

CLARIFICATION-1
PROC-SERVICES/CB/SYSTEM-3137/2017
HIRING OF SERVICES FOR REDISGNING & DEVELOPMENT OF
OGDCL WEBSITE

In response to Bidder Queries Following is the Reply from OGDCL.

1. Your current website is developed on ASP.Net, do you want to keep this technology for redevelopment or is it free, to select any other open source technology in PHP like Joomla, WordPress etc.?

We are open to any technology as long as required functionality is achieved and security is not compromised.

2. In 9.2 Financial Proposal, it is mentioned that development cost and each year maintenance cost. Is yearly maintenance cost optional and will not be included as a part of financial proposal?

*The successful bidder has to design, deploy and maintain the website for next three years. Bug fixing, minor amendments will be the responsibility of the contracted firm, so the maintenance cost is **mandatory part** of financial bid.*

3. As in 11.0 Payment Milestone, it is mentioned that total price will be paid in 4 defined milestones till deployment?

YES, the quoted price for Complete Website Development will be paid in four defined milestones till deployment whereas the maintenance cost will be paid quarterly by the end of each quarter after deployment.

4. If this is the scenario, then what will be the factor to evaluate the financial bid?

*Financial bid will be evaluated against **Total Cost** including Complete Website Development Cost and Three Years Maintenance Cost as per evaluation criteria mentioned in clause no 12 of TOR.*

<i>Sr. No</i>	<i>Year</i>	<i>Amount</i>
<i>1</i>	<i>Complete Website Development Cost</i>	
<i>2</i>	<i>1st Year (lump sum) Maintenance Cost</i>	
<i>3</i>	<i>2nd Year (lump sum) Maintenance Cost</i>	
<i>4</i>	<i>3rd Year (lump sum) Maintenance Cost</i>	
	<i>TOTAL FINANCIAL COST</i>	

5. In this document, nowhere is mentioned that what work need to be performed under the maintenance tenure? Please elaborate as this will affect cost. Or let us know how many man hours do you need in maintenance tenure on monthly basis.

Scope of work under the maintenance services is attached as Annex "A"

6. Change Management Cost

Against change Management mentioned at 9.1 c, Bidder has to quote the man-days with rates which will not be the part of financial evaluation BUT will be the part of final contract.

Scope of Work during Support and Maintenance Period

- a. Update of content, text, images and other minor changes at the website.
- b. Update of Content Management System including plugins and themes.
- c. Removal of malware, spam and malicious code from website.
- d. Update of website design structure if needed.
- e. Minor image/graphic editing, database changes, bug fixing.
- f. Any changes made in the website should work seamlessly with the existing code/plugins.
- g. Repair of website in case of any damage occurred due to hacking or any other virus/malware attack.
- h. Update of OS version.
- i. Update of Database server version
- j. Search Engine Optimization
- k. Providing recommendations for improving website.

Response Time to Complaint

- a. The firm should ensure 24/7 availability of resource for any urgent bug fixing.
- b. For minor changes the Firm has to respond within 24 hours after telephonic/email request
- c. For major changes the firm has to respond within one business day intimating the actual time required for the job and that too should not exceed more than 3~5 business days.