REPLY TO BIDDER'S PRE-BID QUERIES

ANNUAL MAINTENANCE, ENHANCEMENT AND NEW DEVELOPMENT FOR OPEN SOURCE PLATFORM APPLICATION

BID DOCUMENT NO. IGL/ET2/CP/CM18338

Owner: INDRAPRASTHA GAS LTD

Sl No	Page No.	Clause No. & Description	Tender Requirement	Bidder's Query	IGL's Reply
1	Page No. 64	SOW | Sec 2.0 | Point 2.7	2.7 Mobile Application: Native iOS & Android, And Flutter	We need clarification on whether all 10 mobile applications are available for all 10 modules within the scope of AMC. Is the mobile application developed using a native tech stack, or is it hybrid? This is because Flutter, as mentioned, is a hybrid technology.	Some applications are already developed while other are required to be developed(Subject to management decision at the time of development). One application was developend on flutter while rest can be developed on native or hybrid
2	Page No. 64	SOW | Sec 2.0 | Point 2.9, 2.10, 2.11	2.9 Server: Tomcat Server, nginx 2.10 Environments: Dev, UAT, Production 2.11 OS: Linux	We assume that the existing hosting and infrastructure services will continue to be utilised, with the associated costs being borne by the Client during the AMC period. Please confirm.	Yes, Existing hosting shall be continued and cost shall be borne by IGL
3	Page No. 65	SOW | Sec 3.1 | Point D	SAP Integration On approval of department use, system will call the inbound API of SAP to pass the necessary parameter. Outbound APIs will also be part of the integrations	Kindly confirm if the APIs required for SAP integration across all instances during the AMC period, including new developments or enhancements, will be provided by the client.	SAP API would be provided by IGL but vendor must have certified resource to work with SAP API
4	Page No. 65	SOW | Sec 3.2	DIBD Mobile Application Scope includes development of iOS and Android mobile application with backend, API, admin panel. There would be approx. 12-16 screens in app.	We assume that the existing Apple and Google developer accounts will be utilized for the new mobile application development, and their renewal will remain under the client's responsibility. Also clarify, if these mobile applications will be developed in native or hybrid tech stack.	Any payment against the account in the name of IGL shall be paid by the Vendor. There are some application those are required on hybrid(flutter) and rest on native
5	Page No. 66	SPECIAL CONDITIONS OF THE CONTRACT | Point 5.0	Bidder must have strong GenAi experience and successfully executed the GenAi project to government/PSU. A Completion certified would be required.	We hereby request to kindly consider the GenAi project experience from Government/ PSU/ Private clients. A copy of work order/ Completion certificate would be required for the same.	Ref Point No 5.3 can be read as below: Bidder must have strong GenAi experience and successfully executed the GenAi project for government/PSU/Private. A Genuin Completion certified would be required.
6			General Query	Is there any requirement of on-site deployment of Manpower during the AMC period or in the new development period?	No onsite resource reqiured
7			General Query	Who will bear the cost of any paid plugin or license?	It is recommend to utilize the open source technology
8			General Request	We kindly request an extension of the bid submission deadline by 7 additional working days from the current deadline of 31st January 2025, to enable the bidder to submit the most competitive proposal	Tender condition prevails
9	Page No. 8	Sec 7 -BIDDER EVALUATION CRITERIA (BEC) / Sub Sec. 7.1 Point II	Bidder must have a valid CMMI 5 and ISO 27001 certificate.	We would like to share that most of the Good mid size company will be having CMMI 3. So, we request you to kindly change this clause from CMMI 5 to CMMI 3.	Tender condition prevails
10	Page No. 8	Sec 7 -BIDDER EVALUATION CRITERIA (BEC) / Sub Sec. 7.1 Point III	Bidder must have experience of performing integration with SAP ERP in any development projects.	We have done implementation of Application, which had intergration with SAP long back & have been providing our support & maintenance services till 2017-18. Please confirm if these PO will be considered for this evaluation criteria?	Tender condition prevails
11	Page No. 9	Sec 7.4 / Point i) Technical	Single work order / purchase order copy & its completion certificate defining the complete scope of work issued from the end client to the bidder duly certified by end client must be submitted along with the offer with executed value in last 7 years.	We have done assignment for the Telecom client successfully. Now, the client tis not active. Please sugges how to fullfil this requirement. We can give the undertaking.	Tender condition prevails
12	Page No. 9		Copy of certificate issued by client that the bidder has experience of performing integration with SAP ERP in any development projects.	We have done assignment for the Telecom client successfully. Now, the clien tis not active. Please sugges how to fullfil this requirement. We can give the undertaking along with PO & other supportings	Tender condition prevails

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13	Page No. 64	Point 2 TECHNICAL SPECIFICATION FOR AMC SCOPE	2.5 SAP Certified Developer 2.6 IBM DB2 Certified Developer	We have experirence SAP & IBM DB2 data bases. But having certified SAP & DB2 developer wouldn't be possible. We therefore request you to kindly remove this clause.	Tender condition prevails
14	Page No. 8	Technical BEC	Bidder must have a valid CMMI 5	Request you to kindly consider Minimum CMMI 3 and above	Tender condition prevails
15	Page No. 8	Technical BEC	Bidder must have experience of performing integration with SAP ERP in any development projects.	Request you to kindly consider integration in any development project excluding SAP ERP	Tender condition prevails
16	Page No. 8	Point No. 7.1.II (Technical BEC)		Kindly give the relaxation in considering ONLY Past Experience as an eligibility criteria not the CMMI certifications. We have participated in the past tenders of IGL where it was based on the past experience only and CMMI was not a requirement	Tender condition prevails
17	Page No. 8	Reference Point No. 7.1.I		Kindly consider the experience of Private organizations in all the points / requirements of the tender.	Ref Point No 5.3 can be read as below: Bidder must have strong GenAi experience and successfully executed the GenAi project to government/PSU/Private. A Genuin Completion certified would be required.