

Reply of Query on GeM BID for Website Redevelopment Hosting & Maintenance from Admin Office which was referred by Website Committee in Point no 34,35,36,39,40 &48.

Sl No	Agency Name	Query	Reply from Admin Office, AIIMS Gorakhpur
34	Cygnus Analytics	Kindly Clarify: Whether payment is milestone-based (development +go-live+ O&M) or Fully Backloaded.	Payment for website development will be made as per price breakup provided by agency with the invoice and price, once the newly developed website goes live. Further the payment for hosting and maintenance as per breakup will be made on quarterly basis.
35	Cygnus Analytics	Request that: STQC certification dependency should not delay major payment milestone, as it involves third-party timelines.	Payment will be made as per clarification mentioned for point no 34. STQC certification is to be obtained in due course.
36	Deepak Hariharan	I am not able to participate in the BID, I am MSME Registered with valid GST Certificate. Can you please address this issue.	Incomplete query, Vendor to contact GeM Authorities.
39	DgCrux Technology	EPF/ESI eligibility modification	EPI/ESI eligibility will be as per the standard statutory norms in this regard.
40	DgCrux Technology	Provision for abnormally low bid safeguard	All terms and conditions are as per GFR guidelines and as per GEM standard clause.
48	On GeM Portal	Whether milestone based payment can be considered instead of quarterly payment.	Refer reply as in Point no 34.

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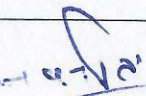
QUERIES ON GEM BID FOR WEBSITE REDEVELOPMENT HOSTING & MAINTENANCE

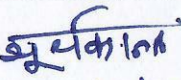
The queries received from prospective bidders were reviewed by the Website Committee, comprising medical faculty members of the Institute. The Committee examined the queries based on functional requirements, relevant Government guidelines (including GIGW 3.0), and inputs obtained from IT system analysts. Recognizing that the Committee primarily consists of domain experts from medical education and healthcare, and considering the evolving technical landscape, the Committee recommends that the proposed responses may also be vetted by an independent technical expert, if deemed appropriate, in the interest of transparency and technical robustness.

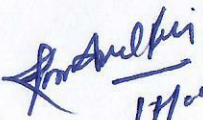
Further, all queries involving administrative and financial implications are referred to the Institute Administration, including the Deputy Director (Administration) (DDA), Financial Advisor (FA), and Procurement Cell, for guidance in accordance with GFR 2017 and applicable procurement norms. The responses are accordingly submitted for further administrative and financial scrutiny and for approval of the competent authority.

Sl. No.	Agency Name	Query	Reply from Website Committee, AIIMS Gorakhpur
1	R.D. Institute of Systematic Learning	The SOW specifies Drupal as the open-source CMS. Is AIIMS Gorakhpur open to other secure platforms (e.g., Laravel-based custom CMS, WordPress with hardened security) if they meet all GIGW 3.0 and STQC compliance requirements? Or is Drupal mandatory?	The CMS should be enterprise grade, secure, scalable and compliant with GIGW 3.0 guidelines. Vendor should ensure that open source CMS is configured as an enterprise-grade CMS meeting requirements of GIGW 3.0 compliance, strong security hardening, structured workflow, role-based access control, and long-term maintainability. Drupal is mentioned as a preferred reference platform.
2	R.D. Institute of Systematic Learning	Will AIIMS Gorakhpur provide API documentation, credentials, and sandbox/test environments for all integrations (HMIS, DigiLocker, MyGov, etc.)? What is the expected timeline for API access?	AIIMS shall facilitate coordination with concerned departments wherever applicable. Availability of API documentation, credentials, or sandbox access depends on the respective third-party government platform. The vendor shall ensure compatibility with standard secure APIs and integration protocols. Integration timelines shall be finalized mutually based on readiness of concerned systems.
3	R.D. Institute of Systematic Learning	For HMIS/e-Sushrut integration, is the current HMIS system already deployed and operational? Will the HMIS team provide technical support for integration?	Integration with HMIS/e-Sushrut or similar systems shall be undertaken subject to availability of integration interfaces and necessary approvals from the concerned system providers. AIIMS shall facilitate coordination wherever feasible. Vendor shall ensure compatibility with standard integration protocols.



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Sl. No.	Agency Name	Query	Reply from Website Committee, AIIMS Gorakhpur
4	R.D. Institute of Systematic Learning	The SOW requires STQC Website Quality Certification before go-live. Who bears the STQC audit and certification fees — the vendor or AIIMS Gorakhpur? What is the expected cost range?	Costs related to compliance activities, including testing, documentation and coordination required for STQC certification, shall be considered part of scope of work
5	R.D. Institute of Systematic Learning	CERT-In compliant VAPT report is required before go-live. Is the vendor expected to engage a CERT-In empanelled auditor, or will AIIMS arrange the audit? Who bears the VAPT audit cost?	The website shall undergo security audit by CERT-In empanelled auditor. The vendor shall ensure that the developed application complies with security requirements and supports conduct of VAPT audit. Compliance activities shall form part of scope of work.
6	R.D. Institute of Systematic Learning	Is on-site deployment of at least one dedicated web administrator mandatory from Day 1, or only on-demand? What are the expected working hours and facilities provided?	Onsite support as required to meet SLA requirements needs to be provided. Working arrangement may be finalized mutually during implementation phase.
7	R.D. Institute of Systematic Learning	Clause B.11 states the vendor is responsible for all updates/modifications without additional cost. Is there a cap on the number of monthly requests, or is it unlimited for the contract period?	Vendor shall provide content updates, modifications and technical support during contract period as per scope of work without any capping.
8	R.D. Institute of Systematic Learning	Does the 99.9% uptime SLA account for scheduled maintenance windows? Is there a provision for planned downtime (e.g., weekly 2-hour window) that is excluded from uptime calculation?	Scheduled maintenance with prior intimation and approval shall not be considered as downtime for SLA calculation, provided such maintenance is planned during non-peak hours and kept to minimum duration.
9	R.D. Institute of Systematic Learning	P1 incident response time is 15 minutes. How is a P1 (critical) incident defined? Who classifies the severity — AIIMS or the vendor? Is there an escalation matrix?	P1 incident refers to critical issues resulting in complete website unavailability, major security breach, or failure of essential public services. Severity classification shall be determined by AIIMS based on impact on public services. Vendor shall provide escalation matrix for timely resolution.
10	R.D. Institute of Systematic Learning	The website must be bilingual (English and Hindi). Is AIIMS Gorakhpur responsible for providing Hindi translations of all content, or is the vendor expected to handle translation as well?	Primary content shall be provided by AIIMS Gorakhpur. Vendor shall ensure technical capability for bilingual content publishing and proper rendering of Hindi and English content in compliance with GIGW 3.0.



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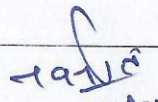
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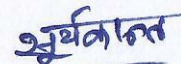
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11	R.D. Institute of Systematic Learning	The SOW mentions training of Web Information Manager (WIM) and content publishers. How many personnel need to be trained? Is training on-site? What is the expected duration?	Vendor shall provide training to Web Information Manager (WIM) and designated content publishers. Indicative number of trainees may be 5-10 personnel. Training may be conducted onsite or online. Duration and schedule shall be mutually finalized during implementation phase. Training shall include content publishing workflow, user management, and basic troubleshooting.
12	Infoque Solution OPC Private Limited	Please confirm if data migration from legacy systems is in scope.	Yes, migration of existing website content, documents, images and related data from the current website is included in the scope of work.
13	Infoque Solution OPC Private Limited	Whether APIs for integration will be provided by the client or need to be developed by the bidder?	APIs for integration with Government platforms shall be utilized wherever available from the respective system providers. The bidder shall ensure compatibility and develop necessary integration interfaces as required, in coordination with concerned stakeholders. Currently no API level integration is required. Most applications are independent platforms which are to be accessed through hyperlinks on website.
14	Infoque Solution OPC Private Limited	Whether any existing system/data needs to be migrated to the proposed solution? If yes, please share data format and volume.	Migration of existing website content and documents is included in scope. Bidders are advised to assess data format and approximate volume based on the existing website. Migration shall include restructuring of content as per revised information architecture.
15	Infoque Solution OPC Private Limited	Kindly confirm the detailed scope of AIMMS modules to be implemented (Inventory, Asset, Maintenance, Reporting, etc.).	The present tender pertains to redesign, development, hosting and maintenance of the Institute website. Functionality required under various headers are detailed in scope of work.
16	Infoque Solution OPC Private Limited	Is there any requirement for role-based dashboards and customized MIS reports?	Requirement includes role-based content access and reporting features as required for website administration.


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No.	Agency Name	Query	Reply from Website Committee, AIIMS Gorakhpur
17	Infoque Solution OPC Private Limited	Kindly share approximate volume of historical data to be migrated.	Bidders are advised to assess approximate volume based on the existing website
18	Cygnus Analytics	The SOW mentions multiple technology stacks including PHP, .NET, Java, Python, MySQL, SQL Server. Kindly clarify whether AIIMS expects: A standardized single enterprise stack, OR Allows bidders to propose their own optimized architecture. Mixing multiple stacks may lead to long-term maintainability, security, and audit challenges.	The technology stack should ensure compliance with GIGW 3.0 guidelines, security best practices, interoperability, and long-term maintainability. Bidders may propose an appropriate technology stack or architecture, provided the solution ensures scalability, security compliance, absence of vendor lock-in, availability of proper documentation, ease of content management by authorized institute personnel, and compatibility with integration requirements of Government platforms. The primary website should function as an enterprise-grade Content Management System (CMS) compliant with GIGW guidelines.
19	Cygnus Analytics	If the current website is in PHP/WordPress, please clarify: Whether AIIMS intends continuation on PHP stack, OR Migration to enterprise-grade frameworks like .NET / Java for scalability, security, and NIC alignment.	The project envisages revamp of the existing website to an enterprise-grade platform meeting requirements related to security, performance, scalability, accessibility, and compliance with GIGW 3.0.
20	Cygnus Analytics	Considering requirements like: STQC certification GIGW 3.0 compliance API integrations with Govt platforms High availability (99.9%) Kindly confirm whether open-source PHP stack is preferred, or enterprise-grade framework (.NET/Java) is recommended for compliance sustainability.	No specific programming language or framework is mandated. The proposed solution must comply with GIGW 3.0, security standards, audit requirements, and ensure long-term maintainability, scalability, and interoperability with Government systems.
21	Cygnus Analytics	The estimated bid value is ₹15,00,000 while the scope includes: Complete redesign + development Hosting + DR + 2-year O&M STQC certification CERT-In VAPT Integration with multiple Govt systems 24x7 SLA with penalties Kindly confirm: Whether this budget is inclusive of all above components, OR Certain components (e.g., STQC audit, VAPT, hosting infra) will be borne separately by AIIMS.	The financial quote shall be considered inclusive of components required for successful implementation of the website as per scope of work, unless specifically stated otherwise in the tender document. Bidders are advised to examine the scope carefully and quote accordingly.
22	Cygnus Analytics	Based on industry benchmarks, STQC certification + VAPT + cloud infra alone may consume a significant portion of total	Bidders may determine appropriate internal allocation of costs across development, infrastructure, compliance, and maintenance components

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Sl. No.	Agency Name	Query	Reply from Website Committee, AIIMS Gorakhpur
		project cost. Request clarity on budget allocation expectations across development vs infra vs compliance.	based on their proposed technical solution, ensuring full compliance with tender requirements.
23	Cygnus Analytics	Kindly clarify whether the project is: A full redevelopment (greenfield) OR A revamp/optimization of existing platform.	The project envisages revamp of the existing website to an enterprise-grade platform compliant with security, accessibility, performance, scalability and GIGW 3.0 requirements.
24	Cygnus Analytics	If revamp is acceptable: Can bidders propose a cost-optimized approach using existing PHP/WordPress base, ensuring compliance via upgrades rather than full rebuild?	The final solution must meet requirements of enterprise-grade security, scalability, accessibility and GIGW 3.0 compliance, ensuring long-term maintainability and ease of content management. The CMS should be enterprise grade, secure, scalable and compliant with GIGW 3.0 guidelines. Vendor should ensure that open source CMS is configured as an enterprise-grade CMS meeting requirements of GIGW 3.0 compliance, strong security hardening, structured workflow, role-based access control, and long-term maintainability.
25	Cygnus Analytics	Please confirm whether the following costs are included in bidder scope: STQC audit & certification CERT-In VAPT audits Security hardening & re-audits	Compliance with applicable Government security and quality standards, including necessary testing, documentation and coordination for audits, shall form part of scope of work as per tender provisions.
26	Cygnus Analytics	If included, request clarification on: Whether multiple audit cycles (due to observations) will be reimbursed.	Compliance requirements shall be governed by applicable Government standards. Bidders are expected to ensure readiness of the solution for audit requirements. Financial aspects shall be interpreted as per tender provisions.
27	Cygnus Analytics	Hosting is required on MeitY/NIC cloud. Kindly confirm: Whether NIC cloud infrastructure cost is included in project value, OR provided by AIIMS.	Costs related to cloud infrastructure cost shall be considered part of scope of work
28	Cygnus Analytics	If bidder is responsible: Kindly share expected infra sizing (traffic, storage, DR requirement) to estimate cost.	Bidders may assess infrastructure requirements based on typical load of institutional websites. The solution should ensure adequate performance, scalability, backup and disaster recovery capability.

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29	Cygnus Analytics	The scope includes: Dedicated support Possible onsite deployment 24x7 SLA Kindly clarify: Expected minimum manpower deployment model.	Onsite manpower deployment as required to meet SLA requirements needs to be provided. Working arrangement may be finalized mutually during implementation phase.
30	Cygnus Analytics	Given the budget constraints, request confirmation whether: A shared services model (centralized support) is acceptable instead of full-time onsite resource.	Onsite manpower deployment as required to meet SLA requirements needs to be provided. Working arrangement may be finalized mutually during implementation phase.
31	Cygnus Analytics	The SLA includes: 99.9% uptime 15 min P1 response Financial penalties Kindly clarify: Whether SLA excludes: Third-party downtime (NIC cloud, APIs, etc.) Scheduled maintenance	Scheduled maintenance with prior intimation and approval shall not be considered as downtime for SLA calculation, provided such maintenance is planned during non-peak hours and kept to minimum duration. Third-party service disruptions beyond vendor control may be considered as per standard industry practice, subject to terms of the SLA defined in the tender.
32	Cygnus Analytics	Request that penalties be: Capped at a reasonable % of contract value annually, not cumulatively.	Penalty provisions shall be governed by terms specified in the tender
33	Cygnus Analytics	The SOW includes integration with: HMIS / Sushrut CPGRAMS DigiLocker MyGov GeM / CPPP etc. Kindly clarify: Whether these integrations are: API-ready, OR Require custom development and coordination with external agencies.	Integration feasibility depends on availability of APIs or interfaces from respective Government platforms. Vendor shall ensure compatibility with standard integration protocols and coordinate with concerned stakeholders where required.
34	Cygnus Analytics	Kindly clarify: Whether payment is milestone-based (development + go-live + O&M) OR fully backloaded.	The provision requires administrative and financial evaluation. The Website Committee refers this matter to the Procurement Cell, Deputy Director (Administration) (DDA) and Financial Advisor (FA) for guidance, in accordance with GFR 2017 and applicable procurement norms.
35	Cygnus Analytics	Request that: STQC certification dependency should not delay major payment milestones, as it involves third-party timelines.	The provision requires administrative and financial evaluation. The Website Committee refers this matter to the Procurement Cell, Deputy Director (Administration) (DDA) and Financial Advisor (FA) for guidance, in accordance with GFR 2017 and applicable procurement norms.
36	Deepak Hariharan	I am not able to participate in the BID, I am MSME Registered with Valid GST Certificate. Can you please address this issue.	Vendor is requested to approach the Procurement Cell for needful
37	Multiple Vendors	Is the tender for 1 year or 2 years	2 years as per GeM Bid Document

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Sl. No.	Agency Name	Query	Reply from Website Committee, AIIMS Gorakhpur
38	DgCruz Technology	Use of MERN Stack / Custom CMS	Bidders may propose suitable technology stack including MERN/MEAN or equivalent, provided solution ensures GIGW 3.0 compliance, enterprise-grade CMS capability, structured content management, role-based access control, bilingual support, security compliance, no vendor lock-in, and complete handover of source code and documentation.
39	DgCruz Technology	EPF / ESI eligibility modification	The provision requires administrative and financial evaluation. The Website Committee refers this matter to the Procurement Cell, Deputy Director (Administration) (DDA) and Financial Advisor (FA) for guidance, in accordance with GFR 2017 and applicable procurement norms.
40	DgCruz Technology	Provision for abnormally low bid safeguard	The provision requires administrative and financial evaluation. The Website Committee refers this matter to the Procurement Cell, Deputy Director (Administration) (DDA) and Financial Advisor (FA) for guidance, in accordance with GFR 2017 and applicable procurement norms.
41	DgCruz Technology	GIGW Certification vs Compliance	Compliance with GIGW 3.0 is mandatory. Certification or formal audit shall be obtained wherever required under applicable Government norms.
42	On GeM Portal	Whether Hybrid or Private Cloud hosting will be considered if MeitY empanelled?	Hosting should be on NIC Cloud or MeitY empanelled Cloud Service Provider (CSP) under MeghRaj framework, with data stored within India and compliance with GIGW 3.0 and CERT-In guidelines.
43	On GeM Portal	Whether AIIMS will provide API documentation and credentials within 15 days.	Currently no API level integration is required. Most applications are independent platforms which are to be accessed through hyperlinks on website. For future endeavours, AIIMS will facilitate coordination with concerned departments for API integration wherever applicable. The vendor shall ensure that the proposed solution supports standard secure APIs and authentication protocols. Integration timelines shall be finalised mutually based on readiness of the concerned systems.
44	On GeM Portal	Whether other open-source CMS like WordPress can be proposed if compliant with GIGW 3.0.	The CMS should be enterprise grade, secure, scalable and compliant with GIGW 3.0 guidelines. Vendor should ensure that CMS is configured as an enterprise-grade CMS meeting requirements of GIGW 3.0 compliance, strong security hardening, structured workflow, role-based access control, and long-term maintainability. Drupal is mentioned as a preferred reference platform.
45	On GeM Portal	Whether timeline applies to CMS/Application patches or also Government cloud/server patches.	The requirement pertains to application layer vulnerabilities, including CMS core, plugins/modules, themes and custom developed components.

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			Vendor shall apply critical security patches within 48 hours of release or vulnerability notification. Infrastructure level patching related to hosting environment shall be governed by respective MeitY empanelled cloud provider/NIC policies. Vendor shall coordinate with hosting provider wherever required. Compliance with CERT-In advisories shall be mandatory.
46	On GeM Portal	Whether modern tech stack can be proposed if compliant with GIGW 3.0.	Bidders may propose suitable technology stack including MERN/MEAN or equivalent, provided solution ensures GIGW 3.0 compliance, enterprise-grade CMS capability, structured content management, role-based access control, bilingual support, security compliance, no vendor lock-in, and complete handover of source code and documentation.
47	On GeM Portal	Clarification on size of current website content for migration effort estimation	Vendor may refer to current website for indicative estimation of effort.
48	On GeM Portal	Whether milestone based payment can be considered instead of quarterly payment.	The provision requires administrative and financial evaluation. The Website Committee refers this matter to the Procurement Cell, Deputy Director (Administration) (DDA) and Financial Advisor (FA) for guidance, in accordance with GFR 2017 and applicable procurement norms.


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