

National Institute of Urban Affairs

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Lodhi Road, New Delhi –110003

Dated: 16.10.2023

RFP for Selection of an Agency for Revamping and maintenance of NIUA Water and Environment Vertical Websites

Reply to Pre-Bid Queries

S. No.	RFP Clause and Page Number	Description as per RFP	Pre-bid queries	Replies / remarks
1	Section-V: Point no. 2, Page no 36	The vendor shall create an SEO Program that results in an increase in overall visitors and visibility of both (niua.in/rca and niua.in/waterandenvironment). Monthly, SEO reports must be submitted by vendors.	Do we need to undertake monthly "Offline" SEO activities for below requirement OR only do one time "On-page" SEO settings? The reason for this question is because it seems social media of NIUA is already being managed...hence the current vendor should also be responsible for Offline SEO activities. Moreover, to do offline SEO activities, one needs to write articles and blogs, etc which are also not available on current websites. Hence we feel that this clause only means on-time On Page SEO parameters to be set. Kindly confirm.	The vendor has to prepare the On-page SEO - These are the optimizations made directly on your website, including content, meta tags, headings, internal linking, URL structure, and other elements. On-page SEO is typically a one-time setup for each page or piece of content but may require updates as your content evolves. and Off-page SEO - This involves activities that happen outside your website, such as backlink building, social media marketing, influencer outreach, and other strategies to increase your website's authority and visibility will be done by NIUA but you need to support the Team.

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2	SECTION V: Terms of Reference, point no 2, Page no 34-35	Revamp both (niua.in/rca and niua.in/waterandenvironment) to make a responsive and visually appealing website design that aligns with NIUA's branding guidelines and based on the inputs from NIUA team.	Although it is straightforward we want to confirm that the main website of niua.in is NOT to be revamped.	niua.in website need not to be revamped.
3	Section III – Evaluation and Qualification Criteria Point no. 3-C, Pg. 22	The agency should have 50 technical resources on their rolls for the past 2 years from 1st April 2023. Marks for 50 – 55 employees - 7 marks Marks for 56 employees and above – 10 Marks	Relaxation in number of technical resources required for the said project from minimum 55 to 35. We have highly skilled and dedicated full stack developers, UI designers, DB management resources in our house who all are well equipped in handling several PSU's/Central/State and renowned IIM's/NIT's projects across PAN India.	No change. As per RFP.
4	Section III – Evaluation and Qualification Criteria Point no. 3-C, Pg. 22	The agency should have 50 technical resources on their rolls for the past 2 years from 1st April 2023. Marks for 50 – 55 employees – 7 marks Marks for 56 employees and above – 10 Marks	Do we need to attach the CVs of our key experts for this project. If yes, is there any specific format that we need to provide the CVs of our key experts of our project setup for the technical evaluation.	CV's are not required.
5	Section III – Evaluation and Qualification Criteria Point no. 4-A, Pg. 22	Presentation by the Team Members of the Bidder at NIUA for their Technical Proposal The bidder should provide 2 sample designs for each website (niua.in/waterandenvironment and niua.in/rca) during the presentation.	Are there any specific parameters you are looking for the Technical Presentation of website templates?	The presentation template will be shared with the eligible bidders.
6	Section III – Evaluation and Qualification Criteria	Presentation by the Team Members of the Bidder at NIUA for their Technical Proposal The bidder should provide 2 sample designs for each website	Do we need to submit our presentations along with the technical proposal? Give a clarity on the presentation part for the technical evaluation?	No, Eligible bidders will be invited for the presentation at NIUA. The time slots will be shared individually with the eligible bidders.

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	Point no. 4-A, Pg. 22	(niua.in/waterandenvironment and niua.in/rca) during the presentation.		
7	Section IV – Bidding Forms Form TECH-5: Average Annual Turnover Pg. 30	Average Annual Turnover of the Bidder (Equivalent in Rs. Crores) By Chartered Accountant	For Form Tech 5 – Average annual turnover – It is mandatory to get sign and seal from the CA for the provided format or we can attach our CA certified Average annual turnover proofs?	CA certified average annual turnover proofs will be considered with the UDIN and seal.
8	Section IV – Bidding Forms Form TECH-2: Power of Attorney Pg. 25 -26	Form TECH-2: Power of Attorney	Power of Attorney must be submitted along with the technical proposal? Give clarification on this and submission procedure.	As per the format given in the RFP. Scanned copy to be submitted along with the technical proposal.
9	Section I - Instructions to Consultants Point 14: Preparation of Proposals – Specific consideration, Pg. 10		What does it mean in the clause 14.1 under the heading Preparation of proposals at Pg no. 10, Kindly give a clarity on this?"	Kindly refer to the data sheet (pg no. 17-18)
10	SECTION V: Terms of Reference, point no 2, Page no 35	Requirements from the revamped website: Websites should follow compliance with accessibility standards such as WCAG (Web Content Accessibility Guidelines).	Do you have any other websites that you would like to use as references for the redesign?	Website must be redesigned, developed, deployed and maintained according to W3C Guidelines and the Guidelines for Indian Government Websites

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				(GIGW). Please refer the following link. https://guidelines.india.gov.in/
11	SECTION V: Terms of Reference, point-Content Management System (CMS) & Layout Updates, Pg. 36	Changes to Web Pages which includes Up-loading / removing / creating /moving/ alignment of web pages , banners, layout updates, modification/development of graphics-animation, flash content, blogs, advertisements etc. Edit, optimize and incorporate content in the form of text, photographs, images and videos etc. provided by NIUA Water and Environment Vertical into the website. Providing links to other sites & Urls as and when required. Further development of Special Themes for various important events to be developed, if required. A front end/ admin panel to be developed in such a manner that the NIUA team members can update some key elements of web pages.	What content management system (CMS) are you currently using, and do you plan to continue with the same system?	WordPress. We are open to other platforms as well.
12	SECTION V: Terms of Reference, point-Webmaster Services. Pg. 37	Data Integration: Connect to various data sources, including databases, APIs, and external data feeds. Support real-time or batch data updates to ensure data freshness.	Do you need any specific integrations with third-party tools or platforms?	The integration with in-house platforms to be carried out.

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13	SECTION V: Terms of Reference, point-2.2 , Pg. 35	The project's scope is to develop (Frontend/backend) on WordPress or any similar suitable open source technology and to maintain the NIUA Water and Environment Vertical websites (niua.in/rca and niua.in/waterandenvironment) and improve the visibility using Search Engine Optimization services for the next 2 years after the redevelopment of websites.	What is the existing content that needs to be migrated or updated during the revamping process?	Please refer to the websites mentioned in the RFP.
14	SECTION V: Terms of Reference, point-webmaster Services, Pg. 35	Data Integration: Connect to various data sources, including databases, APIs, and external data feeds. Support real-time or batch data updates to ensure data freshness.	Are there any custom functionalities or integrations required?	Yes. The integration with in-house platforms to be carried out.
15	General Query		Kindly give a detail about the server specification of your current website.	AWS
16	SECTION V: Terms of Reference, point-webmaster Services, Pg. 35	Creation of standalone e-forms and simple webpages for the use of surveys, knowledge exchange, audience interactions, etc. (miscellaneous development to be defined on a needbasis).	What types of forms that are to be created? Do you have any reference for that?	The templates will be shared with the selected agency.
17	SECTION V: Terms of Reference, point no 2, Page no 35	Requirements from the revamped website: Websites should follow compliance with accessibility standards such as WCAG (Web Content Accessibility Guidelines).	Providing STQC certification and SSL certification is part of the scope?	STQC certification must be provided by the vendor however SSL certification will be provided by NIUA.
18	Page 34, Section 2	The scope includes the Design, Development, Implementation and	1. How many pages will be migrated from old website?	Please refer the following links:

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		Maintenance of the responsive Website with comprehensive Content Management system (CMS) and migration of the contents/data from the existing website.	2. Is there any other format of data to migrate apart from text, images, video, pdf?	niua.in/waterandenvironment niua.in/rca
19	Page 35	Websites should follow compliance with accessibility standards such as WCAG (Web Content Accessibility Guidelines).	1. WCAG have three conformance levels. We are considering Level AA which is standard for content based website. Please let us know if there is any other expectation instead of Level AA? 2. Will there be any agency which will provide compliance certificate of WCAG?	Website must be redesigned, developed, deployed and maintained according to W3C Guidelines and the Guidelines for Indian Government Websites (GIGW). Please refer the following link. https://guidelines.india.gov.in/
20	Page 35	Ensure to create a scalable solution that can accommodate future enhancements and changes without major disruptions.	1. Please let us know expected traffic to handle the load	The number of users is not fixed.
21	Page 35	All the new development(s) should be in compliance with existing standards and should be free from all known vulnerabilities and Bugs.	1. Are we doing any VAPT to make sure that there is no vulnerabilities in website?	No.
22	Page 35, Point 1	Depict/ present the Water & Environment vertical and RCA work in an innovative and intuitive way.	1. Can you provide any more details or reference for this?	The details will be shared with the selected agency.
23	Page 35, Point 7	Creation of standalone e-forms and simple webpages for the use of surveys, knowledge exchange, audience interactions, etc. (miscellaneous development to be defined on a need-basis).	1. Please explain the feature how do you eforms will work?	The templates will be shared with the selected agency as and when required.

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24	Page 36, section 1	Further development of Special Themes for various important events to be developed, if required.	This will considered as change request?	Further development of Special Themes for various important events to be developed, as and when required.
25	Page 36	A front end/ admin panel to be developed in such a manner that the NIUA team members can update some key elements of web pages.	1. Is there any predefined user role to perform the actions?	The role based authentication functionality to be provided by the Admin
26	Page 36	Website speed optimization: The vendor shall ensure that the website speed is optimized.	1. Is there any bench mark of website speed?	The standard guidelines to be followed.
27	Page 36	Ensure that the dashboard can handle large datasets and concurrent users without significant performance degradation.	1. please let us know expected datasets size? 2. Please let us know expected concurrent users?	1. Please refer the following links to estimate the dataset size: niua.in/waterandenvironment niua.in/rca 2. There is no fixed number of users
28	Page 37, section 5	Development of interactive data visualization pages whenever required to present research findings effectively.	Can you explain about which type of data need to be considered?	Research data related to qualitative and quantitative findings to be represented.
29	Page 37, section 5	User Authentication and Authorization: Implement user authentication to ensure that only authorized users can access the dashboard/ pages within the websites. Define user roles and permissions to control what users can see and do within the dashboard.	1. Need more details on type of user and onboarding process. What are the different roles and responsibility we have? 2. How many pages authenticated user can see and what data it will have?	NIUA team members will have different role based Authentication (3-5 levels).

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30	Page 37, section 5	Data Integration: Connect to various data sources, including databases, APIs, and external data feeds. Support real-time or batch data updates to ensure data freshness.	1. Please share any third s party integration needed here? 2. Which data you need real time where browser reload not needed?	1. Third party integration presently not needed. 2. The standard guidelines to be followed.
31	Page 37, section 5	AI Model Integration(If required):	Can you explain the requirement?	The specification as per the 3-tier architecture to be followed.
32	Page 38	Security Vulnerability Assessment Report (Monthly)	1. will this report be from certified agency or it can be our internal security audit report?	The security audit to be conducted by CERT-In empanelled agency.
33	Page 38, section 4	Export and Sharing: Allow users to export data visualizations and reports in different formats (e.g., PDF, CSV). Support sharing website components or specific views with other users or stakeholders.	What type of reports needed to see?	The reports will be in the form of document format or media.
34	General	https://niua.in/waterandenvironment/crossword/	1. Same third party section will be placed on revamp websites like Blue Crossword	Same section mentioned to be embedded.