Replies to Pre-bid Queires

TENDER DOCUMENT NO. IGL/ET2/CP/CM17526

AMC SUPPORT SERVICES OF IGL MOBILE APPS

Sl No	RFP Clause	Description	Query	Revised Clause as per Query (Requested by Vendor)	IGL Response
1	Page no. 62	IGL has been serving the PNG and CNG customers since 2017 through Mobile Application "IGL Connect" using the native Apps version in Android and iOS platform.	Bot Deception: Provides a deception technique to identify bots. It inserts a hidden link into response pages. Clients that fetch the URL can accurately be classified as bots	At page 62, it is mentioned that the app is built in Native but at page 63, it is mentioned that the Frontend of the application is built in Flutter which is cross platform. Please confirm which tech stack is correct.	**Clarification:** Tech Stack which is mentioned at page no. 63 (Front End-Flutter and Bancend- Java, Tomcat V-8.5, PHP V-5.6) is correct.
2	Page no. 63		Frontend: Flutter	At page 62, it is mentioned that the app is built in Native but at page 63, it is mentioned that the Frontend of the application is built in Flutter which is cross platform. Please confirm which tech stack is correct.	**Clarification:** Tech Stack which is mentioned at page no. 63 (Front End-Flutter and Bancend- Java, Tomcat V-8.5, PHP V-5.6) is correct.
3	Page no 65		Application Enhancement: Modify the functionality of an existing application	Can we say 500 man hours will be used for any modification or enhancement? Please confirm.	**Clarification:** Any modification beyond 4 Man-days effor at page 67 and development effort mentioned in page 65 will be covered under 500 man-days for any modification and enhancements.
4	Page no. 68		Vendors may be asked to change the existing user interface of Mobile Applications to make it easier for the user which may include making it bilingual i.e. make it available in Hindi and English on the same platform by making a selector switch.	Efforts will be consumed from 500 man hours. Please confirm.	**Clarification :** This effort will be taken from 500 Man-days effort for any UI changes.

5	page 68		The successful migration of entire data (applications, databases, file storage, etc.) of all the IGL mobile apps of production environment from existing hosting service provider to new cloud setup on hyper scalar environment is the responsibility of selected AMC bidder.	Why is data migration required? and is it a one time job during the AMC period? What is the size of the data? The efforts required for data migration will be used from 500 man hours. Please confirm.	**Clarification**: Data is migrated/ transferred from exisitng server to new cloud hosting envrieonment once the its tender is finalized and new cloud provided on-boarded. It's a one time job in AMC and size will the as actual at the time of migration. This activity is under the scope of AMC and no separate Man-days from menntion quantity will be provided. bidder can quote the AMC effort including the effort of migration.
6	Page 68		Vendors have to carry out the changes in themes of Mobile Application in every 6 months.	The efforts required for changes in theme will be used from 500 man hours. Please confirm	**Clarification :** This effort will be taken from 500 Man-days effort for any themes changes, if required/asked.
7	Page 65		Bidders need to make a development effort of 15 days in a quarter under AMC. Unused effort within a quarter will not be carried over and will lapse.	Are these two things different or same? Please confirm.	**Clarification :** This is different from fixed 500 man-days effort. This can be used in the quarter. It will be carry forward to next quarter, if unused in that quarter.
8	Page 73		Enhancements in Mobile Apps : 500 days	Are these two things different or same? Please confirm.	Clarification: this quantity is fixed for whole AMC period for all the mobile application.
9			General Query	We assume that any recurring charges like iOS developer account annual charges, SSL certificate, Domain renewal charges will be under the scope of IGL. Please confirm.	**Clarification:** IOS developer account renewal, SSL cerrificate and IGL domain renewal is not under the scope of AMC.
10			General Query	What's the tech stacks of the Apps & Backend.	**Clarification :** This is metnioned in the scope of work section from page no. 63-65.
11			General Query	For AMC/Enhancement of the App, the manpower will be on-site or off-site?	**Clarification:** No on-site resource is required, they can work from their locations through remote, they have to come to IGL for meeting and discussion, if required.
12			General Query	What's the planned budget for this?	**Clarification :** Kindly quote as per the requirement and scope mentioned in the tender document.

13			General Query	Will you be providing/hand-over all the source code and required documents from the current company?	**Clarification :** Socurce code and required document will be given by exisiting vendor to new onboarded vendor at the time of handover.
14			General Query	You have asked Form 3, 4, 5 and 8 FROM STATUTORY AUDITOR, Can we submit these form no. 3 & 4 on our Letterhead with client completion certificate?	Form 3 & 4 shall be submit as per tender requirement