



Meghalaya Information Technology Society

NIC Building, Secretariat Hill, Shillong 793 001.

Issued on: April 28, 2025
Clarification, Addendum and Corrigendum

"Design and Development of Website for Information Technology & Communication Department", MITS

EOI No: MITS.13/2025/02-B, Date of issue of EOI Document: April 08, 2025

Further to the EOI, the clarification, amendment, corrigendum notified as below. All other requirements information, terms and conditions shall remain unchanged in the EOI.

1. Clarification of the EOI queries:

Sl. no	Original Clause No. in EOI. & Page No.	Queries	MITS Response
1	Clause No. 4: Eligibility Criteria - The Agency/Firm should have an average annual turnover of INR 50 Lakhs in the last three years (FY 2021 - 22; 2022 - 2023 and 2023 - 2024 to be enclosed)	Relaxation or exemption of Average Annual Turnover of INR 50 Lakhs	Please refer to the Corrigendum section
2	Scope of Work: 1. Design, Development and Maintenance of Web-based applications and integration	All the queries related to integration, migration, new services and mobile application	The current website of the Information and Communication Technology Department (IT&C), Govt. of Meghalaya (https://ditmeghalaya.gov.in/). 1. This website will be used for informative and content

	<p>with other technologies/departments as required</p> <p>2. Migration from existing environment and website content to the proposed environment with latest application code and database</p> <p>3. The portal will have capabilities of onboarding new services</p> <p>4. Mobile Apps - will mobile apps be required? On which platforms would they be required?</p>	<p>management purpose only, there are no transactions to be done</p> <p>2. The work will include a complete revamping of the website and only a few data need to be migrated. However, a complete structuring, content management and designing is required on the data to be provided by the department</p> <p>3. Presently, we have just one web page, and one App server hosted in Meghalaya State Data Center and managed by the department itself. However, the new requirement is to have a DB server as well. There is no data cleansing required.</p> <p>4. There may be small forms that may be required to be developed for registration purposes, such as the distribution of laptops to students</p> <p>5. There is no integration required with any services, except that linking to the existing service delivery platforms such as e-District Meghalaya, Meghalaya one, among others</p> <p>6. There should be reports, event photo-shoots, live feeds, social media contents, real time integration</p>
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			<p>with the popular social media platforms</p> <p>7. There is no mobile app required, but just a mobile responsive website</p>
3	Scope of Work - Multilingual Support	<ol style="list-style-type: none"> 1. Are there mandatory multilingual support requirements (e.g.: - regional languages)? Give Specific 2. What level of accessibility compliance (e.g., WCAG 2.1 A/ AA/ AAA) is expected? 	<p>Only English language is required. However, the website should support the people who are blind or visually impaired. The vendor needs to adhere to the guidelines of https://guidelines.india.gov.in/introduction/ as mentioned in the EOI document</p>
4	<p>Scope of Work:</p> <ol style="list-style-type: none"> 1. The agency shall ensure that the web portal is security audited security audited by a CERT-IN empaneled agency 1. The agency shall also get the website audited by STQC for GIGW compliance 	Who will bear the cost of CERT-IN security audit – the department or the selected agency?	The agency has to bear all the cost associated with the certifications and renewal
5	<p>Scope of Work:</p> <ol style="list-style-type: none"> 1. Concurrent Users 	<ol style="list-style-type: none"> 1. No of Concurrent Users 	This is a website of the IT&C department, Govt. of Meghalaya. This website will be used for informative

	<ol style="list-style-type: none"> 2. Document upload/ max size 3. Database Backup 4. Database Retention 5. DC - DR 6. Data Archival 	<ol style="list-style-type: none"> 2. Document upload/ max size 3. Database Backup Policy - What is the database back policy 4. Database Retention Policy - What is database retention policy 5. DC - DR Policy - What is Data recovery policy 6. Data Archival Policy - What is the current data archival policy 	<p>and content management purpose only, there are no transactions to be done</p> <ol style="list-style-type: none"> 1. Users will be only designated officials from the department for content management 2. Document size is 5 MB 3. Data backup will be once a day 4. All other data policies will be defined at the RFP stage
6	<p>Eligibility Criteria: The Agency/Firm should have experience of working on cross platforms and must have experience of developing and designing website for at least 5 websites and at least 1 Government department/entity</p>	<p>To consider the work experience with PSUs/ CPSEs</p>	<p>Please refer to the Corrigendum Section</p>
7	<p>Eligibility Criteria: The agency should have at least 3 UI/UX designer with certification</p>	<p>To consider relaxation in the years of experience</p>	<p>Please refer to the Corrigendum Section</p>

	having at least 3 or more years of experience in UI/UX platforms		
8	Scope of work	Please share a list of current dynamic/static modules or an indicative sitemap	The current website is of the Information and Communication Technology Department (IT&C), Govt. of Meghalaya (https://ditmeghalaya.gov.in/). However, the expectation is, that the vendor should use their own expertise in providing their approach and end-solution to the department
10	Scope of work	The EoI lists a detailed set of indicative deliverables (e.g., High-Level Design Document, Security Reports, Deployment Scripts, UX Audit Reports, API provisioning, etc.), some of which typically fall under detailed project execution phases. Could you please clarify the following: a. Are bidders expected to prepare or submit these deliverables during the EoI stage itself, or are they only indicative of the expectations at the RFP or post-award stages? b. Should the EoI proposal include draft versions or just acknowledgment of capability to deliver them?	All the requirements are clearly stated in the EOI document. 1. These are indicative deliverables during the RFP stage which may slightly change and to make the bidders aware of the expected deliverables. The agency is free to provide any feedback/suggestion on their proposal during the EoI stage. These deliverables are expected during the course of the project 2. The deliverables are not required to be submitted during the EOI stage 3. All the documentary proofs as mentioned in the Eligibility Criteria need to be mandatorily submitted

		<p>c. Which of these deliverables (if any) must be included in the EoI submission package – for example, sample wireframes, draft UX strategy, or architecture diagrams?</p> <p>d. Are you expecting any proof of past experience or sample documentation (e.g., earlier performance test reports, SOPs, traceability matrices) during EoI evaluation?</p>	
11	Scope of Work: Design and Technology	<ol style="list-style-type: none"> 1. Are there any official branding/style guidelines for the department? 2. Is Drupal mandatory or can other open-source CMS platforms be proposed? 3. Any preferences for frontend frameworks (React, Angular, Vue)?\ 4. Will the CMS require workflow approvals and role-based access 	<ol style="list-style-type: none"> 1. This is a website and the vendor is encouraged to suggest whatever is the best 2. There is no workflow approval required 3. Vendors are to strictly follow the guidelines of https://guidelines.india.gov.in/introduction/

		for publishing?	
12	Maintenance and operations	<ol style="list-style-type: none"> 1. Please confirm the duration of the warranty phase before AMC begins. 2. What are the expected SLAs during AMC (response times, bug fix windows)? 3. Can you define "minor enhancements" allowed during the AMC phase without additional cost? 	<ol style="list-style-type: none"> 1. The Maintenance and Operations is of 3 years post Go-Live and the SLAs will be defined during the RFP Stage 2. Minor enhancements will include only Content management, data entry and minor changes to the design(if required)
13	Project Management & Deployment	<ol style="list-style-type: none"> 1. Will existing content be provided in structured format, or does the agency need to manually extract and clean it? 2. Who will be responsible for editing, proofreading, and translating content? 3. Will access to the current CMS and database be provided for 	<ol style="list-style-type: none"> 1. The department will provide the content, but the agency has to structure and design the same and will be responsible for proofreading and editing 2. There is no migration required and Agile methodology is preferred 3. The project timelines is 6 months and 3 years of maintenance and support 4. The agency is configuring the environment on the servers to be provided by the department. The testers will be from the department only

		<p>migration purposes?</p> <p>4. Is there a preferred methodology (Agile/Waterfall)?</p> <p>5. Can you share expected timelines for key phases – Requirement s, Design, Development, UAT, Go-Live?</p> <p>6. Should the agency set up dev, test, UAT, and production environments?</p> <p>7. How many departments /stakeholders will be involved in approvals and testing?</p>	
14	Training & Documentation	Users to be trained and location	Only the designated officials from the department will be trained based out of Shillong. This will be detailed further during the RFP stage
15	General Queries	<p>1. Please confirm that the 5% Performance Guarantee is applicable only if selected at the RFP stage.</p> <p>2. Will there be liquidated</p>	<p>1. PBG need to be submitted only by the successful bidder with whom the contract will be signed</p> <p>2. Liquidity damage will be applicable and to be defined in the RFP stage</p> <p>3. Detail clause on replacement of</p>

		<p>damages or penalties for project delays?</p> <p>3. Can the implementation/maintenance team composition be changed post-Go Live?</p> <p>4. Will IP rights (code, documentation) be transferred entirely to the department?</p> <p>5. Can hard copy proposals be couriered or must they be hand-delivered?</p> <p>6. Will PowerPoint presentations, videos, or demo links be permitted during evaluation?</p>	<p>resources will be provided in the RFP stage. Team can change but with the approval of the department</p> <p>4. All IP rights should be transferred to the department</p> <p>5. Only hard copy is accepted and should be delivered (courier/by hand) to the address mentioned in the EOI before the last date and time of bid submission</p> <p>6. Only genuine documents are permitted to be submitted with proper supporting documents.</p>
16	Technical Evaluation Criteria	Technical marking/scoring of the proposals. Only vendors who score more than 70 marks will be eligible for the RFP stage	Please refer to the Addendum Section

2. Corrigendum:

Sl. No	Clause No. & Page No.	Queries	Updated Clause
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1	Clause No. 4: Eligibility Criteria - The Agency/Firm should have an average annual turnover of INR 50 Lakhs in the last three years (FY 2021 - 22;2022 - 2023 and 2023 - 2024 to be enclosed)	Relaxation or exemption of Average Annual Turnover of INR 50 Lakhs	Please read the updated clause as: Eligibility Criteria - The Agency/Firm should have an average annual turnover of INR 20 Lakhs in the last three years (FY 2021 - 22;2022 - 2023 and 2023 - 2024 to be enclosed) or relaxation for startups/MSME as per the policies/guidelines
2	Eligibility Criteria: The Agency/Firm should have experience of working on cross platforms and must have experience of developing and designing website for at least 5 websites and at least 1 Government department/entity	To consider the work experien e with PSUs/ CPSEs	Please read the updated clause as: Eligibility Criteria: The Agency/Firm should have experience of working on cross platforms and must have experience of developing and designing website for at least 5 websites and at least 1 Government department/entity/PSUs/CPSEs
3	Eligibility Criteria: The agency should have at least 3 UI/UX designer with certification having at least 3 or more years of experience in UI/UX platforms	To consider relaxation in the years of experien e	Please read the updated clause as: Eligibility Criteria: The agency should have at least 1 UI/UX designer with certification having at least 1 or more years of experience in UI/UX platforms
4	Last date and time of Bid submission 29 th April 2025, before 1500 Hrs.	Extension of bid submissio n timeline	The Last date and time of bid submission is: 15 th May 2025, before 1500 Hrs.

3. Addendum:

Only vendors who score more than 70 marks will be eligible for the RFP stage.

Sl. No.	Eligibility Criteria	Max. Marks
1	The Agency must be incorporated & registered in India, under the Indian Companies Act /Societies Registration Act/Trust Act /any other Act in India	5

	and should be in operations in India for minimum of 3 years	
2	<p>The Agency/Firm should have an average annual turnover:</p> <p>Greater than 20 Lakhs and Less than 30 Lakhs: 10 marks</p> <p>Greater than 30 Lakhs and Less than 40 Lakhs: 12 marks</p> <p>Greater than 40 Lakhs: 15 marks</p>	15
3	The Agency/Firm should have minimum of 3 years of experience of web site development	20
4	<p>The Agency/Firm should have experience of working on cross platforms and must have experience of developing and designing website for least 1 Government department/entity/PSU/CPSE</p> <p>3 websites: 10 Marks</p> <p>4 websites: 12 Marks</p> <p>More than 5 websites: 15 Marks</p>	15
5	The agency should experience in UI/UX platforms	15
6	Manpower Details: Technical resources available with the firm with expertise on the platform and requirements as per the scope of work	10
7	Should have a local registered office in Shillong/ local clients in Meghalaya/current engagement in Meghalaya	5
8	Physical/Virtual Demonstration of the proposal for the website as per the scope of work	15
Total		100 Marks


Member Secretary
Meghalaya Information
Technology Society (MITS)