

Pre-bid Queries
RFP for Development of website i.e., www.icsi.edu and mobile apps
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S.No	Clause Number / Page Reference	Clause as per RFP	Query	ICSI Reply
1	Point No -59, page No - 8	Data Analysis (Dashboards - page wise, traffic wise and others) is to be implemented in the renovated website	Do we have to use any data analysis Software? Please specify more details on the clause.	You may use Google analytics/ CMC inbuilt dashboard/ reports
2	Point No - 22 (b), Page no - 15	The selected bidder shall be required to depute at least one coordinator cum developer on full-time basis at ICSI's office at Noida to coordinate for the Development Activities	Please specify the timeline for which the dedicated developer/programmer will be deployed for the development activities.	Till the successful implementation and acceptance of all deliverables
3	Point No 3, Page No - 22	Payment Terms	Please provide the breakup for the payment terms along with Delivery milestone	ICSI 's usual payment terms are 30 days upon completion of work as per schedule and acceptance of the ICSI in writing
4	Page No 10	The site under reference to be renovated by the bidder i.e. www.icsi.edu will be the primary site of the ICSI .There are other sites of the ICSI such as the domain OR subdomain of icsi.in through which online service to the stakeholders is provided OR any other site like this, which will get a place in the form of link in the primary site i.e. www.icsi.edu. The bidder has to make the adequate provisions for this kind of links to be provided in the home page of the (to be) renovated site with attractive look and feel.	Do we need to just hyperlink the other portals or need to do integration as well?	Yes
5	Page No 7	Handover technical and user manuals / documentations/ technical and functional training pertaining to the development.	Do we need to impart training to the officials of ICSI on application development?	Yes
6	Page No 7	Comprehensive and adequate Technical, Administration and operational training should be provided to the users.	How many personnel to be trained?	30 users approx
7	Page No 5	Application should be responsive. It should be designed for both the website and mobile apps.	Is there any additional application apart from the website and the mobile that needs to be developed?	No

8	Page No 8	Building the required bridges, connectors, reports, etc.	How many types of reports and connectors to be developed?	This can be discussed during SRS phase. This might come around 20 reports.
9		Renovated website should have Multilingual features (Hindi, English, Bengali, Tamil, Telgu, Gujrati, Kannada, Malayalam, Oriya, Marathi) including content change to other languages (data change).	The application is proposed to be in multi-lingual. Should we use google translator service or need to do location independently?	Content will be provide by ICSI. We need a architectural provision to opt the multilingual language in future on the newly developed website.
10	General	-	Does the localization be done for mobile app as well.	Yes. Provisions should be given for future use from the architectural perspective.
11	Page No 8	Data Analysis (Dashboards - page wise, traffic wise and others) is to be implemented in the renovated website	"and others" means how many additional types (tentative) reports	CMC Reports/Google Analytics/Both
12		Regular Auditing will be done by the bidder on monthly basis (for one year) on risk mitigation on DR, code addition, malware and related threats. An audit report shall be made available through automated mechanism on the number of updations made by any user / administrator between two dates. The audit report will differentiate between deletion, addition and modification.	Does the auditing be done through external or internal auditor? An audit SOP may be provided.	Bidder should give declaration that the application is thoroughly tested and is complying to all the processes.
13	Page No 16	The period of the contract shall be initially for a period of one year and three months (development period of 4 months + warranty period of one year) as given in the Service Level Agreement. After the initial term, the SLA may be renewed on yearly basis for maximum 5 years the existing terms or such terms as may be mutually agreed in writing between the Service Provider and ICSI. None of the parties shall have right to claim renewal as a matter of right. .	The line should have been: "The period of the contract shall be initially for a period of one year and four months..... "	Development Period is 4 months and from the date of ICSI acceptance and delivery one year warranty period will start
14	Page No 28-29	Key activities undertaken by the Organization in the past 3 (three) years. Type of activity (technical consultancy/ research/ study)	Key activities are not in congruence to the RFP requirement. The types of activies should have been: "Application Development/ Website Development/ Mobile App Development"	Development of website and mobile apps for an organization with one centralized CMS
15	General	-	Do we need to travel to the Chapter offices/ RO during the application development/ support/ training.	No

16	General		Can we submit the GST acknowledgement, as we haven't received the GST number and certificate yet, though we have submitted the application, before the deadline of 30th June 2017?	Bidder should submit the declaration that they have applied and it is under process
17			Kindly confirm if the required hardware (hosting service provider, databases, servers, load balancers etc.) for hosting the web application on ICSI servers, would be procured by ICSI.	Yes
18			Is the scope of Mobile APP only for iOS and Android, or does it include windows as well?	Mobile APP is only for IOS and Android
19			What are the features of the Mobile APP? Does the Mobile APP in the RFP limit to only the responsive web design of the revamped website?	It should be native apps and selected options from website should be displayed on mobile apps. Moreover website should be responsive.
20			If the expectation of Mobile APP is to be just a responsive web application, is the same HTML expected to be converted to a hybrid mobile app and published?	Website should be responsive and a separate mobile apps needs to be developed as mentioned in RFP. As per RFP native mobile apps needs to be developed
21			What is the intention to build both native and hybrid mobile app? It is preferred either of them. What is ICSI choice, Hybrid Mobile APP or Native Mobile APP?	Only native mobile apps
22			Which all features of mobile app should be available during the offline mode? This data should auto sync with the respective database, as soon as the mobile connects to internet. Kindly confirm.	yes. Provision should be given to publish the selected content to be displayed during offline mode.
23			Does ICSI has any specific choice of technology stack for the revamped website or should the vendor stick only to the existing technology stack?	No
24			What is the existing CMS?	DNN. Mentioned in RFP
25			Will ICSI be procuring the logins for Play Store and APP Store and share the same with the successful vendor for publishing the APP?	Yes. Bidder has to give support to ICSI in procurement and technical support if any

26			Will ICSI provide all relevant images with appropriate resolution for banners etc. that are needed in the website?	We will provide the images but the bidder has to make changes accordingly as per content display
27			Should the existing content be copy pasted on the new website as is, or is the vendor expected to review the content, rectify and publish on the re-vamped website.	Rectifying the content is ICSI's job. Bidder has to copy and paste the same as it is.
28			Are all resources of the project expected to work Onsite and render the activities, or are they expected to work remotely from the vendor location?	Deployment of Resources is mentioned in RFP
29	Page Number:11	<p>Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs50,000/- (Rupees FiftyThousand only) in the form of a Demand Draft/Banker's cheque drawn on a Scheduled commercial bank in the favor of 'The Institute of Company Secretaries of India' payable at 'New Delhi'. Cheques, Money orders, Cash or Bank Guarantee etc shall not be accepted as EMD. The bidders are requested to make sure to indicate the bid number, name and address of the bidder on the reverse of EMD draft/ banker's cheque and any failure to comply with the same shall be at the risk of the bidder.The RFP not accompanied with earnest money shall not be entertained.</p>	As we are NSIC certified organization so is there any exemption in the EMD.	Yes. but security has to be deposited.Bidders who have Valid registration from NSIC, CPO, DGS&D, INS, Prasar Bharti, DAVP

30	Page Number:15 (Point No 22(b))	The selected bidder shall be required to depute at least one coordinator cum developer on full-time basis at ICSI's office at Noida to coordinate for the Development Activities. He/She will adhere to the office discipline of the ICSI till successful implementation and acceptance of all deliverables. He / She will be provided only seating space and the permission to use the network of the ICSI .Other infrastructure like computer is to be provisioned for by the bidder. Such coordinator cum developer shall be on the rolls of bidder only and his/her association with the ICSI shall be only to facilitate the Design & Development activities smoothly as undertaken by the bidder. The bidder will be responsible for the trouble free integrated working of the application, OS, hardware, software and networking.	How many days/month we need to deploy the Manpower?	He/She will adhere to the office discipline of the ICSI till successful implementation and acceptance of all deliverables
31	Page Number:8 (Point No-52)	Renovated website should have Multilingual features (Hindi, English, Bengali, Tamil, Telgu, Gujrati, Kannada, Malayalam, Oriya, Marathi) including content change to other languages (data change).	Who will provide the content in different language?	ICSI
32	Page Number:8 (Point No-56)	Chat facility with administrative control to all stake holders.	What type of chat facility is required please give more clarity?	Stakeholder to Admin and Admin to Stakeholder
33	Page Number:8 (Point No-15)	Instead of website links, all options in Mobile Apps should open the PDF files directly.	Please give more clarity on this?	The content should be displayed on mobile instead of referring to thirdparty sites or website
34	Page Number:5 (Point No-4)	The mobile apps should be hosted on mobile application platform (App Store, Google play store, etc.),whereas web application and its services should be hosted on ICSI servers. The bidder should provide required assistance to publish the applications.	Please confirm us we need to host renovated website on ICSI Server and provide us configuration detail of server.	You need to provide server configuration details and support ICSI in hosting the application website
35	Page Number:9 (Point No-61 (C))	Collaborative Calendar (ICSI, Community) – ICSI events for all, remaining stakeholder wise (New)	What type of clander, ICSI looking for please give us more clarity on this.	It is a event calender control which provided information of the scheduled events

36	General		Our firm is not registered under the Companies Act, 1956 and it's a sole proprietorship concern only. In that situation, please inform us, whether we are eligible for applying for this tender?	The bidder shall be a company incorporated, registered under the Indian Companies Act, 1956.
37	Point# 8 -		The existing application is developed in DNN, which technology is required for the new development	Any technology
38	Point# 30,38		There would be a 4 month deadline for development and rest 11 months for warranty, what would be the assigned work in this warranty period?	bidder has to provide graphics design support required for creating images on website home page / other pages. Standards Warranty/AMC terms for supplied software/apps shall include free maintenance of the software/apps as mentioned under the heading "Scope / deliverables" in this tender / RFP. The defects, if any shall be attended to within 2(Two) working hours and must be resolved within maximum 8 hours (eight hours).
39	Point# 52		As there are around 10 languages are mentioned for multilingual website, the expectation with the multilingual nature of the application is not clear here. Only application language should be multilingual or the data inserted/updated by it too?	Content will be provide by ICSI. We need a architectural provision to opt the multilingual feature in future.
40	int# 53		There are around 80 child portal running under this website thus a question comes that all these 80 portals will be migrated? If yes then these modules needs to address in order to estimate feasibility in the 4 months timeline.	Right now we are using MS SQL DB. We would suggest that bidder should upload the content instead of migrating the data to avoid the technology constraints
41	Point# 60 (c)		Load and Performance testing requirement	We required a declaration that load and performance test has been conducted on the application

42	Point# 60 (d)		Regular auditing requirement.	Yes. We need declaration from bidder that system is audited
43			Disaster Recovery Server is maintained for the existing website. The bidder has to extend support for all components to implement the DR server for the renovated website. Please clarify whether bidder has to maintain DR Site for this.	ICSI has DR Site at Mumbai. Bidder has to provide technical support to configure and port the application on the DR site.
44	Point# 48		Archival of old data. Clarify	Bidder has to provide the archival of old data strategy plan which should be implemented in the new website/mobile apps
45	Point#21		Renovated/revamped website should follow the Guidelines of India Government Websites (GIGW). Whether we need to get it certificated from the these guidelines are implemented in the newly developed application	Bidder has to provide a compliance that they have followed and implemented the GIGW guidelines
46	Point#15		Instead of website links, all options in Mobile Apps should open the PDF files directly. Is all the content in mobiles should be open in the PDF file directly.	Data in mobile apps should be shown in offline. Not necessary to show the content in PDF. But the content should be shown in one or the other way even when the data is off.
47	Point # 57		Application map of the website needs to incorporate.	Site Map, Route Map/Location map of the website
48	Point #61 (f)		Dynamic Organisation Structure. Explain	Display Hirarchy of the employee in the order of Institute, Departments, Designations etc., of the employee. Please refer to in our existing website for more details
49	Page # 31 S.No. 3		Any Other Specific items required to complete the exercise including software license(s) cost involved):	Bidder has to specify any cost involved in the development of software other than hardware cost

50	Point # 24		<p>Design and submit minimum five attractive templates with professional look and feel for the home page and other related pages of the ICSI's website in the line of the sample template given herewith out of which one template may be selected by the ICSI management for implementation. All five templates are to be initially got approved by the User directorate and in case any of these templates is not found suitable, the bidder has to replace it with another new template. Color print outs and soft copy of five sample templates should be submitted to ICSI. The bidder has to provide three design themes which could be implemented and configured as per ICSI's requirements.</p>	<p>After issuing WO bidder has to submit these templates. And at the time of technical presentation bidder should demonstrate proposed template(s).</p>
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