Government of India
National Zoological Park
Mathura Road, New Delhi-110003

Dated: 30th October 2026

CORRIGENDUM

Subject: Corrigendum to GeM Bid No. GEM/2026/B/8137727 for Operation, Maintenance, Development and Technical Support of the Software and Website of National Zoological Park – reg.

In partial modification of the above-mentioned bid, the provision relating to NICSI empanelment under Part III – Technical Evaluation Matrix shall be read as follows:

S No	Criterion	Marks
5	NICSI empanelment at Tier-III or above	10

2. All other terms and conditions of the original bid shall remain unchanged.

3. This corrigendum shall form part of the original bid document and shall be published on GeM and the Ministry's/National Zoological Park's website, as applicable. The last date for submission of bids has been revised to 09.11.2026 at 04:00 PM.

Encl: Pre Bid Queries and clarification

30/10/26

(Dr. Sanjeet Kumar)
Director
National Zoological Park

PRE-BID QUERIES AND CLARIFICATIONS

GeM Bid No. GEM/2026/B/8137727

Operation, Maintenance, Development and Technical Support of the Software and Website of National Zoological Park

S No	Reference in NIT / GeM	Query / representation	Clarification of NZP
1.	Appendix A – EMD, p. 2	Kindly clarify whether bidders holding valid Udyam registration as MSE service providers for the tendered services are eligible for EMD exemption?	No modification is being made in the existing NIT.
2.	Part III – Matrix, Sl. No. 1, p. 13	Kindly specify the score for two similar projects, three similar projects and more than three similar projects, since the present matrix awards 10 additional marks only for projects above 12.	No modification is being made in the existing NIT.
3.	Part III – Matrix, Sl. No. 2, p. 13	Kindly clarify whether CMMI Level 5 and Level 3 marks are cumulative or alternative. If alternative, the listed maximum is 15 rather than 20; kindly issue the corrected scoring table showing 100 marks. As per new case where both CMMI Level 3 and 5 that is technically wrong, if bidder have CMMI Level 5 than why we have to give Level 3 also. Kindly correct this case.	No modification is being made in the existing NIT.
4.	Part III – Matrix, Sl. No. 3, p. 13	Request to kindly accept the GIGW Compliance websites on behalf of the bidder undertaking or accept the Security Audit certificates as original with STQC Certificates. Reason being STQC Certificates is ISO compliance department prefer the Security Audit by Cert-IN empanelled Agencies.	No modification is being made in the existing NIT.
5.	Part III, clauses 3(A), 3.3 and 6.1, pp. 5, 7, 11	Kindly confirm who will provide and bear the costs of hosting, servers, storage, bandwidth, SSL and software licences. Please share the existing infrastructure configuration and identify any such costs to be included in the bid.	The successful bidder (L1 agency) shall be solely responsible for providing, arranging, managing, and bearing all costs associated with the staging server, hosting, servers, storage, bandwidth, SSL certificates, software licences, and other related infrastructure requirements. All such expenses, including installation, configuration, maintenance, renewal, and operational costs, shall be borne by the successful bidder throughout the contract period.

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			Further it is informed that it shall be the responsibility of the bidder to ensure compliance with the GIGW 3.0 norms or latest guidelines and all cost associated with such compliance shall be borne by the bidder. Bidders must include all applicable infrastructure and associated costs in their financial bids. No additional payment shall be made by the National Zoological Park for these components.
6.	Part III, clauses 3.1 and 3.2, p. 6	Kindly share the existing technology stack, versions, source-code/documentation availability, database size, integrations and peak ticketing load, to enable assessment of maintenance effort and compatibility requirements.	The existing website operates on an Ubuntu-based environment. Competent website maintenance agencies may assess the publicly identifiable technology stack by examining the website. Source code, technical documentation, database details, and integration information will be provided to the successful bidder after the award of the tender, subject to security requirements.
7.	Part III, clauses 3.2 and 3.2.3, pp. 6–7	Kindly provide device quantities, locations, makes, warranty/AMC status and integration details. Please define whether responsibility covers software support only or also physical repairs, spares, consumables and replacement, and who bears these costs.	The server infrastructure is located in Bhubaneshwar and is maintained by NIC. However, the successful bidder shall be responsible for all server-related software updates, periodic plugin updates, software maintenance, and associated technical support. All costs related to these activities shall be borne by the successful bidder throughout the contract period.
8.	Part III, clauses 3.2.4, 3(B) and 6.3, pp. 7–8, 11	Kindly identify the developments included in the fixed contract price, with quantities, specifications and delivery milestones. Please distinguish these from work requiring a separately approved SOW under Clause 6.3.	All regular software updates, website development, design and visual changes, modifications to existing features, technical enhancements, plugin updates, security updates, and related maintenance activities for the website and online ticketing

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			system shall be included in the fixed contract price. The requirements, technical specifications, and delivery timelines for such activities shall be determined by NZP from time to time, and the successful bidder shall complete them without any additional cost. Only new and independent works clearly falling outside the defined tender scope may be considered under Clause 6.3 through a separately approved Statement of Work (SOW), subject to prior written approval from NZP. No additional payment shall be entertained without prior written approval from NZP.
9.	Part III, clause 3(C), p. 8	Kindly specify the required languages, approximate monthly content volume and backlog of documents requiring translation. Please confirm whether NZP will supply approved translations or translation is included in the bidder scope.	The NZP website shall primarily support Hindi and English languages. The monthly volume of content, notices, documents, and updates may vary according to NZP requirements, and no fixed monthly limit is prescribed. Bidders may assess the existing content and pending translation requirements by reviewing the website. The successful bidder shall be responsible for uploading approved content provided by NZP, making required modifications, and regularly updating the website in both languages, subject to approval by the competent NZP authority. All such activities shall be considered part of regular website operation and maintenance, and no additional payment shall be made by NZP.
10.	Part III, clauses 5.2 and 3(3), pp. 9–10	Please specify if on-site support is required.	On site support is not required. No modification is being made to the NIT in this regard.
11.	Part III, clauses 3(A) and 3(G), pp. 5, 9	Kindly specify the number and scope of external security audits over two years and the required agency qualification. Please clarify whether	The website security audit is conducted annually, and audits for the previous two years have been completed. The next audit is

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		formal STQC/GIGW certification is a deliverable and who bears certification costs.	scheduled for August 2027. The successful bidder shall be responsible for coordinating the audit, addressing all audit observations, resolving security vulnerabilities, and ensuring compliance. The security audit fees shall continue to be borne by the National Zoological Park (NZP) through NIC, as per existing practice.
12.	Part III, clauses 3.2.2 and 6, pp. 6, 9–10	Kindly specify backup retention, recovery point objective, recovery time objective and the approved off-site/DR location. Please confirm who provides and funds backup storage and disaster-recovery infrastructure.	The successful bidder shall coordinate closely with NIC regarding backup retention, Recovery Point Objective (RPO), Recovery Time Objective (RTO), off-site/DR location, and related infrastructure requirements. NIC will provide the necessary technical guidance and assistance. The successful bidder must ensure proper coordination and collaboration with NIC for all backup and disaster recovery-related activities.
13.	Part III, clauses 3.1, 6 and 7, pp. 6, 10–11	Kindly confirm whether the 30-minute diagnosis requirement applies only to the critical incidents or all severities, and whether non-critical response/diagnosis clocks run only during the standard support window.	The NZP website provides 24×7 online ticket booking services, and downtime exceeding 30 minutes may cause significant operational and financial losses. Therefore, the successful bidder shall ensure prompt diagnosis and timely restoration of services, particularly for critical incidents, irrespective of standard support hours. NIC will provide necessary technical assistance; however, full responsibility for coordination, issue resolution, and timely restoration shall rest with the successful bidder.
14.	Part III, clauses 6 and 7, pp. 10–11	Kindly specify the uptime measurement source and deduction slabs. Please clarify treatment of outages caused by NIC infrastructure, payment/SMS providers or pending NZP approvals, and the circumstances	Website uptime shall be monitored and calculated based on the actual duration of server and website downtime. For penalty rates, deduction slabs, and the maximum 10% quarterly penalty

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		permitting penalties beyond the stated 10% quarterly cap.	limit, bidders are advised to refer to the tender terms and conditions. The successful bidder shall maintain proper coordination with NIC, NZP, and other concerned service providers to ensure timely resolution of technical issues and avoid unnecessary delays. All penalties shall be governed strictly by the provisions of the tender document.
15.	Part III, clauses 3.2, 3.3 and 6.1, pp. 6–7, 11	Kindly provide the approved pass-through cost list and clarify treatment of email services, payment-gateway transaction charges and any approved WhatsApp/API usage fees, including whether NZP will contract directly or reimburse the agency.	All costs related to software updates, website development, modifications, functional enhancements, design and visual changes, plugins, technical integration, maintenance, and associated services shall be borne exclusively by the successful bidder throughout the contract period. These activities shall be treated as part of the regular maintenance scope and must be included in the quoted bid price. NZP shall not bear, reimburse, or make any additional payment for these activities under any circumstances. Costs relating to email services, payment gateway transaction charges, WhatsApp/API usage, and other third-party services shall be governed by the NZP. Any separate payment or reimbursement for such services shall require prior written approval from NZP. The successful bidder shall remain fully responsible for all technical support, coordination, integration, and maintenance activities at its own cost. No additional financial liability shall arise for NZP unless expressly approved in writing in accordance with the tender provisions.

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16.	Part II, Clause 11 – Exit Management, p. 12	Kindly specify the initial takeover period, incumbent support period and availability of source code, credentials and pending-issue records. Please confirm the date from which SLA obligations start and whether exit support beyond the contract expiry is payable separately.	The successful bidder shall take over the website and online ticketing system after issuance of the Work Order, in coordination with the National Zoological Park (NZP), NIC, and the existing service provider. The source code, necessary login credentials, technical documentation, and available records of pending technical issues shall be provided to the successful bidder during the handover process. The successful bidder shall ensure timely completion of the takeover process through proper coordination with the existing agency and NIC, without disruption of website and online ticketing services. All SLA obligations shall commence in accordance with the Work Order and the terms and conditions of the tender. The successful bidder shall be fully responsible for ensuring uninterrupted website operations and timely resolution of technical issues. Upon expiry or termination of the contract, the successful bidder shall hand over all source code, credentials, technical documentation, and relevant system information to NZP or the newly appointed agency. Such handover and transition support shall be considered part of the contractual obligations, and no additional payment shall be made by NZP, unless otherwise expressly provided in the tender terms and conditions.
17.	Part III, Annexure	Kindly specify the rules and mechanism for accepted services and	Payment for services rendered and approved work satisfactorily

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	XII, p. 9; pp. 15–16, 34 as cited	approved work completed up to the effective termination date.	completed up to the effective date of termination shall be made strictly in accordance with the tender terms and conditions, subject to verification and approval by the competent authority of the National Zoological Park (NZP). No payment shall be made for unauthorized, incomplete, or unsatisfactory work, or for any services rendered after the effective termination date, unless specifically approved in writing by the competent authority. All payments and final bill settlements shall be governed by the tender provisions and applicable Government financial rules.
18.	Part III – Eligibility, Evaluation and Contract Conditions; Clause 3 – Technical Evaluation Matrix, Sr. No. 4	The technical evaluation matrix allocates 10 marks for NICSI Tier III empanelment. We request that marks also be considered for Tier II and above. Kindly clarify the eligibility criteria and the corresponding marks allocation for each category.	10 marks shall be awarded for NICSI empanelment at Tier-III or above. For the same, corrigendum has been issued. All other terms and conditions of the existing NIT shall remain unchanged.
19.	Part III – Scope of Work; Part II, Section 8 – Website Development & Enhancement ; Clause 6 – Payment Terms	Kindly consider defining development-specific milestones with corresponding payment terms, such as completion of requirements/SRS, design approval, development completion, staging deployment, UAT sign-off and production go-live. Payment terms should be aligned to each milestone, with acceptance/approval process and payment timeline.	Payments shall be made in accordance with the quarterly payment schedule prescribed in the NIT. No modification is being made to the NIT in this regard.
20.	Part III – Scope of Work; Part II, Section 1 – Technical Support; Clause 3 – Manpower	Kindly confirm whether the specified manpower is required to be deployed on-site at NZP or whether off-site/remote deployment is permitted. Please specify the minimum positions required on-site, applicable working hours, circumstances requiring physical presence, and whether the remaining	On site support is not required. No modification is being made to the NIT in this regard.

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	Requirement/ Deployment; Part III, Section 6 – SLA	resources may provide services remotely.	
21.	Part III – Scope of Work; Part III, Section 6 – SLA	The tender requires initial analysis, diagnosis and resolution of critical incidents within 30 minutes of receipt. Please clarify whether the 30-minute requirement applies to every incident or only to critical incidents, and whether the requirement aligns with separately stated response-time targets.	The National Zoological Park (NZP) website and online ticketing system operate 24×7; therefore, uninterrupted service availability is essential. The 30-minute requirement shall primarily apply to critical incidents, including complete website downtime, online ticket booking failures, major payment gateway issues, or disruption of essential website services. The successful bidder shall initiate immediate action and ensure initial analysis, diagnosis, and resolution of critical incidents within 30 minutes of reporting. For non-critical incidents, the response and resolution timelines specified in the tender document shall apply. In case of NIC server-related or third-party technical issues, the successful bidder shall immediately coordinate with the concerned authorities to ensure timely restoration of services. All SLA obligations, response times, and resolution timelines shall be governed by the terms and conditions of the tender document.
22.	Bid Eligibility Criteria	We are a Udyam-registered micro enterprise from Mumbai, a sole proprietorship registered under GST and MSME and in operation for more than 5 years, that designs, builds, hosts and maintains websites, and we intend to bid. 1) Eligibility clause 1 lists a registered Company, LLP or Partnership firm. Please also accept a	The eligibility conditions shall remain as prescribed in the existing NIT, applicable GeM conditions and extant Government instructions. No modification is being made to the NIT in this regard.

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		registered sole proprietorship (Udyam and GST registered). 2) Clause 4 asks for two website projects for Government/PSU/autonomous bodies, and the bid page asks for 5 years of Government/PSU experience. Please also accept completed website development and maintenance projects for large private-sector and listed-company clients, supported by work orders and completion certificates, and allow MSE relaxation of the experience criterion as per the Public Procurement Policy.	
23.	Scope of Supply/Service	1) Please share the current website platform, its hosting (NIC or other) and the approximate number of pages. 2) Is on-site presence required, or can operation and maintenance be delivered remotely, with visits for meetings when needed? 3) Are GIGW/STQC certification and a security audit required, and who bears their cost?	The existing NZP website operates on an Ubuntu-based environment, with server infrastructure managed by NIC. Bidders may refer to https://nzpnewdelhi.gov.in/ and https://ticket.nzpnewdelhi.gov.in/ to assess the website structure, technology, and approximate number of pages. Source code and technical documentation will be provided to the successful bidder after the award of the tender. Remote maintenance is permitted; however, on-site visits shall be arranged whenever required by NZP at the bidder's own cost. Annual security audits are mandatory, with the next audit scheduled for August 2027. Audit fees shall be borne by NZP through NIC, while the successful bidder shall bear all costs related to technical compliance, security updates, audit observations, and corrective measures. GIGW/STQC requirements shall be governed by applicable Government guidelines and tender conditions.
24.	Bid Eligibility Criteria	With reference to Clause 3, Technical Evaluation Matrix, Sr. No. 4 – NICSI Tier-3 Empanelment, we request your clarification on the following points:	10 marks shall be awarded for NICSI empanelment at Tier-III or above. For the same, corrigendum has been issued. All other terms and conditions of the existing NIT shall remain unchanged.

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		Whether vendors empanelled with NICSI under Tier-2 are eligible to participate in this bid, or participation is restricted exclusively to Tier-3 empanelled vendors. If Tier-2 empanelled vendors are eligible to participate, how many marks out of 10 will be awarded under Sr. No. 4 of the Technical Evaluation Matrix? Kindly confirm whether all NICSI-empanelled vendors, irrespective of their tier, are eligible to participate in this bid, or whether only Tier-3 empanelled vendors are eligible.	