



भारत हेवी इलेक्ट्रिकल्स लिमिटेड

BHARAT HEAVY ELECTRICALS LIMITED
कॉर्पोरेट डिजिटल ट्रांसफॉर्मेशन, नोएडा
CORPORATE DIGITAL TRANSFORMATION (CDT), Noida

Dated: 19-08-2020

Ref. No.: AA:CDT:2020/TIP/Clarifications-I

Sub: Clarifications on Pre-bid queries with respect to NIT Ref. No. 54114, dated 04-08-2020.

With respect to the aforesaid tender (NIT Ref No:- 54114 Dated: 04-08-2020) for **Design, Development, implementation, hosting & maintenance of Web-based Portal for "Technology Innovation Platform"**, clarifications on various pre-bid queries received, are hereby issued as per enclosed Annexure (Clarifications-I)

Rest all the Terms and Conditions, Specifications of the Original NIT remain unchanged.

Bidders shall sign and stamp this **Annexure (Clarifications-I)** and submit it along with the Tender Document indicating that they have read and understood the clarifications.

Ajay Bagati
Sr. DGM/CDT

SL No	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BHEL's Response
1	5.1 Scope of Work, Page no.10	User Registration: User registration on the portal requires minimum information:	Are there any KYC process involved for Organization and User registration	KYC through UIDAI for users who register as Individuals.
2	5.1 Scope of Work, Page no.10	On selection of any of the above, the User should get an option to select a registered organization on the portal, to which he/she belongs.	How to identify the primary or default user for an organization?	Refer Sl. No. 1, Page 9 of Functional Requirements: For User to register under any Organization, first the Organization has to be registered with an Administrator on the portal. This Administrator shall verify the additional users within the Organization.
3	5.1 Scope of Work, Page no.12	Solution Designing /Building /Development Initiatives	BHEL has a similar in-house developed portal in use. Please provide technology stack of the same and where it is hosted. Is it Internet application or only available in Intranet?	JSP based application available over Internet. Refer the URL: https://corpapp.bhel.in/expertpool/login.jsp
4	5.1 Scope of Work, Page no.16	The portal should have a provision to check and search for Intellectual Property (IP) databases to avoid IP violation while development of solution on the portal.	Is BHEL going to provide access and API to IP database or provision will be provided to an user to declare that there is no IP violation.	User should have a facility within the portal to search the IP database eg. in http://www.ipindia.nic.in/
5	5.1 Scope of Work, Page no.16	Portal must provide option of placement of advertisements of innovative solutions / Ideas /Products.	We assume it means the advertisements will be placed offline in newspaper and/or digital media and the details will be captured in the application. Plz clarify.	Portal should provide facility for upload/publish of Audio/Video/PDF contents which would be visible on Portal Homepage under various heads
6	5.1 Scope of Work, Page no.16	Portal must have provision for hosting of important topics, reports, videos, lectures, Technology Challenge etc. for users participation/consumption on a Technology Wall.	We assume there will be sections to upload materials with separate sections for important attachments and other attachments	Portal should provide facility for upload/publish of Audio/Video/PDF contents which would be visible on Portal Homepage under various heads
7	5.2 Training & User Manual preparation page no 20	On-line trainings, as required by BHEL	What are the various user roles who have to be provided with training? How many users to be considered and how many batches?	On-line training through Live Video conferencing or through e-learning modules to be provided for usage of Portal as an Administrator and normal user.
8	5.2 Data Migration & Integration page no 20	BHEL has a similar in-house developed portal in use. The relevant data as identified & provided by BHEL shall be imported one-time by the successful Bidder to the portal	What is the kind and size of the existing data that needs to be migrated? Is there any transactional data in the application? If yes, what kind of transactional data and the format of the data.	JSP based application available over Internet. Refer the URL: https://corpapp.bhel.in/expertpool/login.jsp Data will be provided from database tables w.r.t. users already registered, solutions (under process/finalized) and content already published (audio/video/pdf).

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9	5.4 Security Audit page no 20	Bidder shall undertake Security Audit of the solution prior to Go-Live / launch of the Portal	As per our understanding, the Security Audit needs to be performed by third party CERT-IN empanelled vendors. Plz confirm.	Understanding is correct
10	4.2.9 Triggers on various project specific timelines Page No. 21	iii. SMS, Email, other social media integration for project updates	Are there any SMS,EMAIL gateways that department can support or the bidder has to procure?	SMS & EMAIL gateways are not in scope and will be provided by BHEL. Functionality for integration with these gateways needs to be implemented.
11	5.5 Hardware & Hosting page no 20	Bidder shall host/deploy the solution at a Government of India empaneled Cloud / Hosting. Bidder shall provide support on 24x7x365 basis for the Solution for the entire period of contract.	Is there any DR expected? What is the estimated number of solutions expected and estimated size of the solution materials to be uploaded?	DR is expected to meet the SLAs as specified in the Tender document.
12	5.6 Support & Maintenance page no 21	Bidder shall provide Portal, IVRS and Phone facility to attend and resolve the tickets.	Who will bear the charges for IVRS and phone call charges? We assume there is no requirement of any toll-free numbers	Phone call charges, if any, to be borne by the Bidder. Toll-free numbers not required
13	General	Browser Compatibility	The latest UI frameworks have compatibility issue with old browsers. The browser compatibility can be achieved for latest version of IE, Chrome and Firefox. Plz confirm	Understanding is correct
14	General	Website Development	This shall be development of a new portal or enhancing/ redirecting from existing portal. If new portal is to be developed then BHEL will be responsible for the domain registrations.	New Portal needs to be developed as per Tender specifications. Domain registration will be done by BHEL.
15	General	Website Content	Is the system in English, Bilingual or Multi lingual ? Also all the content in English, or any other language will be provided by organization or is it bidders responsibility	English and Hindi is required. Participating organizations will be responsible of content in language other than English.



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16	Technical Requirement page no 19	The proposed Platform should have Portal, Content Management System (CMS), Workflow Engine, Digital Asset Management with capability of Adaptive Media management to have the same performance across the devices like desktop, mobile, tablets etc.	There are only couple of licensed COTS product with Digital Asset Management and Adaptive Media management capability. It is highly improbable to get Open source products. Plz remove open-source requirement or this requirement	Digital Asset Management and Adaptive Media management capability is only w.r.t. the media and contents published on the portal
17	Technical Requirement page no 19	The portal should have a feature to interact by the way of email and SMS	Assuming BHEL will bear the cost of email and SMS charges	Understanding is correct
18	Technical Requirement page no 19	The portal should have capability to integrate with other similar portals	We assume BHEL will provide necessary APIs or features for the integrations	Similar portals are being developed by other CPSEs as well. Integration is required w.r.t. seamless user registration using APIs with other such portals.
19	Technical Requirement page no 19	The necessary and already available data should be pre populated into the entry forms to reduce the entry work and this will also increase the consistency of the data	What is the expected number of forms to be developed for the application	No. of forms etc. needs worked out by the Bidder on the basis of Functional requirements as mentioned in the Tender
20	7	4.1 Stage-I Evaluation of Pre-Qualification Eligibility Criteria The Bidder should have successfully completed similar works during last 7 years, ending 31.07.2020, of either of the following value: ☐ One project costing more than the INR 1.69 Crores OR ☐ Two projects costing more than the INR 1.06 Crores, each OR ☐ Three project costing more than the INR 84.5 Lakhs, each Similar Works shall mean: Software / Applications developed using Open Source technologies.	Please allow the similar works in Dot net technology also Please clarify the value of po requirement is including tax or excluding tax.	No change PO value is excluding Taxes



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21	7	4.1 Stage-I Evaluation of Pre-Qualification Eligibility Criteria Bidder should have following Certifications: CMMI Level 5, ISO 9000, ISO 20000 and ISO 27001	Please accept CMMI Level 3 certificate in the place of CMMI Level 5.	No change
22	19	Technical Requirements The portal should have a feature to interact by the way of email and SMS	Who will pay for SMS?	Payment for SMS is not in Bidder's scope
23	20	5.4 Security Audit Bidder shall undertake Security Audit of the solution prior to Go-Live / launch of the Portal.	Who will pay for Security Audit?	Bidder has to pay for Security Audit of the solution prior to Go-Live / launch of the Portal
24	21	5.6 Support & Maintenance ii. Support and Maintenance services provided, should assure round the clock availability of the system and associated Hardware, Software, Operating System, Database, User Interface, front end, back end and other software applications. The bidder would provide services on 24x7x365 days and shall have arrangement for them so as to ensure 99.5% availability of the Portal.	How many resources required for 24x7 helpdesk?	Helpdesk has to be manned to meet SLA and response time requirement as per the Tender
25	23	6. Payment schedule, deliverables & timelines 14 weeks for development	14 weeks is very less time, please make it 6 months	No change
26		Security Audit during Maintenance Is security Audit required during maintenance?	Who will pay for these Security Audits	Bidder has to pay for Security Audit of the solution prior to Go-Live / launch of the Portal. For Security Audits post Go-Live, BHEL will bear the cost and Bidder will be responsible for necessary corrective actions arising from audit recommendations/findings.
27		Price Bid	Will it be a Reverse Auction or Conventional method?	Reverse auction
28	Eligibility Criteria: Page No 7	4.1 Stage-I Evaluation of Pre-Qualification Eligibility Criteria 6 Bidder should have following Certifications: CMMI Level 5, ISO 9000, ISO 20000 and ISO 27001	Various Certificates are mentioned Please relaxed it for MSME and Startups as CMMI Level 5 or (ISO 9000, ISO 20000 and ISO 27001). We request to please give some relaxation to MSME / Startups organisation so they also get an equal level field.	No change



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29	Techno-Commercial Evaluation Criteria: Page No 7	4.2 Stage-II Techno-Commercial Evaluation Criteria Reverse Auction Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and found technically suitable, based on inputs as mentioned above, would be considered technically qualified. Only such technically qualified bidders shall further participate in commercial evaluation (Reverse Auction OR Conventional Price Bid).	We request to you for Techno-Commercial Evaluation criteria, If possible kindly introduce Marking system and a cut off marks for qualifying to next round. Ex: A maximum of 100 marks will be allocated. Vendor who scores at least 60 marks in Technical Evaluation will be qualified for Commercial. And X % weightage for Technical Bid and Y % weightage for Financial Bid shall be followed. Generally after a QCBS process chances of selection of a Technically sound participant organisation is higher which is in favour of project quality and timely delivery	No change
30	Pg-26, 8.3 Procedure for Submission & Opening of Bids	1) EMD in the form of Pay Order / Demand Draft of INR 4,22,306/- (Rupees Four lakhs Twenty Two Thousand Three Hundred Six only) in favour of "Bharat Heavy Electricals Limited" payable at New Delhi or Noida. In the absence of submission of EMD, the offer will be summarily rejected.	Most of the Govt. bids accept the EMD in form of Bank Guarantee also, request to allow EMD in form of Bank Guarantee also.	No change



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31	Pg-26, 8.3 Procedure for Submission & Opening of Bids	2) Bounded volume of: i) Pre-Qualification Eligibility Criteria as per Section 4.1. ii) Technical offer/ details including literature/leaflets. The bidder can offer only as per the requirement of the RFP as mentioned in Section 4.2. The Purchaser reserves the right to accept or reject the technical offer. Price bids of only techno-commercially short listed vendors will be opened. iii) No Deviation Certificate as per format enclosed as Annexure-I. iv) Checklist of PRICE BID (Unpriced Copy) as per format enclosed as Annexure-II with word "QUOTED" written against all items in price column. v) A copy of complete RFP where each page is signed & stamped by the bidder.	We request to allow electronic submission of bids due to COVID-19 situation and travel restrictions. Pls remove the hardcopy submission clause.	No change
32	Pg-18, Technical Requirements	18. Data must be stored in optimized manner in the scalable database. Database used should also be popular open source database.	What would be the data volume at the starting. How the data volume will increase in next 3 years time frame	Data volume incl. Media files, PDFs etc. may be taken as 5 TB initially with 10-15% expected increase every year
33	Pg-19, Technical Requirements	29. The portal should have a feature to interact by the way of email and SMS	We understand that Email and SMS gateway would be provided by BHEL and expenses towards SMS and e-mail would be borne by BHEL. Please clarify	Understanding is correct
34	Pg-19, Technical Requirements	37. No single point of failure in the architecture w.r.t. Webservers, Database servers etc.	We understand that Active -Active arrangement of webserver and database server is expected as per the requirement of RFP. Please clarify	To be proposed by Bidder as per SLA requirements



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35	Pg-21, 5.6 Support & Maintenance	Preventive Maintenance - The bidder would have to perform the following activities for preventive maintenance of the entire setup during the Support and Maintenance period. Major activities covered are: ☐ Pro-active Risk Assessment. ☐ Health Monitoring of the overall system. ☐ Monitoring Application Event Log for Errors/Warnings and take corrective action ☐ Performance tuning and database administration ☐ Updating security patches and virus definitions etc. for entire setup ☐ Repair of registry, checking and removal of virus & malware, removal of remnants of viruses/worms/malwares	Preventive maintenance is the responsibility of the cloud provider. They have their own Managed service. Do we need to include that as part of commercial. Please clarify	For BHEL, the Bidder is the sole responsible agency for managing the entire portal i.e. infrastructure, application etc. BHEL will not have any direct contract with Cloud Service Provider.
36	Pg-21, 5.6 Support & Maintenance	Server/VMs Management: The bidder would have to perform the following activities necessary to keep the servers performing at optimum levels:	VM support and maintenance is done by cloud provider. We understand that, this service would be included in the commercial. Please clarify	For BHEL, the Bidder is the sole responsible agency for managing the entire portal i.e. infrastructure, application etc. BHEL will not have any direct contract with Cloud Service Provider.
37	Pg-22, 5.6 Support & Maintenance	Application Services & Helpdesk Management ☐ Ensure access to the Portal, hosted on servers under the scope of this contract, through Internet. ☐ Ensure minimum 99% System Availability	Cloud vendor has their own standard uptime and backup management facility. It should be a back to back arrangement with BHEL. Please clarify.	For BHEL, the Bidder is the sole responsible agency for managing the entire portal i.e. infrastructure, application etc. BHEL will not have any direct contract with Cloud Service Provider.
38	Pg-20, 5.2 Training & User Manual preparation	Bidder shall prepare and provide comprehensive User Manual along with e-Module for Website functionalities and operation. On-line trainings, as required by BHEL, shall be arranged by Bidder.	Please specify the number of users	On-line training through Live Video conferencing or through e-learning modules to be provided for usage of Portal as an Administrator and normal user.
39	1. Key Activities and Dates of Tender/ Pg. 5	Last date and time for submission of proposals 25.08.2020 3 PM	We request for an extension in the submission date by two (2) weeks from the current submission deadline as we would need time to submit a compliant and quality proposal. Kindly accept our request for extension.	Information regarding submission date shall be made available on the www.bhel.com No change in Bid submission date



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40	4.1 Stage-I Evaluation of Pre-Qualification Eligibility Criteria/ Pg. 7	Bidder should have following Certifications: CMMI Level 5, ISO 9000, ISO 20000 and ISO 27001	We would like to propose revision to this criteria as follows. 1. Please revise the CMMI Level 5 certificate to CMMI Level 4 2. Request for relaxation and removal of ISO 20000 Certificate clause As per the above changes we propose the revise clause to be as follows "Bidder should have following Certifications: CMMI Level 4, ISO 9000 and ISO 27001 "	No change
41	Page 7	4. Hardware/infrastructure requirements for catering to total 1000 users with 10-15% concurrency	What would be the percentage YoY growth over 3 years for the number of users?	15-20% growth in No. of users is anticipated
42	Page 9	Cross-checking of organization credentials based on services similar to GSTN etc.	The solution is required to integrate with another system for this requirement and expose the CMS services only?	While regisitering an organization API based integration with GSTN is required
43	Page 10	AI based suggestive addition of organizations in the above list.	Please explain this requirement further in detail. What kind of AI features are you looking for here?	While registering an Organization, hints for organization names should be made AI based
44	Page 10	Provision to make available / use organization information to/ from other similar portals.	How many other Portals does the solution need to integrate with? If not known at this stage, please provide a ballpark number for estimation purpose.	Maximum 10 such portals for API based integration
45	Page 10	User verification during registration using OTP in Email and/or Mobile Number.	We assume that only solution integration with SMS gateway will be bidders' responsibility, and rest (SMS payment provider/pricing/partnering etc.), will be BHEL's responsibility. Please confirm.	Understanding is correct
46	Page 12	Manufacturing, R&D Labs, testing infrastructure etc.	How many total number of departments at BHEL will be using this solution?	These are just types of facilities which an organization will manage and maintain in the system.
47	Solution Designing / Building / Development Initiatives Pg No. 12	Sharing of all forms of essential data (documents, PDF, Images etc.	For how many Years data needs to be archived?	5 Years



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48	Solution Designing / Building / Development Initiatives Pg No. 12	Sharing of all forms of essential data (documents, PDF, Images etc.	Does solution needs to be integrated with Data leak prevention?	Not in scope
49	Page 13	Collaboration Functionality - Virtual Meeting room	Is the solution expected to integrate with existing Virtual Meeting room application? If so, what application is used for VMR at BHEL?	Integration is not expected with existing Virtual Meeting room application
50	Page 13	Chats (Audio/Video)	Is the solution expected to integrate with existing chat messenger application? If so, what application is used at BHEL?	Integration is not expected with existing chat messenger application
51	Solution Designing / Building / Development Initiatives Pg No. 13	Chats (Audio/Video)	1. Does video requires recording facility, if yes for how many years recoding needs to be archived for? 2. Does Video collaboration solution needs to be open source or can it be COTS solution like Microsoft Team?	1. Recording not required 2. Open source solution required
52	Page 15	BOT/CHATBOT based Search may be provided.	Please provide tentative chat volume for Chatbot Search.	To be included in total Data volume incl. Media files, PDFs etc. may be taken as 5 TB initially with 10-15% expected increase every year
53	Page 15	As the portal will be available over the Internet	How many back end/admin users are going to access this system?	Not more than 5
54	Page 15	As the portal will be available over the Internet	How many internet users are expected to access the Portal? Please share a ballpark.	As per Tender document, the expected Users and concurrency is mentioned
55	Page 15	As the portal will be available over the Internet	How many internet users are accessing the existing Portal? This will help us arrive on the number of users for the new solution.	As per Tender document, the expected Users and concurrency is mentioned
56	Pg. 15	BOT/CHATBOT based Search may be provided.	Does BHEL have ChatBot or is it to be suggested in this and provided by bidder?	BHEL does not have a ChatBot
57	Page 16	Secured and authentication based Financial Transaction solution must be built in the system	The integration of the solution with payment gateway is bidder's responsibility, but facilitation of payment gateway will be done by BHEL, is it correct?	Understanding is correct

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58	Page 16	Secured and authentication based Financial Transaction solution must be built in the system	In case this requirement has to be dealt by bidder end-to-end, then its important to know -geo locations, payment methods, payment options etc. Please provide such details.	Payment gateway will be provided by BHEL
59	Page 16	Secured and authentication based Financial Transaction solution must be built in the system	How many transactions should we consider on daily/monthly/yearly basis?	Payment gateway will be provided by BHEL
60	Page 16	Intellectual Property (IP) databases	How many such Intellectual Property (IP) databases the solution is expected to integrate with? Please provide a ballpark number.	User should have a facility within the portal to search the IP database eg. in http://www.ipindia.nic.in/ Not more than 3 such databases need to be integrated
61	Pg. 16	Also, system must be able to help the solution provider to filed IPRs for solution provided and check for duplication/copyright violations. Portal must also provide provision of IP transfers and lists of consultants providing IP services	This has to be integrated with central IP database? Will BHEL provide these web services? Please confirm	User should have a facility within the portal to search the IP database eg. in http://www.ipindia.nic.in/ API services will be provided by BHEL
62	Pg. 16	Payment Gateway integration	Will BHEL allow to use current payment gateway or that has to be proposed separately?	Payment gateway will be provided by BHEL
63	Technical Requirements Pg No. 17	Disaster Recovery (DR) and Business Continuity Plan (BCP): A detailed DR/BCP for the Website services should be submitted as a part of the proposal	RPO/RTO required, Can DR be part of same seismic zone but 100kms away from Production location?	Solution should be designed to meet the SAL requirements
64	Pg. 17	Operating System (OS), Data Base, Web Service, Web development language, Screen Designing: On Open Source Platform	Can we propose Proprietary Software that fulfils all the technical and functional requirements as stated in the RFP?	Open Source software only
65	Pg. 17	Operating System (OS), Data Base, Web Service, Web development language, Screen Designing: On Open Source Platform	Are you looking for Open-Source Freeware/Community Edition only or can we propose Enterprise Edition here as well?	Bidder has to propose the edition based on functional & technical requirements and sustenance for the contract period, as per Tender document



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66	Pg. 17	Operating System (OS), Data Base, Web Service, Web development language, Screen Designing: On Open Source Platform	Open Source are vulnerable and so not recommended where financial transactions are involved. Can we propose enterprise software's which are used by different PSUs and are also leader in Portal domain?	Open Source software only
67	Pg. 17	The proposed Platform should have Portal, Content Management System (CMS), Workflow Engine, Digital Asset Management with capability of Adaptive Media management to have the same performance across the devices like desktop, mobile, tablets etc.	No Open Source software provides all listed requirements as per expectations. Can we propose enterprise software's which are used by different PSUs and are also leader in Portal domain?	Open Source software only
68	Page 18	Should have application based backup and restore facility including integration of Third party backup and restore facility	What backup and restore functionality exist currently at BHEL? What software and version are you using?	In Bidder's scope only
69	Page 18	Support for three platforms: Desktop/Tablet or Notebook and Mobile form factors	Are you looking for a Native Mobile App? Or Would a responsive web application that works on Mobile/Desktop/Tablet suffice? If yes, what kind of functionality is expected from Mobile App? E.g. Approval and notification options during a workflow?	Portal should be responsive
70	Pg. 19	The portal should have a feature to interact by the way of email and SMS	Will BHEL provide SMS gateway?	Understanding is correct

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71	Pg. 19	Other than normal devices like PCs, Laptops, the portal should be responsive and work seamlessly on Android, iOS and Windows operating system on mobile devices (large screens, smartphones, tablets etc.)	Are you are looking for Progressive web application? or only responsive?	Responsive
72	5.2 Training & User Manual preparation/ Pg. 20	Bidder shall prepare and provide comprehensive User Manual along with e-Module for Website functionalities and operation. On-line trainings, as required by BHEL, shall be arranged by Bidder.	Could you share more information on the expected number of User that are supposed to be trained?	On-line training through Live Video conferencing or through e-learning modules to be provided for usage of Portal as an Administrator and normal user.
73	Page 20	Data Migration & Integration	Please provide the size of the data and no of records to be migrated to new Portal?	Data will be provided in format as required by Bidder in text/excel
74	Page 20	Bidder shall undertake Security Audit of the solution prior to Go-Live / launch of the Portal.	Bidder's scope here will be to fix the gaps/observations provided by BHEL's empanelled security auditor and security testing (at any phase of the project) is not in bidder's scope. Is this statement correct?	Bidder has to pay for Security Audit of the solution prior to Go-Live / launch of the Portal. For Security Audits post Go-Live, BHEL will bear the cost and Bidder will be responsible for necessary corrective actions arising from audit recommendations/findings.
75	Page 20	BHEL has a similar in-house developed portal in use	The existing portal is based on which technology? For how long have you been using this portal?	Java Technologies 4-5 Months of usage
76	Page 20	BHEL has a similar in-house developed portal in use	What are the current challenges with the existing portal? Is this portal exposed over the internet? Could you please share the link of the Portal with us?	JSP based application available over Internet. Refer the URL: https://corpapp.bhel.in/expertpool/login.jsp
77	5.3 Data Migration & Integration/ Pg. 20		Can you provide how many different types content / pages need to be migrate in new platform?	Portal to designed afresh. Only relevat data needs to be migrated
78	5.3 Data Migration & Integration/ Pg. 20		Apart from migration do you see any other integration required in new platform ? If yes can you quantify the number of integrations required in new platform ?	No other integration
79	5.5 Hardware & Hosting/ Pg. 20		Can you name the preferred Government of India empanelled Cloud / Hosting Service Provider ?	Refer MeitY empanelled Cloud Service Providers i.e.CSPs on its portla

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80	5.6 Support & Maintenance/ Pg. 21	Ensuring that the Portal can handle multimedia files (Video/Audio).	Do you want store the big files on the new platform ? Is that ok if the large files like video can be stored & managed on CDN like YouTube / Vimeo to be used within application etc.?	Within portal only
81	6. Payment schedule, deliverables & timelines/ Pg. 23	Entire table as per format	We would like to revise and propose a new Payment Schedule as the existing Payment Schedule is quite stringent. Please confirm if the same can be updated by us. Also we request for a bifurcation of license cost and the services cost?	No change
82	7.3 Payment Terms/ Pg. 24	BHEL will make the payment within 45 days from the date of submission of invoice as per Payment Schedule.	We would like to propose a revision to "30 days". Please confirm.	No change



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83	Section 7.8 Penalties - Pg. 25	7.8.1 For late Delivery If the Bidder fails to complete the milestone "Portal Configuration/Development completion Testing (incl. Security Testing) & Go-Live" (within 12 weeks of Contract commencement date) as per Sl. No. 3 in Section 6 Payment schedule, deliverables & timelines, BHEL will impose Liquidated Damage/Penalty at the rate of 0.5% of the total cost of Design, Development, Configuration & implementation, per week of delay or part thereof subject to a maximum of 10% of the total cost of Design, Development, Configuration & implementation. For this purpose, the period of delay shall be the delay attributable to the Bidder for the completion of work as per contract. 7.8.2 For SLA (Hosting & Maintenance related) non-conformance Solution availability (SLA Compliance) will be reviewed quarterly and penalties for non-compliance will be deducted on quarterly basis from the Application Support & Maintenance charges. The penalty will be calculated as per the following formula: Penalty = F x (H x D) Where, F = Multiplication Factor as per table given below. H = Minute wise Application Support & Maintenance Charges (i.e.	We recommend deletion of the Penalty section that will be applicable. Please confirm.	No change
84	8.28 Limitation of Liability/ Pg. 32	The vendor's liability shall be limited to the value of this contract only.	We recommend for addition of this clause in this section " <i>Vendor, in no event whatsoever be liable for any indirect, consequential, punitive or incidental damages (including but not limited damages for loss of business profits, business interruption, loss of business information, and the like) arising out of the use of or inability to use the services provided under this Agreement even if Vendor has been advised of the possibility of such damages.</i> "	No change



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85	8.30 Termination of Contract & its Consequences/ Pg. 32	Entire Section	We further recommend to add this clause in this section " <i>Vendor may terminate the contract for cause or convenience by giving 30 days notice to BHEL/Purchaser.</i> "	No change
86	MUTUAL NON-DISCLOSURE AGREEMENT	This Agreement shall remain in effect for a period of one year from the Effective Date unless otherwise terminated by either Party giving notice to the other of its desire to terminate this Agreement. The requirement to protect Confidential Information disclosed under this Agreement shall survive termination of this Agreement.	We commend modification of the verbiage as follows: 9. This Agreement shall remain in effect for a period of one year from the Effective Date unless otherwise terminated by either Party giving notice to the other of its desire to terminate this Agreement. The requirement to protect Confidential Information disclosed under this Agreement shall survive for a period of 2 years post termination of this Agreement.	No change
87	Business Rules for Reverse Auction/ Pg. 39	Business Rules of the Reverse Auction are as per Annexure A. Mandate to Service Provider – Annexure – A(a) Process Compliance Form – Annexure – A(b) The list of bidders with their contact details is given in Annexure – A(c). Details of the item (s) to be Reverse Auctioned Annexure – A(d). RA Price breakup & confirmation – Annexure – A(e)	We understand that the required documents mentioned herewith does not need to be submitted during the response submission and the same will need to be submitted at a later stage post bid submission and upon request from BHEL before Reverse Auctions. Please confirm if our understanding is correct.	Document to be submitted with the Bid
88	—	General	What are the third party applications based on? Please provide what level of integration is required with these applications/system? Also, please specify what will be the preferred mode of integration i.e. API based integration or web services? What would be the Authentication Mechanism for these applications? Are these applications deployed on Cloud or on-premise?	API based integration is expected
89	—	General	What would be the location for the Requirement Gathering?	Delhi/NCR



SL No	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BHEL's Response
90	—	General	Is DR and DC expected to have Active-Active configuration?	To be proposed by Bidder as per SLA requirements
91	—	General	Do you have the back up hardware and software or does bidder has to propose?	Bidder's scope
92	—	General	Is the Application Support Team during O&M period expected to be offshore or onsite at the client office locations?	Offsite support. SLA and response time parameters to be met
93	—	General	What would be the timings for Application support during Operation and Maintenance Phase - 8x5/ 24x7 support/weekend/on-call support?	As per Tender document
94	—	General	Helpdesk will be bidder's responsibility and the resource should be deputed at BHEL's office, is this understanding correct?	Offsite support. SLA and response time parameters to be met
95	—	General	Does the 3 year O&M period would require L3 application support as well?	Offsite support. SLA and response time parameters to be met
96	—	General	How many MIS Reports are generated a month? A rough number for estimation purpose will be good.	10-15 reports
97	—	General	What is the preferred Database?	Open Source software only
98	—	General	What is your existing mailing solution?	SMS & EMAIL gateways are not in scope and will be provided by BHEL. Functionality for integration with these gateways needs to be implemented.
99	—	General	Is the integration with SMS gateways only to send out the notifications via SMS?	SMS & EMAIL gateways are not in scope and will be provided by BHEL. Functionality for integration with these gateways needs to be implemented.
100	—	General	Will you consider the Freeware versions of Open Source Software's for all environments? If not for Production, can we deploy them for Dev/UAT environments?	Bidder has to propose the edition based on functional & tevhnical requirements and sustenance for the contract period, as per Tender document
101	—	General	Will you consider the Enterprise versions of Open Source Software's for all environments?	Bidder has to propose the edition based on functional & tevhnical requirements and sustenance for the contract period, as per Tender document



SL No	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BHEL's Response
102	—	General	How many environments are required to be set up - Dev, UAT/Training, Production and DR.	Bidder has to propose the edition based on functional & technical requirements and sustenance for the contract period, as per Tender document
103	—	General	Is Performance Testing (Load/Stress) in bidder's scope?	In Bidder's scope
104	—	General	Is there any kind of data migration requirement from 'file system/users machines' apart from the Portal to new CMS system as well?	No other data migration
105	—	General	How many total customized reports are required to be developed and in what all formats?	10-15 reports
106	—	General	Do you want the bidder to propose the load balancer as well?	To be proposed by Bidder as per SLA requirements
107	—	General	Do you have a defect/bug tracking tool in-house, or should bidder propose the same?	In Bidder's scope
108	—	General	Should bidder be provided the SSL certificate or should the bidder absorb the price for SSL certificate?	SSL certificate will be provided by BHEL
109	—	General	What is the volume of data files generated per month ?	Data volume incl. Media files, PDFs etc. may be taken as 5 TB initially with 10-15% expected increase every year
110	—	General	For the 4 weeks bug free support, the resources are expected to be onsite or remote? What would be the support hours during this period- 8 hours/24x7?	Offsite support. Refer Tender document for support hours SLA and response time parameters to be met
111	—	General	Is DR expected to have Active-Active configuration?	To be proposed by Bidder as per SLA requirements
112	—	General	Is DR expected to be 100% of DC or 50% site would be fine? Should DR site have same architecture/server/storage configuration as DC for it to be 100% ?	To be proposed by Bidder as per SLA requirements
113	—	General	What are the availability requirements for DR site?	To be proposed by Bidder as per SLA requirements
114	—	General	What should be the locations for DC-DR site?	To be proposed by Bidder as per SLA requirements
115	—	General	What are the RPO and RTO requirements for DR site?	To be proposed by Bidder as per SLA requirements



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116	—	General	Do you prefer project be executed using Waterfall or Agile Methodology?	In Bidder's scope to use the methodology to meet project timelines
117	—	General	If Agile, would your functional teams and organization be ok to provide time for back and forth discussions and iterations?	In Bidder's scope to use the methodology to meet project timelines
118	—	General	How do you plan to give access to External users, would they be added to AD and authenticate via LDAP to login to DMS system?	No such integration required.
119	—	General	How many DR drills do you expect in a year?	Once a Year
120	—	General	Do you currently have Cloud subscription, if so which CSP?	No such subscription
121	—	General	Any 3rd party tool integration for financial Institutions and Advertisements ?	No such tools available
122	—	General	Currently are you using any Digital assessment management? Current DAM provider utilize or vendor can suggest other DAM provider?	No such tools available
123	—	General	Will Email server will be provided by you?	SMS & EMAIL gateways are not in scope and will be provided by BHEL. Functionality for integration with these gateways needs to be implemented.
124	—	General	Do you have any design guidelines for this implementation?	No such guidelines
125	—	General	How many mock up designs are you expecting?	Cannot be ascertained as of now
126	—	General	What would be the data source and format (JSON, CSV etc.) for migration?	Text/Excel/CSV
127	—	General	What is the volume of other media assets (images, videos, pdfs, docs, etc.) that exist in the current sites that will need to be migrated?	Not more than 20-25 GB
128	—	General	Can we assume that all content translation work is out of scope and that all necessary translations will be provided by your team?	BHEL will provide
129	—	General	Is there any integration required with the third party tool with the websites?	As per Tender document

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130	—	General	Do you have any specific benchmarking for performance of the new site to be developed?	As per Tender document
131	—	General	Do you expect different content publishing workflows for decentralized content publishing?	As per Tender document
132	—	General	"SEO best practices;" Apart from SEO compliance, do you want vendors to perform SEO activities to increase the ranking?	Understanding is correct
133	—	General	What are the expectations around content search. Will it be default OpenSource (eg. Drupal) or do you want an enterprise search application to be utilized.	Search should fetch results from the overall application and its content
134	—	General	Advanced Search - It is anticipated that some of the content will have attachments like pdf, excel, doc and other formats. In the search interface, do you want the system to perform search inside these attachments also?	Understanding is correct
135	Technical Requirement Pg.17	General : Infra & Cloud	Total Data and the size	Data volume incl. Media files, PDFs etc. may be taken as 5 TB initially with 10-15% expected increase every year
136	Technical Requirement Pg.17	General : Infra & Cloud	Domain is required or not	Domain name will be managed by BHEL
137	Technical Requirement Pg.17	General : Infra & Cloud	How much Bandwidth required?	To be ascertained by Bidder on the basis of Users and concurrency as per the Tender document
138	Technical Requirement Pg.17	General : Infra & Cloud	DC -DR have been requested so it should be Active-Active or Active-Passive	To be proposed by Bidder as per SLA requirements
139	Page 20 Point 5.3	Data Migration & Integration	Data Migration: Please specify the data size to be migrated	Not more than 20-25 GB
140	Page 20 Point 5.4	Security Audit	Security Audit :As BHEL require 3 year support, please specify the number of security audit during support period	Audits in support period is not part of scope. Any corrective action arising out of audits to be done by Bidder.

SL No	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BHEL's Response
141	Page 23 : 5.6 Support & Maintenance , Other services during Support and Maintenance	The bidder will deploy and arrange requisite qualified manpower at their end to undertake all activities prescribed under Support and Maintenance scope of work. If required, Bidder will also plan and arrange requisite site visits of their persons without any extra cost to BHEL.	* Support will be onsite or offsite? *Please specify the Number of manpower required for support	Offsite support. SLA and response time parameters to be met
142	5. Scope of Work - Functional Requirement - Page 15	7) Search Facility BOT/CHATBOT based Search may be provided.	Will CHATBOT be provided by the BHEL or we have to propose as a bidder.	It is in Bidder's scope
143	5. Solution Designing / Building / Development Initiatives	5) Under Solution Provider : Development of the Solution will be a collaboration of Solution Seeker and Solution Providers. The Portal shall provide for Collaboration Functionality in a secured and expandable environment with features as: • Teams formation • Virtual Meeting room • Chats (Audio/Video) • Sharing of all forms of essential data (documents, PDF, Images etc.) • Sharing of available virtual resources	Are third party integrations for the Chat conferencing (Audio /Video) to the solution is allowed?	Not allowed
144	5. Scope of Work - Functional Requirement - Page 16	13) Payment Gateway integration The Portal should have a pluggable module for connecting to BHEL's provided payment gateway for processing payments for Seeking and/or Providing solutions. When the module is in use, the payments should be processed and confirmed prior to Solution being sought or responded, as required.	Number of payment gateways to be integrated Will the API's would be provided by the payment gateway for Integration Does payment has to be PCI compliant , is it mandatory (Kindly confirm)	Payment gateway will be provided by BHEL



SL No	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BHEL's Response
145	5. Scope of Work - Technical Requirement - Page 17	5) The proposed Platform should have Portal, Content Management System (CMS), Workflow Engine, Digital Asset Management with capability of Adaptive Media management to have the same performance across the devices like desktop, mobile, tablets etc.	Just to understand the Adaptive Media Management capability is it related to Responsiveness or the Media management across the supported devices with the reuse of the Media content . Is it only be used as a Knowledge management or will be used for revenue generation with ad ?	Not for revenue generation with ad
146	5. Scope of Work - Technical Requirement - Page 17	6) Disaster Recovery (DR) and Business Continuity Plan (BCP): A detailed DR/BCP for the Website services should be submitted as a part of the proposal	Is the BCP and DR restricted to only Services (Team deployed) or it has to be extended for Hosted solution . Is there any identified preference site for the DR w.r.t Team deployed.	DR is expected to meet the SLAs as specified in the Tender document.
147	5. Scope of Work - Technical Requirement - Page 17	8) Multiple theme-based template prototypes will be developed by the Solution Provider for the chosen CMS having the flexibility to change color / font / menu themes. One of the prototypes will be finalized by BHEL for Actual Development and deployment.	Whether 2 template prototypes suffice the requirement as it may add time and effort if the count increases	Multiple templates to be made available for selection. BHEL would select the best available within the time
148	5. Scope of Work - Technical Requirement - Page 18	21) Should have application based backup and restore facility including integration of Third party backup and restore facility	What is the expected frequency of Backup, Request you to the list the third party backups to be arranged?	As per SLA requirements
149	5. Scope of Work - Technical Requirement - Page 18,19	22) The proposed Platform should have an enterprise search component as an integrated part allowing users to search for content not only from the Platform repository, but also from other sources within the organization as well as outside portals where access rights are provided.	Please elaborate what outside portals can be used for search and needs the interconnectivity, Kindly share the specifics and details (Technology and Functional areas)	Search within the Portal contents and similar portals of other organizations for which requisite access and provision (API access) will be provided by BHEL
150	5. Scope of Work - Technical Requirement - Page 19	29) The portal should have a feature to interact by the way of email and SMS	Email and SMS Facility , will it be provided by the BHEL or have to provision under the cost?	Email and SMS Facility will be provided by BHEL
151	5. Scope of Work - Technical Requirement - Page 20	42) Provision to generate summary & detailed reports should be available	> Will the reports be related to the Website demographics usage or it will SLA based reports ? > Approximately number of reports expected.	Reports pertain to SLA as well as for site database/contents



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152	Section 5.2 - Page 20	Training & User Manual preparation	What is the Number of trainings to be estimated , will it be one time or reoccurring and will it be in specific group of users.	On-line training through Live Video conferencing or through e-learning modules to be provided for usage of Portal as an Administrator and normal user.
153	Section 5.3 - Page 20	Data Migration & Integration	Data Migration: >Please specify the current system/s where the current data is available >Data is of what type: documents/ media/ content/ any other type? >What is the size of the data in each of the current system/s >Will there be any web-services provided to migrate the data? >Any other input that may help us understand the migration scope Integration: >Please specify the systems to be integrated >What will be scope of integration with each of the systems. >Will the services/ API's be available for integration? >Any customization on the side of the third party system will not be in our scope of work.	For existing portal, refer the URL: https://corpapp.bhel.in/expertpool/login.jsp Data will be provided in Text/Excel/CSV format for migration along with any media (video/images) or documents. Approx. 20-25 GB of such data
154	Section 5.3 - Page 20	Security Audit	The security audit shouldn't be provided by us. Ideally, there should be a third-party who should be auditing the same. Please let us know if that will be arranged by the BHEL or we have to arrange an Third Party Company?	One security audit prior ot Go-Live is in scope of Bidder.
155	5.6 Support & Maintenance - Application Services & Helpdesk Management - Page 22	Response time to attend the call/tickets shall be 30 minutes and Resolution time shall be 4 hours from the time of the call logged. In case the call is escalated to OEM/third party resolution period shall be 24 hours from the time of the call logged.	Please can you define the entire SLA for all Priorities , generally there should 3-4 prioirty requests and have individual SLA, are you open for any suggestions? > Can Helpdesk and Support team be setup Offshore ?	Offsite support is expected



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156	8.21 Risk Purchase - Page 31	BHEL reserves the right to purchase/hire from elsewhere at the risk and cost of the vendor, either the whole or part of a) The Systems/Goods/Service, which the vendor has failed to deliver within the stipulated delivery period in the concerned Purchase/Work Order or if the same were not available, the best and the nearest available substitute(s) thereof which is not technically inferior to the undelivered System/Goods/Service. b) The warranty and support which the vendor has failed to provide in respect of the supplied system/goods/service suffering from not less than 1 month of downtime. The vendor shall compensate BHEL for any loss or additional expense, which BHEL may sustain by reason of such purchase. BHEL may recover the amount from any money due to the vendor in respect of this contract or any other contract which the Contractor has with BHEL. This clause will be operated only after completion of delivery period including extended period with LD, if any. Recovery on account of purchases made by Purchaser/BHEL at the risk and cost of Seller/Contractor shall be worked out as follows: Excess of new purchase cost over old	We request you to ammend the clause as:- BHEL reserves the right to purchase/hire from elsewhere at the risk and cost of the vendor, either the whole or part of a) The Systems/Goods/Service, which the vendor has failed to deliver within the stipulated delivery period in the concerned Purchase/Work Order or if the same were not available, the best and the nearest available substitute(s) thereof which is not technically inferior to the undelivered System/Goods/Service. b) The warranty and support which the vendor has failed to provide in respect of the supplied system/goods/service suffering from not less than 1 month of downtime. The vendor shall compensate BHEL for any loss or additional expense, which BHEL may sustain by reason of such purchase. However, the liability of the vendor shall no exceed 10% of the cost of undelivered products/services .BHEL may recover the amount from any money due to the vendor in respect of this contract or any other contract which	No change

SL No	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BHEL's Response
157	8.22 Arbitration, pg No: 31	In all cases of disputes emanating from and in reference to this contract, the matter shall be referred to the arbitration. All disputes or differences between the parties will be resolved through arbitration governed by "The Arbitration and Conciliation Act, 1996" as amended from time to time. The venue of arbitration shall be in New Delhi. However, till the time the decision of the arbitrator is not announced, the Bidder/Vendor shall continue to provide its services to BHEL as per the contract.	We request you to ammend the clause as:- In all cases of disputes emanating from and in reference to this contract, the matter shall be referred to the arbitration of a sole arbitrator jointly appointed by both the parties . All disputes or differences between the parties will be resolved through arbitration governed by "The Arbitration and Conciliation Act, 1996" as amended from time to time. The venue of arbitration shall be in New Delhi. The cost of arbitration shall be borne equally by both the parties. However, except in the event that the dispute between the parties related to the non payment of fee, till the time the decision of the arbitrator is not announced, the Bidder/Vendor shall continue to provide its services to BHEL as per the contract. Likewise, the purchaser shall continue to pay for the services rendered during the pendency of the dispute.	No change
158	8.28 Limitation of Liability, Pg No 32	The vendor's liability shall be limited to the value of this contract only.	Please clarify :- The vendor's liability shall be limited to the value of this contract only. Vendor shall not be liable to BHEL for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or damage arising.	No change



SL No	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BHEL's Response
159	Annexure III, NDA, Clause 9, Pg No 37	The requirement to protect Confidential Information disclosed under this Agreement shall survive termination of this Agreement.	We request you to ammend the clause as:- The requirement to protect Confidential Information disclosed under this Agreement shall survive termination of this Agreement for the period of year from the from the date of termination/ expiration of this agreement	No change
160	point 6 , Page no -23	Payment schedule, deliverables & timelines	Request following changes in payment terms: A) Mobilization advacne - 10 % (To be made against Performance Bank Guarantee) B) Design completion & submission of document - 10 % C) Configuration of services (infrastructure, hardware, software) -20 % D) Portal Configuration/Development completion Testing (incl. Security Testing) & Go-Live - 20 % E) Implementation of changes suggested as feedback from Go-Live - 10% F) Support & Maintenance - Payable @2.5% per quarter (Total 30%)	No change
161	5	BHEL, intends to engage a service provider for Design, development, implementation. hosting & maintenance of Web-based portal for "Technology Innovation Platform".	Do you have any technology stack preference for Web based portal	Bidder has to propose the solution based on Functional and Technical requirements as mentioned in the RFP document
162	9	Organization Registration/Individual Registration	1.Do you have any fees for onboarding a solution provider/solution seeker organisation/individual that you will charge them on registration as a one time/monthly/yearly fees. which will be paying to Central Administrator/BHEL. 2.Please elaborate on your subscription/business model if any.	No such model



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163	10	In addition to self-registration, Central Administrator(s) may also add to the list of PSE, Academic Institute, MSME etc. along with its Administrator User. AI based suggestive addition of organizations in the above list.	1.Please elaborate on by AI based suggestive addition of organisations in the above list, do you mean giving hint to Central Administrators while adding organizations	Understanding is correct
164	10	Provision to make available / use organization information to / from other similar portals.	Please provide details on from which portals you would like to make import information about the organisation and what method you will be using to do so: APIs or excel or CSV.	For existing portal, refer the URL: https://corpapp.bhel.in/expertpool/login.jsp Data will be provided in Text/Excel/CSV format for migration along with any media (video/images) or documents. Approx. 20-25 GB of such data
165	12	Solution Provider: Verified Users who collaborate with Solution Seeker and other Solution Providers to build/design a Solution.	1. Please provide details on your selection process of solution by a solution provider from various solution providers 2.We believe workflow will be that a solution seeker raises a challenge, then solution providers having that expertise respond with their responses and after final solutions proposed by multiple solution providers, One solution provider is selected by solution seeker.That solution seeker is paid by Solution seeker/Financial institution for making this solutions directly.All the terms and conditions are handled outside the system and the central administrator is not involved in transaction of money. Please validate our understanding and provide us corrections/clarifications if any.	Understanding is correct



SL No	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BHEL's Response
166	12	Solution Provider: Verified Users who collaborate with Solution Seeker and other Solution Providers to build/design a Solution.	1.As we understand from the flow, there will be fees paid by the solution seeker for raising a challenge and similarity Solution provider might pay a fees for providing the solution.(Please provide clarity) 1.1 Who will decide the fees for posting a query or submitting solution: Central admin or solution seeker(when raising a query) and will it be same for everyone or will depend on the query/solution/user role: solution seeker/provider 1.2 Is it a one time fee(Paid at the time of registration) or user has to pay fees for all the queries raised/solutions provided. 1.3. How solution providing fees will be divided between two or more solution providers who will collaborate to provide a solution 1.4 How funding by financial institutions will be divided between 2 or more solution providers	While designing the solution, the payment model will be finalized w.r.t. when the payment, if any, will be made. In such cases, the system should invoke the payment gateway for such transactions.
167	12	Areas of Expertise for which the User can provide solutions for. AI based hints to be provided when Area of Expertise is being liked by the User.	-By AI based hints you mean auto suggestion list will appear as user starts typing "Art" then it will provide auto suggested list like Artificial intelligence	Understanding is correct. Wherever possible, search may also be w.r.t context i.e. a search for "battery" may also suggest results with "cell"
168	13	The Portal shall provide for Collaboration Functionality in a secured and expandable environment with features as: • Teams formation • Virtual Meeting room • Chats (Audio/Video) • Sharing of all forms of essential data (documents, PDF, Images etc.) • Sharing of available virtual resources	1.We believe that collaboration will be limited to these mentioned features only, and issues like licensing, ownership etc of that solutions will be handled outside the system between the solution providers 2. Please provide details on what do you mean by sharing virtual resources(what are these virtual resources and how they will be shared)	1. Understaing is correct 2. Links / URLs or external media etc.

SL No	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BHEL's Response
169	15	BOT/CHATBOT based Search may be provided.	Please provide details on what do you mean by BOT/Chatbot based search	Along with normal text based search and results, ChatBot to be provided for search
170	15	Participation of Financial Institutions: Creation of a solution also involves finances for working on prototypes development and future commercial usage. The portal may have participation from financial institutions for analysing and funding the solutions which are being collaboratively developed on the portal. Secured and authentication based Financial Transaction solution must be built in the system	-Please provide details on 1. How financials institutions will be on boarded into the system and will be managed 2. Do you want to give them access to read challenges raised by solution seekers and the solutions provided by solution providers 3. Will they require a permission from solution seeker before funding a solution 3. We believe that the workflow will be that after solution seeker finalises the solution provider after selecting from multiple solutions. Solution seeker/ Financial Institutions can pay the solution provider for solution making directly through payment gateway. 4. We assume that all the legal formalities/agreements like payment terms, schedule etc between all the parties will be taken care outside the system and here only Financial institution will be picking up the solution providers to fund and will be transferring the amount/funding to respective solution provider.	Financial Institutions may also register in the system. Solution seeker to have a provision to expose the the solutions under development / deveoped for finacial institutions to view and consider funding. System to have integration with Payment gateway, which may be used for payments, if required. Formalities/agreements like payment terms, schedule etc between all the parties will be taken care outside the system



SL No	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BHEL's Response
171	16	Intellectual Property (IP) protection: The portal should have a provision to check and search for Intellectual Property (IP) databases to avoid IP violation while development of solution on the portal. Also, system must be able to help the solution provider to filed IPRs for solution provided and check for duplication/copyright violations. Portal must also provide provision of IP transfers and lists of consultants providing IP services	-Please provide details on the databases for Intellectual Properties. Do you envision to create your own database or use a third party database for checking violation. -How do you envision the whole process of a solution provider checking for any IP violation, filing for IP for his/her solution will work. -What are the types of IP you want to cover in this like patent, -Are you open of redirecting user to IP India and inPASS portal by the government of India for IP registration and checking of IP violations -What parameters do you envision to pass on to IP database and how will you process the outcome? -Please provide details about IP filing process and where are these IP registered.	User should have a facility within the portal to search the external IP database eg. in http://www.ipindia.nic.in/ IP registration is not in scope
172	16	Payment Gateway integration The Portal should have a pluggable module for connecting to BHEL's provided payment gateway for processing payments for Seeking and/or Providing solutions. When the module is in use, the payments should be processed and confirmed prior to Solution being sought or responded, as required.	-Please provide details of your BHEL's payment gateway -Please provide details on which use cases you envision for payments to be done using this module, -What are the stakeholders between which payments will occur using this payment gateway like solution provider/solution seeker/financial institutions etc/Central Administrator etc.	Payment gateway will be provided by BHEL and details shall be shared with the selected Bidder only. System should have a provision of linking / delinking payments with activities such as Seeking solution, providing solution, funding etc.



SL No	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Points of clarification	BHEL's Response
173	20	Data Migration & Integration BHEL has a similar in-house developed portal in use. The relevant data as identified & provided by BHEL shall be imported one-time by the successful Bidder to the portal.	1.Please provide details whether your existing system is built by BHEL's internal team or an external agency, If so, please provide details of the external agency and technology stack used by them. 2.What type of data like list of solution provider etc 3.And in which format you will provide data to the bidder like APIs, CSV files etc.	1. Existing system is built by BHEL IT team Refer the URL: https://corpapp.bhel.in/expertpool/login.jsp 2. Data will be - Users (Solution Seekers/Providers), Solutions (under process / completed), User Profiles, Documents (PDFs), Media (Video/Images) 3. Data will be provided in Text/Excel/CSV formats as required by Bidder. Other files will be provided as PDFs, Images, Video etc.
174	-	Technology	-Are you open for use of Open source softwares/code for development of this Web application?	Open Source software only
175	-	General	Please elaborate on reverse auction process after the opening of Financial Bid	Refer Tender document
176	7	Bidder should have following Certifications: CMMI Level 5, ISO 9000, ISO 20000 and ISO 27001	We request you to please remove the CMMi Level 5. Also, we believe ISO9001 will be considered as ISO9000	No change
177	21	Support & Maintenance	Please confirm that Support & Maintenance will be provided from Bidder's office.	Offsite support is expected
178	24	Bidder shall provide a period of 4 weeks bug free support after the website gets LIVE and needs to take care of any bugs or issues caused during this duration	Please elaborate. We consider it as 4 weeks supports after go live and need to take care of any bugs or issues caused during this period.	Understanding is correct
179	-	General	Please extend the due date of submission to atleast 10days from the date of response of queries/corrigendum	No change
180	5.1 - Technical Requirements	11	Are there any other platform in terms of integration in addition to UIDAI and GST for user verificaton? Our solution assumption is that working APIs will be provided to us for integraion.	UIDAI & GSTN are to be integrated. APIs will be provided by BHEL
181	5.1 - Technical Requirements	10	Please share all third party integrations within the portal? This includes possible integrations with other similar portals.	Integration with other similar portals for which Aps will be provided



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182	5.1 - Technical Requirements	17	Please let us know the anticipated number of user growth in terms of Y-O-Y percentage increase? Also, if possible share geography wise distribution in for user traffic?	As per Tender document, the expected Users and concurrency is mentioned. 15-20% YoY growth is expected
183	5.1 - Technical Requirements	15	From a future integration perspective using chat bot, we assume this feature requirement is optional as per RFP. Please confirm. If this is required, we will assess it based on functional fitment as this will involve extra capital investment from a BHEL perspective	Along with normal text based search and results, ChatBot to be provided for search
184	6 - Payment schedule, deliverables & timelines	23	The schedule highlights the Go-live timeline as 14 weeks followed by 4 weeks of post go-live support. Based on our experience of delivering similar portals in the past, we recommend implementation timeline to be extended to 18 weeks. We will however, endeavour to provide a optimised implementation timeline.	No change
185	4.2 - Stage-II Techno-Commercial Evaluation Criteria	8	"Hardware/infrastructure requirements for catering to total 1000 users with 10-15% concurrency." - There might be seen spike in no. of users during events. Please specify the maximum spike and concurrency number. How is BHEL going to deal with the extra bandwidth needed on hosting front?	Bidder to size the requirements as per the number of users and concurrency as per Tender document.
186	5.1 - Technical Requirements	17	"Disaster Recovery (DR) and Business Continuity Plan (BCP): A detailed DR/BCP for the Website services should be submitted as a part of the proposal." Please clarify the DR requirement. Is it Active-Active or Active-Passive? Also clarify if its 1:1 DC/DR setup or please specify?	DR is expected to meet the SLAs as specified in the Tender document.
187	5.1 - Technical Requirements	17	Please give a clarification on the number of DR drills to be conducted in a year?	Once a Year



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188	5.1 - Technical Requirements	17	Please give a clarification on the RPO and RTO. And does BHEL has any existing tool to manage RPO and RTO which can be leveraged for this project?	No tool will be provided by BHEL. SLAs as specified in the Tender document is to be met
189	5.1 - Technical Requirements	20	"Provision to generate summary & detailed reports should be available ." - We can provide reports like Incident/SR analysis, Ticket ageing, SLA management, Cloud Spend analysis, Alarms report, KPI report, Performance overview, Inventory details, Patch status, System health reports etc. Any specific report requirements other than these? Please specify.	Functional Reports from system data to be made : based on users, solutions seeked, colutions available etc.
190	5.1 - Technical Requirements	20	Please specify the frequency of generation of detailed reports?	System performance and related reports to be provided quarterly. Functional reports to be available within the system.
191	5.1 - Technical Requirements	20	"Regular backups (full & incremental) for the application and database landscape ." - Please clarify the estimate size of full and incremental backups for application and database landscape?	Weekly full and daily incremental backup can be taken.
192	5.1 - Technical Requirements	20	Please clarify what all backup tools BHEL is using currently. Also, if those backup tools which can be leveraged?	In Bidder's scope
193	5.1 - Technical Requirements	20	"The website should be secure and work on HTTPS also. It should adhere to the security guidelines for GoI for secure website development. " - Does BHEL have any existing SSL certificates and security tools which can be leveraged for this project?	Certificate will be provided by BHEL



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194	5.3 - Data Migration & Integration	20	"BHEL has a similar in-house developed portal in use. The relevant data as identified & provided by BHEL shall be imported one-time by the successful Bidder to the portal." - Please mention the size of the data needed to be migrated? Who will bear the cost of the Bandwidth for the migration? And what is the current location of the existing data?	Data will be provided in format as required by Bidder in text/excel
195	5.6 - Support & Maintenance	21	"Preventive Maintenance" - Please specify the existing antivirus tools and licences (if any) that can be leveraged for this project.	In Bidder's scope
196	5.5 - Hardware & Hosting	22	"Establish a 24x7x365 helpdesk and ticketing system to provide prompt support service for calls and bugs. Helpdesk shall be based in India in order to facilitate smooth operation of the portal." - Please clarify that, will ITSM and ITOM be required dedicatedly in BHEL or as a hosting service model?	Offsite support is expected
197	General		Please specify the transition period for the project. Is it inclusive of the total lifecycle (3 years) or additional than this (3 years + Transition)?	3 Years commence after completion of Bug-Free support period as per the Tender document
198	5.1 - Technical Requirement Point No 15 & 11	18	1."The portal should comply fully with the guidelines issued from time to time by the Government of India for development of websites" - Please provide the details of guidelines 2. W3C Standard- Please provide any accessibility guidelines that needs to be adhered to like WCAG 2.0,2.1	Guidelines for Indian Government Websites (GIGW) Compliance



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199	5.1 - Technical Requirement Point No 36	19	The portal should have capability to integrate with other similar portals - Please provide a list of portals which need to be integrated with the Teahnology portal.	These are similar portals of other organizations for which BHEL will arrange for APIs based integartion
200	5.3 - Data Migration & Integration	20	Please let us know if there are any existing test scripts available for the features & functionalities for the similar in-house portal at BHEL. If Yes, Please provide following test case information: a) The number of Regression test cases for this application b) Are there in existing regression testing packs available?	No test scripts and regression testing packs available
201	8.28 - Limitation of Liability	32	Clause 8.27 should be read in conjunction with clause 8.28 in order to limit all claims including third party claims under limitation of liability section. Request you if this can be modified accordinlgy	No change
202	8.30 Termination of Contract & its Consequences	32	Right to Terminate to be provided to vendor. Request you to kindly modify this clause accordingly to provide a mutual right of termination	No change
203	1 Key Activities and Dates of Tender	5	Last date and time for submission of proposal should be 3 weeks post publishing the addendum by BHEL. Kindly confirm and accommodate	No change
204	8.5 Bid Submission	26	Due to Covid Pandemic, requesting you to allow digitally signed RFP Submission. Please suggest how the EMD money could be deposited electronically	No change
205	7.8.1 For Late Delivery	25	We request penalty @ 0.1 % of the total cost of Design, Development, configuration and implementation, per week of delay or part thereof subject to a maximum of 5% of the total cost of Design, Development, Configuration & Implementation	No change



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206	7.8.2 For SLA (Hosting & Maintenance related) non-conformance	25	We request to CAP the penalty under this section at 5% of the invoice value	No change
207	6. Payment schedule, deliverables & timelines	23	1. Design Completion. As security deposit will be provided as per the contract, request PBG of 5% can be excluded as we have sufficient work with respect to design completion and milestone delivery on which invoices shall be raised.	No change
208	6. Payment schedule, deliverables & timelines	23	Please note for implementation platform we require to have instances of cloud / infra available from the beginning of the project and shall be charged to BHEL as part of the project cost. We request you to mark up this cost as part of overall budget.	No change
209	6. Payment schedule, deliverables & timelines	23	We request the following : 1. Design completion - 10% of the total contract value 2. Configuration of services (infrastructure, hardware, software) - 10% of the total contract value	No change
210	6. Payment schedule, deliverables & timelines	23	We request the following: 6. Support & Maintenance *To commence after completion of 4 weeks Bug-free support period - Support and Maintenance to be divided into two separate sections. 1. Cloud Hosting 2. Application Support charges - Payment Terms Cloud Hosting charges @ 8.33% of the total contract value to be paid yearly in advance. - Payment Terms Application support charges @ 2.0825% of the total contract value to be paid end of each quarter. Combined Total of 50%	No change



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211	Page 17 , Technical Requirement Point 6	Disaster Recovery (DR) and Business Continuity Plan (BCP): A detailed DR/BCP for the Website services should be submitted as a part of the proposal	Should DR be 100% or 50% of the capacity, please clarify	To be on the basis of SLA requirements
212	Page 12, Functional Requirement, Point 5, Solution Designing/Building/development Initiatives	Development of the Solution will be a collaboration of Solution Seeker and Solution Providers. The Portal shall provide for Collaboration Functionality in a secured and expandable environment with features as: • Teams formation • Virtual Meeting room • Chats (Audio/Video) • Sharing of all forms of essential data (documents, PDF, Images etc.) • Sharing of available virtual resources	1. Is Chat expected to be a google chat like feature, that shall be accessible to all users in the portal. 2. What are the expectations from the solution providers, Is it Blog Forum like functionality expected for collaboration in solution providing	Chats may be one-to-one or in group also
213	General		Understanding the expectations and criticality of the project, we suggest that the proposed solution should be build on a Digital Experience Platform which is proven and is build on latest open source technology and is supported by a reputed OEM having office in India. Even solutions from quality benchmark reports like Gartner's Magic Quadrant or Forrester Wave Report for Digital Experience Platform can be given preferences.	Bidder has to propose the solution based on Functional & Technical requirements and sustenance over the contract period
214	4.1 Stage-I Evaluation of Pre-Qualification Eligibility Criteria	Bidder should have following Certifications: CMMI Level 5, ISO 9000, ISO 20000 and ISO 27001	Request to confirm that the CMMI 5 Certificates which are verifiable from CMMI Institute Portal would be the accepted certification	BHEL will verify the CMM5 certificates for authenticity and validity
215	4.2 Stage-II Techno-Commercial Evaluation Criteria	Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and found technically suitable, based on inputs as mentioned above, would be considered technically qualified	Seems the Marking for the criteria provided is missed. Request to kindly provide the marking details and minimum marks required for technical qualification.	Only Technical shortlisting based on submitted Bids will be done.



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216	Technical Requirement, 1	The portal shall be hosted at a Government of India empanelled Cloud / Hosting Service Provider (MeitY empanelled Cloud Service Providers i.e.CSPs)	Request to consider the CSP's whose empanelment is in process and expected to be cleared in next 90 days.	Only MeitY empanelled Cloud Service Providers i.e.CSPs are permitted
217	Technical Requirement, 2	Operating System (OS), Data Base, Web Service, Web development language, Screen Designing: On Open Source Platform	We understand that the expectation is to have enterprise edition open source platform	Bidder has to propose the solution based on Functional & Technical requirements and sustenance over the contract period
218	Technical Requirement, 35	The portal should be scalable in nature w.r.t.increasing no. of users over the period of time	Please confirm that containerization/docker deployment of the proposed platform is the expectation	Bidder has to propose the solution based on Functional & Technical requirements
219	Technical Requirement, 41	The website should be secure and work on HTTPS also. It should adhere to the security guidelines for GoI for secure website development. Future developments should also factor this aspect. Also, undertaking/ supporting document for establishing no malicious code & free from top 10 OWASP Security vulnerabilities should be provided.	We understand that the portal platform proposed should be with no malicious code and free from top 10 OWASP security vulnerabilities. Is security audit report of the proposed platform to be submitted for the same and undertaking for taking care of the same for the development being done to be provided. Please confirm.	Understanding is correct
220	8.15.5 Modes of Deposit for Security Deposit, C.	Bank Guarantee from Scheduled Banks/Financial Institutions as defined in the Companies Act. The Bank Guarantee should have approval of BHEL	Request change as; Bank Guarantee from Scheduled Banks/Financial Institutions as defined in the Companies Act. In case Bank Guarantee is being furnished from an International Bank, the said bank must have a valid "Class A" international banking license and the Bank Guarantee should be routed through a Scheduled bank.	No change
221	6. Payment schedule, deliverables & timelines	Design Completion (03 weeks) - 5%	Request change as; Design Completion (03 weeks) - 10%	No change
222		Configuration of Services (05 weeks) - 5%	Configuration of Services (05 weeks) - 15%	
223		Portal Configuration/Development Completion (12 weeks) - 10%	Portal Configuration/Development Completion (12 weeks) - 15%	

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224		Implementation of changes suggested as feedback from Go-Live (14 weeks) - 10%	Implementation of changes suggested as feedback from Go-Live (14 weeks) - 15%	
225		Bug free support (18 weeks) - 10%	Bug free support (18 weeks) - 15%	
226		Support & Maintenance - 5% per quarter	Support & Maintenance - 2.5% per quarter for 12 quarters (Total 30%)	
227	10	2 User verification during registration using OTP in Email and/or Mobile Number.	Who will bear the cost of sms gateway	SMS & EMAIL gateways are not in scope and will be provided by BHEL. Functionality for integration with these gateways needs to be implemented.
228	10	2 User verification during registration using OTP in Email and/or Mobile Number.	What will be the expected daily limit of SMS count sent from the web app	SMS & EMAIL gateways are not in scope and will be provided by BHEL. Functionality for integration with these gateways needs to be implemented.
229	10	2 User verification during registration using OTP in Email and/or Mobile Number.	What will be the expected SMS count sent from the web app annually	SMS & EMAIL gateways are not in scope and will be provided by BHEL. Functionality for integration with these gateways needs to be implemented.
230	10	2 User verification during registration using OTP in Email and/or Mobile Number.	Does the E mail Service integration is also required, if Yes what will be the expected frequency of that in a day.	SMS & EMAIL gateways are not in scope and will be provided by BHEL. Functionality for integration with these gateways needs to be implemented.
231	11	5.1.2 As an Individual User: Users registered under Individual category can become Verified Users only after verification from Aadhaar (UIDAI) or similar portal.	Please provide the list of similar portals	Currently, only UIDAI
232	11	5.1.2 As an Individual User: Users registered under Individual category can become Verified Users only after verification from Aadhaar (UIDAI) or similar portal.	Who will provide & bear the cost of Aadhaar API?	Aadhaar API services will be taken by BHEL
233	17	The platform should have strong User Management capability with Role Based Access Configuration and have the capability of user segmentation based on different criteria and personalization features	Whether the User Access will be of Role based or Action based (like input field, button). Please specify	It can be both
234		The platform should have a strong collaboration features with capabilities of enabling Discussion Forums, Wikis, Blogs, Message Boards & Knowledge Management	Whether all these will be 3rd party integrated or to be developed - Discussion Forums, Wikis, Blogs, Message Boards & Knowledge Management.	To be part of the developed portal only

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235	19	31 It should have provision of proper logs & audit trails	Whether All the action trails are required or only all the login trails will be required	Audit trails for Login is mandatory
236	20	42 Provision to generate summary & detailed reports should be available	How many reports are required, Please specify the expected count.	10-15 reports
237	20	5.3 Data Migration & Integration	We expect that the migrated data should be text format. Please clarify	Data will be provided in format as required by Bidder in text/excel
238	20	5.3 Data Migration & Integration	How many modules will be there for migration from old portal. Please specify the volume	Users & Organizations data and Solutions Data. There will be media files (Images & Videos) also that need to be migrated.
239		Development of the Solution will be a collaboration of Solution Seeker and Solution Providers. The Portal shall provide for Collaboration Functionality in a secured and expandable environment with features as: • Teams formation • Virtual Meeting room • Chats (Audio/Video) • Sharing of all forms of essential data (documents, PDF, Images etc.) • Sharing of available virtual resources	We expect that we will use third party API integration of Audio and Video conf. Please clarify the name third party API for the same.	Should be within the portal only, no 3rd party integration
240	12	5.1.4 R&D Labs, testing infrastructure etc. These may be supplemented with uploads pertaining to them like images, PDFs etc.	Please explain the list of upload data format. Example - only PDF or image? Please specify	PDF, Images & Videos
241	14	5.1.6 There should be provision to supplement the query being raised with uploads like PDFs, Images etc	Please explain the list of upload data format. Example - only PDF or image? Please specify	PDF, Images & Videos
242	15	5.1.6 The portal provides for uploads of documents like PDFs, Images etc. which are required to be provided by Verified Users to supplement the responses.	Please explain the list of upload data format. Example - only PDF or image? Please specify	PDF, Images & Videos
243	15	5.1.7 BOT/CHATBOT based Search may be provided.	We expect that the search provide, help related AI & FAQ to the users. Please clarify	Understanding is correct
244	9	5.1.1 Organization Registration	How many expected users are their for the organizations users	Overall users are mentioned in the Tender document which includes organizations users also



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245	20	40 Email & SMS integration to send alerts for different actions like Query raised, responded etc.	What will be the count of sending email & SMS in a day or annually from website	SMS & EMAIL gateways are not in scope and will be provided by BHEL. Functionality for integration with these gateways needs to be implemented.
246		General	What will be the expected Load on the application	Overall users and concurrency are mentioned in the Tender document
247		General	Who will bear the Security Audit cost of the application & Website in AMC period	Bidder has to pay for Security Audit of the solution prior to Go-Live / launch of the Portal. For Security Audits post Go-Live, BHEL will bear the cost and Bidder will be responsible for necessary corrective actions arising from audit recommendations/findings.
248		General	Is their onsite resource required in AMC, If yes Who will bear the cost of the resource and what task will be assigned to onsite resource.	Onsite resource not required
249		General	Who will bear the cost of SSL	Not in Bidder's scope
250	16	13 Payment Gateway integration	Who will bear the costing of Payment gateway	Not in Bidder's scope
251	16	13 Payment Gateway integration	Please specify which payment gateway required for the application	Not in Bidder's scope
252	20	5.2 Training & User Manual preparation Bidder shall prepare and provide comprehensive User Manual along with e-Module for Website functionalities and operation. On-line trainings, as required by BHEL, shall be arranged by Bidder.	What is required in e-module, Please specify	On-line training through Live Video conferencing or through e-learning modules to be provided for usage of Portal as an Administrator and normal user.
253	20	5.2 Training & User Manual preparation Bidder shall prepare and provide comprehensive User Manual along with e-Module for Website functionalities and operation. On-line trainings, as required by BHEL, shall be arranged by Bidder.	How many days of training will be required - whether it will be online or offline mode, We assume all the users will be provided training in one go	On-line training through Live Video conferencing or through e-learning modules to be provided for usage of Portal as an Administrator and normal user.
254	20	5.2 Support & Maintenance shall commence upon completion of 4 weeks bug free support period of the project (as mentioned in Section 5.1).	What are the expected task required in the maintenance period. Please specify	Scope is already mentioned in the Tender document
255	20	5.2 Support & Maintenance shall commence upon completion of 4 weeks bug free support period of the project (as mentioned in Section 5.1)	What will be the frequency of AMC Task? - daily, 20 days in a month?	Scope as per section 5.6 of Tender document

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256	20	5.4 Bidder shall ensure that development of the website is as per the Govt. of India or its agencies issued guidelines from time to time	Does the website should be GIGW & WCAG compliant	Govt. of India or its agencies issued guidelines only
257	20	5.4 Bidder shall ensure that development of the website is as per the Govt. of India or its agencies issued guidelines from time to time	If Yes, Who will bear the cost of STQC audit in development & AMC period	Audits in support period is not part of scope. Any corrective action arising out of audits to be done by Bidder.
258	17	5 The proposed Platform should have Portal, Content Management System (CMS), Workflow Engine, Digital Asset Management with capability of Adaptive Media management to have the same performance across the devices like desktop, mobile, tablets etc.	Any technology preference for workflow engine?	No preference
259	17	5 The proposed Platform should have Portal, Content Management System (CMS), Workflow Engine, Digital Asset Management with capability of Adaptive Media management to have the same performance across the devices like desktop, mobile, tablets etc.	Please clarify the requirement or process flow of Digital Asset Management with capability of Adaptive Media management	Digital Asset Management and Adaptive Media management capability is only w.r.t. the media and contents published on the portal
260	17	5 The proposed Platform should have Portal, Content Management System (CMS), Workflow Engine, Digital Asset Management with capability of Adaptive Media management to have the same performance across the devices like desktop, mobile, tablets etc.	We would propose Drupal 8 for CMS, Kindly specify if any other technology is required	Selection of CMS and delivering the solution and its subsequent maintenance in the contract period is the responsibility of the Bidder
261	17	5 The proposed Platform should have Portal, Content Management System (CMS), Workflow Engine, Digital Asset Management with capability of Adaptive Media management to have the same performance across the devices like desktop, mobile, tablets etc.	If Drupal 8 is required, then will upgradation of CMS will also be required in AMC, Please confirm	Selection of CMS and delivering the solution and its subsequent maintenance in the contract period is the responsibility of the Bidder
262	17	8 Multiple theme-based template prototypes will be developed by the Solution Provider for the chosen CMS having the flexibility to change color / font / menu themes.	Please specify the (multiple) count of theme required for CMS. Will it be 2 or 3 themes.	Themes may be required based on applicability and usage. Number of such themes not limited to 2-3



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263	PAGE NO 7 SECTION 4.1.6	Evaluation of BidsSystem- Clause Says- Bidder should have following Certifications: CMMI Level 5, ISO 9000, ISO 20000 and ISO 27001	We have a global exposure in implementation software. As this tender is for software development and hence ISO 20000 doesn't fit here. We request to modify clause as "Bidder should have following Certifications: CMMI Level 5, ISO 9000, and ISO 27001" to get more qualified prospective bidders as response to the RFP.	No change
264	Project Background & Objective, Pg 5	the portal is expected to bring Industries, reputed research organizations, Academic Institute like IITs, NITs, Testing agencies and expert various fields on to one common platform	Considering that the portal is expected to bring Industries, reputed research organizations, Academic Institute like IITs, NITs, Testing agencies and expert various fields on to one common platform, is it fair to assume that the underlying CMS and Digital Asset Management proposed should be well recognized with a good market presence, product support in India and rated highly by leading analysts like Garner, Forrester or Ovum.	Selection of CMS and delivering the solution and its subsequent maintenance in the contract period is the responsibility of the Bidder
265	Technical Requirements, Pg. 17	The portal shall have a visually appealing homepage with rich images and contents, carousels etc. These images / content should be configurable by the administrator(s). New graphic content like images etc. may also need to be created for making the portal more appealing	It is mentioned that 'The portal shall have a visually appealing homepage with rich images and contents, carousels etc. These images / content should be configurable by the administrator(s). New graphic content like images etc. may also need to be created for making the portal more appealing.' Is it expected that the configuration of new content, personalization should be possible with minimum or no IT skills by leveraging underlying CMS and DAM platform's capabilities like intuitive, configurable and reusable templates and components, What You See Is What You Get [WYSIWYG] visual content editor and allowing import of html designs.	It is desirable

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266	Pg.19	Other than normal devices like PCs, Laptops, the portal should be responsive and work seamlessly on Android, iOS and Windows operating system on mobile devices (large screens, smartphones, tablets etc.)	It is mentioned that 'The application should be responsive and browser compatible.' 'Other than normal devices like PCs, Laptops, the portal should be responsive and work seamlessly on Android, iOS and Windows operating system on mobile devices (large screens, smartphones, tablets etc.)' Considering above is it expected that the proposed CMS should leverage the native capability to build, preview and test responsive content on multiple form factors before being published.	Understanding is correct
267	Pg 17	The proposed Platform should have Portal, Content Management System (CMS), Workflow Engine, Digital Asset Management with capability of Adaptive Media management to have the same performance across the devices like desktop, mobile, tablets etc.	4.It mentions 'The proposed Platform should have Portal, Content Management System (CMS), Workflow Engine, Digital Asset Management with capability of Adaptive Media management to have the same performance across the devices like desktop, mobile, tablets etc.' Understand that workflow should be able to manage multilevel approval for the CMS content. Leverage drag and drop to create a new workflow to streamline asset production and distribution. Also considering above, the underlying DAM would be expected to dynamically and intelligently crop assets, curate the crop and dynamically deliver the cropped rendition with Adaptive Media Delivery for multiple devices.	Understanding is correct
268	Pg. 18	The website should incorporate necessary security features against hacking and defacement.	Since there are several points related to security it is understood that only vendor approved plugins and themes would be used.	Understanding is correct



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269	Pg. 17	Disaster Recovery (DR) and Business Continuity Plan (BCP): A detailed DR/BCP for the Website services should be submitted as a part of the proposal	Assumed a Production and a DR environment to be considered	To be factored as per SLA requirement
270	Pg. 17	The solution should be scalable w.r.t. handling capacity of around 1000 users and concurrency of 10-15%	This would be website users. For the content authors assumed a total of 10 users.	The number & concurrency mentioned is website Users.Content authors may be 15-20

