Bid Number: GEM/2025/B/6296194 dated 04-06-2025
Response to Pre-Bid Queries

S. No	Clause No. / Reference in RFP	Description of Query / Clarification	Response from IREDA
1.	1.3.2 - Technology Platform	Would IREDA be open to considering Java-based frameworks (e.g., Angular/React for frontend) for the development, provided all required features, security, and performance standards are met?	As per our accepted policy of Software development framework, we use .Net MVC architecture and MS SQL as DB. However, bidders may propose to use other equivalent technology / platform / framework at the time of implementation with proper explanation, which is acceptable to IREDA, within the quoted rate. In such case, any additional cost arising on account of this shall be borne by the bidder.
2.		While .NET MVC is mentioned as the preferred backend framework, the scope also suggests implementing a PWA with modern frontend technologies. Would .NET Core (for RESTful APIs) in combination with a frontend framework like React or Angular be acceptable?	Yes
3.	4 – Bill of Material	The quantity at S.No. 3 is mentioned as "50", could you please confirm whether this refers to 50 pages or 50 hours?	50 pages
4.		Clarification for the clause - Development Cost of 1 additional webpage with static content (which cannot be created through CMS)- Qty 50	New webpages can typically be created using the CMS, provided they adhere to the existing template designs. However, if a new page requires changes in design or structure and contains static content, this line item will be applicable
5.		Kindly confirm whether the cost items listed as Item Nos. 3 to 7 in the Price Bid (i.e. static/dynamic page development, API, CMS for Gift City) are already included in the scope under Item 1 and 2 or are they to be considered and	All items listed in the Bill of Material are to be quoted separately, as each line item is distinct. Items 3 to 7 are not included within the scope of Items 1 and 2 and should be

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		quoted separately as optional/additional items.	treated as separate components for the purpose of pricing.
6.		Does Bill of material will include both development and AMC in a single item for separate item?	Development and AMC have separate line items in Bill of Material.
7.	General Query	Whether development of Online Loan Application Portal and Customer Portal is in the scope of bidder	No
8.	6.1 – Timelines	The website shall Go-Live within 4 months from the date of work order. Does this apply to Gift city and CMS websites as well?	The GIFT city website development will be parallel and cannot exceed the 4 months' timeline set for IREDA website
9.	1.13 - Chatbot	For building chat bot, please confirm that subscription of OPEN AI or similar will be provided by IREDA?	No. IREDA shall not bear any cost on account of implementation of chatbot. It shall be entirely in the scope of bidder and for the entire duration of contract.
10.		What will be the knowledge source for the chat bot, will it be public website or only organisation sources?	Public website of IREDA
11.		The scope mentions leveraging NLP and machine learning models. Would IREDA be open to exploring alternative architectures or tools, such as OpenAI APIs or open-source LLMs, instead of self-hosted training models?	Yes, IREDA is open to exploring alternative architectures and tools, including OpenAI APIs or open-source large language models (LLMs), in place of self-hosted training models. However, any proposed solution must adhere to applicable government security guidelines and comply with CERT-In directives and RBI regulations, particularly with respect to data residency and data protection requirements. Also ensure compliance as stipulated in Point 1.9 in the scope of work document.
12.		Given the suitability of tools like Python and Node.js for chatbot	Yes. IREDA would support such environment. However, any cost

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		development, would IREDA support such environments if used exclusively for chatbot-related services?	with respect to these tools shall be in the scope of bidder.
13.	1.5 - CMS	What is all the current tech stack for CMS? As this will help in leveraging the current infrastructure	For security reasons, the current technology stack of CMS of IREDA website cannot be disclosed in public domain. This will be shared to the selected bidder
14.		Please clarify if bidders are allowed to propose a third-party CMS (e.g. open source like WordPress/Drupal) or whether a custom CMS is mandatory. If allowed, are there any preferred platforms or restrictions?	Yes, bidders are permitted to propose third-party CMS solutions, including open-source platforms such as WordPress or Drupal. However, the chosen CMS must not impose any limitations on the design, functionality, or user experience of the website. The selection of the CMS should be made carefully to ensure it fully supports the intended website requirements.
15.		Is there maintenance and support required for CMS? If yes what will be the duration?	Yes. Maintenance support shall be required for CMS during the entire tenure of the project.
16.		Will the Gift City CMS be a replica of the main CMS or a simplified version?	Shall be discussed and finalized during the requirement gathering and SRS phase.
17.	7.8 - EMD	Please clarify is there any EMD Exemption for MSE	Please refer to the GeM bid document for EMD exemption.
18.	QCBS - Presentation	Please confirm whether the three template designs are to be submitted during the presentation and not at the time of the initial submission	During the presentation as a part of QCBS Evaluation.
19.		The technical evaluation criteria mention submission of three mock-ups. Are these expected to cover specific internal pages, or would a homepage-focused design suffice?	Bidders are free to select the pages they wish to present as mock-ups. The objective is to showcase the creativity, design versatility, and overall approach

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			to web design through these submissions.
20.	QCBS – Point-2	As per the clause, only Purchase Orders for government clients where more than 50% equity is held by State/Central Govt will be considered. Kindly confirm whether POs from Autonomous Bodies, Statutory Institutions or Govt-Funded Societies (under Ministries) will also be eligible under this clause.	Yes. Work orders from Autonomous Bodies, Statutory Institutions or Govt-Funded Societies (under Ministries) will also be eligible under this clause.
21.		For technical evaluation, is there a restriction on how recent the submitted government work orders must be? For example, would a project completed in 2021 still be considered valid?	There is no restriction on how recent the work order is for technical evaluation purposes. A work order from 2021 will be considered valid for Point#2 of QCBS evaluation.
22.	General	Kindly clarify whether the scope of work is only for IREDA's Delhi Head Office, or it also includes the development of a separate website/module for Gift City office, Gandhinagar. Will the bidder be required to travel or deploy resources at both locations?	The scope of work covers both IREDA's existing website and the website for its Gift City Office in Gandhinagar. All development activities for both websites shall be carried out from the New Delhi office. Deployment of resources at the Gandhinagar location is not required.
23.	1.1.4	Kindly confirm if the entire development including CMS, frontend/backend, and APIs will be built from scratch or if any reusable components from the current website or CMS will be provided by IREDA.	Everything to be built from scratch.
24.	1.2.6	Kindly clarify whether the entire development team must be deployed onsite or only key personnel (e.g., Developer and Content Designer) during Go-Live. Can other work (design, backend, etc.) be carried out remotely/offsite?	Key personnel, such as the Developer and Content Designer, are required to be deployed onsite until the Go-Live stage. However, activities that do not necessitate direct client interaction may be carried out remotely or in a hybrid mode.

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25.	General Query	Is the scope strictly limited to the public website (www.ireda.in), or does it also include revamping of internal systems like employee or vendor portals?	Scope is limited to public website only and does not include revamping of internal systems like employee or vendor portals.
26.	Eligibility Criteria – Office in Delhi/NCR	Would it be acceptable to IREDA if bidder establish a functional office in Delhi/NCR within 30 days of award of the contract, instead of having it at the time of bid submission	No. Bidder should have a functional office in Delhi/NCR as on the last date of submission of bid.
27.	General Query	1. Will IREDA provide access to both UAT and Production Environment? 2. Do IREDA have the production working source code of existing CMS, Tender Module and Website.?	1. IREDA will provide Infrastructure (computer, memory, storage and Windows Server Operating System) for UAT and Production environment. 2. IREDA has the published code of the existing website, CMD and tender module.
28.	General Query	What is the existing Front end, back end & Database (e.g. SQL, Oracle etc) Framework in used? How are documents stored?	Cannot be disclosed in public domain for security reasons. This will be shared to the selected bidder
29.	General Query	What will be the scope for migration, do we have to migrate full documents and data?	Yes
30.	General Query	Who will provide travel, stay and fooding cost?	Shall be borne by bidder
31.	General Query	How many resources to be deployed for project?	Shall be the prerogative of bidder. However, IREDA may ask for deployment of additional resources upon review of the progress of the progress, if found necessary and bidder shall comply with that
32.	General Query	Can you provide a sample structure for segregating tenders into stages like Technical	Shall be discussed and finalized during the requirement gathering and SRS phase.

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		Evaluation, Financial Evaluation, etc.?	
33.	1.9 – Compliance to Audit Guidelines	How many security audit has to be done in a year? What will be the process of security audit for Gift City Office web site and CMS, is it in the bidder scope?	Prior to deploying the website on the production server, the bidder is required to conduct a security audit through a CERT-IN empanelled information security auditing agency, in accordance with CERT-IN guidelines. A valid security audit certificate must be submitted to IREDA before the website goes live. All costs associated with obtaining this certification shall be borne by the bidder. Post Go-Live, the website will be subject to IREDA's periodic audits as per its internal audit calendar, which includes security audits of the corporate website. While the responsibility for conducting these subsequent audits will lie with IREDA, the bidder shall be responsible for addressing and resolving any findings or observations from such audits in a timely manner, at no additional cost to IREDA. The process shall be same for IREDA Corporate website as well as for Gift City office.
34.		Do security audit has to be done for CMS , Web site, Tender Module?	Yes. It should cover entire website of IREDA.
35.	1.8.2 – SSL Certificate	Should the bidder procure and renew the SSL certificate annually during the AMC period?	No. SSL Certificate shall be procured and renewed by IREDA for the entire duration of project.
36.	1.12 - Archival	Retention period of archival.	Shall be 8 years.
37.		Who will have access to archived items?	Users with administrator role

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38.	1.15.11 - Training	Will training session will be online or onsite to single location?	Onsite
39.	1.6.1 - SEO	Will IREDA provide the list of keywords or is the bidder expected to perform keyword research?	Bidder is expected to perform keyword research
40.	General query	Will IREDA provide access to existing Google Analytics, or should a new account be created?	New account be created. Cost if any for such account shall be borne by bidder. The account so created shall be in the name of IREDA.
41.	Integration	Will IREDA provide access to Microsoft Dynamics 365 APIs or is the bidder expected to develop them?	Bidder is expected to develop APIs. Bidder should have sufficient resources who are aware of X++ coding standards in MS Dynamics 365 to develop APIs at both the ends.
42.	3.6.3 - Penalties	Is there a cap on the total penalty amount during the AMC period?	If the total penalties accrued on the project reach 10% of the contract value, IREDA will have the sue motto right to terminate the contract.

All other terms and conditions of the original bidding document shall remain unchanged. This corrigendum shall be considered as an integral part of the bidding document.