

Response to queries received against tender EI-D-Tech/51/0095/2015-PD&OA dated 23.08.2015

SR. No.	Reference in Tender	Specification	Request for Change/ Query	Reply from ERNET
1	Point 31 of General conditions (i) sub point 5	Web accessibility (WCAG 2.0), responsiveness &/ or GIGW compliance validation by an independent organization (ie STQC/ Green Cloude etc or authentic tool like RPT, Appscan,W3C recommended open tools like A- checker, WAVE etc.	If we can use open tool or a 3rd party certification is required, because, while open tools are free to us, 3rd party will charge and hence we need to calculate cost accordingly.	Authorised /certified tools can be used for WCAG compliance validation. GIGW compliance has to be validated by Govt. authorised agency.
2	Point 32 of General conditions - Warranty	The warranty shall include on-site comprehensive free maintenance, updating website if required.	Are we expected to send our resource onsite for maintenance? It will increase cost. Can we provide remote support as the clients will be across India.	It will depend on situation. If any problem is resolved by remote, then resources onsite is not required. If problem could not be resolved remotely, then vendor has to send resource onsite for problem solving. Vendor will not insist to send webserver/machine at vendor site for maintenance.
3	Point 36 of General conditions Purchase order (PO)	Purchase order will be issued separately for specific website as per requirement specified in Annexure-2 at time to time as per rate contract and empanelment. Bidder has to submit PBG of 30% of total cost of each PO within 15 days of the placement of purchase order.	ERNET India is already taking a security deposit of 10 Lakhs from empanelled vendor, then why is this 30% required for each PO	Security deposit is for rate contract and PBG is for each work order
4	Point 38 (vi) of General conditions	Bidder should have the Average Annual turnover of Rs5.Cr (Rupees Five Crore only) per year for last 2 years (FE 2013-14 , 2014-15) from software development/ IT services/website development	We request you to reduce this clause to 2 Crore per Year.	NO CHANGE
5	point 30 Performance Bank Guarantee (PBG)	Bidder has to submit PBG of 30% of total cost of purchase order for web site development or renovation, within 10 days of award of purchase order, valid for one year. Vendors will be empaneled for rate Contract separately as per L1- L 10in every part mentioned in Annexure-II.	PBG should be maximum of 10%. Kindly amend	NO CHANGE
6	Point 32 Warranty	The warranty shall include on-site comprehensive free maintenance, updating website if required.	What includes in onsite comprehensive free maintenance? Do we need to deploy manpower on-site for warranty? If yes , then how many resources.	Refer point 32 of General conditions. On site resources will be required for maintenance as and when required by the customer. Also refer reply at S.No.2

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7	In Annexure-1 Point 2 subpoint 3	Initially the website will not have third party integration payment gateway / social media etc, however it may be required by a specific customer and vendor will have to facilitate integrate on extra cost if required.	We assume that cost of payment Gateway or any Third Party Tool required for the Website will be borne by the client. Please confirm.	Cost of payment gateway or any other 3 rd party tools will be borne by customer. However integration will be responsibility of vendor free of cost till warranty period.
8	Annexure II	Commercial bid format / table	Who will bear CERT-IN charge for Part-1,Part-4 and Part-5	Refer point 103 at 24 . Cost of certified security audit is in-built with GIGW. Vendor has to quote including audit cost.
9	Annexure II	Commercial bid format / table	Who will bear GIGW compliance charges for Part-2 and Part-3	GIGW Compliance charges for part 2 and 3 are not applicable
10	In Annexure III Service Level Agreement point 5, 6, 7	<u>During the warranty:</u> In case the maximum time to repair supplied software/website or downtime exceeds the above-mentioned duration (24 hrs) then penalty clause at clause 5 (a) below will be enforced. The same penalty clause will also be enforced in case the downtime exceeds the permissible total downtime as stated above at clause 2 Penalty clause for non conformance to above SLA: ERNET India/End user may deduct Rs.300/- (Rupees Three Hundred Only) from the due payments or recovered from Performance Security as the case may be for every 1 hours of down time at a stretch or in part up to total down time of 10 hours. Beyond 10 hours of down time, ERNET India/End user may deduct Rs.500/- (Rupees Five Hundred Only) from the due payments or recovered from Performance Security as the case may be for every 1 hour of down time at stretch or in parts. In any case, if the website is not made operational for 5 days from the time of reporting of fault, the Performance Security submitted by the Bidder to ERNET India shall be invoked. Any payments (payable to Bidder) shall not be paid too. This will be deemed to be an event of default and ERNET India may terminate the contract...	Downtime due to reasons other than software/Website (i.e. Hardware, Server, Networking, Bandwidth etc.) should not be considered in the SLA. Please confirm.	There should be valid reason supported by authentic document signed by the customer.

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			Do we need to visit client location for content Collection or Project Understanding? If yes then please specify the list of locations.	Yes. Empanelment will be for PAN India Customer. Location will be specified in individual PO.
11	Point 31 (i) subpoint 7	Any delay in the supplies/installation would be reported to ERNET India and specific prior approval for delay with justification would be taken on case-to-case basis.	If there is a delay from customer side due to delay in approval (i.e. design approval, UAT approval etc.) then it should not be considered in the time-Line or penalty. Kindly confirm	Refer reply at Sl no. 10 also refer point 31(i) of General conditions of Tender document
12	In annexure I Point 2 subpoint 3	Customer or respective organization/ Dept will provide the website content, logos etc. Website should have bilingual support - English and Hindi (UNICODE). The contents in English and Hindi will be provided by the organization for whom website is being developed/revamped	We assume that all the content in all required languages will be provide by the customer. We need not have to translate.	Yes Clause is Self-Explanatory
13	Point 38 (vi) of General conditions	Manpower deployed for the website development should be trained on CMS/WCAG 2.0 guidelines	Do we need to submit resume of resource at the time of Tender submission? If yes, then please provide format of the same.	Not mandatory. Format of resume may be any kind.
14	Annexure II	Commercial bid format / table	Wherever GIGW cost has been asked for, Security Audit is missing. Kindly clarify that are you considering Security Audit as part of GIGW or do we need to add the Security Audit cost to the GIGW cost.	Yes; also refer reply at sl.no.-8
15	Point 4	The rate contract will be valid for any number of websites till the duration of the rate contract.	Kindly clarify that how much business can be expected?	ERNET is expecting to get business from Indian Government origination and educational Institutes.
16	Point 9 Earnest Money Deposit (EMD) of General conditions	Each quotation must be accompanied by Earnest Money Deposit (EMD) Rs.10 Lakhs an(shall be in the form of Demand Draft Pay Order/Bank Guarantee of any Nationalized Bank taken in the name ofERNET India, New Delhi. EMD in the form of Bank Guarantee should be valid minimum for a period of 225 days from the original due date of the quotation Quotations received without Eamest Money Deposit are liable to be rejected.	EMD of Rs.10 Lakh is very high, kindly reduce the same.	NO CHANGE

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17	Point 38 (vi) of General conditions	Bidder should have the Average Annual turnover of Rs5.Cr (Rupees Five Crore only) per year for last 2 years (FE 2013-14 , 2014-15) from software development/ IT services/website development	Request you to reduce the turnover clause to upto Rs.2 Crores so that we can participate in same.	Refer reply at Sl. no. 4
18	Point 19 of General conditions	ERNET India will empanel maximum 10 bidders in each group (Part-1 to 5) for responsive website development/ migration to CMS based website conforming to WCAG / or and GIGW subject to that L2-L10 bidder will have to match the price of L1.(ii) After determination of lowest value bid in each partes), all the responsive, eligible and technically qualified vendor(s) shall be asked to match the lowest value (L1) bid. The pool of vendor(s) matching best value (L1) bid will be created separately for each of the part (i.e. Part-1 to-5). In case there are less than 10 response/ eligible bidders in any part then empanelment of vendor(s) will be done for lesser number(s) of valid bids also	Kindly clarify that 10 parities are not be empaneled foe a particular category, then will it be re-tendered or the parties who have matched the L1 bid will be selected.	Clause is Self-Explanatory.
19	Point 19 of General conditions	Work will be awarded to each of the successful bidders (max 10 in each part) equally with a condition that L1 bidder will be awarded 10% over and above all other successful bidders who agrees to match the L1 price. Calculation of work awarded will be done over the period of one year subject to availability of sufficient work order Fom the client(s). The same will be done on the neares approximalion basis.	Kindly let us know what happens in scenario where a L1 vendor quotes very very less price and is not even comparable to the price mentioned by other vendors in the same category?	Refer reply at Sl. No. 54
20	Point 5 of General conditions	Due Date & Time for submission of bids- 30.09.2015 (3.00 PM)	Kindly extend it by 1 week.	Extended for 10 days

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21	Point 9 Earnest Money Deposit (EMD) of General conditions	Each quotation must be accompanied by Earnest Money Deposit (EMD) Rs.10 Lakhs and shall be in the form of Demand Draft Pay Order/Bank Guarantee of any Nationalized Bank taken in the name of ERNET India, New Delhi. EMD in the form of Bank Guarantee should be valid minimum for a period of 225 days from the original due date of the quotation. Quotations received without Earnest Money Deposit are liable to be rejected.	Since you are already taking PBG of 30% against each PO issued also, Request you to reduce this to 5 Lakhs.	Refer reply at Sl. No 16.
22	Point 5 of General conditions	Due Date & Time for submission of bids- 30.09.2015 (3.00 PM)	Kindly extend it by 10 days.	Refer reply at Sl.no. - 20.
23	Point 19 (i) of General conditions	ERNET India will empanel maximum 10 bidders in each group (Part-1 to 5) for responsive website development/ migration to CMS based website conforming to WCAG / or and GIGW subject to that L2-L10 bidder will have to match the price of L1.	Kindly find a formula so that companies who bid very low and commercially disqualified.	Refer reply at Sl. No. 54
24	Point 38 (vi) of General conditions	Bidder should have the Average Annual turnover of Rs.5 Cr (Rupees Five Crore only) per year for last 2 years (FE 2013-14, 2014-15) from software development/ IT services/website development	Kindly reduce it to 2 Crores so that we can bid for the same.	Refer reply at Sl. No. 4
25	In Annexure III point 5 During the warranty:	In case the maximum time to repair supplied software/website or downtime exceeds the above-mentioned duration (24 hrs) then penalty clause at clause 5 (a) below will be enforced. The same penalty clause will also be enforced in case the downtime exceeds the permissible total downtime as stated above at clause 2	300 per hour is too much whereas sometimes it's beyond vendor capability issues like system software issues/service provider issues (Third party) etc.	Reduced It to Rs.100 per hour
26	In Annexure III point 5 During the warranty:	If the website is not made operational for 5 days from the time of reporting of fault, the Performance Security submitted by the Bidder to ERNET India shall be invoked. Any payments (payable to Bidder) shall not be paid too. This will be deemed to be an event of default and ERNET India may terminate the contract.	This is very risky and needs to be understood.	Clause may be read as If the website is not made operational within 5 days from the time of reporting of fault.....

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27	Point 9 Earnest Money Deposit (EMD)	Each quotation must be accompanied by Earnest Money Deposit (EMD) Rs.10 Lakhs and (shall be in the form of Demand Draft/ Pay Order/Bank Guarantee of any Nationalized Bank taken in the name of ERNET India, New Delhi. EMD in the form of Bank Guarantee should be valid minimum for a period of 225 days from the original due date of the quotation. Quotations received without Earnest Money Deposit are liable to be rejected.	This is a amount which is refundable so pls. Make it Rs.5 Lakh instead of 10 Lakh and what about NSIC certified bidders?	Refer reply sl. No 16. NSIC Certified bidders are exempted.
28	In annexure I Point 2 subpoint 3	Website may have static, dynamic or combination of static and dynamic pages, and may include tendering process, online transactions etc. The Website may also have the facility to play audio and video files.	Pls. clarify about the online transition and for what types of cases they require online transaction. Also clarify about play and audio files.	Any kind of online transaction and any type of audio video files as required by customer.
29	point 19	ERNET India will empanel maximum 10 bidders in each group (Part-1 to 5) for responsive website development/ migration to CMS based website conforming to WCAG / or and GIGW subject to that L2-L10 bidder will have to match the price of L1.....	Pls. clarify each part (from 1 to 5) should have 10 bidders from L1 TO L10,if yes, then should ,these each vendor will be unique in each part (from 1 to 5) or it can be same vendors can be selected other parts as well pls. Share the department view point.	It can be same vendor.
30	point 30 Performance Bank Guarantee (PBG) and point 9	Bidder has to submit PBG of 30% of total cost of purchase order for web site development or renovation, within 10 days of award of purchase order, valid for one year. Vendors will be empaneled for rate Contract separately as per L1- L 10 in every part mentioned in Annexure-II. Successful Bidder have to sign written rate contract agreement and submit Security Deposit of Rs.10 Lakhs in the form of Demand Draft form of Demand Draft, within the period of 15 days of issuing of Rate Contract, valid up-to 3 years and further extendable for 2 more years or up-to validity period of Rate Contract, as the case may be.	Pls. clarify it should be either of these security or PBG.	No change

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31	Point 31 Deliverables	The Development/ Migration/ Renovation of website at test site/ staging server and installation/ commissioning in production site as per given table.	As we know there are different variants of websites like static or and dynamic or and GIGW or and WCAG 2.,So deliver period keeping or uniform for all seems to be bit challenging and risky and it may vary from case to case so what best department can suggest would be provide max. Time limit can be 6 months or 24 Weeks Effectively keeping average 22 working days in a month's subject to freezing the SRS before development.	No change
32	Point 38 (iii)	Firm should be of CMMi level 3 / ISO 900 I certified company.	It should be either of two pls. clarifies.	It is self- explanatory
33	In annexure I Point 2 subpoint 3	Website may have static, dynamic or combination of static and dynamic pages, and may include tendering process, online transactions etc. The Website may also have the facility to play audio and video files.	Dynamic pages at what extend according to requirement.	As per requirement of customer
34	In annexure I Point 2 subpoint 3	Website may have static, dynamic or combination of static and dynamic pages, and may include tendering process, online transactions etc. The Website may also have the facility to play audio and video files.	Please explain the works which is going to be done in tendering /e tendering process.	As per requirement of customer
35	In annexure I Point 2 subpoint 3	The vendor should also provide facility to capture Website analytics and statistics: covering traffic reports, visitor analysis, duration analysis etc. during warranty period	Please tell as the specific requirement for website analytic.	It is self- explanatory
36	In annexure I Point 2 subpoint 3	Accessibility of mobile platforms (like Android, Windows, iOS etc)	Is mobile application required?	Website should be accessible on mobile platforms
37	In annexure I Point 1 subpoint 6	To get security audit certificate from cert-in empaneled vendor	As audit would involve the software and network security of hosting environment, audit is to be done on customer infrastructure or our ?	On customer infrastructure.

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38	In annexure I Point 2 subpoint 4	Vender should ensure that all the modules being developed/revamped for website are error free and hack proof.	There should be regular audits, probably every 3 months, so that any bug resolution and /or new feature dose not actually introduce a vulnerability. Especially, since much of functionality is developed by CMS and/or plugin developer (s). Or one should be liable only until the time of releasing the code for the feature.	Vender will be responsible for security audit only after completion of website . Future audits will be responsibility of customer.
39	In annexure I Point 2 subpoint 4	Website should be a secured website https (verisign, Thwate etc) also. SSL certificate will be procured by customer.	Cheap SSL certificates break compatibility with many browsers.	N.A
40	In annexure I Point 4 subpoint 1	Development platform: Any CMS/open Source/any or as per customer requirement.	If CMS/plugin has associated licensing fees, etc., Who it to pay?	During development vender should have development infrastructure for desired platform. For hosting customer has to facilitate.
41	In annexure I Point 4 subpoint 2	Migrating existing websites to accessible websites i) Converting existing website to CMS based website ii) Converting and improving the Accessibility o/Existing Websites to WCA02 and /or GIGW compliant.	Migration only possible in compatible CMS/Database systems. Otherwise it is same as making a new website.	Yes
42	In annexure III Service Level Agreement point 4	4. Incase of any hacking/defacing of website, vendor must promptly recover the website by taking necessary steps immediately.	Remote access for initial resolution?	Yes. If possible in case to case basis else site visit may be required.
43	Annexure IV GIGW Guidelines	point 4-Website is registered under gov.in ...	Domain name registration and renewal are to be managed and paid by?	Responsibility of customers.
44	Annexure IV GIGW Guidelines	point 7 - Due permissions have been obtained for publishing any content protected by copyright.	Content is being provided by customer, this should be their responsibility.	Its part of GIGW .
45	In annexure IV	Tertiary content	Point 44, Who pays for the said service?	N.A

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46	Point 6	Part-I (Technical Bid) and Part-II (Financial Bid) should first be sealed separately, and then both the covers should be kept in a single sealed bigger cover. This cover should be submitted to the. "Registrar & CPO, ERNET India, 10th Floor, Jeevan Prakash Building, 25, Kasturba Gandhi Marg, New Delhi -110 001" before due date and time of tender In case of any missing information on the above, the bid is likely to be rejected	It is off line bid.	Yes
47	Point 9 Earnest Money Deposit (EMD)	Each quotation must be accompanied by Earnest Money Deposit (EMD) Rs.10 Lakhs an(shall be in the form of Demand Draft Pay Order/Bank Guarantee of any Nationalized Bank taken in the name of ERNET India, New Delhi. EMD in the form of Bank Guarantee soul be valid minimum for a period of 225 days from the original due date of the quotation Quotations received without Eamest Money Deposit are liable to be rejected.	Since EMD can be submitted in from of bank guarantee as there I s no format provided in the bid document so can we provide the EMD in from of BG in standard format issued by Nationalized Bank.	Yes
48	Point 31 (ii) Criteria for Acceptance	Documentary/ live proof of at least 5 websites that have been developed that are Responsive and CMS based and at least 5 websites that are WCAG2.0 level A / GIGW compliant	Bidder can submit the work order and completion either of GIGW or WCAG 2.0, since most of corporate customer we portal/website are WCAG 2.0 complaint and completion certificate are written the web portal/website designed and developed by company is working as satisfactory, So we hope in absence of WCAG not certificate work completion certificate will not be an issued in treating the completion certificate as satisfied work completion certificate.	In such cases any other supporting document for the website like PO mentioning WCAG/GIGW may be enclosed.
49	point 30 Performance Bank Guarantee (PBG)	Bidder has to submit PBG of30% of total cost of purchase order for web site development or renovation, within 10 days of award of purchase order, valid for one year. Vendors will be empaneled for rate Contract separately as per L1- L 10in every part mentioned in Annexure-II.	WE requested to you pls. reduce the PBG of each work order from existing 30% to 10 % or ask the empaneled bidder to submit a Lump sum PBG of Rs.50 lakh for the work order to be issued apart from the security deposit.	Refer reply at sl. No. 5

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50	Point 33 AMC	All the prospective bidders have to quote for AMC of website, for a period of one year after the completion of warranty period. Bidder has to quote AMC cost in percentage of the cost of items quoted and that percentage will be applicable to each subpart. It is however, clarified that AMC price of one year would be included for price comparison and in deciding L1-L10 bidder. But the AMC prices will be valid for 4 years after warranty.	Since you asked for an AMC price to be part of deciding L1 bid it is requested that fix the minimum AMC% so bidder can do the quality job post implementation of the project and it will reduce the risk of someone quoting extra low to become L1 and which will lead the non-acceptable AMC% To maximum bidders who want to seriously service the customer under Digital India Movement.	No change
51	Point 34 Liquidated Damages	If the supplier fails to deliver the website with respective compliance, testing and security audit within the period specified in the purchase order, ERNET India shall without prejudice to its other remedies, deduct as liquidated damage 2% of the price of the delayed products/website for every week subjected to maximum of 10%. If the company failed to complete the work of project and declared defaulted if it delayed beyond 5 weeks, then PBG will also be forfeited and the firm/ company shall be black listed for future business with ERNET India or disqualified for the consideration of their bids in future.	If the bidder fails to get compliance due to testing and security audit where it has no control than liquidation damage should be applied in consultation with the department and ERNET and it is urged to ERNET to help the Bidder to know the hosting environment while issuing the work order.	Refer reply at sl. No. 10
52	Annexure II	Point 6 in each part of Commercial bid format	Plese clarify that the cost for security Audit and Testing of STQC for GIGW is to borne by the bidder.	Yes
53	Annexure II	Commercial bid format / table	We request to you please put some light on the calculation for the L1 Bid as the table ask for $(1+2+3+4+)=A$ cost to mentioned for 200 sites however the AMC which at point no. 5 and STQC testing at point no.6 is fot the individual site, so we want to understand the correlation between $(A+5+6)$ in decision of L1.	Refer point (iii) of note in Annexure II at page 18

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54	Annexure II	Commercial bid format / table	(9) It is requested to omit the non serious players who have quotes the bid without understanding the scope of work for development and deployments of web sites (A price which you feel a desired website based on GIGW/WCAG complaint is not feasible and vender has quoted that price to become L1). Therefor we trequest to you please consider the GTV of all bidder to drive out the avrage cost of the bid and anyone who has quoted less that 30% of the average should not commercially acceptable.e.g. There are Five bidders and quoted as following- A=Rs.5000/- B=Rs.4000/- C=Rs.2000/- D=Rs.5000/- and E=Rs.1000/- Average=(A+B+C+D+E)/5=17000/5=Rs.3400/- And 30% OF Rs.3400/-=Rs1020/- so bidder E is not considered as L1, L1 in this case is bidder C.	NO CHANGE
55	Point 5	Due Date & Time for submission of bids- 30.09.2015 (3.00 PM)	(10) We request to you valuable extend the bid by atleast 10 working days so maximum bidder can apply.	Refer reply at sl .no 20
56	In annexure I point 2 subpoint 5	Training to the organization whose website is developed/ revamped should be provided. Vendor will provide the user manual detailing architecture and module of website	To how many people and where the training will be given.	Training will be conducted at a customer site for upto 5 officers.
57	In annexure II	Commercial bid format / table	Please explain in detail.	5 formats are for different Bill of material mentioned in price format only
58	Point 19	ERNET India will empanel maximum 10 bidders,	Please explain the criteria for empanelment.	Refer Point 38 of general conditions in tender document
59	General Query		What should be the frequency of upgradation/updation in the website. Please specify	As required by customer
60	General Query		Will team sit at ERNET office or they can work from vendor's office? Please specify	Team can work from Vendor's office.

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61	General Query		What are the technologies/platform used for development of the website. Please specify	Refer Point 4 of Annexure I
62	Point 9 Earnest Money Deposit (EMD)	Each quotation must be accompanied by Earnest Money Deposit (EMD) Rs.10 Lakhs and shall be in the form of Demand Draft/Pay Order/Bank Guarantee of any Nationalized Bank taken in the name of ERNET India, New Delhi. EMD in the form of Bank Guarantee should be valid minimum for a period of 225 days from the original due date of the quotation. Quotations received without Earnest Money Deposit are liable to be rejected.	Our company is NSIC registered organization and we are free from Tender Fee & EMD . Can we quote for the above tender with NSIC cert without EMD and Tender Fee	Yes
63	Point 38 (vi) of General conditions	Bidder should have the Average Annual turnover of Rs5.Cr (Rupees Five Crore only) per year for last 2 years (FE 2013-14 , 2014-15) from software development/ IT services/website development	Since application development and FMS is a small part of total turnover of an organization, once application made we get a small amount to maintain the same so requesting to relax the term to 4 crores instead of 5 crores But ideally speaking it should not be more than <u>3 to 3.5 crores</u> . This will give chance to many other reputed vendors to quote for this tender and get associated with your esteemed organization.	Refer reply at Sl. No. 4
64	Point 38(i)	Firm should also have experience of 1 year of making website GIGW/ or WCAG 2.0 compliant, conforming to atleast level – A	Our request is now a day any new website which is to be hosted on NIC server is already made as per these guidelines. Since vendors have to get the certification of audit from cert empanelled auditor we may provide you with that where as for GIGW compliance we are the facilitators to the department in terms of coding levels for the department. Moreover the payments are made directly by department and certificates are received by the department only without mentioning any vendor name on it.	Any supporting documentary proof should be attached

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65	Point 30 - PBG	Bidder has to submit PBG of 30% of total cost of purchase order for web site development or renovation, within 10 days of award of purchase order, valid for one year.	Whereas general market scenarios says for maximum of 5% to 10% only.	Refer reply at sl no 5
66	Point 38(iii)	Firm should be of CMMi level 3 / ISO 9001 certified company.	CMMI Level 3 or CMMI Level 5	No change

Amendment in clause 30 of the tender document

Clause 30 may be read as :

Bidder has to submit PBG of 30% of total cost of purchase order for web site development or renovation, within **15** days of award of purchase order, valid for one year. Vendors will be empaneled for rate contract separately as per L1-L10 in every part mentioned in Annexure-II.

The PBG equivalent of AMC cost will be submitted every year, in case the AMC is being awarded / or renewed, at the beginning of start of AMC, **to the customer**, whose website will be given for AMC, directly.