	Tender Enquiry Reference :	ICCR/EPROC/2020-21/WS-01		
	Name of Work:	**Tender for Selection of Agency to Design, Develop, Implement, Translate & Transliterate and Operate & Maintain, a new Common and integrated Website for ICCR.**		
	Published Date	**27.11.2020**		
Sr.No.	Page no.	Section Title and Clause Reference	Bidding Document Reference	Query /Clarification sought by Bidders	ICCR Response
1	1	5	Last Date and Time of E-submission of tender Date 14.12.2020 Up to Time 15:00 hrs.	Would request you to please extend the last date of submission of bids by one week after the response of pre-bid queries by department	The bid date for submission has been extended up to 24.12.2020 2PM
2	5	2.0 Objectives and Requirements	The agency shall be required to maintain existing website as per the requirement of ICCR and end of present contract with agency, till the launch of new website. The bidder shall specify all details that will be required to maintain the existing website.	Kindly share all the details of existing website/websites to be manged like, source code, user manual, technology developed, user credentials of CMS etc.	Please refer the existing ICCR website at present. The details desired in this regard will be shared with the selected agency.
3	8	6.0 Eligibility Criteria	. The Service Provider Company should have an average annual financial turnover of at least Rs. 50 Lakhs during the last three financial years ending March of the last financial year.	Sir , we would like to request once you need annual turnover of 50 lacs which means whole business in a year done 50 lacs which might not be solely through 50 lacs so pls. modify any IT related business of Rs. 50 lacs of Two orders or website just done more than 5 lac	**No Change: The Service Provider Company should have an average annual financial turnover of at least Rs. 50 Lakhs during the last three financial years ending March of the last financial year.**
			Submission of Copy of Audited Financial Statement (Annual Account) should be submitted for the mentioned Three Years ending 2020 and the Bidder should be financially sound company. CA certified. Copy of Balance Sheet /ITRs for the last 3years shall be submitted, indicating amounts in relation Website Study Design, Implementation and support.		No Change
			x. Audited Financial Statement (Annual Account) for the last three financial years and the Bidder should be financially sound company.	Sir, as we all going through extraordinary situation due to Covid-19 as a result of which our balance sheet of 2019-20 under prepartion not finalized can we give 2016-17, 2017-18 and 2018-19 , Pls. consider the same	No Change

			The bidder should have at least three years' experience with Govt. Organization/PSUs/ Autonomous Organization/Large Corporates Study, Design, Develop, Implement, Translate & Transliterate and Operate & Maintenance of the designed websites/web portals.The bidder must submit work orders for design, development and maintenance of a minimum of 2 Government website of value above 50 Lakhs. Bidder shall submit details and client reference for the same.	As we have designed , developed and maintained various bi-lingual and multi lingual website for our clients like Punjab National Bank , Bank of India , Central bank of India, BPCL,HPCL etc. We are very much capable of developing large websites with translation. Keeping transliteration as an eligibility criteria will restrict bidders like us to participate. Hence we request you to kindly relax this criteria by removing transliteration as an eligibility measure.	Ammended: The bidder should have at least three years' experience with **Govt. Organization/PSUs/ Autonomous Organization/Large Corporates** "Study, Design, Develop, Implement, Translate and Operation & Maintenance of the designed websites/web portals.The bidder must submit work orders for design, development and maintenance of a minimum of 2 Government website of **total** value above 50 Lakhs. Bidder shall submit details and client reference for the same.
4	Section II Terms and Conditions Page 9	General	Point 1.6 The manpower employed by the Service Provider shall be required to work normally as per the Council's working days, i.e. from Monday to Friday from 0930 to 1800 hours with a lunch break of half an hour from 1330 to 1400 hrs.	Q: Does a resource have to be employed at the ICCR office or need to work from backend office with same timings as that of ICCR office.	Please refer Scope of Work Clause 25.3 page 46
5	Section II Terms and Conditions Page 10	General	Point 1.13 The Company shall depute a coordinator, who would be responsible for interaction with the INDIAN COUNCIL FOR CULTURAL RELATIONS, NEW DELHI so that optimal services can be availed without any disruption.	Kindly please clarify? 1. Roles and responsibility of coordinator apart for coordination with the department officials? 2. We assume cocordinator will be required for the entire project period? Please clarify? 3. Minimum educational qualifications require for coordinator?	Please refer Scope of Work Clause 25.3 page 46
6	18	18.2 (iii)	**Payment Terms and Procedure iii. Any subscription fees paid by the agency upfront for cloud services or for any Software /Hardware services**	Please clear on the payment for any hardware services. Also do we have to provide any hardware/servers for hosting	This is in the Scope of the bidder, if related to subscription fees. For Website Hosting ICCR has Cloud Space at NIC Data Center's for which cost is borne by ICCR.
7	21	Section II Clause 19.3	**Point 1 Evaluation Matrix**	Please clarify the criteria - We understand that less then 4 project = 0 marks, but, how much marks if its 4 projects? Is it 4 marks and 2 marks for each additional project. This is query is similar to all other criteria	**Clarification:** Max Marks is 10 i.e 2 Marks for each Project work considering 5 Projetcs. For 6 or More the Max marks remain 10. Thus for 4 Projects Marks shall be 8.
			Point 1 & 2 Evaluation Matrix	Kindly ammend this clause as :Completion certificates from the client OR Work order + Self certificate of completion (Certified by the authorized signatory of the bidder)	Only CA Certified Documents are acceptable
				Kindly ammend this clause as :Completion certificates from the client OR Work order + Self certificate of completion (Certified by the authorized signatory of the bidder)	Only CA Certified Documents are acceptable

			Point No. 02 Experience of wor king on projects involving design, development and maintenance of websites/ applications for Government of India / State Government / PSU in last 3 (three) financial years ending 2020 (minimum value>Rs 25 lakhs each.	Can we also submit website work orders of private clients?	**Ammended**:Point No. 02 Experience of wor king on projects involving design, development and maintenance of websites/ applications for Government of India / State Government / PSU/**Large Corporates** in last 3 (three) financial years ending 2020 (minimum value>Rs 25 lakhs each.
8	22	Point 2.1	ICCR proposes to identify competent and professional eligible Bidder(s) and to engage a qualified and experienced agency having experience in the field of Design, Development and Maintenance of Websites. The agency shall be required to re-design ICCR Website as per the details provided in the scope of work of this RFP.	Q: The current website has over 500 pages please confirm if new website would also have these many pages or more? Q: For redesigning website, will fresh content be provided completely or will we be using the same content as right now and redesign the ICCR website with a new look and feel and as per International standards?	The No. of pages Volume/Quantities may vary. The New website design being and Integrated Website Portal with Multiple Copetitive Portal applications the number may increase depending on the participation/registrants.
		Point 2.3	ICCR website provides up to date information on real time basis about ICCR and is accessed from around the world from various browsers. ICCR is therefore looking toDesign, Develop, Operate, Maintain, Translate & Transliterate ICCR Website appoint a service provider Company that can fully understand the scope of work andcan update the existing website of the ICCR and look out maintenance on 24 x 7 basis.	Q: Do we need to do website maintenance for a year, would updates needed to be done every week or hour? Please confirm. Also, maintenance support needs to be given on 24*7 basis or as per ICCR working hours?	Please refer Clause 25.0 Also, since ICCR has its Indian Cultural Center Offices abroad, there are events and programs that are scheduled as per foreign countries timings. This may demand for content upload / support at times variying throught the day/night, hence the requirement is kept as 24x7 basis.
9	23	2.0 OBJECTIVE	Point 2.3 ICCR website provides up to date information on real time basis about ICCR and is accessed from around the world from various browsers. ICCR is therefore looking to appoint a service provider Company that can fully understand the scope of work and can update the existing website of the ICCR and look out maintenance on 24 x 7 basis.	Would you require multiple manpower to work 24x7 in mutiple Shifts?	As Above
			Point 2.6.5 ICCR is looking for common website for ICCR and its Centres in order to have same look and feel for all the users accessing the websites of ICCR and separate pages for its Regional Offices and ICC Centers and for other layered website Portals.	Please update on the details of ICCR centres is required to understand the scope of work.	Please refer exitsing website for details.

			Point 2.7 Through this Tender Document, ICCR is looking for a common integrated website. The newly designed/revamped common integrated website shall have a friendly corporate look and shall have options for multiple level of administrator having varied rights so that they are able to maintain the information pertaining to their respective Centre/Domain as per their assigned rights. The integrated website would have a common front end with identical centre information displayed along with independent administrator right to update / access.	Q: Please elaborate on what you mean by this? Do we need to make multiple websites or do we need to make one consolidated website for all? Please elaborate and define scope as it will be extremely detailed a website then.	Please refer Section-III Technical Specifications & Scope of Work 2.0 Objective and clauses 2.1 to 2.12.1 Page 22-24
10	24		Point 2.10 SMS and Email based alerts/message	Please update on Count of approximate no. of sms/e-mail/day to be sent is required.	As Above
			Point 2.12 Website shall be developed preferably on an Open Source platform. However, in certain specialized domains where OSS solutions meeting essential functional requirements may not be available or in case of urgent / strategic need to deploy CSS based solutions . The guidelines issued by MeitY / G.O.I. from time to time may be referred for the purpose.	Q: The current website is on Drupal so do we need to develop the new website also on Drupal or any other technology in particular? Q: Would the new website require any specific functionality in particular or similar to the ones that have already been used in the current website?	The technology requirement will be worked out with the selected agency.
			2.8.1 The new website shall have an Integrated Website Application that shall include ICCR Website information and Contents and separate pages and separate database instances for Competition Portals for ICCR events in the area of Art, Music, Dance, Drama that will broadly include registration of participants and login, place for uploading entries, acknowledgements, notices, circulars, jury and their profile, Display of entries, Announcement of results/awards etc. The intent of the integrated ICCR website is to provide visitors/participants, aspirants with one landing page in order to proceed to the area of interest. All input data submitted in integrated application/portal/website application shall be stored/archived online and shall be planned in consultation with ICCR.	1. We assume we just have to integrate the existing application and not develop new application? Please clarify? 2. If vendor is expected to develop the application please share the details scope of applications to be integrated with ICCR website?	Please refer Scope of Work Section III of the RFP

11	25	3.0 SCOPE OF WORK	Point 3.2 Content Writer/Editor: The successful bidder shall be required to include services of Content Writer/Editor in his proposal who shall be available 24x7 for wirting/ modifying/ optimizing (as per the word limits, if defined) contents at regular intervals or as per the requirement of ICCR. The content writer shall be efficient in providing the modified contents as soon as possible/time limits given by ICCR so that the message does not lose its importance/impact	1. Could you please lets us number of pages to be translated? 2. If translation is an ongoing activity and scope of translation is open ended how we would evalute the cost of translation for the entire project term. 3. Is scope of translation include foriegn languages?	Please refer Clause 25.3 Page 46 Please refer existing website the pages may be considered as minimum which may increase with new Design & Development of integrated website of ICCR. To start with translation sevrices will be English & Hindi whereas over a period it may be requred as per the other foreign languages specified in the RFP. Yes Scope of translation include foreign languages for selected text/documentsthat may be required after the website is designed and implemented.
				We understand that apart from 4 resources for development we have to provide content writer who shall be available for 24X7. So we have to give the CV for content writer also and cost to be included in the development cost.	Yes CVs are required.
12	26	3.0 SCOPE OF WORK	Point 3.4.1 The Website thus developed/re-designed shall well be designed/developed with mobile application with a concomitant sync between the two in terms of process flow and work flow along with syncing of data. Mobile App needs to be created with all the facilities of website and compatible with all android, Apple, windows platform	Mobile app for windows platform has become obsolete and there are no developers available in the market for the same, hence would request you to drop the same from the clause	The requirements of of Mobile App is w.r.t Android and IOS that bidder has to provide. The App shall be easy to Use for layered web appllications for filling up registrations, profiles, generating SMS and Email Alert, Uploading of Documents/Entries etc. The Website Mobile Interface shall be comaptible Smart Phones, Web Browsers. The publishing of Mobile App on App Stores thall be covered in the Scope of the bidder. No separate payments shall be made in this regard by ICCR.
			Point 3.4.1 The look of the website should be changed after ever; 3 months. The content and look of the web site should be state of the Art. Changes should be made as and when ICCR asks for the same.	Kindly please clarify? 1. We do not recommand to change the look of website after every three months as that would create confussion among external and internal users accessing the site rugularly 2. We assume look and feel of only home page is expected to be changed every 3 months? please clarify? 3. We assume seperate change request will be raised for such design changes and will not be part this commercial? please clarify?	No Change

			Point 3.5 The agency shall also get the website audited for cyber security by Cert-in empanelled agencies and for quality check by STQC for GIGW compliance	Who will bear the cost of SSL & STQC?	This is in Scope of the Bidder.The frequency of GIGW audit and Security audit shall be every year and SSL certificate validty for the entire contract period. No separate Payments shall be considered by ICCR in this regard.	
			Point 3.5.1 The server required for hosting the website shall be provided by the ICCR. The bidders are required to clearly spell out hosting requirements in their bid response that shall broadly indicate the sizing of Hardware setup and Software's planned to be used. The hardware sizing setup shall include for content storage, Backup Storage, Archival Storage, etc. However this shall be finalized in consultation with ICCR , so that all aspects are covered and planned for implementation.	Q: Would ICCR be providing their server or does server have to be provided by the service provider?	ICCR Server setup is at NIC Data Center for hosting of website. However, for any testing, Security Audit Bidder shall arrange for staging Server on his own. Bidder shall also arrange for any testing environment required to be carried out prior to deployment of OS Version Relase, Application Softwares, Patch/Release update, Security Patch updates and Plugging-in of Vulnerabilities as per the Security Audit report/observations.	
13	27	3.0 SCOPE OF WORK 3.7 Security Adherence:	Point 3.7.4 The successful bidder shall Study the requirements of ICCR and shall follow requirement identification and Analysis, Design, Development, Testing, Implementation, Training and Maintenance of new/existing Websites, Web-portals, Web Applications and Mobile Apps in compliance with the 'Guidelines for Indian Government Websites (GIGW)' http://guidelines.gov.in/ and that the website is security audited by a CERT-IN empanelled agency	Kindly Please clarify, 1.Do you have a preferred color scheme or colors you definitely want to avoid or use? 2.What should be the look and feel of the application?	To be decided with Selected Agency	
			3.7.5 Design and development of the Electronic form application in Secure & Usable format. Portal solution may include development of a complete application for electronic receipt of e-Forms, MIS reporting for various stakeholders as required by the departments, Monitoring and managing the various applications involved, etc., printing of submitted application forms by respective departments, Status Update of individual e-Form application by respective department, Status tracking by users, Query Service and payment handling	1. Please share detail scope of eletronic form application?	Plase refer existing Website. These may vary with New Website while integrating Layer Web Applications where forms may have detailed profile of Registrants/Participants.	

14	28	3.0 SCOPE OF WORK	3.1 The successful bidder shall be required to maintain and upload content on the exiting ICCR website with complete administration and support till the new website is launched.	Kindly Please clarify, Contents,Image & Multimedia file is the responsibility of your till total contract period ?	No Change
			Point 3.8 Technical Maintenance Support for 24x7 days. Any support if necessary may be extended by the selected agency that shall include deployment of a developer on -site to meet the daily needs on content updation/ Upgradation/enhancement if any, etc. The person shall be a BTech/BE in Computer science with at least 3years experience in the hardware/software planned to be used in designing the website/Website portal application.	Q: Is it mandatory to deploy a resource at the ICCR office or would need to be seated only when called ?	Please refre Clasue 25.3 Page 46
		3.9	point 3.11 Ensure uniform & easy to understand interface to the citizen to increase usage, interaction, engagements & improve Government's reach, localize the ICCR portal into Bi-lingual languages.	Q: Is the website needed only in English and Hindi or any other foreign language as well in future?	To Start with English and Hindi
		3.11	Point 3.13 ii. The content in the info-graphics has to be translated and transliterated and published on the portal. Agency shall create info-graphics in various languages and upload on the portal.	Kindly please clarify? 1. We assume cost of creation of infographics shall be part of the proposal? 2. How many infographics to be created in a month? 3. In how many languages inforgraphics to be created?	No Change
15	31	4.0 The scope of activities for designing of website broadly includes:	Point 4.1.5 Module 5: Language Content: i. The website will be required to be developed with provision of content in multi-languages such .as Hindi, English, Spanish, Arabic and French. ii. The agency would .be required to provide with an interface for automated conversion of Hindi, Spanish, Arabic and French text into Unicode. iii. HTML editor for all languages - An editor will be provided by selected company to edit the page in all languages. Also, if a page has been generated in English and not in other languages at any given time, content manager and super admin should be able to get reminders and alerts through emails to generate the corresponding page in other languages, or to ignore it completely.	1. We assume department will provide translated content for foreign languages like English, Spanish, Arabic and French ?	The agency shall include translation of text/documents in specified foreign languages as per the need of ICCR. However to start with, the website content should be in english and Hindi.

16	32	4.0 The scope of activities for designing of website broadly includes:	Point 4.3 The website design shall have integration with technologies application software(s), Payment Gateway, e-Forms etc, including, generation of receipts/acknowledgement, Automated reconciliation and generate necessary reports etc.	1. Who will provide the payment gateway? 2. For what purpose payment gateway is required? Please eloborate?	The Website shall be designed with all features required for integrating/interfacing third party applications/interfaces such as for any API required for interfacing with Online Payment Gateways. The hriring and integration of Payment Gateway is in the Scope of the Bidder. Also any charges in this regard bidder shall cover in his proposal. Any subscription payment coverage shall be as specified in Section-II Payment terms.
16	37	5.0Document Management System	5.1 Document management systems, as the name implies, are systems that aid in the publishing, storage, indexing, and retrieval of documents. Although such systems deal almost exclusively with explicit knowledge, the sheer volume of documents that an organization has to deal with makes them useful and in some cases even mandatory. Often they are a part of content management systems. Usually, a document management system will include the following functions: 5.2 Capturing Classification using metadata Indexing Searching , retrieval Versioning Administration & Security.	1. Could you please provide who would provide the Document Management System? 2. We assume DMS will be provided by department and vendor has to integrate the same? Please clarify?	The new Website Design and Development should be feature rich to manage Documents, contents, classification, indexing, Search PDFs, Key Word Search, Archiving etc., which are normally a part of Document Management System. ICCR has envisaged New Website to be designed developed and implement with above features.
17	40		i). Provide Search engine Optimization including subscription cost, if any.	Q: Does the service provider/agency have to also ensure and do search engine optimization also of the website? Do we need to look after on page off page optimization completely to ensure website is SEO friendly?	The bidder shall cover in its scope of work/proposal.

	41	18.0 Mobile Application Features	e. End User will see the Categorized list on the click of "Menu Item". The End User can select any category and navigate to the contents as desired by ICCR however to say its shall have some the section displays such as; -About Us -Academics & Activities -Culture Centre's -Students & Scholarships -Awards and Lectures -Library & Publications -Galleries -Contact Us/How to Reach -Settings Page & other showcase of ICCR related/event related information. -Online access to other integrated application portals such as; Competition Portal, Activities Portal, ICCR Scholarship Portal, etc.	We assume there is no dynamic module in the mobile application and only content has to be reflected on the mobile pages?	The requirements of of Mobile App is w.r.t Android and IOS that bidder has to provide. The App shall be easy to Use for layered web appllications for filling up registrations, profiles, generating SMS and Email Alert, Uploading of Documents/Entries etc. The Website Mobile Interface shall be comaptible Smart Phones, Web Browsers. The publishing of Mobile App on App Stores thall be covered in the Scope of the bidder. No separate payments shall be made in this regard by ICCR.
18	45	25.0Phase 4: Operation and Maintenance support	The successful bidder would be required to provide a technical manpower of requisite level for a period of one year for onsite support as well as to provide technical support for customization of web site from time to time, as required	Kindly Please clarify, 1.Do you need Onsite/Offsite resource? if its onsite please confirm 2.Onsite resource period ? 3.Number of onsite resource ? 4.Onsite resource Job Role & Responsibility ? 5.Onsite resource Experiance ? 6.Onsite resource Qualification ?	Please refer Clause 25.3 Page 46
19	49	26.2Website Design Development and Implementation deliverables:	Point iv. Security Audit and GIGW Compliance Vendor shall get the website GIGW certified from STQC and security audited for "Safe to Host" certification from CERT-IN/CERT-IN Empanelled vendors before deploying the website and website Layered applications integrated on the website including Mobile application, in production environment at Data Centre of Govt. of India preferably NIC Data Centre. The cost of security audit and GIGW certification	Kindly Please clarify, Testing is online testing of application that is error free anti hacking? Kindly Please clarify, 1.Security CERTIN audit interval time ? 2.Do you need any other audit than CERTIN security audit ? 3.Total number of CERTIN security audit in contract period? Kindly Please clarify, 1.STQC interval time ? 2.Total number of STQC in contract period ?	This is in Scope of the Bidder.The frequency of GIGW audit and Security audit shall be every year and SSL certificate validty for the entire contract period. No separate Payments shall be considered by ICCR in this regard.
			Point vi. Deployment of System a. Hosting of Website The website is planned to be hosted on G1 Cloud (Meghraj) and would be mapped with gov.in domain. Thus software shall be developed in technical	1. We assume we will have the root access of the server to make the timely updates please clarify?	Since this is post awarerd activity this will be discussed with selected agency.
20	50	Deployment of System a. Hosting of Website Point iv b. Timeline & Penalty	The time line for completion of development, security audit and making live of website shall be three months from the date of work order issued by NICSI. In case of failure to comply with the timeline, penalty provisions as per NICSI empanelment would be applicable.	Kindly please clarify? Would request you to please route this opportunity through normal tender route hence more eligible bidders would participate and competative bids would be received.	Ammended: The time line for completion of development, security audit and making live of website shall be three months from the date of work order. In case of failure to comply with the timeline, penalty provisions defined in RFP would be applicable.

21	50	Deployment of System a. Hosting of Website Point v)	Creation of Blog for forums to update/respond on activities related to ICCR.	Q: Does the service provider have to write blogs, articles, LSO content etc also on a day to day basis and update the same on ICCR website?	The raw contents shal be provided by ICCR for fine tuning by the Content Editor/Writer as per the need of ICCR. Once finalized and apporved by ICCR the same would be sent for upload by the bidder/agency.
22	64	chnical Evaluation Ma	Experience of working on projects involving design, development and maintenance of websites/ applications for Government of India / State Government / PSU in last 3 (three) financial years ending 2020 (minimum value>Rs 25 lakhs each. No of Project less than 3, 0 marks No of Project >= 3, 2 marks for each project	Kindly make Experience of working on projects involving design, development and maintenance of websites/ applications for Government of India / State Government / PSU in last 3 (three) financial years ending 2020 (minimum value>Rs 5 lakhs each. No of Project less than 3, 0 marks No of Project >= 3, 2 marks for each project	No Change
23	65		Overall Approach & Methodology15	Kindly elaborate what are components involve in Overall approach and Methodology	No Change
24	65		Technical Presentation30	Kindly elaborate what are components involve in Technical Presentation	No Change
25	48	26.2Website Design Development and Implementation deliverables:	ix. Post Implementation Support/Warranty (Support after UAT). The Bidder shall be responsible for installation, administration and maintenance of the website for the period of Warranty after successful implementation and porting of data of all ICCR centres and HQ. The warranty would be for a period of ONE year after the successful implementation of the website and the warranty period would commence after the sign off of UAT. a During the Warranty period, the bidder shall perform all the upgrade/new version update free of cost. b Any call shall have to be attended within 24 hours and any major software issue shall be resolved within 2 days of being reported or as mutually decided upon. In case the solution requires more time, the bidder should report to the concerned odal officer within given time frame in writing with the requisite details for approval.	Kindly clarify the below clause? A) During the Warranty period, the bidder shall perform all the upgrade/new version update free of cost	No Change
26		General	SEO & Anylatical Tool	Kindly Please clarify, 1. Type of anylatical tool to be used ? 2. Does it have to be a paid SEO tool or a free basic SEO Google Analytics ? 3.Would you prefer integrating any analytics tool with the portal? (e.g. Google Analytics, Firebase, Flurry). If yes then 4.Do you have any suggestions for same ?	ICCR is not specific to any tool. The bidder shall include SEO & Analytical tool in his proposal tha shall include Trend Analytics (Such as; Website as, Visirors, Pages , No of access, frequency, registrants, users, etc.)

27		General	Gateway	Kindly Please clarify, 1.Payment/SMS/Email gateway is the responsibility of bidder ? 2.New Development & its Integration is the responsibility of bidder ? 3.How many payment pages will be available in application ?	Please refer Scope of Work
26		General	Total Users/visitors & peak hours	Kindly Please clarify, How many Total users,visitors & peak hours of the portal?	Please refer Scope of Work
27		General	Concurrent User	Kindly Please clarify, How many concurrent Total users?	Quantum Cannot Specified at his moment.
28		General	Target Audience,Stakeholder	Kindly Please clarify, 1. Describe your target audience & Stakeholder (i.e. Average age, special interests, profiles, income level, education level). 2. Do they have any special needs?	ICCR being a Cultural Relatioship organization it has no boundaries and is open for all.
29		General	Logo	Kindly Please clarify, 1.Do you have a logo that will be used? If not, would you like us to create the same? If yes then please provide your requirement for new logo.? 2.Do you have a tagline to display under the app logo.?	Yes
30		General	Social Media	Kindly Please clarify, 1. What level of integration is being expected with the social media platforms? 2. ICCR will provide ready to use link ? 3. We assume there is no scope of social media management? Please clarify?	ICCR and its ICCs (Indian Cultural Center's) has own Social Media Link . Bidder Shall ensure to embed ICCR related contents as and when published on Socila Media platforms are directly interfaced/embedded on ICCR New Websie with Proper designing.
31		General	API Development & Integration	Kindly Please clarify, 1.New API & Integration is the responsibility of bidder ? 2.Do you need any third party API integration ? If yes then for which features? 3.Do you suggest any third party APIs for the same along with the API/services documentation if available? 4.Please share type of & No. of API Development & Integration ?	Bidder shall cover int its scope of work for any API interfaces required for the purpose of such as; SEO, Emai, SMS, Payament Gateway, CAPTCHA, etc.
32		General	Third-party software	Kindly Please clarify, Any third-party software your portal relies on? If yes please share details	Please refer existing website .

33		General	Feedback	Kindly Please clarify, 1.How feedback response u need like in 0 to 5 rating or good bad great etc? 2.Who will give feed back only login user or any one who visit website?	The flow will be worked with the selected agency
34		General	Data Migration	Kindly Please clarify, 1. Do you have existing setup of server, database. ? 2. Will there be a need of database migration to new server/s. ? 3. Tentative volume of data to be migrated?	The flow will be worked with the selected agency