authentication o What type of SMS gateway is preferred and total SMS need ?	N/A	Query received Through GEM portal
3	Email Service Provider o Is email integration required with forms or notification systems	<p>Through ZIMBRA ,with existing website vender provides , email services with domain, nhdc.org.in.</p> <p>NHDC requires email services that will have an authentication system that supports secured login with both password and OTP (One-Time Password) verification/2F. Please refer scope of work point No.1 and 12.</p>	Query received Through GEM portal
4	Current Website Technology Stack o Please specify the current frontend and backend technologies used. o Are there any plans to migrate to a new technology stack? o Should the new website follow any specific tech standards (e.g., open-source, PHP-based, etc .?)	<p>- The existing website utilizes technologies suited best at the time of previous revamping in alignment with functional and security requirements. The frontend and backend frameworks are based on the vendor's expertise, adhering to best practices/security norms and compatibility standards.</p> <p>- Any decision regarding migration to a new technology stack will be made as per the vendor's proposal, and in compliance with guidelines issued by the Ministry of Textiles and MeitY (Ministry of Electronics and Information Technology)/NIC.</p> <p>- The new website, if developed or upgraded, should follow secure technology practices, in accordance with the latest Government of India standards and advisories, especially those mandated by MeitY. The final technology stack</p>	Query received Through GEM portal

		will be as per the vendor's recommendation and must conform to these official guidelines.	
5	STQC, SSL, and Other Certificate Costs o Who will be responsible for the cost and procurement of STQC certification?	-Certification cost will be born by NHDC , but all improvement/up dation will be done by Vender with out any extra cost . - As mentioned in clause 13. Compliance with Govt. Norms & Audit Support	Query received Through GEM portal
6	Database Size and Structure o What is the current size of the live database?	E mail size 2TB , Web site and related services may be considered add on as to ensure efficient data handling as per our Scope of Work. The database is designed to be scalable and secure, with provisions for backup, archival, and performance optimization based on standard usage patterns.	Query received Through GEM portal
7	EMD Exemption o Is EMD exemption applicable for MSMEs	Yes, may please refer Gem Tender Bid document- No GEM/2025/B/6216286, para number (a) and (b).	Query received Through GEM portal
8	Server Sizing (Hosting configuration details) a) Storage b) RAM c) Number of Cores etc.	Service provider may decide a suitable cloud-based server configuration that meets modern standards and best practices, keeping in mind performance, security, and ease of administration.	Query received through email
9	-some of the evaluation parameters seemed to lack transparency -Some evaluation parameters are too subjective and may effectively give undue advantage to certain bidders -Some evaluation parameters (as discussed during the meeting and also tabulated in our queries) are very difficult or not possible to establish with documentary evidence. This may put most bidders in a disadvantageous position in the scoring methodology. Similarly - it will give undue advantage to others.	No specification point provided/asked, however these all points are decided as per corporations need.	Query received through email
10	In newly published tender GEM/2025/B/6216286 dated 09-05-2025, none of the technical queries or participation conditions has been addressed.	-May refer GEM bid document GEM/2025/B/6216286 , last paragraph about seller queries.	Query received through email
11	-Very less time is provided to submit response - only 10 days in this case. Typically, a minimum 3-4 weeks are provided from date of publication of tender.	The initial tender was floated on 24th April. However, it was re-tendered to better align with the organization's operational needs and future scheduling constraints. The revised timeline was carefully selected to ensure optimal participation and service delivery, considering the availability and suitability of dates for the corporation.	Query received through email
12	No provision for pre-bid meeting clarification. Since our queries have not been addressed, it is imperative that a pre-bid meeting should have been organized.	-May refer GEM bid document GEM/2025/B/6216286 , last paragraph about seller queries.	Query received through email

13	-Kindly provide exemption to MSMEs (as provided in the original tender)	Please refer GEM bid document GEM/2025/B/6216286 .	Query received through email
14	There are many loopholes in the Technical Evaluation parameters. <i>These need to be adequately addressed (corrected)</i>	The evaluation criteria have been finalized and approved by the Corporation. While suggestions are noted, the current parameters stand as per the Corporation's decision.	Query received through email
15	Kindly provide adequate time for response	It will remain same as per GEM bid document GEM/2025/B/6216286 .	Query received through email
16	Kindly organize a pre-bid meeting to enable all bidders to be on the same plane while bidding	-May refer GEM bid document GEM/2025/B/6216286 , last paragraph about seller queries.	Query received through email