CORRIGENDUM NO.**01**TO NOTICE INVITING TENDER

- **TENDER ID:** 2024_IGGL_199334_1

- **TENDER NO**.: IGGL/GHY/C&P/AMC_WEBSITE/06-24 date 25.06.2024. (E –TENDER NO: IGGL-100060)

- **JOB NAME:** ANNUAL MAINTENANCE CONTRACT OF IGGL WEBSITE INCLUDING DOMAIN NAME RENEWAL, CLOUD-BASED VIRTUAL WEB SERVER SPACE HOSTING OF WEBSITE

SUBJECT: Clarification of queries received via e-mails regarding the tender document.

With reference to the above tender, kindly note the prospective bidders queries and IGGL reply for information to all concerned:

Queries raised by M/s Knovator Technologies Pvt. Ltd (Queries vide mail dated.:02.07.2024)			
Sl. No.	**Reference of Bidding Document**	**Bidder's Query**	**IGGL's Reply**
1	SPECIAL CONDITIONS OF CONTRACT (SCC) & SCOPE OF WORK (SOW) (page 131)	Are there any existing third-party integrations or services (e.g., payment gateways, analytics tools) that require regular maintenance or updates?	No
2	SPECIAL CONDITIONS OF CONTRACT (SCC) & SCOPE OF WORK (SOW) (page 132)	What are the specific requirements for search engine optimization (SEO) and analytics reporting, and what tools or platforms are currently in use for these purposes?	The platform selection is up to the vendor to optimize our website for search engines. We need our website to work fine.
3	SPECIAL CONDITIONS OF CONTRACT (SCC) & SCOPE OF WORK (SOW) (page 133)	Can you elaborate on the current security measures in place, including firewalls, security software, and procedures for handling potential security breaches?	We deployed firewalls, end point solution. AD Implementation is in progress

4	SPECIAL CONDITIONS OF CONTRACT (SCC) & SCOPE OF WORK (SOW) (page 131)	Is there a separate development and testing environment available, or will these activities be performed on the live site?	No, these aspects need to take care by the vendor.
5	SPECIAL CONDITIONS OF CONTRACT (SCC) & SCOPE OF WORK (SOW) (page 131)	What are the current processes and systems in place for managing help desk tickets and issue logs? Is there an existing tool or platform that the new vendor should integrate with or replace?	We don't have any platform for ticketing. We raise the requirement through email/ telephone. Though vendors may develop their own process. Objective is to work to be complete in time.
6	SPECIAL CONDITIONS OF CONTRACT (SCC) & SCOPE OF WORK (SOW) (page 133)	Can you provide more details on the types of security incidents you have encountered in the past and the current incident response process? Are there any specific tools or protocols we should use?	We never faced any security incident till date, its vendor's responsibility. We don't have any specific tools are protocol(s).
7	SPECIAL CONDITIONS OF CONTRACT (SCC) & SCOPE OF WORK (SOW) (page 132)	Do you have a preference for a specific region or data center for hosting?	Hosting should be in the Indian Data center.
8	SPECIAL CONDITIONS OF CONTRACT (SCC) & SCOPE OF WORK (SOW) (page 131)	How is the content currently managed and updated on the website? Do you have a preferred workflow or content approval process that we should follow?	Yes, trough email / telephone.
9	General Query	Do you need a dedicated support person or as in when required?	No, as and when required.
10	General Query	Could you please let us know the date and time for the Virtual pre-bid meeting? Kindly share the meeting link with us.	No pre-bid meeting.
11	General Query	Could you please share details of the server to be used and configuration of the server? And Who will cover the cost of the server?	Everything will be handled by the vendor only.
12	General Query	Do you need a support person on-site (in your premise) or off-site (on our premise)?	No,

	Queries raised by M/s Cinntra InfoTech Solutions Pvt. Ltd.		
	(Queries vide mail dated.:15.07.2024)		
Sl. No.	**Reference of Bidding Document**	**Bidder's Query**	**IGGL's Reply**
13	-	Could you please specify the type of module required for creation?	The scope of this tender does not include the development of new applications having business flow. It primarily involves design related tasks such as, adding information, uploading documents, and creating new web pages for uploading document or hosting new information in text or tabular form.
14	-	How many days are estimated for the enhancement process?	Regarding the estimated timeline for the enhancement process, the duration will be determined based on the volume and complexity of the task. We will agree upon a mutually acceptable timeline for such task.

	Queries raised by M/s Shyam Future Tech		
	(Queries vide mail dated.:15.07.2024)		
Sl. No.	**Reference of Bidding Document**	**Bidder's Query**	**IGGL's Reply**
15	Ref: Page No – 132 Clause: Website Security Audit: The successful bidder must perform the website security audit and perform Gap closure within 2 months of acceptance of the Purchase Order. The audit must be carried out by a certified agency.	1. Kindly confirm that what kind of audit you required? (i.e - VAPT, CERT-IN, STQC or GIGW). 2. Who will pay the cost of this audit? Vendor or IGGL? 3. If the vendor needs to pay then kindly confirm that how many times of this audit is required? 2 times as the contract is for 2 years or 1 time only?	The vendor needs to perform Gap closure after any gap ascertain by the cyber security audit (if any) conducted by IGGL. The responsibility for expenses of such audit (s) would fall under the IGGL's scope

Notes:

All other terms & conditions of the tender remain unchanged.

(All bidders intending to participate in the tender must upload signed & sealed copy of all pages of this Corrigendum No. 01 as their acceptance along with their bid).