

**RESPONSES TO QUERIES FOR PROPOSAL FOR DESIGN, DEVELOPMENT, TESTING AND
COMMISSIONING OF WEB BASED MIS SYSTEM TO GENERATE ONLINE VRIKSH CITES SHIPMENT
CERTIFICATE FOR EXPORT PROMOTION COUNCIL FOR HANDICRAFTS**

S.No.	Bidding Document Reference (Number/Page)	Content of RFP Requiring Clarification	Points of Clarification Required from Vendor	Clarification / Reply by EPCH
1.	5.7,2 Page No: 16	The contractor shall be responsible for maintenance and support of EPCH Web Portal on NIC server. During the period of the contract if any additional site comes up, the same shall also be maintained and supported by the contractor.	In the financial bid a column has been asked for hosting charges, Please elaborate the same.	EPCH holds the option to host it on NIC servers/ or any other server. In the financial bid it is already mentioned the charges in point 2 (Application hosting for 3 years) So please quote accordingly
2.	Page No:16	The agency need to deploy minimum Two numbers of Software Developers, one number of Database Administrator for maintenance and support of Web based applications and One numbers of Mobile Application Developers for maintenance and support of mobile applications	Please Elaborate whether EPCH requires these dedicated resources Onsite? Please confirm do we need to add the resource cost in the Financial bid for Three years .	Offsite Resources Yes
3.		An EMD of Rs. 1,00,000.00 (Rupee One lakh only), in the form of Demand Draft(DD) drawn in favor of Export Promotion Council for Handicrafts payable at New Delhi has to be submitted along with the proposal	Please allow us to submit the Earnest Money deposit in form Bank Guarantee.	No Change
4			Do We need to develop both Mobile Application and Web portal? if Yes, then it is understood that the functionality of the mobile application and web portal remain same	Only Web Portal

5.	Page No. 14	Turnaround time: 1 business day from Step 1'.	Regarding turnaround time, please explain if the system needs to alert the user before deadline. Also explain if the notification has to be sent through sms or email:	Email notifications required
6.	Page No. 11		Bidder should be ISO 9001:2008 or ISO 20000-1 or ISO 27001 certified. Bidder should be CMMi Level 3 or CMMi Level 5	The bidder must be an ISO or CMMI certified company.