

TENDER DOCUMENT NO. IGL/ET2/CP/CM18611
Development & Implementation of IGL Application on Low Code Application Platform (LCAP)
Replies to Pre Bid Queries

S.No	Section	Tender Point	Bidder Query	IGL RESPONSE
1	Scope of Work		Scope of Work for "SAFETY WORK PERMIT APPLICATION" is been mentioned twice, Kindly suggest what scope needs to be considered for implementation	Kindly consider only one
2	General Query	Security Policies	Can you please clarify and elaborate on the security policies if IGL.	Relevant details will be provided later on after award of services
3	Annual Maintenance Support For IGL	Vendor has to maintain the full backup of IGL applications on weekly basis	Where does the Bidder need to maintain the Backup of IGL Application? Is the DR for the application needs to be provisioned ?	DR is not required however bidder has to maintain the backup of application as per the purposed solution
4	Scope of Work	Document Storage	What is the current volumes of documents across all the applications ?	15 GB
5	Scope of Work	Document Storage	What is the projected growth of documents across these application?	20% per year
6	Scope of Work	Storage	What is the YOY Data growth is expected in applications which has been mentioned as part of the Scope.	15% per year
7	Scope of Work	Mobile Apps	Does all the processes mentioned in the Scope require mobile app for IOS and Android.	Both yes
8	General Scope of Low Code Application Platform		Can you please elaborate on the point"The platform should have integration of Artificial Intelligence (AI) for software development lifecycle (design/development/testing/deploy)" ? What kind of AI is expectations are there in development lifecycle.	The Proposed LCAP platform should have capabilities of AI
9			What is the total number of IGL employees across all locations?	750
10			What is the expected concurrent user count during peak business hours (as % of total users)?	25%
11			How many external users (vendors, contractors, public) will access the applications simultaneously?	Already accommodated in the given emp no (750) for next 3 year
12			What is the geographical distribution of users (Delhi NCR, UP, Haryana, Rajasthan locations)?	Across all GA's as per tender
13			What is the expected user growth rate over the next 5 years?	Average Growth of 10% Per Year
14			What is the expected number of mobile app users vs web application users ?	All users should have access to mobile and web application
15			Will IGL provide standard security guidelines ? If yes, then please provide the guidelines in the corrigendum. If no, then can the bidder use their own guidelines.	Relevant details will be provided later on after award of services
16			Is vendor responsible for performing pre-production security audit and VAPT? If yes then please provide the guidelines for the audit	Not Required
17			Are there any defined data archival and retention policies for application logs, audit trails, or user data?	No Archival policy for the given applications
18			Please clarify the expected integration mechanism with IGL's on-prem systems (VPN, ExpressRoute, etc.). Please provide the details of the integrations required	Few Applications like HRMS will run on private network while others will be web applications
19			Are there any defined RPO/RTO or DR environment requirements (active-passive, active-active)?	Not Required
20			Please clarify whether IGL has any specific AI/ML models, use-cases, or functional areas in mind (e.g., demand forecasting, customer segmentation, anomaly detection, document processing, chatbot, etc.).	Currently AI use cases are not define however LCAP platform should have capabilities of AI
21			Hosting in IGL Data centre - Travel , Stay for working there . Would remote working be allowed	Developer should come in IGL premise,travel and stay is bidder responsibility
22			NUP vs Core based Licenses	As per bidder
23			What Oracle products are required?	As per the solution/OEM pusposed by bidder IGL does not have any prefered OEM
24			Any challenges in the compliance matrix which has to be submitted	NA
25			Will the customer provide the necessary servers, storage, and network environment? or , Is the bidder expected to supply and provision the hardware as part of the scope?	Bidders scope
26			Will access management be handled via IGL's existing AD/Azure AD, or should it be part of bidder deployment?	Few Applications like HRMS are integrated with AD while others will handeled by bidder
27			What is size of existing database?	15 GB

28		IGL is now looking to leverage an Enterprise Low Code Application Platform (LCAP) to empower its employees to convert business ideas into applications by abstracting and minimizing or replacing the coding needed in application development.	How many external and internal registered users expected to use Web and Mobile App?	Internal user is 750 and external user 400 for web and mobile application
29		Engagement model preferred by IGL	Are you expecting a fixed-bid or time-and-materials (T&M) engagement model for this project implementation?	Bidder Should quote implementation cost as per the SOR format attached in the Tender.
30		1. Description of Work for Intranet Portal /HRMS for IGL	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	Yes
31		Intranet Portal Development – IGLOO	For this application, which channels are applicable—Web, Mobile App, or both?	Both yes
32			Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts? Will these be shared for analysis to help us understand the current state and design the future state?	NIL
33			We need to understand the complexity of this section and need few more high level details on the procedures involed as below 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition	This information will be Captured during requirement gathering with business team.
34			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
35			How many system to be integrated?	Integration with SAP is required
36			Provide details on total number of users who will be accessing this sytem	750
37			How many reports, dashboards are expected?	This information will be Captured during requirement gathering with business team.
38		2. HRMS module Scope	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	Yes
39			For this application, which channels are applicable—Web, Mobile App, or both?	Both yes
40			Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts? Will these be shared for analysis to help us understand the current state and design the future state?	Nil
41			We need to understand the complexity of this section and need few more high level details on the procedures involed as below 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition	This information will be Captured during requirement gathering with business team.
42			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
43			How many system to be integrated?	Integration with SAP is required
44			Provide details on total number of users who will be accessing this sytem	750

45			How many reports, dashboards are expected?	This information will be Captured during requirement gathering with business team.
46		3. DESCRIPTION/SCOPE OF WORK FOR TRAINING PORTAL FOR EMPLOYEE	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	yes
47			For this application, which channels are applicable—Web, Mobile App, or both?	Both yes
48			Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts? Will these be shared for analysis to help us understand the current state and design the future state?	Nil
49			We need to understand the complexity of this section and need few more high level details on the procedures involed as below 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition	This information will be Captured during requirement gathering with business team.
50			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
51			How many system to be integrated?	Integration with SAP is required
52			Provide details on total number of users who will be accessing this sytem	750
53			How many reports, dashboards are expected?	This information will be Captured during requirement gathering with business team.
54		4. Description and Scope of work for Incident Management Application of Fire & Safety	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	yes
55			For this application, which channels are applicable—Web, Mobile App, or both?	Both yes
56			Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts? Will these be shared for analysis to help us understand the current state and design the future state?	Nil
57			We need to understand the complexity of this section and need few more high level details on the procedures involed as below 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition	This information will be Captured during requirement gathering with business team.
58			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
59			How many system to be integrated?	Integration with SAP is required
60			Provide details on total number of users who will be accessing this sytem	750
61			How many reports, dashboards are expected?	This information will be Captured during requirement gathering with business team.
62		5. Description and Scope of work for DIBD External User Application	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	yes
63			For this application, which channels are applicable—Web, Mobile App, or both?	Both yes

64			Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts? Will these be shared for analysis to help us understand the current state and design the future state?	Nil
65			We need to understand the complexity of this section and need few more high level details on the procedures involed as below 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition	This information will be Captured during requirement gathering with business team.
66			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
67			How many system to be integrated?	Integration with SAP is required
68			Provide details on total number of users who will be accessing this sytem	750
69			How many reports, dashboards are expected?	This information will be Captured during requirement gathering with business team.
70		6. Description and Scope of work for DIBD Internal User Application	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	yes
71			For this application, which channels are applicable—Web, Mobile App, or both?	Both yes
72			Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts? Will these be shared for analysis to help us understand the current state and design the future state?	NIL
73			We need to understand the complexity of this section and need few more high level details on the procedures involed as below 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition	This information will be Captured during requirement gathering with business team.
74			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
75			How many system to be integrated?	Integration with SAP is required
76			Provide details on total number of users who will be accessing this sytem	750
77			How many reports, dashboards are expected?	This information will be Captured during requirement gathering with business team.
78		7. Description and Scope of work for TDS Application	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	Yes
79			For this application, which channels are applicable—Web, Mobile App, or both?	Both yes
80			Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts? Will these be shared for analysis to help us understand the current state and design the future state?	Nil

81			<p>We need to understand the complexity of this section and need few more high level details on the procedures involed as below</p> <ol style="list-style-type: none"> 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition 	This information will be Captured during requirement gathering with business team.
82			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
83			How many system to be integrated?	Integration with SAP is required
84			Provide details on total number of users who will be accessing this sytem	750
85			How many reports, dashboards are expected?	This information will be Captured during requirement gathering with business team.
86		8. Description and Scope of work Internal Vacancy Application	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	Yes
87			For this application, which channels are applicable—Web, Mobile App, or both?	Both yes
88			<p>Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts?</p> <p>Will these be shared for analysis to help us understand the current state and design the future state?</p>	Nil
89			<p>We need to understand the complexity of this section and need few more high level details on the procedures involed as below</p> <ol style="list-style-type: none"> 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition 	This information will be Captured during requirement gathering with business team.
90			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
91			How many system to be integrated?	Integration with SAP is required
92			Provide details on total number of users who will be accessing this sytem	750
93			How many reports, dashboards are expected?	This information will be generated during requirement gathering with business team.
94		9. Description and Scope of work Job Portal Applications	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	Yes
95			For this application, which channels are applicable—Web, Mobile App, or both?	Both yes
96			<p>Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts?</p> <p>Will these be shared for analysis to help us understand the current state and design the future state?</p>	Nil

97			<p>We need to understand the complexity of this section and need few more high level details on the procedures involed as below</p> <ol style="list-style-type: none"> 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition 	This information will be Captured during requirement gathering with business team.
98			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
99			How many system to be integrated?	Integration with SAP is required
100			Provide details on total number of users who will be accessing this sytem	750
101			How many reports, dashboards are expected?	This information will be Captured during requirement gathering with business team.
102		10. Description and Scope of work for ROU Charges Application	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	Yes
103			For this application, which channels are applicable—Web, Mobile App, or both?	Both yes
104			Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts? Will these be shared for analysis to help us understand the current state and design the future state?	Nil
105			<p>We need to understand the complexity of this section and need few more high level details on the procedures involed as below</p> <ol style="list-style-type: none"> 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition 	This information will be Captured during requirement gathering with business team.
106			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
107			How many system to be integrated?	Integration with SAP is required
108			Provide details on total number of users who will be accessing this sytem	750
109			How many reports, dashboards are expected?	This information will be Captured during requirement gathering with business team.
110		11. DESCRIPTION AND SCOPE OF WORK FOR SAFETY WORK PERMIT APPLICATION	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	Yes
111			For this application, which channels are applicable—Web, Mobile App, or both?	Both yes
112			Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts? Will these be shared for analysis to help us understand the current state and design the future state?	Nil

113			<p>We need to understand the complexity of this section and need few more high level details on the procedures involed as below</p> <ol style="list-style-type: none"> 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition 	This information will be Captured during requirement gathering with business team.
114			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
115			How many system to be integrated?	Integration with SAP is required
116			Provide details on total number of users who will be accessing this sytem	750
117			How many reports, dashboards are expected?	This information will be Captured during requirement gathering with business team.
118		12. SCOPE OF WORK – ANNUAL PROPERTY RETURN (APR) APPLICATION	We understand that IGL intends to build this application from scratch, with no enhancements planned for the existing applications. Kindly confirm if this understanding is correct.	Yes
119			For this application, which channels are applicable—Web, Mobile App, or both?	Both yes
120			Do we have the following documents available: BRS, wireframes, architecture documents, technical design documents, API integration specs, database model, test plan, and test scripts?	Nil
121			Will these be shared for analysis to help us understand the current state and design the future state?	
122			We need to understand the complexity of this section and need few more high level details on the procedures involed as below	This information will be Captured during requirement gathering with business team.
123			<ol style="list-style-type: none"> 1. Number of Process and Subprocess 2. Number of Screens 3. Number of fields in the screens(Range min to max) 4. Number of Workflows 5. Number of Business Rules 6. Number Reports 7. Number of Integrations 8. Number of feature required like Digital signature, Adding Camera feature, Adding location, Offline capability, Optical character recognition 	
124			Are we expected to migrate any data as part of this Application delivery ?	Existing all listed Application data to be migrated
125			How many system to be integrated?	Integration with SAP is required
126			Provide details on total number of users who will be accessing this sytem	750
127			How many reports, dashboards are expected?	This information will be Captured during requirement gathering with business team.
128		In the points given for "Description and Scope of work for Incident Management Application of Fire & Safety" it is mentioned 35 microservice integraton	Could you please share high-level details of the 35 microservices that need to be integrated? We assume these are existing services and that they expose REST APIs for integration with the new Incident Management System. Kindly confirm.	This information will be Captured during requirement gathering with business team.
129		Platform shall enable development of applications which require geolocation and map integration	What GIS platform is currently used by IGL, and is integration with it expected in the new solution? Alternatively, should the new platform simply display Google Maps with location data?	The Proposed LCAP Platform to be able to support the requirement and able to integrate with Geo Location and Map Services.
130		Designs/UX/Prototyping	Does IGL have UX design and Wireframe prepared for the new implementation or should be done part of this project?	This should be captured during the requirement gathering sessions.

129		Seamless Connectivity: The platform/ solution shall have the capability to integrate with multiple applications across IGL (e.g., SAP, CRM, RPA, HRIS, Learning Management System and other customer apps).	We understand that all integrations to and from the LCAP platform—whether with internal or external systems—will be routed through the IGL API Gateway. Furthermore, we assume that the required APIs for LCAP to consume are already established via the gateway. Kindly confirm this understanding.	The Proposed LCAP Platform should be able to consume API from other applications of IGL for exchange of Data. No additional tool should be required for integration with the mentioned application as per the Tender document.
130			Provide details on the Authentication methodology used by IGL, protocol used and other high level details	Active directory
131			Above mentioned Webservice are based on SOAP or REST protocol?	Rest API's
132			IGL has firebase account(Push notification) and can be leveraged for this implementation as well. Please confirm.	NIL
133			The API integration specification document from each system will be provided to the LCAP team, enabling us to analyze, design, and implement the required solution. Please confirm	Shared on requirement gathering phase
134		APIs needed from third party system to new unified system developed using Low code	All APIs required for integration with other systems will be provided by IGL. We are not expected to develop any APIs within the integration gateway or through third-party systems. Our scope is limited to business process automation using the low-code platform. Kindly confirm if this understanding is correct.	Yes, All API from other system to be provided by IGL.
135		Data Analysis, Reports and Dashboards	What reporting tools are currently used by IGL (e.g., Power BI, Tableau)? Can we leverage the low-code platform for reporting purposes? Alternatively, we can integrate existing reporting tools into our solution using Single Sign-On (SSO). Kindly share your preferred approach for reporting.	The Proposed LCAP Platform should be able to support and delivery reporting requirements mentioned as part of the Tender Document.
136		Databases	What is your preference for DB (MySQL, Postgres, Oracle, SQL Server)?	The proposed DB should be an enterprise-level database(no open-source database)
137			Can we leverage and use your existing database by adding new schema's for the application we create?	Not Applicable
138			What is the type of DB IGL prefers? (Serverless or Server based)?	Server Based
139		Data migration details	Is Migration in Scope of this project? If yes, clarify below set of questions.	All Existing data will be migrated for all the listed application.
140			Are you expecting us to migrate both data and documents? Or only data? Kindly confirm the scope of migration for all 12 modules in scope	
141			Please provide us the Storage size of the Data and Attachments in current system for 12 modules	
142			What is the size of current system Database(total of 12 modules)?	
143			What is the total size of current IGL document store(total of 12 modules)?	
144			How many years data to be migrated to new system?	
145			Expected data volume to be migrated to new system	
146			Expected data volume (In GB) immediately after launch of system (Approx)?	
147			Expected growth in data volume per year for next 3 year (Approx)?	
148			Number of documents expected to be uploaded per year (Approx)?	
149			Expected growth rate in number of users per year for next 3 years?	
150			What is the max size of the document that will be allowed to be uploaded in the system?	
151		Mobile App Implementation	We are assuming Mobile App would be published only in App store and Android Play store. Please confirm.	Yes
152		Document Management	Does IGL have any internal document management system like FileNet etc. which we can integrate with? Or can we utilize Mendix platform's own document management for storing and retrieving files?	This is a typo error and we don't have any IBM file net DMS. The Proposed LCAP Platform should be able to support document management of its own.
153		Notifications to customers	Will IGL provide API for the new systems to consume to send SMS, Email, Whatsapp?	Yes
154		Payment Gateway and Payment Wallet	Is there requirement for Payment in scope of this project? If yes please clarify below questions.	NIL
155			What is the payment gateway that IGL is currently using? Please provide high-level details to understand how integration with payment gateway/system works ex: authentication, protocol, data exchange type etc.	Not Applicable
156			How the reconciliation happening currently for all payments? What is the expectation related to reconciliation of financial transactions in new platform. Kindly elaborate?	Not Applicable
157		Hosting the platform	Where do you want to host the new system developed using Low Code Platform? ex: Portal, e-service? - On-prem or Cloud. If cloud, do you have any preference?	* Hosting the platform: For Cloud Model hosting services will be provided by the bidder on major reputed CSP i.e. AWS, Azure etc.

158			If cloud, do you have any preference or footprint already which we can use for hosting?	reputed CSP like AWS, Azure etc. * For on premise mode the Vendor will provide and maintain server infrastructure for hosting services of low code applications at a Meity empanelled data centre with uptime of server availability of 99.8% monthly. IGL should be allowed to migrate LCAP from one cloud partner to other like:- AWS to Azure
159			Number of concurrent users expected to use the system?	Expected Concurrent of User to be around 20 to 30% of Total Users
160			We are not expected to propose Infrastructure for the application? Please confirm	* Hosting the platform: For Cloud Model hosting services will be provided by the bidder on major reputed CSP i.e. Aws, Azure etc. * For on premise mode the Vendor will provide and maintain server infrastructure for hosting services of low code applications at a Meity empanelled data centre with uptime of server availability of 99.8% monthly. IGL should be allowed to migrate LCAP from one cloud partner to other like:- AWS to Azure
161			Expected growth rate in number of concurrent users(internal and External) per year for next 3 years?	Expected Concurrent of User to be around 20 to 30% of Total Users
162			Do you need a HA set up? If Yes is it Active-Active or Active-Passive	Bidder will decide to achieve the SLA 99.8%
163			Do you need dynamic scaling?	
164			What type of Application and Network load balancer do you provide ?	
165			What container runtime you prefer for Kubernetes (CRI-O or Container)	
166			How do you monitor the infrastructure?	Bidder will provide the provision to IGL for monitoring the infrastructure
167			Do you have SOC and NOC?	IGL have own SOC
168			Network, Load Balancer, security layer configuration activities and task will be the scope of IGL Infrastructure Team. Please confirm.	In bidder Scope
169			Infrastructure provisioning including DB will carried out by IGL team. Please confirm the understanding	In bidder Scope
170		Do you need DR Infrastructure setup?	If yes, what are your recovery time objectives (RTOs) and Recovery Point Objective (RPOs)	Not Required
171			What is your data retention policy of your data	
172			What is your data archive period?	
173		DevOps	Do you have DevOps in IGL? Please share the details on technology stack used to assess of we leverage or build new pipelines.	Not Applicable
174		Performance and Security testing	Does IGL team has software for performance testing? IGL team will conduct performance and security testing. Please confirm our understanding	In Bidder Scope
175		Timelines of the project	The document mentions a 2-year period followed by 3 years. Is the project implementation included within the initial 2 years, or is it treated separately? Could you please clarify the planned implementation timeline and the expected duration of support?	This is considering 03 months of implementation period and handholding support for 06 months

176		Hardware	We are proposing only for the software implementation and hardware is not part of our scope. Kindly confirm the understanding.	<p>* Hosting the platform: For Cloud Model hosting services will be provided by the bidder on major reputed CSP i.e. Aws, Azure etc.</p> <p>* For on premise mode the Vendor will provide and maintain server infrastructure for hosting services of low code applications at a Meity empanelled data centre with uptime of server availability of 99.8% monthly.</p> <p>IGL should be allowed to migrate LCAP from one cloud partner to other like:- AWS to Azure</p>
177		Resourcing	Can we propose onsite/offshore model for implementing these services?	PM is required onsite through out the implementation
178			Are you expecting specific on number on onsite resources for this project?	Not specific project should be completed in specific timeline
179		Maintenance and support	We typically do Implementation at Onsite and Support at offshore. We are planning to propose onsite and Offshore (Hybrid model) for Support. Are you open for this?	ok
180			Is there any minimum number of people needed at onsite to application support for this project after go live?	No specific number
181		Knowledge Transfer & Training: Training shall be conducted to selected IGL users on quarterly basis	Could you please provide more details on the type of training you are expecting? Is it Technical or Functional or Administrator or Development?	All types of traning
182			Can you provide the number of people needs to be trained across the different tanning process?	15 to 20 people to be trained
183		The CSP should adhere the guidelines specified by CERT-In, Meity, Deity, GOI or any standard body / recognized by GOI.	Does IGL has it own or external team to validate and certify complainece to CSP guidelines or is it expected from the vendor?	In Bidder Scope
184		<p>This task involves the development of an intranet portal called IGLO Portal using the Oracle APEX platform</p> <p>3.1 Detailed Scope of Work – Safety Work Permit (SWP) Application, Technical Scope: Frontend: React.js (Web), Flutter (Mobile), Backend: Node.js with Express</p>	In the RFP, we noticed a reference to a specific technology stack, along with a mention that IGL prefers a low-code platform. Could you please clarify whether this is a typo or an intentional expectation for vendors to align with?	Oracle APEX is not mandatory Bidder may use any OEM LCAP as per tender condition for development of listed applications.
185	Section V – Scope of Work / Deliverables	The tender document specifies that all LCAP capabilities and applications must be ready “on or before the go-live date,” but no detailed implementation schedule, phase-wise milestone plan, or overall project completion period is mentioned	Kindly clarify the expected overall project timeline from date of work order / LOA — including indicative time for (a) requirement gathering, (b) platform setup, (c) development & UAT, (d) go-live, and (e) post-implementation support. Please also confirm whether IGL expects parallel or sequential development of the listed applications.	IGL expect parellel developemnt of the listed application with overall completion of the project 06 months including handholding to be done in 06 months.
186	Section VI – Schedule of Rates (SOR)	Annual Support Service (1st and 2nd Year) – Quantity : 18	It is observed that the SOR mentions a quantity of “18 Months” against Annual Support Service for 1st and 2nd year. However, as per the tender’s Contract Period (2 years + extendable 3 years), the Annual Maintenance Support Service should cover 2 years (24 months), not 18 months.	This is considering 03 months of implementation period and handholding support for 06 months

187	Section V – Scope of Work (Page 59–60)	“Once the SI of the selected platform is finalized through this RFP... he shall be responsible for development of IGL applications on Low Code Platform, along with an entire development team, including UI/UX designer, database manager, certified LCAP developers, business analyst and a project manager.”	The clause does not specify whether the application development activities (design, development, testing, and configuration) are required to be conducted onsite at IGL premises or can be carried out offsite from the bidder’s development center. Kindly clarify the expected development model.	Developer should come in IGL premise, travel and stay is bidder responsibility
188	Section V – Scope of Work (Page 60)	“Set up a Digital Center of Excellence (DCoE) for software development by training IGL employees to create applications and provide support for the same.”	Kindly clarify whether the DCoE setup and training activities for the nominated 5-member IGL team are expected to be conducted onsite at IGL’s premises, or can be carried out remotely / at the bidder’s or OEM’s training facility using virtual or hybrid mode. Also, please confirm the duration for which the bidder is required to provide mentoring and post-training support for the DCoE team after completion of training.	The Training to be given at IGL premise. Bidder has to provide the support to DCOE team for entire contract period.
189	SECTION V SCOPE OF WORK, B. Broad Objectives & Section VI – SOR	Clause states that “the proposed OEM product shall offer licensing flexibility by supporting both Subscription-Based and Perpetual Licensing models.” However, in the Schedule of Rates (SOR), there is no line item or provision to quote for a Perpetual License.	Kindly clarify whether bidders are required to submit commercial offers for both Subscription and Perpetual licensing models, or only for the Subscription model as per the current SOR format.	Bidder to submit the commercial only for one model either perpetual or Subscription in the provided SOR.
190	Section I – Eligibility Criteria / Invitation for Bids	Tender mentions that bidder should offer an OEM-certified Low Code Application Platform (LCAP).	Please confirm if the OEM of the LCAP can submit the bid directly, or if it is mandatory that the bid should be submitted through an authorized System Integrator (SI).	OEM can also bid directly
191	Section V – Scope of Work, B. Broad Objectives SI No.5	Bidder must ensure that the application shall be hosted on below mentioned complied CSP: The CSP should adhere the guidelines specified by CERT-In, Meity, Deity, GOI or any standard body / recognized by GOI.	Kindly confirm the following details to help bidders correctly estimate the required cloud/server sizing and cost: (a) Approximate number of total users and concurrent users expected to access the applications at one time. (b) Expected average and peak transaction volume (per hour/day). (c) Whether the bidder is required to set up separate environments for Development, Testing (UAT), Production, and Disaster Recovery (DR).	(a) total no of user 750 internal for HRMS and B) Max 25% concurrency c) yes, there should be seprate envoiroment for dev, quality. No DR required
192	General	The tender document mentions the EMD amount (₹1,00,000), turnover requirement (₹24.14 lakh), and work experience (₹12.17 lakh), but the estimated project value or budget has not been specified.	We request to Kindly clarify the estimated tender value or project budget for this RFP. This information is essential for bidders to plan resource allocation, cloud/server sizing, and financial costing as per tender scope.	We cannot clarify the estimated tender value or project budget.
193	Section III – Annual Maintenance Support of IGL Applications on Low Code Platform	19. Vendor has to appoint at least 01 dedicated Project manager to perform Project management & co-ordination along with review & share the status to with IGL	Kindly clarify whether the dedicated Project Manager is required to be deployed onsite at IGL premises on a full-time/permanent basis during the AMC period, or can be engaged on a need-basis (remote with periodic onsite reviews). Also, please confirm whether the cost of this Project Manager should be included within the overall AMC/support cost, since no separate line item is available in the SOR.	Project Manager can be engaged on a need basis

194	Section III – Annual Maintenance Support of IGL Applications on Low Code Platform, Clause 25	Vendor has to ensure about maintaining the updated version of all source code of the application software in a source code repository and handover the source codes/enhancement as and when required by the Department	In the case of Low Code / No Code Application Platforms (LCAPs), the traditional “source code” is not directly accessible, as the applications are developed and deployed within the platform itself. Kindly confirm whether providing developer/admin licenses and full platform access (allowing IGL to view, modify, and maintain all developed applications) will be considered sufficient compliance with this clause. In a low-code environment, the development artifacts, workflows, and configurations are managed within the platform repository rather than exported code files. Therefore, we request confirmation that providing developer licenses with full access and control rights to IGL shall meet the intent of “source code handover.”	Bidder will provide developer and admin license with full platform access (allowing IGL to view, modify, and maintain all developed applications) Bidder will provide all the necessary documents related to application development workflows. Any coding used by the bidder has to be provided to IGL
195	Section V – Scope of Work (Intranet Portal Development – IGLOO)	This task involves the development of an intranet portal called IGLO Portal using the Oracle APEX platform	Kindly clarify whether the bidder is required to mandatorily use Oracle APEX for the development of the IGLOO Intranet Portal, or if bidders may propose an alternate Low Code Application Platform (LCAP) that meets all functional and technical requirements mentioned in the tender. As the overall RFP scope aims to identify and shortlist an enterprise-grade LCAP, please confirm that equivalent or superior low-code platforms will also be acceptable. we request IGL to kindly allow equivalent or superior Low Code Platforms that meet all specified technical, functional, and security criteria, ensuring fair competition and technology flexibility.	Oracle APEX is not mandatory Bidder may use any OEM LCAP as per tender condition for development of listed applications
196		1. Intranet Portal Development – IGLOO (Page 65)	This task involves the development of an intranet portal called IGLO Portal using the Oracle APEX platform. An intranet portal is a private network accessible only to authorized users within an organization. It serves as a centralized platform for internal communication, collaboration, and access to resources such as documents, applications, and databases. In this context, the IGLO Portal will be specifically designed to cater to the internal needs of the organization, providing a secure and efficient means for employees to interact and access relevant information and tools.	Oracle APEX is not mandatory Bidder may use any OEM LCAP as per tender condition for development of listed applications
197			Question: Oracle APEX platform, this is a low-code platform from Oracle. We need a clarification if this is a Oracle specific RFP or can we develop this use case using Mendix.	
198		1. Function & Technical Requirements à E à 80	In the event IGL decides to terminate the contract, the platform shall provide the standard code that can be compiled successfully independent of the platform. Alternatively, IGL should be able to, using an SDK or some other means, to programmatically access the application models. This should come with full documentation of SDK. This must enable IGL to automate a migration to alternative target platforms in the future, that maybe hosted on cloud or on premise.	Tender condition prevails
199		1. Exit Clauses (Page 81)	In case of expiry / termination of the contract, the vendor shall ensure that the apps originally built on the platform shall continue to run as is, without any disruption to the services at no additional cost to IGL. For this, the vendor may host these cloud / on-premise applications on cloud/On-premise provide a suitable format to IGL to run these applications on its on-premise infrastructure, respectively. In either case, IGL should have access to the entire code directly or using an SDK or some other means to programmatically access the application models and shall be enabled to make any modifications to the code / app at no additional cost to IGL.	Hosting the platform: For Cloud Model hosting services will be provided by the bidder on major reputed CSP i.e. Aws, Azure etc. For on premise mode the Vendor will provide and maintain server infrastructure for hosting services of low code applications at a Meity empanelled data centre with uptime of server availability of 99.8% monthly. IGL should be allowed to migrate LCAP from one cloud partner to other like:- AWS to Azure
200			Question: The platform allows the models to be accessed via. Model SDKs. This will be either in customer scope or additional services. In-case of contract termination / expiry the application will not be run without disruptions. The customer has to access the required modules via SDKs and redeploy with any changes based on the SDK code generated. This requires additional effort.	Tender condition prevails
201	5.0, Page 7	Bid submission due date and time : 21.11.2025 till 14:30 hrs IST	Request an extension as we will need at least 3-4 weeks time post getting answers to the pre-bid queries.	Tender condition prevails

202	7.0, Page 8,9	BIDDER EVALUATION CRITERIA (<p>We intend to submit the bid as two organizations under the following arrangement:</p> <p>1. Adnate IoT Private Limited</p> <ul style="list-style-type: none"> o Role: Primary Bidder - Bid (if won) would be awarded to this entity o Responsibility: Fulfillment of financial eligibility criteria (EBC), including Turnover, Net Worth, and Working Capital. <p>2. Adnate IT Solutions Private Limited</p> <ul style="list-style-type: none"> o Role: Technical Partner / Collaborator o Responsibility: Fulfillment of technical eligibility requirements, including prior technical experience (Work Orders / Purchase Orders) and Manufacturer Authorization Forms (MAF) from OEMs. <p>Additional Notes:</p> <ul style="list-style-type: none"> • Both organizations share the same ownership and registered address. • They regularly work jointly on projects under this arrangement. • Relevant ownership proofs and invoices can be shared upon request to substantiate this arrangement. <p>Let us know if this arrangement would be allowed?</p>	Tender condition prevails
203	7.4, Page 9	Single work 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.	<p>Would an email from the client confirming the completion of project considered as completion certificate?</p> <p>Also, can RFP be treated as SOW?</p>	Tender condition prevails
204	11.1	The bidder shall submit bid on single point sole/prime bidder responsibility basis. No consortium/ joint bid shall be accepted. The status of all the other vendor(s)/collaborator(s), (if any), referred/identified by the bidder in their offer shall be that of bidder's sub-vendor / supplier/sub-service provider.	Request acceptance on S No 2 raised above.	Tender condition prevails

205	Page 60 , 61	<p>B. Broad Objectives : 3. The proposed OEM solution shall be capable of supporting either On-Cloud or On-Premises deployment models, providing flexibility to meet the deployment preferences and server infrastructure requirements for running the application will be provided by the bidder</p> <p>13. Hosting the platform: The system shall be deployed on cloud of major hyper-scalar cloud provider. In case of cloud license model, all the required cloud infrastructure and hosting charges for running the applications should be included by vendor in its license cost likewise subscription model where cloud hosting charges already included. In case of on-premise model bidder will provide server infrastructure in IGL datacentre .</p>	OEM doesn't provide cloud licensing model. Infra is procured by bidder and the solution shall be deployed on cloud. Should payment terms for infra be annual or monthly? Also since the infra cost is to be added to the licence cost, how to add cost for infra for the subsequent years?	Tender condition prevails
206	Page 60	B. Broad Objectives : 4. The proposed OEM product shall offer licensing flexibility by supporting both Subscription-Based and Perpetual Licensing models, in compliance with the requirements outlined in this tender	We plan to propose Perpetual Licensing model from the OEM ? Do we need to provide Managed Services & Cloud Infrastructure as well from a deployment perspective ?	Yes, Bidder need to provide Managed Services & Cloud Infrastructure
207	Page 61	vii. AI/ML Integration: Facilitate deployment of Machine Learning (ML) model into the apps developed on the platform.	Can have API based integrations with the model ?	Platform should have the AI Capabilities in itself
208	Page 62	6. Security Features: The platform should offer robust authentication and authorization mechanisms, data encryption, and compliance with security standards. –	Any specific standards to be followed for security ?	Relevant details will be provided later on after award of services
209	Page 64	34. Provide technical upgrades to ensure that the software is compatible with latest hardware available in market, latest Operating Systems, latest database versions and MS-Office versions that are supported by OEMs. All interfaces should also to be upgraded as per latest hardware and software available in the market.	Normally OEM takes sometime to release compatible version of the platform after the new release of OS/Databases etc. We can only upgrade after the compatible version is released by the OEM.	Upgrade after the release given by OEM

210	Page 65	Intranet Portal Development – IGLOO - This task involves the development of an intranet portal called IGLO Portal using the Oracle APEX platform.	We will not be using Oracle APEX platform. Why does IGL have a preference towards Oracle APEX Platform ? Is this RFP aligned for Oracle APEX Platform ?	Oracle APEX is not mandatory Bidder may use any OEM LCAP as per tender condition for development of listed applications. RFP is not aligned for any specific OEM .
211	Page 74	4. Technical Scope <input type="checkbox"/> Frontend: React.js (Web), Flutter (Mobile) <input type="checkbox"/> Backend: Node.js with Express <input type="checkbox"/> Database: SQL Server or PostgreSQL <input type="checkbox"/> Hosting: Windows Server or Cloud (Azure/AWS)	a) We might not use all the stacks mentioned since, Since we will be using the Low Code Application Platform which has its own stack for backend as well as front end ? b) Inclusion of following LCAP universally accepted standards, such as BPMN, WSDL, XSD, XML and SOAP to name a few technical scope from a platform perspective	This is existing technical stack,OEM can use their own technical stack for development
212	Page 75	Functional and Technical Requirements - 16. The platform shall provide integration with existing OAuth, LDAP, Active Directory including custom employee master module or any third-party identity management system and shall also support Multi-Factor Authentication (MFA)	Since IGL is already having OpenText ECM, we can leverage the OTDS being used for authentication for the low code platform as well.	Tender condition prevails
213	Page 76	21. The platform shall enable development of application. Mobile apps shall be developed using the same platform and in a form such that the same app can be used on multiple devices without any disorientation of layout and UI	Complex screens such as reports do present some challenges in mobiles devices. Hence, we might face some deviations.	Only reporting section in complex cases can be built in web portal.
214	Page 77	23.The platform shall have SAP certified connectors for integration with SAP HANA and above.	While the platform has out-of-the-box SAP connector, it is not certified by SAP ? Additionally, SAP Licensing should be managed by IGL.	SAP license shall be managed by IGL
215	Page 77	41. The platform should offer team management, bug tracking, milestone management, and issue tracking from a central console without requiring integration with other tools or IDEs.	Not a standard feature.However, can be built as a module in the platform. These ideally are part of Application Development & Monitoring tool ? Do you plan to procure a ADM as well ? If yes, how many users would be using these modules ?	Can be built in the platform as a module.ADM is not required
216	Page 78	45. Storage space for all data captured and used for development of applications shall be made available on IGL on-prem servers by IGL 46. The solution shall be on IGL on-prem data centers, with all data captured and stored at IGL on-prem servers	Please clarify if solution is to be deployed on IGL datacenter Or IGL On-Premises Environment?	• Hosting the platform: For Cloud Model hosting services will be provided by the bidder on major reputed CSP i.e. Aws, Azure etc. For on premise mode the Vendor will provide and maintain server infrastructure for hosting services of low code applications at a Meity empanelled data centre with uptime of server availability of 99.8% monthly. IGL should be allowed to migrate LCAP from one cloud partner to other like:- AWS to Azure
217	Page 78	48. The platform shall enable decoupling the front end and back end of applications developed	The platform has integrated back-end and front -end capabilities due to the Low Code Entity modeling out of the feature.	Accepted

218		Database License	Database license shall be procured by IGL or the bidder? If to be procured by bidder, do we need perpetual or on subscription ? Also, define the Tenure ?	All the license cost borne by bidder in the name of IGL till the contract
219	Page 70	Document management system (IBM FileNet) to manage the TDS documents	Does IGL uses IBM FileNet as DMS ? What is the role of IBM FileNet ?	This is a typo error and we don't have any IBM file net DMS. Currently we don't have any DMS solution.
220	Page 53	12.0 SPECIAL CONDITION OF CONTRACT 7. OEM shall offer 24*7 topmost level of support with unlimited number of incidents being managed. The platform bidder should ensure 24x7x365 availability of the Low Code Development platform and provide timely assistance to Corporation developers and administrators	Request to Update this to : <u>OEM/Bidder</u> shall offer 24*7 topmost level of support with unlimited number of incidents being managed. The platform bidder should ensure 24x7x365 availability of the Low Code Development platform and provide timely assistance to Corporation developers and administrators. As OEM can also provide perpetual license & Bidder will provide IaaS+Managed Services	ok
221		We recommend addition of the following points as part of the scope :		
222		1.AI for Developers	The LCAP should provide an Out of the Box AI-driven development assistance for faster and smarter application building.	Tender condition prevails
223		2.Enterprise Document Management Integration	The LCAP should support Out-of-the-box Certified integration with OpenText Extended ECM (IGL existing DMS System) to ensure a single repository for all documents, eliminating duplication and enabling a unified, enterprise-grade Document Management System (DMS) that can be leveraged across IGL's IT landscape.	Tender condition prevails
224		3.Unified Authentication and Access	The LCAP Should support Common Active Directory with SSO authentication via existing OTDS allows seamless access to both the DMS and the Low-Code platform, simplifying user experience and security management.	Tender condition prevails
225		4.Advanced Reporting and Analytics	The LCAP system should support out of the box reporting tool to provides robust analytics and reporting capabilities for internal workflows and application data, supporting better insights and decision-making. and application data, supporting better insights and decision-making for IGL Officials.	Tender condition prevails
226		5. Full BPMN 2.0 Compliance	The LCAP should support out of the Box Industry Standard BPMN 2.0 Compliance & Notations enabling standards-based process modeling and orchestration, ensuring scalability and interoperability for future requirements & migration.	Tender condition prevails
227		6.Dynamic Case Management	The LCAP should handles unstructured, exception-driven case management processes effectively out of the box & case management should be an native, inherent feature of LCAP.	Tender condition prevails
228		7.Enterprise-Grade Security & Governance	The LCAP should support built-in compliance features, audit trails, and role-based access controls for regulatory requirements.	Tender condition prevails
229		8. LCAP should support Split Screen View with IGL DMS Application	The Low Code Application Platform should support viewing, embedding & browsing of documents stored in IGL existing DMS application in a LCAP Single Split Screen view.	Tender condition prevails
230		9. The LCAP should be capable of supporting Out of the box following processes natively via Configuration	The LCAP must support the following kinds of processes: a) Human Workflows b) Integration Workflows c) Decision Centric Workflows d) Event Based Workflows e) Case Management based Workflows	Tender condition prevails
231		10. Testing/Simulation capabilities in LCAP	The LCAP should have built in testing/simulation framework to test process end to end like Web forms, process flows, business rules while designing the processes.	Tender condition prevails

232		11. No Installation of 3rd party software to executive business process	The LCAP should not require any proprietary / other software to be installed on client machines to model or execute a business process.	Tender condition prevails
233		12. User Interface / Tabs for business processes	The LCAP should support a Milestone based user interface w.r.t the business process being worked upon, see tabs like Tasks, Discussions, Business Workspace, Audit Trails, Emails, Metadata information in a single screen & provide a 360 degree view w.r.t the business process.	Tender condition prevails
234		13. Environments/High Availability/Load Balancing	The LCAP should Load balancing and high availability .i.e. An administrator can choose the load balancing algorithm, such as simple failover or round robin for load balancing as per requirement. Service containers should be added or removed on demand depending on the need.	Tender condition prevails
235		14. Automatically Trigger processes basis logic/time	<p>The BPM/Workflow platform should have the ability to trigger processes or applications based on specific system events or at a specific time as follows:</p> <ul style="list-style-type: none"> ▪ Run now - Once created, this schedule is instantly executed ▪ Hourly - Recur at a specified time every hour ▪ Daily - Recur at a specified time every day ▪ Weekly - Recur at a specified time every week ▪ Monthly - Recur at a specified day every month ▪ First day of the month - Recur at a specified time on the first day of every month ▪ Last day of the month - Recur at a specified time on the last day of every month ▪ First weekday of the month - Recur at a specified time on the first weekday of every month ▪ Last weekday of the month - Recur at a specified time on the last weekday of every month ▪ Fortnightly - Recur at a specified time every 15th day 	Tender condition prevails
236		15. User Concurrency	The LCAP should allow for 1:1 user Concurrency & not restrict on user logins at any point in time for the 750 IGL users.	Tender condition prevails