

Responses of Bidder Queries after Pre-Bid Meeting dated 09.12.2022 (Virtual and Physical)

Date: 12.12.2022

S.no	Questions	Response
CAT - A	Pre-Bid Process related queries	
1	Can the bids be submitted online	Bids will only be accepted in hard copy mode sealed and delivered by hand/ courier/ post addressed to ICOLD - INDIA
2	EMD (a) Can the EMD be exempted or waived or be submitted post award of the contract (b) Can the tender cost be exempted/ waived (c) In case of non-award how will the EMD be released (d) In case of failure to deliver the entire scope post award what happens to the EMD paid	(a) No (b) No (c) Unsuccessful Bidder's EMD shall be refunded within 15 working days from award of the tender. (d) EMD shall be forfeited and ICOLD (india) reserves its right to other remedies besides EMD forfeiture.
3	What is the selection criteria	Bidders shall be assessed on the Quality and Cost basis.
CAT - B	Scope related queries	
1	Domain / Hosting and related hardware is whose scope	Domain and hosting shall be at the cost of ICOLD (India), however bidder shall advise the best platforms available keeping in mind the traffic and reputation involved in the event
	Technology for the website and Mobil App	Bidder to suggest on the basis of functionalities desired for website and Mobile APP shall be HYBRID
	Content for the website	Content shall be provided by ICOLD (India)
	Security Audit and GIGW is required for the website development	Vendor is required to do due diligence at their end and to ensure the system is secure.
	REGISTRATION/ LOGIN/USERS and Related Functionalities (a) Will all four categories of registration have four different login and non participants a separate login (b) If any third party form / app / tool to be integrated into the ICOLD 2024 website and mobile app for exhibition opportunities, for Exhibitors to submit their offers, for exhibitors to book the stalls, Exhibitor Listing and Profile creation OR will it be driven by the in-built programming done in ICOLD 2024? (c) If any third party form / app / tool to be integrated into the ICOLD 2024 website and mobile app for Authors to submit their abstract, Author Listing and Profile creation OR will it be driven by the in-built programming done in ICOLD 2024? (d) Event Schedule - If any third party form / app / tool to be integrated into the ICOLD 2024 website and mobile app for events, events related activities, events listing, day wise event schedule etc. OR will it be driven by the in-built programming done in ICOLD 2024? (e) SPONSOR - If any third party form / app / tool to be integrated into the ICOLD 2024 website and mobile app for sponsorship opportunities, for Sponsors to submit their offers, Sponsor Listing, online interface to sponsors and Profile creation OR will it be driven by the in-built programming done in ICOLD 2024 website and mobile app?	(a) Login for participants/ non participants shall be the same except for post login a customised dashboard shall be visible as per their bookings. In case of non participant, all the options shall be available to choose and book (b), (c), (d), (e) shall be part of development and hence no other integration needed.
	Stall booking	A dynamic layout (to be provided by ICOLD (india)) shall be made functional enabling each user select at least two options, which further shall be allocated by the admin from the backend. However such stall booking inventory shall be live and dynamic with realtime updates available
	Payment modes and confirmation to participants	All payment modes for payment shall be available as per the list below Cash/ Card/ Net banking/ DD/ SWIFT/ CHEQUE Except for online and card payments, Admin will be authorised to change the status to confirm the receipt of due payment and once confirmed by admin the same shall be confirmed by auto generation email to the user and further shall start to reflect in their respective dash boards'
	SSL Certificate	Part of Scope of work and any renewals there on shall be borne by ICOLD (india)
	HOTEL Bookings/ Excursions/ Day tours	A simple redirection to a third party booking engine
	During the development and post development requirement of a technical helpdesk	Yes needed through the development and post development till March 2025
	Refunds access	no refunds shall be routed through the website, only a manual update by admin for notification purpose may be added.
	Roles & Authorities for the backend users needed	Yes
	Payment Gateway	Will be provided by ICOLD (india) however integration shall be the responsibility of Vendor
	Cost of Mobil App Hosting (android and ios)	Part of Scope of Work

	Push notification on the app	Yes needed
	Additional Scope other than the bid document	At mutually agreed cost
CAT -C	Post Development Queries	
	AMC deliverable	Vendor to ensure 100% uptime