

TOURISM CORPORATION OF MANIPUR LIMITED

REGD OFFICE: THE DIRECTORATE OF TOURISM,
NORTH A.O.C, IMPHAL,
IMPHAL WEST, MANIPUR, INDIA, 795001
CIN: U55209MN2016SGC013482

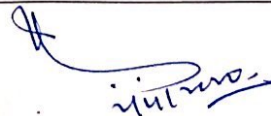
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NOTICE

Imphal, the 02th April, 2020.

BID Related Clarification of queries – “Developing & Maintenance of Website and Mobile Based Application for Tourism Corporation of Manipur Limited”:

Sl. No	Queries	Clarification
1	We understand that the department shall provide the source code of the current website / application for modifying purpose. Please confirm	Yes, Source Code of the existing website www. Manipurtourism.gov.in will be provided to the selected bidder for the said purpose.
2	Please explain what do you mean by “tracking measurement reporting and analysis”?	Count of Website visits/clicks and social media link clicks to be tracked, measured and report on monthly basis.
3	The weather widget might bear charges. Please clarify whether the department will bear the cost or the selected bidder has to bear it?	Weather widget is to be incorporated to prevent calamities and alert the traveler of upcoming weather predictions, when they are creating their travel itinerary. <ul style="list-style-type: none">Charges - to be borne by selected bidder.
4	<ul style="list-style-type: none">We understand that either the department shall provide the photographs, video and text content or they have hired third party vendor to carry the activities related to photo and videos.Please clarify whether the selected bidder has to create content for photo, video and text? If yes please provide the quantity of content required for each category	All Photographs and Videos in high resolution is to be collected by the selected bidder as mentioned in page 4 of the tender document under rate quotation. The materials collected for use in the website and mobile app shall have to be verified and authorized by TCML. <ul style="list-style-type: none">Selected bidder shall create content as required by the Department and shall not be limited or fixed.
5	<ul style="list-style-type: none">We understand that the department shall procure and provide the payment gateway for the implementing agency to integrate with the application. Please confirmAs per the RFP, there is no requirement of online booking system, however, payment gateway integration is	Department will not procure and provide the payment gateway to the selected bidder to integrate with the application. <ul style="list-style-type: none">Charges - to be borne by selected bidder. <p>There will be integration of online payment gateway for festival tickets.</p>



	required for online booking. Hence, please clarify whether online booking system development is required or not?	
6	As for the cropping of image, a different tool is required to be merged with CMS, hence please clarify whether it is required in the CMS tool or the images can be cropped in some other application and uploaded in the CMS?	Cropping of images may be done from any other application and upload in CMS.
7	We understand that the tourism department shall procure all the infrastructure required for hosting and selected bidder shall help in that server. Please confirm	Currently website is being hosted on NIC server and hosting will be done at NIC Server or State Data Center, Manipur free of cost.
8	Windows Mobile is discontinued mobile operating system by Microsoft, there very few phones available in the market with a windows OS, hence we request you to kindly remove development of mobile application in windows platform	Development of mobile application on windows platform may be omitted.
9	We need to integrate the Google API for the features. However this API is not free and is available to user on "Pay-As-You-Go" pricing model. We understand that department will bear the usage cost of this API	Google API will be integrated in the application for easy accessibility and price will be borne by the selected bidder.
10	We request you to kindly accept the payment term as mentioned in annexure1	Payment will be done as per the terms and conditions of the Tender document.
11	As there is no financial bid format given, we request you to provide the financial bid format for this bid	Financial Bid is enclosed in Annexure III
12	As WHO has declared COVID-19 a pandemic, we request you to kindly conduct the presentation online	Presentation cannot be done online.
13	Page 7, Website Development Q1. Does the agency need to shoot for image and videos? Q2. Do these also include sourcing out of videos and image? Q3. Does the Manipur Tourism have their own video and image bank? Q4. Please define the quality for the shoot (video and image) along with the quality for the sourcing out monthly.	All Photographs and Videos in high resolution is to be collected by the selected bidder as mentioned in page 4 of the tender document under rate quotation. The materials collected for use in the website and mobile app shall have to be verified and authorized by TCML.
14	Page 7, Website Development Q5. Will the brochures be provided by Manipur Tourism?	Yes, brochures will be provided by Manipur Tourism
15	Page 9, Social Content Curation Q6. Does the agency need to create social media feed to? Q7. If yes, how many feeds will it be there monthly?	No, selected bidder need not create social media feed.

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	Q8. Should the bidder include its cost within the quoted amount as per Annexure III, Financial Bid?	
16	Page 9, Functional Requirements Q9. There is no mentioned of Annual Security Audit or STQC requirement by the agency in the current scope of work. For any government e-portal it is necessary to get an Annual security Audit certificate to maintain website security. Please suggest, if the same should be considered or not.	Annual Security Audit has to done as usual for maintaining website security and charges are to borne by the selected bidder.
17	Page 14, Eligibility Criteria Q10. As the scope of work include website creation and maintenance, should the bidder not provide work experience in website as well?	Bidder need to submit relevant documents as proof of experience in the field.
18	Technical Queries Q1. Please share the current website hosting and Infra details Q2. Any recommendations on weather forecast widget and associated integration instruction? Q3. What are the number of Microsites required. Please share details	<u>www.manipur tourism.gov.in</u> is currently hosted on NIC Server and word press based. Weather forecast widget is to be integrated and charges are to be borne by selected bidder. There are currently 25 microsites associated with <u>www.manipur tourism.gov.in</u>
19	Page 8, Scope of Work Q4. Please elaborate the above requirement on Structured Authoring Templates	Website should be made user friendly to the Department.
20	Page 9, Functional Requirements Q6. Please clarify for what all services the payment gateway integration has to be done? For example : Just for homestays or booking for events/ festivals?	Integration of payment gateway would be required for online booking of tickets for tourism festivals.
21	Page 10, Functional requirements Q7. Please elaborate the above requirement	Search engine facility should be provided to search the content within the website for easy navigation.
22	Bid Queries Page 10, Training Q1. What will be the frequency of the training & for how many people?	Training shall be provided as and when needed to a maximum of 5 (five) staffs of TCML. TCML shall not bear any travel, fooding and accommodation cost.
23	Page 16, Annexure III, Financial Bid	May be left unfilled.

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	Q2 What should the bidder fill in the space holder of 'RO' in the form of the financial bid?	
24	Page 20, Tender Acceptance Letter Q2. The subject reads about the terms and conditions of tender documents for providing manpower. The RFP does not have any scope of providing any manpower. Please elaborate on the same.	Manpower to be provided is for capacity building programmes which the selected bidder should organize in order to train the staffs of TCML.



(W. Ibohal Singh)

Project Director

Tourism Corporation of Manipur Limited