

**“RFP for Appointment of Webmaster for Design, Development, Content Management and Maintenance of Website for
Income Tax Department”**

Clarifications / Response to the Queries received by Income Tax Department

SNo	Page No	Section	RFP Description	Query / Clarification	Department's Response
1	11	Section-II "Instruction to Bidders Part-I", Clause 3.2	In case of Consortium-MoU	MoU must state that both the members shall be responsible in case of failure by any partner- How can we take responsibility of web master	Condition remains unchanged
2	12	Section II - Instructions to Bidders Part I, 5.2.1	A firm that has been engaged by the Employer to provide goods, works or assignment/job other than webmaster assignment/job for a project, and any of its affiliates, shall be disqualified from providing webmaster assignment/job related to those goods, works or assignment/job. Conversely, a firm hired to provide webmaster assignment/job, and any of its affiliates, shall be disqualified from subsequently providing goods or works or assignment/job other than webmaster assignment/job resulting from or directly related to the firm's assignment/job.	Please Clarify	Refer Corrigendum

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3	12	Section II - Instructions to Bidders Part I, Clause 5.2.1	Instruction to bidders, if a bidder is hired, conversely.....	How can a bidder be disqualified after the contract is awarded or hired for the assignment/job. If hypothetically so, also, the draft contract does not say anything relating to this, and the TECH 10 as a declaration also does not mention anything as a declaration, for hired bidders in future not to do any other job than the webmaster and if found will be disqualified. Moreover in this case what happens to the other bidders, do they become the preferred bidder.	Refer Corrigendum
4	13	Section II - Instructions to Bidders Part I, Clause 6	Generic Query	To eliminate any unfair advantage as per section 6, the current price, quality, and the quantity of hardware, software, and content, should be available to all bidders, from the current engaged vendors, because as mentioned the hardware list is only tentative and the bidder needs to give his own list of hardware, software on service oriented architecture, and content, based on the detailed scope of work in section 5. A list of all current, software & functions, content & details and hardware, needs to be provided which the current vendors are providing so that one knows the additional things wanted in section 5 which is already known to the current vendors to eliminate any kind of unfair advantage as& per section 6	All relevant information has been provided in the RFP and / or as part of corrigendum document

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5	14	Clause 12	EMD-Rs 1,00,000/- and Rs10,000/-Bid processing fee	Who will provide EMD and Bid processing Fee? In case of consortium whether Joint EMD is accepted	EMD & Bid processing fee to be submitted by the Prime Bidder. Joint EMD & Bid Processing Fee will not be acceptable
6	15	Clause 14.3	Proposal in spiral/hard bound (in case of consortium)	Whether prequalification and technical proposal in case of consortium can be submitted in two spiral/hard bound copies (one for Content provider and other for Web master) in single envelope	Refer Corrigendum
7	19	Section-II "Instruction to Bidders Part-II", Clause No. 4, date of submission of bids	Date & time submission of bids On or before 1400 Hrs of 14/12/2010	Considering the high complexity and size of prototype, the effort required will very high. So, it would not be possible to complete the bid and submit by the date mentioned. Request for extension of the date of submission by minimum of 2 weeks (to 28th Dec 2010).	Refer Addendum dated 06/12/2010 uploaded on the Website Extended to 10/01/2010
8	21	Section-II "Instruction to Bidders Part-II" Clause 15 Minimum Eligibility Criteria	Should have an average annual turnover of INR 10 Crs from providing content in the last three years	1. The point which states “Should have an average annual turnover of INR 10 Crores from providing content in the last three years” may kindly be relaxed to 1 Crore. 2. The point which states ‘Should be making profits for last 3 years’ may kindly be omitted.	Not acceptable

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9	21	Section-II "Instruction to Bidders Part-II" Clause 15 Minimum Eligibility Criteria	Should be providing content on IT Act, Rules, orders etc for at least five (5) years.	Request IT Directorate to consider the experience in Content Management and not specifically for Income Tax related experience only. Asking only for Income Tax related content experience severely constrains the chances of competitive bidding as Income Tax Content management is a very Niche area and only One such department exist in the country.	Not acceptable
10	21	Section-II "Instruction to Bidders Part-II" Clause 15 Minimum Eligibility Criteria	Should have an average annual turnover of INR 10 Crs from providing content in the last three years	What is meant by providing content? Is it managing content through CMS or providing end content.	Both. Managing content through CMS and Providing content end to end
11	21	Section-II "Instruction to Bidders Part-II" Clause 15 Minimum Eligibility Criteria	Minimum eligibility criterion.	Request certificate from Authorized representative / CA be considered too	Not acceptable
12	21	Section-II "Instruction to Bidders Part-II" Minimum Eligibility Criteria	Should be making profits for last 3 years	We sincerely request you to kindly relax this condition of pre-qualification so that it will enable us to bid for the said tender. In the year ended 31.03.2008 our company made profits, however, in the subsequent years ended 31.03.2009 and 31.03.2010 there were losses. The reason for the losses is the global	Not acceptable

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				<p>meltdown termed as Global Recession mainly in the US. We had a substantial part of our revenue coming from the US market. Export-oriented small and mid-tier IT companies were able to weather the storm of rapid appreciation in the rupee against the dollar in 2007 and early 2008, but now they are faced with the stark reality of dwindling orders as the global financial crisis continues to cause a meltdown across countries and industries, the IT & ITeS sector in India is beginning to feel the heat and we are no exception. Even during the year of US recession i.e. 2007-08 our books showed profit. However, in the long term the impact will be minimal as our company's fundamentals are strong and the value proposition continues to hold good in the Singapore-Malaysian market. We are able to grab some opportunities in the Indian Government as well apart from our valuable and esteemed client Directorate of Income Tax (Systems), with whom we have been doing business since 2002. With this we assure you with best of our services, if an opportunity is extended to serve you again by relaxing the said pre-qualification condition.</p>	
13	21	Section-II "Instruction to Bidders Part-II",	Should have at least 5 years experience in website design, development and maintenance work. DOC REQD.: Work	1- Clause requires at least 5 years experience in website design, development and maintenance. However documentary	<p>1. Refer Corrigendum 2. Work order and completion certificate (if any) supporting the 5 years experience criteria in</p>

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		Clause No. 15, Point No.2	order and completion certificate for each of the last three years	evidence is being asked for "each of last 3 Years" which is confusing. 2- We understand that the bidder needs to provide experience on website design, development and maintenance with completion in any of the last 5 financial years ending March 2010. Kindly confirm.	website, design, development and maintenance work.
14	21	Section-II "Instruction to Bidders Part-II", Clause No. 15, Point No.3	Should have an average annual turnover of INR 10 Crs and average annual turnover of INR 25 lacs from website development and maintenance work in the last three yearsDOC REQD.: Auditor's certificate	Please confirm if a self declaration by authorized representative of the bidder on company's letter head will be accepted.	No
15	21	Section-II "Instruction to Bidders Part-II", Clause No. 15, Point No.5	Should have minimum one (1) Government or PSU client in the last 3 years DOC REQD.: Work order and completion certificate	Please confirm whether the only Work Order should be sufficient (if project is on going).	No
16	22	Section-II "Instruction to Bidders Part-II" Clause 16 Evaluation Criteria	Bidder's experience	How many projects need to be showcased	Please refer Section 16 of Instructions to Bidders - Part II

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17	22	Section-II "Instruction to Bidders Part-II", Clause No. 15,	Procedure from Detailed evaluation of Technical Proposal	Section 15 in evaluation criteria says that minimum of 1 government and PSU should be a client for the last 3 years and section 16 procedure of detailed evaluation of technical proposal says minimum of 2 government / PSU site. Which is the right one?	1 government / PSU client is required for Prequalification however for Technical evaluation atleast 2 government/PSU clients are required for Technical Evaluation. For more details refer Section 15 & 16 of Part II - Instructions to bidders Detailed Evaluation Criteria
18	22	Section-II "Instruction to Bidders Part-II", Clause No. 16,	Procedure from Detailed evaluation of Technical Proposal	Does it means vendor should provide client experience where Income Tax related content had been delivered?	Yes. Detailed Evaluation Criteria is mentioned in the RFP. Refer Clause 16 of Part II - Instructions to Bidders
19	22	Section-II "Instruction to Bidders Part-II", Clause No. 16,	Quality of Content provided	Does it specific to Income Tax related quality content or should we showcase website where quality content (non Income Tax) have been delivered?	Preferable the Service Provider showcase Income Tax related Quality content
20	22	Section-II "Instruction to Bidders Part-II", Clause No. 16,		What are the expectations from the prototype?	Clarified in Query No 22

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21	24	Section-II "Instruction to Bidders Part-II", Clause No. 16	Prototype Evaluation –CD/DVD In case of consortium	Whether two prototype evaluation CD/DVDs can be submitted(one for web master and other for content provider)	No
22	24	Section-II "Instruction to Bidders Part-II", Clause No. 16	Detailed evaluation of Technical Proposal	1. Is prototype required only for the website, or for the Knowledge Management portal (secured area) and content management system also. 2. Is the prototype a series of linked screen shots or the actual software with limited contents? (If the actual software is required then how to address the issues of availability of prerequisite system software for running/operating the prototype will be addressed)	1. Yes the prototype is required for both Knowledge Management System and Content Management System. 2. The Service Provider needs to make his own judgment and provide a prototype that showcases the Technical and Content providing capability for the development of the website
23	49	Section IV - Financial Proposal	4. Break Down of Costs – Hardware, Software & Content. Content Cost section.	Can this be taken as the Cost for the Content Download using reports like web trend report? (As the server will be hosted in NIC, will the Cost of the Download still be the Bidders or the DIT will be taking care of it?)	There is no payment for download perceived
24	52	Section V - Terms of Reference, Clause 1 Project Background	www.incometaxindiapr.gov.in (herein after referred as “ITIPR”)	Need access to this site to analyze the content and compare it with other existing I Tax site (as mentioned in the RFP document). Need help as it is not working. Message give is "Site is under construction. Site is being Updated"	The site is functional

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25	52	Section V - Terms of Reference, Clause 1 Project Background	Number of hits expected on website - current and future?		Current hit is already provided in the RFP. Refer Clause 1 of Section V - Terms of Reference
26	52	Section V - Terms of Reference, Clause 3 - Scope of work	Content Procurement from various Directorates and commissioners etc	1- Will there be a dedicated team from the DIT, who will be providing all the content that needs to be uploaded. 2- What are the current sources of information? Is this likely to change frequently?	The Service Provider needs to independently source content. Please refer to Clause 4 of Section V - Terms of Reference
27	52	Section V - Terms of Reference, Clause I Project Background	Migration of Data from existing websites	1- We require existing number of files available on both websites. 2- For revamping how many files needs to be changed/updated according to new website requirement.	The website is being re-developed into a new one. All the content mentioned in the Scope of Work needs to be sourced by the Service Provider
28	52	Section V - Terms of Reference, Clause I Project Background		What is the expected load for next 3 years (with year on year growth)? Also required the following information: No. of visits, pages per visit, hits per visit during peak time, expected concurrent users	The Service Provider needs to estimate the expected growth.

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29	52	Section V - Terms of Reference, Clause I Project Background	The website should support Unlimited download facility (Average hits per day – 13,00,000 peak load observed in July 2010 and is expected to increase in future)	Kindly suggest on page views /second, so we can size infrastructure w.r.t asked response time	Already clarified
30	53	Clause 3 - Scope of work	Working from DIT office whenever required	1- Who will provide the Infrastructure in DIT(S) premises for the service provider staff? 2-Will it be permanent shift or temporary?3- Is there connectivity to Data Center and DR site from DIT site	1. DIT would be providing space whenever required 2. It would be on temporary / Adhoc basis 3. No connectivity conceived
31	53	Section V - Terms of Reference	Content Procurement	From where the content is to be procurement	The Service Provider needs to identify source of data for procurement
32	53	Section V - Terms of Reference, Clause 3 - Scope of work	Provision, Generation and Maintenance of 1000 email ids	As CBDT is on Lotus Domino Infrastructure, Do we need to give additional 1000 user licenses of Lotus Domino or there is requirement of new mail server with 1000 user license If this is the case, what will be the preferred mail infrastructure.	There is a requirement of a new web-based mail server for 2000 users. Refer to Corrigendum

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33	53	Section V - Terms of Reference, Clause 3 - Scope of work	User maintenance Of 12000 officers of DIT	1- Are screens to be provided at website for creating, deleting, updating users details and their passwords 2- Whether separately these users will be maintained OR would be required to be integrated with existing system 3- Are 1000 mail users part of these 12000 officers of DIT	1. Yes. 2. To be maintained Separately 3. Yes
34	53	Section V - Terms of Reference, Clause 3 - Scope of work	Helpdesk 24*7 support	1- Need details of peak /off peak load of queries? 2- Need clarity on the level of support from helpdesk - extent to which the helpdesk is expected to respond to queries including policy etc. 3- Will there be connectivity to Data Center and DR site for the helpdesk and technical support team operating out of vendor's premises? 4- Who will bear the cost of links for the above 5- No. of agents required for respective shifts and on holidays 6- Qualification/ Skill set of call agents required 7- Is Toll Free line required? If yes, who will provide the same 8- No. of lines required in this toll free connection 9- Call center infrastructure - Do we need added features like call record, audio	Refer Corrigendum

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				recording, call details data, any MIS of calls etc	
35	53	Section V - Terms of Reference, Clause 3 - Scope of work	Maintenance of 1000 email list	1- Will NIC be providing Storage for the mail system? 2- Need clarification on support at client end for messaging.3- Is the messaging solution being requested web based only?	1 No 2 All server administration would need to be provided by the Service Provider 3 Yes
36	53	Section V - Terms of Reference, Clause 3 - Scope of work	Queries on Messaging	1- How will users access the mails - internet / intranet? 2- What is the bandwidth available for the users to access mails? 3- Will the users be accessing mails using VPN? 4- Similar bandwidth is required for accessing mails from DR site also. 5- Is there an existing messaging system? If yes, will be existing messaging system be migrated to the new system? If yes, who will be doing this migration? 6- What is the average mail transaction per day per user and typical mail size? 7- What is the Mail journaling/archive policy- Do we need to retain a copy of all mail for audit/security purpose centrally or individual users can maintain, delete mail they send/receive? 8- DIT to specify the backup policy	1. Internet 2. Different bandwidth speeds are available at the different department offices 3. No 4. No 5. Yes. Needs to be migrated. It will be the responsibility of the Service Provider. 6. Total Mail Size should be 1 Terabyte for 2000 users 7. Yes emails needs to be retained and the users should be able to maintain, delete mail they send/receive 8. Back – up would be taken by NIC however, Service Provider needs to procure Back-up Agents / requisite software needs to be procured by Service Provider. It is the responsibility of the Service Provider to ensure that the back-up taken by NIC is complete, consistent and correct.

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37	53	Section V - Terms of Reference, Clause 3 - Scope of work	Provision, Generation and Maintenance of 1000 email ids	Department users already have existing organizational (official) email ids. Generally individuals in an organization has only one email id from the organization. The additional requirement of 1000 email account for department users is not clearly understood. Request department to provide clarity on this requirement. If requirement is for web mail access same could be possible from the existing solution as well. In our opinion any additional emails account requirement should be provisioned from existing email solution of the department. The hosting of the existing emailed to the Web Mail can be considered as one of the solution to this	Service Provider needs to create a new web-based solution. The mail migration from the existing solution is also the responsibility of the Service Provider. The current email solution is 'Inmail 8.05 Mailing Solution'. Inbuilt Inmail database is currently being used to store the data at the backend. The current volume of Data is 27.5GB. The current email solution can be accessed through both internet and intranet using the Web Mail Solution and the SMTP / POP2 Client.
38	53	Section V - Terms of Reference, Clause 3 Scope of Work	Website must be available in both English and Hindi. Translation from English to Hindi would also be the responsibility of the Service Provider	Does the existing content on the current website need to be translated into Hindi also?	The website is being redeveloped into a new one. All the content mentioned in the Scope of Work needs be made available on the website in both English and Hindi
39	53	Section V - Terms of Reference, Clause 4 - Deliverables	Service Provider will prepare the design/prototype of the website and get the approval on the design from DIT	1- What is the scope of prototype especially w.r.t. search, bilingual, content and knowledge repository? 2- What exactly (web pages) needs to be created in the prototype phase? 3- When and who will provide the content for the prototype phase?	1. As part of the Prototype the Service Provider needs to provide the design of the screens that will be used for the website 3. The content needs to be provided by the Service Provider

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40	53	Section V - Terms of Reference, Clause 4 - Deliverables	Deliverables	Is the bidder need to setup the data center and Disaster recovery center as well	No
41	53	Section V- Terms of Reference. Scope of Work	Provision, Generation, and maintenance of 1000 email ids and email administration.	There is no SOW for Migration of the mail boxes from the existing mailing system to the new system. Will there be any mail box migration?	Yes. Refer Query 37
42	54	Clause 4 - Deliverables	Ongoing maintenance - Ensuring the availability of Backup plan, DR plan	Since the DC & DR site is owned, operated and managed by NIC we can share the plan with NIC. However, management of the plan is the responsibility of NIC. Please confirm.	Ongoing Maintenance (Replication between DC & DR, sync of users, agents, content, application releases, patches, testing of DR Plan, Other Planned & Unplanned activity etc.) are the responsibility of the Service Provider. Replication Plan needs to be shared with DIT and their approval needs to be sought. RPO is 24 hrs. RTO is 1 hr. DR should be able to support 70% of the DC peak load

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43	54	Section V - Terms of Reference, Clause 4 - Deliverables	Updating documents/pages in English & Hindi simultaneously so that there are no inconsistencies, at any point, between the various language versions.	<p>1- Documents can be uploaded by any user accessing the application, which will be in any particular language. Please provide the details like the format of document (scanned - typed), file type format etc.</p> <p>2- Is content currently provided in Hindi? If not, then will the previous content need to be translated also?</p> <p>3- Will circulars be provided as hardcopies or softcopies</p> <p>4- Downloadable version of circulars required or not</p> <p>5- Frequency of circulars/notifications</p> <p>6- If circulars have to be first translated and then uploaded the SLA impact should be different</p>	<p>1. Format of the document can be scanned, word, excel or PDF etc.</p> <p>2. No, already answered</p> <p>3. The Service Provider is required to source all circulars as specified in Section V - Term of Reference of the RFP</p> <p>4. Yes</p> <p>5. Released by Department as and when required</p> <p>6. No impact on SLA as the updation / modification is to be done within 24 hours as specified in the SLA</p>
44	54	Section V - Terms of Reference, Clause 4 - Deliverables	UAT - Service Provider will provide appropriate test environment to DIT to perform acceptance testing	Will this be in DIT(S) or within Service Provider's premises. Please provide detailed requirements - no of seats etc.	The environment needs to be set up at NIC's premises. Testing will be done from DIT premises. The UAT / staging environment should simulate the production environment as closely as possible so that the incidence of roll-back to previous versions of the applications can be minimized

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45	54	Section V - Terms of Reference, Clause 4 - Deliverables	Training - Service Provider will prepare the user manual as per DIT's requirement and provide trainings as desired	1.How many training programs will have to be conducted? 2.How many sessions will be held per training program? 3.How many participants will be there per session? 4.Will the training material be online or printed and will it be instructor-led? 5.Will DIT provide the training venue? Where will the training venue be? 6.Will DIT provide the training infrastructure like furniture, desktops, projector, etc?	e-Learning modules / CBT needs to be developed by Service Provider for trainings on the usage of various modules like CMS, knowledge portal, Website Navigation, policies etc.
46	54	Section V - Terms of Reference, Clause 4 - Deliverables	Ongoing maintenance - Ensuring Website Security (Shared Firewall & IDS)	Will NIC be providing the required equipment at Data Center and DR site	For Security NIC would provide the following: 1 Firewall : Checkpoint 2 IDS/IPS: Intrushield IPS 3 Anti Virus: Trent Micro Antivirus The Service Provider needs to formulate a security policy and share the same with DIT and deploy additional security equipment / software as may be required to secure the application
47	55	Section V - Terms of Reference, Clause 4 - Deliverables	Content Management - The Service Provider is expected to deploy suitable content management software and work flow management tool so that contents from the various Departments can be uploaded for publishing on the website	1- Can content be removed also? Definition of archives not there? 2- What is the Archival Policy?	1. The functionality of archival and deletion needs to be provided 2. The archival policy can be framed by the Service Provider to meet the requirement of DIT

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48	56	Clause 5 - Service Level Agreements	Response time for citizens queries	<p>1- How can the SLA of next working day be ensured by Service Provider if the query is to be answered by any departmental officer/official?</p> <p>2- Will response time for queries posted by citizens in level1 support include approvals of reply or would based on built knowledge base?</p> <p>3- What should be the response time for queries posted by citizens after 06:00 PM ? (only the help desk will be 24*7, not the whole team)</p>	Refer Corrigendum
49	56	Clause 5 - Service Level Agreements	Page loading time of 7 seconds	<p>1- Is this for Home Page only?</p> <p>2- Download of data heavy pages (as per required functionality) will need different SLA</p> <p>3- Will this SLA be applicable for disabled users also? Generally pages for disabled users are heavier in size</p>	<p>1. No the page loading time is for all pages on the website</p> <p>2. The 7 second SLA is applicable for pages for disabled users also</p>
50	56	Section V - Terms of Reference, Clause 4 - Deliverables	Verifying external hyperlinks on the website to ensure that the information being provided „through“ them is up-to-date, accurate and relevant.	How can content of other websites over which there is no control can be monitored? Please clarify.	Service Provider needs to ensure that the hyperlink is current and point to the latest content avail of the external website

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51	56	Section V - Terms of Reference, Clause 5 - Service Level Agreements	General	What would be the Employer's (DIT) role in helping us to get data from CBDT or any other agency where dependency is there in a timely manner where SLA to meet is just 24 Hours?	Sourcing content is the responsibility of the Service Provider
52	56	Section V - Terms of Reference, Clause 5 - Service Level Agreements	Closure of Updation / Modification within 24 hours	As updation / modification is dependent on the volume of data. Request DIT to set a limit for updation within 24 Hrs.	Refer Corrigendum
53	56	Section V - Terms of Reference, Clause 5 - Service Level Agreements	Updation of press releases etc	1- Will DIT be approving the press releases before updation? 2- Since updation is dependent on volume of data, request DIT to set a limit for updation same day	1. Yes approval of DIT is required 2. Updation needs to be done within 24 hrs . Depending upon the requirement DIT may ask the Service Provider to upload / update certain documents on urgent basis

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54	56	Section V - Terms of Reference, Clause 5 - Service Level Agreements	Patch management for Operating system and Database needs to be applied within 24 hours of release	1- As a good practice only patches relevant to the implementation are applied after testing in Pre-Prod. It is advisable to make a patch management policy and follow the same. 2- Does SLA for applying a patch in OS and database within 24 Hrs of release of patch include testing of patch and taking requisite approvals and analysis of patch for its impact on the system.? 3 -When exactly does the time start?	1. Service Provider would develop patch management policy and get it approved from DIT 2. SLA for applying a patch is after testing the patch, analyzing the impact on the system and taking requisite approval. However, the testing of patch should start within 24 hrs of release of patch 3. The time starts after approval from DIT
55	56	Section V - Terms of Reference, Clause 5 - Service Level Agreements	DR site to be available within 1 hour of primary site not being available	1- A BCP policy needs to be in place by which NIC declares disaster in DC. Switching over to DR within 1 hour is dependant on the level of control provided by NIC to the DR site. 2- DR failover may require configuration changes from the ISP vendor also.	Switching over to the DR will be the responsibility of the Service Provider
56	56	Section V - Terms of Reference, Clause 5 - Service Level Agreements	Website uptime - 99.9%	Since the DC & DR site is owned, operated and managed by NIC and we request that unavailability due to any site related issue (beyond the scope of service provider) should be taken into account while calculating the website availability for SLAs	Not acceptable

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57	56	Section V - Terms of Reference, Clause 5 - Service Level Agreements	Website uptime - 99.9%	Since the DC & DR site is owned, operated and managed by NIC and service provider is not available at the data centre. If any component goes down, Turnaround cycle could be high	Not acceptable
58	56	Section V- Terms of Reference. Clause 5. Service Level Agreement	Full Back up should be taken every week and incremental back up should be taken on a daily basis.	The retention period of the Back up is not mentioned.	Refer Query 36
59	57	Section V - Terms of Reference, Section 6 - Hardware / IT Infrastructure Requirements	Hardware/IT Infrastructure Requirements, The Department intends to host the website at NIC however, the Webmaster would be responsible for procuring, deploying and maintaining servers (including but not limited to Web Server, Application Server, Database Server and Email Server) and related hardware both at NIC and at the Disaster Recovery (DR) site. An illustrative list of the sever specification is set out below13	Need to understand, the proposed hardware is only for Website Hosting. Needs views how to address hardware requirement for mail messaging and other. Is this hardware is common for DC and DR.	Hosting solution to be deployed at per the requirement specified in Section V- Terms of Reference of RFP

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60	57	Section V - Terms of Reference, Section 6 - Hardware / IT Infrastructure Requirements	Network Connectivity	Will the network connectivity between Service Provider's location and NIC Data Center/ DR site be provided by NIC or Service provider?	Service Provider
61	57	Section V - Terms of Reference, Section 6 - Hardware / IT Infrastructure Requirements	Bullet Point 1	Will the refurbishment cost to cater to technological obsolescence which might be required to be incurred in the third year of operation depending upon client review to be a part of this bid or is this outside the current scope.	It is part of this bid
62	57	Section V - Terms of Reference, Section 6 - Hardware / IT Infrastructure Requirements	Hardware	Please provide volume in terms of number of pages for knowledge repository, Content area for SAN/ Storage sizing and its impact on SLA 9	The Service Provider needs to estimate the size of content as per the requirement mentioned in the Section V - Terms of Reference

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63	57	Section V - Terms of Reference, Section 6 - Hardware / IT Infrastructure Requirements – Chassis Specifications	Single blade chassis should accommodate minimum 6 (Quad-Processor) / 8 (Dual Processor) or higher hot pluggable blades.	ITD has asked for Single blade chassis should accommodate minimum 6 (Quad-Processor) / 8 (Dual Processor) or higher hot pluggable blades which is specific to a vendor. Clarification required: we would request you to allow 6 or more blade servers in the same chassis so that every vendor qualifies.	These are illustrative specifications. The actual specifications would depend on the solution to be proposed by the bidder.
64	57	Section V - Terms of Reference, Section 6 - Hardware / IT Infrastructure Requirements – Chassis Specifications	Two hot-plug, redundant 1Gbps Ethernet module with minimum 10 ports (cumulative), which enable connectivity to Ethernet via switch. Switch should be (Internal/external) having Layer 3 functionality - routing, filtering, traffic queuing etc	ITD has asked for Two hot-plug, redundant 1Gbps Ethernet module with minimum 10 ports (cumulative), which enable connectivity to Ethernet via switch. Switch should be (Internal/external) having Layer 3 functionality - routing, filtering, traffic queuing etc. Clarification required: We request you to please ask for 1 Gbps Ethernet switch module with minimum 20 ports including 6 uplink ports.	These are illustrative specifications. The actual specifications would depend on the solution to be proposed by the bidder. OEM has to provide suitable LAN/WAN connectivity using (L3) Layer 3 switch with adequate number of Ports keeping in view of future redundancy

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65	58	Section V - Terms of Reference, Section 6 - Hardware / IT Infrastructure Requirements	Hardware / IT Infrastructure Requirements - Blade Specifications - The Service Provider shall also be responsible for establishing connectivity to the DR site and maintaining backups on the disk-to-disk drive. The storage of the backup disks would be the responsibility of the Service Provider however, the access to the same will be provided to DIT on demand.	<ol style="list-style-type: none"> 1. What is the connectivity and replication plan of NIC b/w DC & DR 2. Generally Data Center operator is responsible for monitoring connectivity to DR site and replication to DR site 3. Backups are scheduled and maintained by the Data Center operator. In this case NIC has to ensure the same. 4. Will DIT be managing the contract with NIC for hosting hardware and services? 5. Solution requires associated equipment like Storage, networking devices, security appliances etc. Will NIC be providing the same or do the vendors provide it apart from the servers 6. If vendors have to provide the same, request DIT to suggest the specifications. 7. DIT to suggest the current data size and expected growth rate. This is required for provisioning of storage space. 	<ol style="list-style-type: none"> 1. Connectivity will be provided by NIC 2. Service Provider is responsible for replication to DR 3. Refer Query 36 4. Yes 5. NIC would be providing Firewall, racks. All other equipment / software needs to be procured by the Service Provider 6. Service Provider needs to propose the solution based on the specified scope of work and SLAs. 7. As this is the new website the data size and expected growth is to be estimated by the Service Provider
66	59	Section V - Terms of Reference, Section 6 - Hardware / IT Infrastructure Requirements	Backup	Is backup solution to be separately provisioned or the NIC backup solution would be used? System administrations, operations and backup etc., will need team to be deployed at Data Centre on continues bases. In case this is to be done by service provider, dedicated work space for the service provider team would be required at data centre.	Refer Query 36

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67	60	Section V - Terms of Reference, Section 7 - Annexure	Website Features: The website should be disabled friendly. It should cater to following set to users:	CBDT site follow Web Accessibility - Section 508	Query not Understood
68	60	Section V - Terms of Reference, Section 7 - Annexure	Home Page: Documents on the portal should be linked to Documents Repository on National Portal	Please clarify what is meant by linking to Document Repository on National portal. Only link to national portal?	Yes. It means only providing link to national portal
69	61	Section V - Terms of Reference, Section 7 - Annexure	The functionality of the Knowledge Portal (in the secured area) would include Following:	Do you need intranet portal. How many users will use this with concurrency. Is currently asked infrastructure will be common for Intranet and Internet users. Do we get separate infrastructure for Intranet and Internet.	Department needs an Internet area with authentication services for logging into the secured area. 100-120 is expected to be the concurrency. Infrastructure would be common
70	61	Section V - Terms of Reference, Section 7 - Annexure	Home Page Specification - Any other Services to be provided on the portal.	1- What will be the nature of these 'any other' services. Will these pertain to only information dissemination or can be transactional in nature like online payment or any other monetary transactions. 2- Would need a separate CR if effort is for more than 2 person days	Only information dissemination will be part of this contract

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71	61	Section V - Terms of Reference, Section 7 - Annexure	Under Section Secured Area - Work flow management for uploading of contents by officers located at locations across the country.	1- What is the workflow?2- How will approval cycle impact SLA	Work flow would consist of upto 5 levels of approval for content uploading.
72	61	Section V - Terms of Reference, Section 7 - Annexure	Under Section Website Features - Developer to assist Department in services thru TRPs and Tutorials	1- What is the scope ?2- Is it within the existing scope Or a Change Request (CR) basis3- How to arrive at a cost for this?	Already Answered.
73	61	Section V - Terms of Reference, Section 7 - Annexure	Website Features - Tutorials on using the various kinds of forms. The tutorials should be in form of elearning Modules.	Please provide, Number of Forms with number of pages per form for which Tutorial are to be prepared.	Refer to Scope of Work provided in Section V – Terms of Reference
74	61	under section Website Features	Developer is expected to assist the Department in designing the services mentioned below (note: the services include, but are not restricted to services mentioned herein):	Please provide the details of the other services and their quantum. Or delete the Note "the services include, but are not restricted to services mentioned herein". As this leads to an open ended scope.	Already Clarified
75	61	Website Features	Tutorials on using the various kinds of forms	Type and format of e-learning 1- What is the scope ?2- Is it within the existing scope Or a Change Request (CR) basis3- How to arrive at a cost for this?	Already Answered.

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76	61		<p>The secured area would also have email access for the staff. The email would have following features:</p> <ul style="list-style-type: none"> • Web-based email access • Contact management, event and calendar management, resource scheduling and administration, task management and shared folders. • Server and client-side rules and spam filtering to manage the flow of incoming messages • Ability to delete and replace an unread message • Out-of-office automatic reply • Storage of 100 MB per user • Ability to configure rules (e.g. maximum attachment limit etc.) • Mailing list functionality and easy content sharing with groups • 24*7 support • SSL enforcement for secure HTTPS access • Email encryption using standard TLS protocols • Advanced search options for searching mails 	<p>How this differs from currently running CDBT infrastructure in intranet. Kindly provide more information on this. Do we need to do provide solution on existing infrastructure</p>	<p>This is a separate infrastructure</p>

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77	62	Section V - Terms of Reference, Section 7 - Annexure	Search Facility: All Circulars, Instructions, Press Releases, Notifications, Tenders etc. should have Chronological Search, Number wise search, Section wise Searches, function wise search and Text Search with advanced search options for customized views	Can any existing tool/service be integrated or it needs to be developed by service provider	It needs to be developed by the Service Provider
78	64	Section V - Terms of Reference, Section 7 - Annexure	Content Specifications - Link for Ombudsman	1- Does any site exists for such hyperlink?2- What is the scope if the new separate page is to be added?	These are some of the new links / features to be provided on the website
79	64	Section V - Terms of Reference, Section 7 - Annexure	Content Specifications - Report Tax Evasion	1- What exactly is it?2- Need clarification on this	These are some of the new links / features to be provided on the website
80	64	Section V - Terms of Reference, Section 7 - Annexure	Content Specifications - Media resource section	1- What is required in this section?2- Does this section only for Press personnel or is it for media releases?3- Do we need to create users for this?	These are some of the new links / features to be provided on the website

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81	64	Section V - Terms of Reference, Section 7 - Annexure	Content Specifications - List of payment centers	What type of list is it	These are some of the new links / features to be provided on the website
82	64	Section V - Terms of Reference, Section 7 - Annexure	Content Specifications - Existing tax calculator is to be enhanced or a new is to be created/integrated.	For Tax calculator can any existing tool/service be integrated or it has to be developed by service provider	Tax calculator needs to be developed by Service Provider
83	66	Section V - Terms of Reference, Section 7 - Annexure	Acts, Rules, Circulars & Instructions, Case Laws- Supreme Court/High Courts/ Authority for Advance Ruling /ITAT orders	<p>Whether following are to be collected by Bidder itself or DIT will provide</p> <p>a) Amendment relating to Acts/Rules and their incorporation through hyper linking in footnotes</p> <p>b) Circulars, Notifications and Instructions from different Directorates and their effects like omitted/superseded etc</p> <p>c) Whether all Income Tax Appellate Tribunal orders whether reported in journals like ITD/SOT/TAXMAN/TTJ etc or not are required to be put through all searches required</p> <p>d) Whether ITAT orders in future are provided by the DIT or successful bidder has to collect itself</p>	Yes bidder will collect all the content specified in the RFP

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84	68	Section V - Terms of Reference, Section 7 - Annexure	Knowledge management Portal, Case laws search - Case Laws should be searchable	Can any existing tool/service be integrated or it has to be developed by service provider	It has to be developed by Service Provider
85	68	Section V - Terms of Reference, Section 7 - Annexure	Knowledge management Portal, Case laws search -Published Case Laws since 1886 (Supreme Court, High Courts, Authority for Advance Rulings and Income Tax Appellate Tribunals) relating to direct taxes and corporate laws. Published cases with multiple citations should be provided.	Need details of these Case laws like types of files, size, file format of case laws etc.	The content is to be provided and sourced by Service Provider
86	68	Section V - Terms of Reference, Section 7 - Annexure	Budgets & Bills - Union Budgets, Finance Minister's speech and highlights of budget for all years since 1961 should be made available to the citizens through the new website	What is the expected volume of this content	The Service Provider needs to estimate the size of content
87	68	Section V - Terms of Reference, Section 7 - Annexure	Budgets & Bills - Finance Bill / Act for all years along with related Memos and notifications should be made available on the new website along with text search and advanced search facility	What is the expected volume of this content	The Service Provider needs to estimate the size of content

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88	69	Section V - Terms of Reference, Section 7 - Annexure	content management - CMS : workflow approval , approval information on mail required	Is content approval notification mail required to be sent to approver and requester	Yes
89	69	Section V - Terms of Reference, Section 7 - Annexure	Content Management - The content uploading/publishing on the server hosting the website post approval in CMS will be done by DIT official.	1- Who will segregate content uploaded by DIT & development team2- Ratio of DIT v/s Development team upload of content	Refer to Clause 8 of Section V - Terms of Reference
90	73	Section V - Terms of Reference Clause 13	Technical Requirements	Since the entire product is based on service oriented architecture as per section 13 Technical requirements, will this be a single sign on, this means a single product incorporating all the features in section 5 which should be a product owned by the vendor, or this will be multiple application sub-contracted to fulfill the entire requirement of section 5	SOA, Single Sign-on incorporating all features mentioned in Section V owned by DIT

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91	73	Section V - Terms of Reference Clause 13	Technical Requirements	If multiple then clause 3.6 clears that no subcontract part or complete piece of work is allowed, in this case how does a bidder ensure payment for the same, as there is no demo and only verbal interaction for the entire assignment/job as per clause 6 section 2 2.6. is allowed. The entire hardware, and content for its functions depends of the product delivered on service oriented architecture which can only be single sign on.	Query not understood
92	73	Section V - Terms of Reference, Section 7 - Annexure	Technical Requirements, The website design should support Webcasts	Do we need to provision video streaming server for this.	Yes
93	73	Section V - Terms of Reference, Section 7 - Annexure	Section 13 - Technical Requirements	What is expected for the webcast for the new website? What if existing network is not able to handle it? What will be the impact on SLAs?	The website should supporting hosting of webcasts. This is not on intranet but internet enabled feature
94	73	Section V - Terms of Reference, Section 7 - Annexure	Section 13 - Technical Requirements	Specify Volume (No. of pages) of Digitization of the existing material Or if this is not available, DIT can seek rate of digitization and translation per page from all bidders to rationalized the cost.	The Service Provider needs to estimate the size of content based on content requirements in SOW

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95	73	Section V - Terms of Reference, Section 7 - Annexure	Section 13 - Technical Requirements	Specify Volume of (max and Avg) page uploading per day or per month Or if this is not available, DIT can seek Cost of digitization and translation per unit from all bidders to rationalized the cost.	The Service Provider needs to estimate the size of content and estimate cost in FIN- Form
96	73	Section V - Terms of Reference, Section 7 - Annexure	Section 13 - Technical Requirements	Digitization needs to be explained in greater detail. Please provide volume of pages to be scanned, translated, retyped and uploaded in unit of number of pages	This is not required since the data needs to sourced afresh by the SP
97	78	Section VI “Standard form of Contract”	Draft Contract	Modification request on various clauses of the Contract	The draft contract is issued as per the guidelines of Ministry of Finance. The Service Provider may give comments / suggest modifications on Draft Contract as part of Technical Proposal Form Tech 9 .The same would be taken up in due course with selected bidder
98	100	Section VI - Standard form of Contract - Clause 9 Liquidated Damages /Penalty, point 6	The amount of liquidated damages/penalty under this Contract shall not exceed 20% of monthly maintenance charges in case of non-compliance with SLA* as defined	While overall cap of 20% is mentioned, method for calculating penalty is not mentioned	Refer Corrigendum. The method for calculation of penalty would be discussed and agreed upon once the bidder is selected.

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99	100	Section VI - Standard form of Contract - Clause 9 Liquidated Damages /Penalty, Point 3	In case the Service Provider fails to provide one full time qualified developer/administrator at the disposal of the Employer, penalty may be imposed at Rs.1, 000/- per day	1- Resources will be brought at disposal of employer but how much time/duration would be given is not clear2- Would need at least 3-4 weeks for providing the same.	Refer Corrigendum
100	100	Section VI - Standard form of Contract - Clause 9 Liquidated Damages /Penalty, point 6	Patch management (for Operating system and Database)	The same will be done after testing, due diligence and approval from the department	Already Clarified. Refer Query 54
101	100	Section VI - Standard form of Contract - Clause 9 Liquidated Damages /Penalty, point 6	Patch management (for Operating system and Database)	Since AMC for software and hardware components are from third party, therefore amount/payments to them should be out of SLA penalty applicability.	The support from the OEM for all Technology components including System Software has to be ensured by the Service Provider. The support includes all major version upgrades / releases, patches etc.

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102	100	Section VI - Standard form of Contract - Clause 9, Liquidated Damages /Penalty, point 6	Website Development - to be completed in 4 months	Is there any Liquidated Damages /Penalty attached to it. If yes, then what is the quantum and how to calculate that?	Refer Corrigendum
103	14 & Pg 47	Clause 10 and Fin Form 2	Cost of applicable taxes	Cost of applicable taxes should not be inclusive of Total Cost	Cost needs to be provided inclusive of Taxes
104	30-43	Section III - Technical Proposal	In case of Consortium Form Tech-1 to 10	Whether separate TECH 1 to 10 may be used for Web master and content provider	Only one proposal needs to be submitted
105	62 - 63	Section V - Terms of Reference, Section 7 - Annexure	Hyperlinking & Policy & Other Specifications	Need content of various policies	The Service Provider needs to refer to the Guidelines for Indian Government Website
106	66 - 69	Section V - Terms of Reference, Section 7 - Annexure	Acts, Rules, Circulars & Instructions, Case Laws- Supreme Court/High Courts/ Authority for Advance Ruling /ITAT orders	Whether all amendments since 1961 have to be incorporated via footnotes through hyperlinks Whether all above amendments in respective Acts, Rules, Circulars, Notifications are also required to be put on website in Hindi also.	Yes. Refer Section V - Terms of Reference of RFP.

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				Whether all Direct Acts, Rules, Circulars, Notifications which will be coming in future are also required to be translated in Hindi and upload on web	
107	66 - 69	Section V - Terms of Reference, Section 7 - Annexure	Tax Tutorials	Whether tax tutorials, tax dates, FAQs updation, Tax Calculator, fillable forms etc	Query not understood
108	Generic Query on architecture			Do we need to provision for Load balancer, content caching, content proxy, Anti virus, firewall, Storage/Archival System or all this will be provided by DIT. As this document doesn't mention about Hardware and Software of these components clearly. All these are required to run this website securely and efficiently with lot of load as mentioned.	Service Provider needs to make his own estimates and provide for the hardware, software and all other application to fulfill the requirement set out in Section V - Terms of Reference. Network level load balancing is taken care of by NIC however, Application level load balancing is to be provisioned for by the Service Provider in case desired.
109	Generic Query			How many content authors will be there for this website and how they will contribute content.	Multiple contributor through Website Content Management Software
110				In this there is no Backup and Archival mechanism has asked.	Refer Clause 5 of Section V - Terms of Reference

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111				Need to understand on Storage Area Network, which is missing. Do we need to provision or will be provided by DIT.	We do not see the need of a SAN however, in case the Service Provider deems it fit to use the SAN to meet the desired SLA then they can provision for the same
112				What will be SLA for High Availability	SLA will be as defined in the RFP
113				Is DR will be active or passive	Passive
114				Details of the bandwidth infrastructure which NIC will be providing should be made available to determine the scope of hardware and software required, for example, the quantity of bandwidth both inbound and outbound, the physical space of the servers to be placed, whether UPS or uninterrupted power supply is available or not, as the SLA says 99.99 % uptime, the physical security, for the servers, etc . to determine the costing and ensure the service quality.	NIC would provide Bandwidth as desired by DIT. UPS would be provided by NIC. The physical security of the servers would be the responsibility of NIC.
115				Do the bidder have to pay any cost to NIC for bandwidth , servers, or any cost at all	For the services provided by NIC no cost has to be borne by the Service Provider
116				What is the expected volumetric for Year1,2...3 for the proposed application?	Needs to be estimated by the Service Provider
117				who would provide Content related to lineage of the dept and other information ?	Content related to lineage of the Department would be provided by DIT. The Service Provider needs to independently source all other content

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118				What are the formats of documents which users would download? do they have any document management system?	All formats. No document management system is currently deployed
119				There is no mention of migration of content from existing sites to the new unified website. Can we assume, static content related to history, background etc would be migrated As-Is from existing website to new site?	No
120				All content available in existing site, which is relevant to the new website, can be migrated As-Is?	No
121				For content procurement, would customer assist\identify the sources from where content needs to be sourced, as they are the primary authority?	No. It is the responsibility of the Service Provider and consortium if any
122				Link to RTI, Ombudsman mean users getting redirected to third party websites or are they functionalities which need to be build in the portal? In case of third party sites, is there need to sign in?	These are new Pages needs to be created for the new website
123				There is a requirement to provide media resource centre, does it relate to web casts only?	It is not restricted to webcasts
124				Where would the content for KM site be sourced, such as case laws, instructions from various Directorates etc?	Service Provider needs to source content in consultation with the DIT

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125				12,000 users would access the KM sites (DIT officials), these users need to be created in the new portal or they would be migrated from existing user store?	Users need to be created in the new portal
126				How are the current users managed? Is there any LDAP?	Yes LDAP is being currently used
127				All users to the website are guest users. Is there any requirement to register user in the website?	No
128				How are new features added to the website	Query not understood
129				Frequency of release (for adding new features, fixing faults etc)	As an when required by the DIT
130				Can the business users change website content directly? If yes, please provide details	No. The content management is through CMS by authorized users