

REPLY TO BIDDERS' QUERIES

Application Development, deployment and provision of post deployment services for automating processes for a period of 05 years

Tender ID-IGL/ET2/CP/CC17582

Sr No	Tender Reference	Page No.	Clause Descriptions	Bidders' Query	IGL's Reply
1	Scope for Hosting of Application	80 & 81	Source code of the application should be handed over to IGL.	As this application Software is licenced based product hence the source code of the Base software is Propriety of TAS and cannot be shared to IGL. However TAS shall provide the Application backup to IGL after completion of development. Please accept.	Source code of any software developed for IGL shall be shared by the vendor with full access to IGL and comments
2	Technical Specifications: Development Server, Testing Server, Production Server	81 & 82	Server Specification provided in Tender	This tender has well defined SLA indicating 99.5% Up time availability of the application. We will have to design the system architecture to meet this requirement and hence we will be going for Micromanaged service based architecture in which this type of server specifications are not applicable and hence we request you to accept the criteria of 99.5% Up time availability rather than specifying the Server technical specifications	Tender Conditions Prevail
3	Material management	73	The Platform shall be developed on cloud (which will be hosted in India). The Platform should be open for IGL team to perform self-service Analytics.	Do we need to consider a separate data analytic engine like Zoho, PowerBI etc. If yes than how many licenses should we consider?	Separate analytics engine is not mandatory. Type & nature of analytics required by IGL shall be decided during execution phase. Additionally, application shall be integrated with other IGL Apps/systems as per requirement. Vendor to provide full support in this regard during the contractual period.
4	Scope for Hosting of Application	81	General	What is estimated internet data transfer per month?	Please refer no of users and concurrent users for data for estimation
5	Scope for Hosting of Application	81	Application hosting model shall be SAAS (Software as a service) and software license shall be in IGL's name.	Can you pls consider if we propose license as subscription basis instead of under name of IGL?	Tender Conditions Prevail
6	Scope for Hosting of Application	81	core CPU with minimum 8 GB of RAM	Pla specify vCPU	As required to develop the required software
7	Scope for Hosting of Application	81	Https certificate will be required for secure	do you need basisc SSL or wildcard SSL	Both are acceptable

8	General			Can we use updated Java & MySQL version for long term support?	Updated versions are acceptable. The software must fulfill the all required functionality
9	General			For Web Application can we develop it on React Native or must use Spring Web MVC (Java).	As required to develop the software
10	General			For Mobile Application should we use Android Native & IOS Swift for development, or can we use React Native / Flutter for Hybrid Application Development.	As required to develop the software
11	General			What is the existing systems architecture and setup? Is your Dev Team going to provide the APIs or we've to do it.	Required API's team to be developed by vendor
12	General		WA MSG/Email	Can we integrate the WhatsApp/ Email/SMS server business services of IGL?	Vendor to provide
13	General		SSL and Domain	Would IGL provide their subscribed SSL and company specific Domain?	Vendor to provide
14	Civil Complaint	69	Station Manager logs the complaint on IGLOO Portal leading to generation of Complaint ID.	Clarification required on IGLOO and requirement.	Currently, civil complaint generation is done in IGLOO portal. API's shall be provided by IGL to connect with the same to extract complaint data. Further processing shall be as explained in tender. In future, IGL may move civil complaint logging also in proposed App as per IGL's requirement during the contractual period.
15	LCV Management	73 & 74	The app needs to integrate with IGL's LCV management app and fetch appropriate data from various VTPS service provided by vendor (s). The app must have the following functionality that needs to be achieved from the data so fetched: a) Tracking of LCV route b) Trigger WA MSG/Email alert for over speeding c) Trigger WA MSG/Email alert for route violations d) Report generation – LCV gas	Kindly consider- IGL shall make sure all different make VTPS shall provide data into a common data format for integration with App. As per our observations, the data from the Different Vendor's GPS system have respective APIs for third party integration and shall be impossible to integrate to the app system without any common data format. In case certain data required by the application is not made available by the GPS service provider on time and in common agreed format then such requirement is required to be eliminated by IGL to proceed further to complete the application on time and close the requirements with in given time frame This is essential to close this project on time. Kindly confirm	Tender Conditions Prevail

16	LCV Management	72	<p>. LCV Management: The app needs to integrate with IGL's LCV management app and fetch appropriate data from various VTPS service provided by vendor (s). The app must have the following functionality that needs to be achieved from the data so fetched:</p> <ul style="list-style-type: none"> a) Tracking of LCV route b) Trigger WA MSG/Email alert for over speeding c) Trigger WA MSG/Email alert for route violations d) Report generation – LCV gas reconciliation 	<p>For point a) Do we need to showcase the real time routing of LCV? Can you confirm if IGL will provide end points from LCV's application? In general for all of these points mentioned bidder would need APIs, data access methods, and documentation. We assume these are available with LCV's management app.</p>	<p>Vendor shall integrate with IGL's VTPS service providers' application and fetch the required data. Functionality as mentioned shall be based on the data so fetched and data available from other platforms such as SCADA, SAP etc</p>
17	General			<p>Real Time Tanker Tracking Map required?</p>	<p>Vendor shall integrate with IGL's VTPS service providers' application and fetch the required data. Functionality as mentioned shall be based on the data so fetched and data available from other platforms such as SCADA, SAP etc</p>
18	LCV	73	<p>The app needs to integrate with IGL's LCV management app and fetch appropriate data from various VTPS service provided by vendor (s). The app must have the following functionality that needs to be achieved from the data so fetched:</p> <ul style="list-style-type: none"> a) Tracking of LCV route b) Trigger WA MSG/Email alert for over speeding c) Trigger WA MSG/Email alert for route violations d) Report generation – LCV gas 	<p>Do we need to only fetch data from IGL's existing LCV Tracking system? Or develop a new solution? Request for more details?</p>	<p>Vendor shall integrate with IGL's VTPS service providers' application and fetch the required data. Functionality as mentioned shall be based on the data so fetched and data available from other platforms such as SCADA, SAP etc</p>

19	For SOR Line item S.no.1:Milestone 1	63	Within 45 Days from the date mentioned in First Notification of Award/LOI.	Since in this activity, we are dependent on IGL team for giving us the consolidated requirement document and our further work can start only after receiving the requirement document. We request you to start the 45 days period from date of receipt of requirement document from IGL Team	Tender Conditions Prevail
20	For SOR Line item S.no.1:Milestone 2	63	Timeline: Within 60 Days from the date mentioned in First Notification of Award/LOI	Please increase the Timeline of Milestone-2 from 60 days to 75 Days, as out of 75 days 45 days will be spent in Mile stone 1 and for Mile stone 2 we need at least 30 working days to prepare a detailed design document	Tender Conditions Prevail
21	For SOR Line item S.no.1: Milestone 3	63	Timeline: Within 150 Days from the date mentioned in First Notification of Award/LOI.	Please increase the Timeline of Milestone-3 from 150 days to 240 working Days as it is highly imposible to develop and implement the application with in such as short time period	Tender Conditions Prevail
22	For SOR Line item S.no.1: Milestone 4	63	Within 180 Days from the date mentioned in First Notification of Award/LOI.	30 days of UAT period is acceptable however this should start from the date of completion of Implementation	Tender Conditions Prevail
23	For SOR Line item S.no.1: Milestone 5	63	Within 210 Days from the date mentioned in First Notification of Award/LOI	30 days of Go Live period is acceptable however this should start from the date of completion of UAT Period	Tender Conditions Prevail
24	SOW-PENALTIES	64 & 65	Maximum penalty in a year would be 10% of contract value.	kindly consider- Maximum penalty in a year should not be more than 5% of Awarded PO value in that year and not the % value of Contract value	Tender Conditions Prevail
25	SOW-For SOR Line item S.no.1	65	In case Vendor fails to complete the Milestone Number 1, 2, 3, 5 & 6 of the ordered scope of work within stipulated period mentioned in Schedule of delivery as per tender terms, then unless such failure is due to Force majeure or due to IGL's defaults, the VENDOR shall be liable to pay the IGL through penalty deduction in bills of a sum @ ½% (half per cent) per week of delay of the value of unit rate	Kindly indicate maximum penalty of any kind will not exceed 5% of SOR line item	Tender Conditions Prevail

26	SOW-For SOR Line item S.no. 2 & 4	65 If vendor fails to maintain the SLA for managed services in a quarterly cycle then unless such failure is due to Force majeure or due to IGL's default, the VENDOR shall be liable to pay the IGL by way of compensation or through penalty deduction in bills as per the below parameters:: SLA (UP-Time) Penalty a) Up to 99.5% : No Penalty b) Between 99% to 99.5% : 10% of quarterly AMC and Cloud hosting & License charges as per SoR c) Between 98% to 99% : 20% of quarterly AMC and Cloud hosting & License charges as per SoR d) Between 98% to 95% : 30% of quarterly AMC and Cloud hosting & License charges as per SoR e) Below 95% : 50% of quarterly AMC and Cloud	Please modify the Penalty clause shall not be applicable to the SOW SOR Line item Sno. 2 & 4 non availability due to the un availability of Third party IGL other applications or internet outage of IGL Internet service. % Up Time availability of the application shall be considered from the report generated by the Cloud service provider.	Tender Conditions Prevail
27	SOW	66 The proposed levels are tentative, actual number and nature of levels are shall be decided and communicated to the vendor during execution phase. Concurrent Users – 1000 Total No. of IGL Users – 1500 External Users – 4000	Kindly confirm that this is the maximum no. of users to be created for App access.	Bidder understanding is correct

28	Additional features of the platform are undermentioned:	76 & 77	All reports, settings analytics etc. with proper dash-boarding as per IGL requirement shall be available on web based portal with tentative no of ID's given below based following roles. Shift Engineer - 500 Control Room Incharge (CRIC) - 100 Zonal Incharge (ZIC) - 50 Administrator – 5 Actual no. of ID's shall be decided during	Kindly confirm With reference to above mentioned Users we assume the mentioned Users are not addition to Concurrent Users – 1000 Total No. of IGL Users – 1500 External Users – 4000	Bidder understanding is correct
29	SCOPE OF WORK	65	Administrator shall have authority to add/delete users, add/delete roles, change roles, change jurisdiction, delegate powers, changing usage mode (for instance weather to use email or Whats App message for triggers or both), add or remove processes etc.	Both SMS and WhatsApp is paid as recurring cost as per usage, kindly clarify if the cost of it is on bidder or on department? If it is on bidder please us know how much specific sms and whatsapp (business to user and user to business) is to be considered in a month.	Referred cost is in bidder's scope. AMC charges to cover the said cost
30	5.0 TENDER INFORMATION	6	Bid submission due date is 11.07.2023	Kindly extend the due date for 10-15 days further after published date of Corrigendum or Pre-bid responses.	Refer corrigendum
31	General			Do we've to replicate entire web application into Mobile App?	Mobile application is primary software to be developed. Web application shall be utilized for downloading reports, changing app functionalities, seeing dashboards etc. as well as verifying the overall working and performance of the App. Requirement to be fixed during execution phase
32	General		SCADA Integration	Does IGL have the SCADS OPC server and client solution/hardware, from where we can pick up the data points?	IGL have OPC-UA server. Integration with the server shall be vendor's responsibility solely. However, IGL may provide support.

33	SOW	66	<p>Concurrent Users – 1000 Total No. of IGL Users – 1500 External Users – 4000</p>	<p>The user list has been provided to be 1500 user profiles with 1000 concurrent users at a point of time. Kindly describe the breakdown of users (From 1000) as</p> <p>1) User count who will initiate the tickets/complaints etc. from internal portal/mobile. 2) User count who will actually work on backend to cater/resolve to the complaints</p>	<p>As per site requirements. Upto 1000 concurrent users are required.</p>
34	SOW	66	<p>Concurrent Users – 1000 Total No. of IGL Users – 1500 External Users – 4000</p>	<p>What is the current approximate volume of complaints logged daily ? What is the approximate peak load for initiating the complaint? What is the approximate peak load for processing the complaint? ☒</p>	<p>As of now, IGL CNG receives 500 complaints per day. Bidder needs to design the system for at least 15% increase in no of complaints YoY.</p>
35	Scope of Hosting of Application	81 & 82	<p>Technical Specifications : Dev & PROD servers</p>	<p>The current RFP clause mandates the usage of MySQL 5.5 community edition database only.</p> <p>In order to ensure delivery of a robust solution ecosystem capable of managing future amendments as well, we request the purchaser to amend the database requirements to an agnostic database approach which translates to the inclusion of other industry accepted enterprise level databases such as MS SQL Server, Oracle, PostgreSQL along with MySQL. The solution provider may chose the best enterprise level database to supplement the core solution ecosystem and hence ensure seamless usage & adoption of their solution in IGL. Also it will reduce the dependency of on the single OEM.</p>	<p>Bidder may propose MS SQL Server, Oracle, PostgreSQL in addition to MySQL provided no integration issues comes with IGL current systems using MySQL or Oracle.</p>

36	Civil Complaint	69	Civil Complaint: Station Manager logs the complaint on IGLOO Portal leading to generation of Complaint ID.	In Civil Complaint Section, it is mentioned Station Manager logs complaint from IGLOO portal, do this portal needs to be designed or we need to integrate with IGLOO portal. But as per the integration section page no 72, integration scope mentioned is with SAP, Safety Work Permit, SCADA and LCV management app/VTSS.	Civil complaint section of IGLOO portal needs to be integrated with proposed system. Currently, civil complaint generation is done in IGLOO portal. API's shall be provided by IGL to connect with the same to extract complaint data. Further processing shall be as explained in tender. In future, IGL may move civil complaint logging also in proposed App as per IGL's requirement during the contractual period.
37	Integration with IGL's existing applications	72	List of IGL's applications with which app should be integrated by the vendor are under mentioned: a) SAP b) Safety Work Permit c) SCADA d) LCV management app/VTSS	The proposed platform has the capability to integrate with various 3rd party applications. We assume the necessary APIs, Webservices, BAPIs/T-codes, or any similar required integration mechanism will be provided by IGL for their respective applications.	For module integration and pushing and pulling data: SAP : - As clearly mentioned in Scope bidder shall use SAP certified connectors in compliance to SAP licensing policy. Any API required at SAP end shall be provided by IGL. Safety Work Permit & IGL IGLOO : - Necessary API's to be provided by IGL, any other integration related work to be done by bidder. SCADA :- IGL have OPC-UA server. Integration with the server shall be bidder's responsibility solely. However, IGL may provide support. LCV management app/VTSS :- Necessary API's to be provided by respective IGL vendor, any other integration related work to be done by bidder. GSP : Integration methodology shall be decided during execution phase. Data will be provided by the bidder in the data format or structure as requested by GSP vendor.
38	General		Architecture methodology: Should offer development and test environments in addition to the production environment	As per our understanding the two non-production environments i.e., Development and Test needs to be considered in a standalone mode.	All the 3 environments should be on different servers as per tender specifications

39	SOW	66	Concurrent Users – 1000 Total No. of IGL Users – 1500 External Users – 4000	The user list has been provided to be 1500 user profiles with 1000 concurrent users at a point of time. Kindly describe the breakdown of users (From 1000) as 1) User count who will initiate the tickets/complaints etc. from internal portal/mobile. 2) User count who will actually work on backend to cater/resolve to the complaints	As per site requirements. Upto 1000 concurrent users are required.
40	SOW	66	Concurrent Users – 1000 Total No. of IGL Users – 1500 External Users – 4000	What is the current approximate volume of complaints logged daily ? What is the approximate peak load for initiating the complaint? What is the approximate peak load for processing the complaint? ☐	As of now, IGL CNG receives 500 complaints per day. Bidder needs to design the system for at least 15% increase in no of complaints YoY.
41	Functional Requirements, Architecture and Methodology for App based platform	74	k) Inbuilt document management feature and should support various extensions such as .doc, .docx, .pdf, .xls, .xlsx, .txt, .rtf, .bmp, .jpg, .png etc	It is our understanding that a central robust Document management system will have to be developed as an underlying layer for all the modules for document push and retrieval. The DMS should allow the store the mentioned document formats. What will be the user count for core DMS users (people who will log into Newgen DMS directly for admin/access purposes) Kindly also mention total users vs concurrent users for DMS usage	Separate DMS is not required, however the system should support mentioned file formats along with audio and video formats (.wmv, .mp3, .mp4,.amr etc)
42	Functional Requirements, Architecture and Methodology for App based platform	74	Capability to integrate with Big data Analytical tools, such as Hadoop, Power Pivot, HANA, Oracle Big data and Cloud Era etc.	As per the mentioned statement, proposed system needs to be integrated with IGL's existing analytical tool.	Separate analytics engine is not mandatory. Type & nature of analytics on proposed system as required by IGL shall be decided during execution phase. In addition to this analytics requirement, proposed system shall be integrated with IGL's BA platform namely GSP for pushing and pulling data as per requirement. Vendor to provide full support in this regard during the contractual period.
43	General			Is there a need to digitize physical documents before storing in the DMS ? If yes, kindly mention the no. of locations / total scanners on which our scanning solution needs to be configured	Not required

44	General		Infra Query	As per our understanding the DR environment needs to be considered which can be 50% replica of DC.	Bidder to comply required SLA's as mentioned in the tender document.
45	General		DB support	RFP says MySQL database however we request you to please keep it open so that we can leverabge any other database as well depending upon tech stack we choose for better compatability.	Bidder may propose MS SQL Server, Oracle, PostgreSQL in addition to MySQL provided no integration issues comes with IGL current systems using MySQL or Oracle.
46			10.0 BID SECURITY / EMD EMD against e-tender can be submitted either through online e-payment mode available on e-tender portal (Credit/Debit card / NEFT / RTGS / Net banking) or in the form of bank guarantee/ BG also.	Bank Guarantee Format for EMD is not given in RFP.	BG format for EMD is given on Page no. 78 of Tender Document
47				Government of India had issued a circular for Relaxation of Norms for Startups and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria	Tender Conditions Prevail