

Replies to Pre Bid Queries

IGL/ET2/CP/CM18642

NEW DEVELOPMENTS, AMC AND CLOUD HOSTING OF SOCIAL CRM APPLICATIONS FOR IGL

S. No.	Tender Section	Clause / Page	Existing Provision in Tender	Query / Clarification Requested	Bidder's Suggested Interpretation / Change (if any)	IGL Remarks
1	Section I – IFB	BEC 7.1 (II), Page 8–9	“The Bidder must have experience of performing integration with Twitter, WhatsApp, Facebook in any development projects.”	Kindly clarify if integrations done using official APIs through a partner platform (e.g. CPaaS provider) shall be treated as compliant experience.	Request confirmation that integrations done via any MeitY-compliant/official APIs or certified partners will be considered acceptable.	Integrations done using official APIs should be considered
2	Section VI – SOR	SOR Note, Page 71	“Enhancement of Social CRM – Lumpsum (1); AMC – Monthly (24); Cloud Hosting – Monthly (24). Evaluation will be done on totality basis.”	Kindly clarify whether enhancement scope is fixed or will be defined as a detailed functional requirement document before price finalisation. Also confirm if any change-request mechanism exists beyond the quoted scope.	Request sharing of a detailed enhancement scope or baseline FRS, and confirmation that additional change requests will be handled as separate PO/CR.	The existing Social CRM is built on older technology and, for better performance, scalability, and maintainability, it is recommended to rebuild the system using current open-source technologies. While the core functionalities will be retained, the user interface will be upgraded to align with modern design standards and provide an improved user experience. This approach ensures that outdated modules are modernized, and any new features can be seamlessly integrated into the upgraded system.
3	Section V – Scope of Work	General, Pages 60 onwards	Scope refers to new developments, AMC and cloud hosting of Social CRM.	Please specify the current technology stack (programming language, framework, database, message queues, third-party services) of the existing Social CRM to enable realistic effort estimation.	Request detailed architecture / technology stack document or at least high-level technology summary during pre-bid stage.	Open source technology has been Used and Based on the MVC architecture only
4	Section II – ITB	Clause 21 & 22 – Prices / Price Basis, Pages 20–21	Prices to be firm and inclusive of all taxes, duties, levies, etc. Bidder to indicate HSN/SAC and GST rate.	Kindly confirm that any future change in GST rate will be reimbursed / recovered as per statutory variation and will not be considered as deviation from “firm price”.	Request written confirmation that statutory variations in taxes during contract period will be borne by IGL / passed through as per law.	Tender condition prevails
5	Section III – GCC / Section IV – SCC	Payment Terms (Clause 16 GCC and relevant SCC), Pages 34, 49+	Payment terms for AMC, cloud hosting and enhancement may differ in practice.	Please provide clear payment milestones for: (a) one-time enhancement; (b) AMC (monthly/quarterly); (c) cloud hosting (monthly/quarterly/annual in advance).	Request AMC and cloud hosting payments on monthly basis against invoice and performance report; enhancement payment linked to milestones (e.g. 30–40–30).	Tender condition prevails
6	Section II – ITB	Contract Period, Pages 15, 18 & IFB	Contract validity is 2 years from date of LOA; IGL may increase/decrease quantities during contract.	Please clarify if the contract may be extended beyond 2 years on the same rates, terms and conditions, and if so, for what maximum additional period.	Request clarification on possible extension term (e.g. 1+1 years) and mechanism (mutual consent / fresh LOA).	Tender condition prevails
7	Section II – ITB	Clause 27 – Deviations, Page 22	Bids with deviations may be summarily rejected; deviations must be listed only in Form-2.	Please confirm that seeking clarifications through pre-bid queries and IGL's written responses / corrigendum will not be treated as deviations.	Request confirmation that replies to pre-bid queries / corrigenda will form part of contract and override conflicting clauses where applicable.	Tender condition prevails
8	7	IFB	Duration of Contract	Contract duration mentioned as 2 years from LOA	Please confirm whether AMC and Cloud Hosting are included for the full 2-year duration or only for Year-1 with optional extension.	AMC and Cloud hosting should be 02 years
9	8	IFB	5.1	Registration on e-Wizard portal required 2 working days prior	Kindly confirm whether bids will be rejected if portal registration approval is delayed due to system reasons.	Tender condition prevails, kindly get registered sufficiently before the closing of bid submission as you will be not able to submit bid until registered

10	8	IFB	6.5	Bid to be uploaded in two parts – Un-Priced and Priced Bid	Please clarify whether un-priced SOR should include GST % and HSN/SAC codes with price cells blanked.	No price shall be disclosed in un-priced SOR or anywhere in tender
11	9	IFB	7.1 (I)	Single work order of Rs. 5.29 Lakh (incl. GST) in last 7 years	Request to clarify whether multiple work orders cumulatively meeting the value can be considered instead of a single work order.	Tender condition prevails
12	9	IFB	7.1 (II)	Experience of integration with Twitter, WhatsApp, Facebook	Please clarify whether integration experience across different projects is acceptable instead of a single project.	Experience of integration with Twitter, WhatsApp, Facebook etc in different project also accepted
13	9	IFB	7.1 (III)	Hosting on MeitY empanelled CSP	Kindly confirm whether hosting experience on MeitY-empanelled CSP for any government project is acceptable even if not Social CRM specific.	Tender condition prevails
14	9	IFB	7.3 (a)	Audited Balance Sheet & P&L for FY 2024-25	Since FY 2024-25 audit may not be completed for many firms, request permission to submit provisional / CA-certified statements.	Tender condition prevails
15	10	IFB	Tender Evaluation Methodology	Evaluation based on total SOR value	Please clarify whether optional / conditional line items in SOR are permitted or strictly disallowed.	Tender condition prevails, SOR not to be altered
16	11	IFB	11.1	EMD amount Rs. 1,00,000	Kindly confirm whether MSME-registered bidders are fully exempt from EMD submission as per Udyam registration.	Tender condition prevails Kindly refere clause exemption of EMD 11.5 of IFB
17	12	IFB	11.6	Medium enterprises exemption for 3 years	Please confirm whether reclassified Medium enterprises need to submit any additional declaration apart from Udyam certificate.	Tender condition prevails
18	12	IFB	12.3	Right to split scope among bidders	Please clarify whether technical evaluation will still result in single L1 bidder ranking even if scope splitting is exercised.	Tender condition prevails
19	16	ITB	5.3	Price bid only in Excel SOR format	Kindly confirm whether digitally signed Excel upload alone is sufficient or PDF copy is also required.	Excel file shall be uploaded as provided in tender
20	20	ITB	21.5	Prices to be all-inclusive	Please clarify whether cloud infrastructure cost escalation during contract period will be borne by bidder or reimbursed on actuals.	Tender condition prevails
21	21	ITB	21.7	Prices firm and fixed	Request clarification whether statutory changes in GST or cloud pricing by CSP will be considered for adjustment.	Fixed price
22	24	ITB	Rejection Criteria	Non-submission of price bid in prescribed format	Kindly confirm whether minor Excel formula errors (without price change) are treated as rectifiable or outright rejection.	Please do not edit the file except price , tender conditions prevails
23	26	ITB	Award Criteria	Single service provider required	Please clarify whether sub-contracting for cloud hosting or messaging APIs is permitted with disclosure.	Single bidder
24	60	SOW	Scope of Work	New developments mentioned without detailed module breakup	Request to provide indicative list of enhancements / modules expected during contract period.	The existing Social CRM is built on older technology and, for better performance, scalability, and maintainability, it is recommended to rebuild the system using current open-source technologies . While the core functionalities will be retained, the user interface will be upgraded to align with modern design standards and provide an improved user experience. This approach ensures that outdated modules are modernized, and any new features can be seamlessly integrated into the upgraded system.

25	68	SOW	DPDP Act Compliance	Compliance with DPDP Act mentioned	Kindly clarify whether IGL will act as Data Fiduciary and bidder as Data Processor under DPDP Act, 2023.	Yes
26	70	SOR	Schedule of Rates	Quantities mentioned as tentative	Please confirm whether payment will be milestone-based or monthly for AMC & hosting items.	Tender condition prevails
27	49	SCC	CPBG	Performance Bank Guarantee requirement	Kindly confirm CPBG percentage and whether BG from scheduled commercial banks only is acceptable.	Tender condition prevails
28		53	Bidder must have experience of performing integration with SAP ERP in any development projects.	Request for relaxation on this point		Tender condition prevails
29		61	<p>SCOPE OF WORK: Implementation Options Option 1: Subscription- Based Model (2-Year Term)</p> <p>1) Provide a fully functional Social CRM Platform with all required features. WhatsApp. 2) Integration with CRM SAP or Salesforce year. 3) Integration with IGL social mediaplatforms and Whatsapp. 4) Maintain and support the platform for a period of one year 5) All charges for licensing , hosting and support must be included 6) Source code must be handed over to IGL at the end of contract period</p>	We request for clarification on the BOQ / Financial Proposal format in case the implementation is proposed under a Subscription-Based Model for a 2-Year term.		Implementation will be done on Ownership Model only
30		68	<p>Cloud Hosting and Infrastructure Management: The Social CRM application and database must be hosted on MeitY empanelled CSP like AWS, Azure etc. managed entirely by the vendor.</p> <p>The vendor shall:-</p> <p>1) Set up and maintain both UAT and Production environments on MeitY empanelled CSP like AWS, Azure etc . 2) Also setup of DEV system in IGL Premises. 3) Ensure high availability, security, and performance of the application. 4) Monitor and resolve all hosting and database-related issues. 5) Implement regular backups, disaster recovery, and performance tuning</p>	We kindly request you to provide the indicative cloud infrastructure sizing details for the project, to enable bidders to accurately estimate infrastructure requirements and associated costs.		Based on the current project requirements, the indicative cloud infrastructure sizing is estimated to include a virtual machine with 2 vCPUs and 16 GB of RAM. The project will require approximately 150 GB of storage initially to support the operating system and tools, database storage, user-uploaded data and media, backups, logs, monitoring data, and caching. The storage requirement may increase by up to 50% as the project scales and data volume grows. Estimated monthly network bandwidth usage is around 100 GB, with the possibility of higher consumption depending on user activity and application load. These details are indicative and provided to help bidders estimate infrastructure requirements and associated costs.

31		68	ONSITE DEPLOYMENT OF RESOURCES FOR MIGRATION AND AMC ON REQUIREMENT	<p>Kindly provide details of the onsite manpower deployment required for the project, including the implementation and AMC period, covering:</p> <ul style="list-style-type: none"> >Roles and responsibilities >Minimum qualification and experience for each role >Number of resources required and duration of deployment 		During implementation only one developer is required onsite support.
32		88	Bidders must submit documentary evidence such as Audited Balance Sheet & Profit & Loss A/c Statement for last financial year 2024-25	<p>We kindly request clarification regarding the turnover requirement for qualification of the bid, as specified in the RFP.</p> <p>The minimum turnover amount required for meeting the eligibility criteria for the bid.</p> <p>Whether the turnover requirement is to be considered based on:</p> <p>The last three (03) financial years (cumulative/average), or</p> <p>The immediately preceding financial year only.</p>		Tender condition prevails
33			Deployment of dedicated technical team onsite during migration phase	<p>As per the RFP, there is no dedicated line item in the financial bid for onsite manpower during the migration phase. Kindly clarify whether deployment of a dedicated technical team onsite is mandatory. If onsite presence is required, please specify the expected number of resources and duration. Otherwise, please confirm whether offsite/remote execution with onsite support, if required, would be acceptable</p>		During implementation only one developer is required onsite support
34			Implementation Options – Subscription-Based Model & Ownership Model	<p>The RFP mentions two implementation options, i.e., Subscription-Based Model and Ownership Model. However, the financial bid seeks a lump-sum cost towards enhancement. Kindly clarify whether bidders are expected to develop a new Social CRM solution or only enhance the existing Social CRM platform. Please also confirm which implementation option bidders are required to choose for submission.</p>		Implementation will be done on Ownership Model

35			Cloud Hosting – Existing Environment	As per the RFP, the existing Social CRM application is hosted on the cloud. Kindly clarify the current Cloud Service Provider on which the application is hosted. Please also provide details of the available environments (Production/DR/UAT), hosting setup, and the current infrastructure sizing.		Hosted on AWS cloud, Based on the current project requirements, the indicative cloud infrastructure sizing is estimated to include a virtual machine with 2 vCPUs and 16 GB of RAM. The project will require approximately 150 GB of storage initially to support the operating system and tools, database storage, user-uploaded data and media, backups, logs, monitoring data, and caching. The storage requirement may increase by up to 50% as the project scales and data volume grows. Estimated monthly network bandwidth usage is around 100 GB, with the possibility of higher consumption depending on user activity and application load. These details are indicative and provided to help bidders estimate infrastructure requirements and associated costs.
36			Technical Architecture / Technology Stack	Kindly share the existing technology stack of the Social CRM application, including frontend, backend, database. Additionally, please clarify the key enhancement areas or functionalities that IGL expects to be implemented as part of this engagement.		Open Source technology has been used and its Based on the MVC architechture only
37			Scope of Work – Social CRM Modules	As discussed during the pre-bid meeting, it was mentioned that certain modules of the existing Social CRM are to be enhanced, while some functionalities may need to be newly developed. Kindly provide brief clarity on which modules/features are to be enhanced and which are to be built afresh, to enable accurate technical design and effort estimation.		The existing Social CRM is built on older technology and for better performance, scalability, and maintainability it is recommended to rebuild the system using current open-source technologies. While the core functionalities will be retained, the user interface will be upgraded to align with modern design standards and provide an improved user experience. This approach ensures that outdated modules are modernized, and any new features can be seamlessly integrated into the upgraded system.
38	Technical BEC – Clause 7.1 (II)			The clause specifies mandatory experience of integration with Twitter, WhatsApp and Facebook. Kindly clarify whether experience of integration with any two of the listed platforms or equivalent social media / messaging platforms shall be considered acceptable.	Social CRM platforms are inherently configurable and modular in nature. Integration with one social media or messaging platform demonstrates the bidder's technical capability to integrate with other similar platforms using standard APIs, middleware, and security frameworks. Mandating experience with all specified platforms on a project-to-project basis may unnecessarily restrict participation, as such integrations are typically customer-driven and depend on platform usage preferences rather than technical limitations. Allowing experience with equivalent or partial combinations of social media platforms would ensure wider participation of technically capable bidders while fully meeting the functional and technical intent of the requirement	Tender condition prevails

39	Technical BEC – Project Experience Clause	<p>The tender specifies that the bidder should have minimum one project in India for the proposed technology with a Government / PSU / Central Government customer in the last five years. Kindly clarify whether similar projects executed for large private sector enterprises in India may also be considered</p>	For Wider Participation.	yes, private sector will also be considered with similar experience
40	Scope of Work / Commercial – Implementation Options vs SOR	<p>The tender document mentions two implementation options, whereas the Schedule of Rates (SOR) provides only one pricing format. Kindly clarify which implementation option the provided SOR corresponds to, or whether a revised / additional SOR format will be issued.</p>	<p>Alignment between implementation approach and pricing structure is essential to ensure uniform commercial submissions and avoid ambiguity during bid evaluation.</p>	<p>Implementation will be done on Ownership model, No additional SOR will Be issued</p>