

| <p style="text-align: center;"><b>Replies to Pre Bid Queries</b></p> <p style="text-align: center;"><b>IGL/ET2/CP/CM18642</b></p> <p style="text-align: center;"><b>NEW DEVELOPMENTS, AMC AND CLOUD HOSTING OF SOCIAL CRM APPLICATIONS FOR IGL</b></p> |                                      |   |   |  |   |   |
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| <b>S. No.</b>  | <b>Tender Section</b>                | <b>Clause / Page</b>  | <b>Existing Provision in Tender</b>   | <b>Query / Clarification Requested</b>   | <b>Bidder's Suggested Interpretation / Change (if any)</b>  | <b>IGL Remarks</b>  |
| 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 This approach ensures that outdated modules are modernized, and any new features can be seamlessly integrated into the upgraded system.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 architechure 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   |

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| 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<br>Kindly refer 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 <b>rebuild the system using current open-source technologies</b> . While the core functionalities will be retained, the <b>user interface will be upgraded</b> 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. |

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| 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:<br/>Implementation Options Option 1:<br/>Subscription- Based Model (2-Year Term)</p> <p>1) Provide a fully functional Social CRM Platform with all required features. WhatsApp.<br/>2) Integration with CRM SAP or Salesforce year.<br/>3) Integration with IGL social mediaplatforms and Whatsapp.<br/>4) Maintain and support the platform for a period of one year<br/>5) All charges for licensing , hosting and support must be included<br/>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.<br/>The vendor shall:-<br/>1) Set up and maintain both UAT and Production environments on MeitY empanelled CSP like AWS, Azure etc .<br/>2) Also setup of DEV system in IGL Premises.<br/>3) Ensure high availability, security, and performance of the application.<br/>4) Monitor and resolve all hosting and database-related issues.<br/>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. |

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| 31 |  | 68 | ONSITE DEPLOYMENT OF RESOURCES FOR MIGRATION AND AMC ON REQUIREMENT  | Kindly provide details of the onsite manpower deployment required for the project, including the implementation and AMC period, covering:<br>>Roles and responsibilities<br>>Minimum qualification and experience for each role<br>>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 | We kindly request clarification regarding the turnover requirement for qualification of the bid, as specified in the RFP.<br><br>The minimum turnover amount required for meeting the eligibility criteria for the bid.<br><br>Whether the turnover requirement is to be considered based on:<br><br>The last three (03) financial years (cumulative/average), or<br>The immediately preceding financial year only.      |  | Tender condition prevails  |
| 33 |  |    | Deployment of dedicated technical team onsite during migration phase   | 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 |  | During implementation only one developer is required onsite support  |
| 34 |  |    | Implementation Options – Subscription-Based Model & Ownership Model  | 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.                 |  | Implementation will be done on Ownership Model                       |

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| 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 architecture 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  |

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| 39 | Technical BEC – Project Experience Clause                  |  | 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 | For Wider Participation.   | yes, private sector will also be considered with similar experience              |
| 40 | Scope of Work / Commercial – Implementation Options vs SOR |  | 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.                                       | Alignment between implementation approach and pricing structure is essential to ensure uniform commercial submissions and avoid ambiguity during bid evaluation. | Implementation will be done on Ownership model, No additional SOR will Be issued |