

Tender for Selection of Agency for Development of Mobile Application for Inspection & MIS on behalf of Labour and Employment Department (L&ED), Gandhinagar

RFP.NO. SW02112018173

Sr. No	RFP Ref. / Page no.	Queries	Clarifications by GIL/L&ED
1.	-	To design and develop Mobile Application for Onsite Inspection & MIS (admin application) is bidder responsibility.	Yes, it should be the bidder's responsibility.
2.	-	Is there any specific technology concern for MIS (admin application)?	Open source technology is required.
3.	-	Like Mobile Application, please elaborate MIS application features.	<ul style="list-style-type: none"> • MIS Dashboard app Features. <ul style="list-style-type: none"> ○ Super admin ○ Master Admin ○ Wing admin ○ Zone admin ○ Dy. Director admin ○ Officer admin • All Admin have rights to manage their Down-line. • Manage inspection Report • Manage inspection assignment • Manage inspection process • Manage forms and fields as per L&ED Requirement. • Manage INDUSTRIES Assignment. • Manage Inspection officer location. • Manage inspection report automatic mail to occupier • And other features will inform later by L&ED as per requirement.
4.	-	Android, iOS and Windows – all require in 1 month timeline (after selecting successful bidder)	Changed. The work will be completed within two months.
5.	-	Is there any specific timeline to complete MIS?	Changed. The work will be completed within two months.
6.	-	For Android & iOS – May some 3 rd Party API not support some features, in that case may we need to upgrade iOS from 8.0 and Android 4.4 or do compromise with	If not supported, then we will discuss later and decide whatever preferable

		features.	
7.	Mobile Application Platform 1.1. Mobile Application will be developed for all three platforms (iOS, Android and Windows).	<p>1) Windows-based devices consist of less than 3% of the entire smartphone population. So is it not worth to develop an app for Windows</p> <p>(2) Windows Phone development has extra costs. You have to pay for the full version of Visual Studio and you have to pay an annual fee (99\$) if you want to publish an application or deploy your app on your device.</p> <p>(3) No rich notifications, no custom widgets, no live wallpapers, no true multitasking, no broadcast receivers and content providers, no openness, no abilities.</p> <p>(4) Recent market studies show that Microsoft's mobile operating system is gaining traction, but at tortoise speed. Slow adoption of an operating system may not seem immediately important, but it does infect consumer experience.</p> <p>(5) Version incompatibility For more details please check below URL: https://www.onmsft.com/news/top-five-reasons-avoid-windows-phone-and-keep-your-androidios-device</p>	To consider only android and iOS as of now.
8.	Section - 1: Eligibility Criteria Page No. 04 3. The bidder should have an average annual turnover of at least Rs. 15 lacs per annum or cumulative of Rs. 45 lacs in last three years in mobile application and website development business during last three financial years as on 31st March 2018.	This is very low criteria and to develop such kind of mobile application more qualitative bidder with sufficient mobile experience should participate thus we request to change the criteria mentioned as below: "The bidder should have an average annual turnover of at least Rs. 25 crores per annum in IT software during last THREE financial years as on 31st March, 2018. Out of this annual turnover, average INR 1 Crores or more must come from Mobile Application development."	No change. Asp per RFP
9.	Section - 1: Eligibility Criteria Page No. 04 4. The bidder should have executed at least three projects of mobile	Keeping the criteria of only three mobile application development may not help to find the suitable vendor hence we request you to modify the criteria mentioned as below: "The bidder should have executed at least THREE	No change. Asp per RFP

	application and related development.	projects involving mobile application development out of which any ONE project should have been with/for a Government Entity or PSU during the last THREE financial years for an order value of not less than INR 30 Lakh."	
10.	Section - 1: Eligibility Criteria Page No. 04 5. The Bidder must be CMMI Level 3 / ISO 9001:2008 certification in quality management / Software Development / Service Solution.	We suggest having CMMi Level 3 as a mandatory qualification criteria for bidders. This will ensure participation from the bidders those are capable of implementing quality assurance during every phase of the project.	No change. Asp per RFP
11.	Section - 2: SCOPE OF WORK FOR MOBILE APPLICATION Page No. 5 OS Compatibility: 6.1. iPhone will run on iPhone device having 8.0 OS or higher version 6.2. iPad application will run on iPad device having OS 8.0 or higher version	WE request you to change the OS Compatibility for iPhone & iPad as there are only 2% users are using the iOS 8 hence we request you to replace the iOS 8 with iOS 9 or higher.	Ok. iOS 9 or higher
12.	Section - 2: SCOPE OF WORK FOR MOBILE APPLICATION Page No. 8 Testing: 9.2 Vendor is responsible for Security audit through CERT-In and EQDC testing of the application and cost for the both will be borne by the vendor.	We request you to remove the EQDC from the scope because EQDC will only share the quote if the application is developed and ready for audit. It will be more difficult for all bidders to quote the charges for EQDC.	Cost of EQDC testing will be borne by L&ED. However, it is the responsibility of the bidder to get it done.
13.	Section - 2: SCOPE OF WORK FOR MOBILE APPLICATION Page No. 8 Scope for Warranty and Maintenance: 10.1 Bidder will provide Onsite maintenance and support for the application for Three year after	1. Kindly share the location where resources needs to be deployed. 2. Kindly share the type of resource need to be deployed with their qualifications. 3. How many resources needs to be deployed?	Please refer the financial bid format. No resources to be deployed onsite. Resources to be provided as and when required.

	deployment of the application on live server.		
1.	General - Web-Services / API	Who will provide the APIs / web-services of COL, DOB, DISH?	L&ED will help you to get these APIs.
2.	7.1.1.1 - For internal users there is no need to register externally, all users will registered by the administrator.	Which user will be able to create internal user from mobile application?	Master Admin will create wing (COL,DOB,DISH) and they will create user for their Department
3.	7.1.2.3 - while submitting the report mobile application will also capture the Geo-Location of the inspector. The mobile application shall provide the category wise details required to fill or capture from the site. All the picture taken shall be geo tagged.	Please provide purpose of GEO-tagged picture and how to show this to user?	<ul style="list-style-type: none"> - It will show to Super admin for verification of inspection done at their location (late & long) - Picture will be shown to admin
4.	7.1.3.4 - If application is approved by the approval authority, application will generate the certificate in the prescribed format	Please provide certificate format.	It will be provided later to the successful bidder.
5.	7.1.4.1 - After login inside the mobile application, users can view the list of services they have applied for and also check the status of the application	Please provide all services name with all require fields or Form.	It is mentioned in the detailed functional scope of work for each Department - different form and fields (approximately 150-170 Fields for each department COL/DOB/DISH)
6.	7.3.1.1 -Before applying for any of the services offered by the department, the factories / companies need to register inside the mobile application by entering their basic details so that in future while applying for any of the services the basic details will be appear from the registration and factory users only need to enter the application specific details.	Please provide which basic details of user will be filled in form?	It is mentioned in the detailed functional scope of work for each Department - different form and fields (approximately 150-170 Fields for each department COL/DOB/DISH)
7.	7.3.4.4 -Each application will have specific fees and before submitting the application user has to make the online payment for proceed the application	Which payment gateway do we have to use?	Will be provided by the L&ED.
8.	7.1.4.2 -If any of the application is approved by the department, users will receive a notification via email and SMS and download the certificate from	Which SMS integration will be used?	Will be provided by the L&ED.

	the mobile application		
9.	7.3.4.6 - All forms for the services will be developed natively and will be user friendly too.	Please provide all forms of services.	It is mentioned in the detailed functional scope of work for each Department
10.	How to give language change option to user to change language of application?	Before login or After login in mobile app?	Before login
11.	Which Fields/details do we have to take from category forms? (COL, DOM, DISH)		It is mentioned in the detailed functional scope of work for each Department different - different form and fields (approximately 150-170 Fields for each department COL/DOB/DISH)
12.	Duration of completed mobile application is one month.	So, all three app should be completed within one month? Right?	Changed. The work will be completed within two months.
13.		After freeze requirement of mobile application time line of one month will be start or we have fixed requirement & develop mobile app within one month?	Changed. The work will be completed within two months.
14.	Clause 11: Section 2 - Scope of Work for Mobile Application Page 9 - Time limit: The development of the mobile application shall be completed within one months.	Would request you to extend the completion time to 3 months for qualitative development of mobile application.	Changed. The work will be completed within two months.
15.	Clause 1- Sub Point 1.1: Section 2 – Scope of Work for Mobile Application Page no. 5 Mobile Application will be developed for all three platforms (iOS, Android and Windows)	As windows is outdated we request you to keep development for iOS and Android only.	Yes, Consider android and iOS as of now.
16.	General Query Application Platform	Please mentioned whether the Application needs to be developed for mobile or tablet or for both.	For Both
17.	General Query APIs	Please specify whether client shall provide backend database and server-side APIs	No, L&ED Department will provide only third-party API
18.	Clause 5 Sub Point 5.1: Section 2 - Scope of Work for Mobile Application Page 5 Gateway details	Please clarify on who shall provide payment and SMS gateway.	L&ED Department shall provide payment and SMS gateway, but integration shall be the responsibility of bidder.
19.	General Query	Please specify the type of user roles	As above point no. 3

	User roles		
20.	<p>Clause 7 Sub section 7.2.1.1: Section 2 - Scope of Work for Mobile Application Page 7</p> <p>There shall be a centralized dashboard through which various MIS can be generated</p>	Please specify whether this needs to be shown via mobile app as well.	Yes, reports of MIS functionality should be shown in to mobile app dashboard as per user role.
21.	<p>Clause 7 Sub section 7.3.3.1: Section 2 - Scope of Work for Mobile Application Page 7</p> <p>For the services offered by the LED department</p>	Please mention on who shall provide the service information.	Shri Manish Purani, Technical officer, L&ED
22.	Mobile Application will be developed for all three platforms (iOS, Android and Windows).	Windows phone is out-dated now a days. so still you want this app into windows phone?	Yes, Consider android and iOS as of now.
23.	Mobile Application will be available in two languages (English and Gujarati),	Gujarati language for display purpose only or input method too?	Display purpose only
24.	7.1.1.2 User will enter their login credentials and based on the roles and permission allocates to them, mobile application will show the menu.	How many users role?	As above point no. 3
25.	7.1.2.3 Inspector will visit the site physically for the verification and submit the inspection report from the mobile application, while submitting the report mobile application will also capture the Geo-Location of the inspector. The mobile application shall provide the category wise details required to fill or capture from the site. All the picture taken shall be geo tagged.	What is the inspection process? How many fields for inspection?	Inspection process is mentioned in Detailed functional scope of work and has tentatively 150-170 Fields for each Department (COL/DOB/DISH)
26.	Scope for Warranty and Maintenance	Application changes and flow changes included?	During the contract period, the bidder shall be responsible for changes without any additional cost.
27.	9.2 Vendor is responsible for Security audit through CERT-In and EQDC	EQDC is provided by Government?	As above point no. 12.

	testing of the application and cost for the both will be borne by the vendor.		
28.		If internet is not available then mobile application will not work. Is it okay	Yes, acceptable.
29.		Can we get any exemption in the EMD (50,000 INR) and Fee (1,000 INR) as we MSME certified bidder?	No change. As per RFP
30.	Point No. C of ARTICLE – 21: PRELIMINARY EXAMINATION OF BID: Presentation evaluation as part of Technical evaluation based on the following criteria Sr. 2. Past Experience in Mobile Application Development in Govt. Sector.	It is requested to please consider it as " in Govt. Sector/Public Sector/Private sector"	No change. As per RFP
31.	-	As per the RFP, the scope of deliverable is limited only to Develop and Deploy the APP. Where we assume that the backend infrastructure to host the App would be provided by GIL. Please confirm the same	Hosting Infra will be provided.
32.	Page no. 7 – Clause 7.3 Functionality for Citizen	-	The entire clause no. 7.3 - Functionality for Citizen stand cancelled
33.	-	How the Industry will comply the inspection findings?	The mobile application shall be integrated with the existing web-based application. After submitting the inspection report by inspector through mobile application, an email with secured link should be sent to the respective industry on registered email id through which they can login with their login credential in the web-based application and submit the compliances against the inspection report.
34.	Bid processing fees	-	Rs. 1000 only (Rupees One Thousand Only)