Responses to the queries pursuant to the RFP

The bid queries have been responded in this document. RFP Document stands modified to the extent clarifications have been made as enclosed below. In addition, GSHHDCL makes following changes in the RFP bid document.

1. The Mobile application shall be developed on in English Language
2. Auto read OTP facility will be given in which OS it is available.
3. The Bidders has to develop a Native Application for each platform. i.e. android, iOS and Windows OS.
4. GSHHDCL is using HDFC payment Gateway for web portal. Same payment Gateway will be used for mobile application.
5. The selected Bidder should submit the Performance Testing and Usability Testing report to GSHHDCL. The cost shall be borne by selected bidder.
6. Phone Book – The application must have facility to fetch phone book details of the end user.
7. The selected bidder is responsible to develop any additional functionality/module like Phone book, Notification, promo code and similar, for the mobile app. For these additional functionalities, admin panel is required to be developed.
8. Following points or functionalities will be added in the scope of work of the RFP
   a. Deep linking facilities - a deep link is any link that directs a user past the home page of a website or app to content inside of it. e. g. linking directly to a product instead of the home page.
   b. Cross sell Notification - To cross-sell, or cross-selling, describes the practice of suggesting similar or complementary products or services to an existing customer during the buying process to maximize revenue.
   c. User behaviour wise notifications.
   d. GPS – it will be used for location access of the show room only.
   e. Reward point (Promoting Mechanism)
   f. Promo code - it is a computer-generated code, consisting of letters or numbers that consumers can enter into a promotional box on a site's shopping cart (or checkout page) to obtain a discount on their purchase.
   g. Utility services (i.e it will be shown accurately in the mobile application)
   h. The mobile app should be compatible with latest OS and 2 earlier versions of OS and all future versions of each platform i.e. Android, Window and iOs. Example: if currently Android version 8 is running. The mobile app should be compatible with android 6, 7 and 8 and all future versions.
9. Resizing font size is removed from the scope of work of the RFP. So, it will not be required as it is a native application.
10. The Database schema and source code of the web portal will be provided by GSHHDCL. However, The API / Web service must be developed by selected Bidder in consultation with existing web developer of e-store portal of GSHHDCL
11. The training should be provided by selected bidder to approx 10 officials at GSHHDCL office only.
12. The Webservices will be deployed on existing web server of GSHHDCL.
13. The details of e-store Web portal is given as below,
    a. No. of Registered Users = approx 1000 users
    b. No. of Concurrent Users are access e-store portal = 1000 concurrent users
    c. Concurrent Users are expected to use mobile app to access e-store = approx 15000 concurrent users
14. The said mobile application will be published on the GSHHDCL server only.

All other terms and conditions remain same as per the RFP.

		RFP FOR SELECTION OF AGENCY FOR DEVELOPMENT AND MAINTENANCE OF MOBILE APPLICATION FOR EXISTING e-STORE PORTAL OF GSHHDCL (Tender No.:- SW28062017136)		
Sr. No	RFP Document Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarified by GSHHDCL/GIL
1	1.5 Technical Evaluation Criteria, Page No. 16	**Quality Certifications** Only ISO 9001:2008 = 8 Marks ISO 9001:2008 and CMMI level 3 = 8 Marks Maximum 10 marks for two certificates	1. In the Technical Evaluation Criteria Maximum Marks are mentioned as "16" and as per the breakup bidder will get either 8 marks or 10 marks. Kindly change the criteria mentioned as below: "Only ISO 9001:2008 = 8 Marks ISO 9001:2008 and CMMI level 3 = 16 Marks"	**The corrected Technical Evaluation Criteria is given below.** **Quality Certifications** ISO 9001:2008 or CMMI level 3 or above = 8 Marks ISO 9001:2008 and CMMI level 3 or above =16 Marks
2	1.6 Financial Bid evaluation, Page No. 17	Note: Agency with lowest financial score (L1 Bidder) will be invited for negotiations.	1. To ensure the desisted level of quality of deliverables from vendor we suggest to have QCBS (70% Technical and 30% Commercial) based bid evaluation criteria.	No change, as per the RFP
3	Change Request Orders, Page No. 21	During the development phase, any change in scope of work, or in design and development of modules or Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.	1. This clause makes the scope open. We request you to amend this clause to allow the change request.	No change, as per the RFP

4	Section V: Scope of Work, Page No. 31	The e-store mobile app will be an extension on the existing backend of e-store that powers the web portal and API's will be created and integrated to serve the same process flow on mobile app as web portal.	1. We assume that Vendor is only responsible to develop the mobile application, there will be no enhancement / modification is required in existing web application. Please confirm. 2. We assume that department / client will provide the required web services for integration with Mobile Application. Kindly confirm and also let us know the approximate number of web-services to be integrated. 3. If Vendor needs to develop the web-services in that case department need to give the complete access of the database to the vendor and department is ready for that. Please confirm.	1. Yes, Selected bidder is only responsible to develop the mobile application and API. If any enhancement /modification are required to develop in web application, it will be done by existing web application developer. However, related changes in mobile application will be done by selected bidder. 2 & 3. GSHHDCL will give necessary information as per the modules of eStore portal. The API must be developed by the selected bidder.

5	Section V: Scope of Work, Page No. 31	For Service enablement, there will be an integration of API with the e-store Portal and enabling corresponding flow on the enabled channel. The APIs/Web Services shall be hosted on the mobile server which needs to be procured under this RFP.	1. When referring to mobile server we assume that you meant a server where mobile back-end and web-services will reside. Please confirm and also share below details if bidder is responsible to procure the Mobile Server
			
			  1.1. Where this server is required to be hosted?
			  1.2. Kindly share the total Number of Users and Concurrent users with us (Including expected YoY growth for next 3 Years)
			  1.3. If Server is required to host at SDC in that case we assume that required infrastructure for connectivity of Middleware Server and GSHHDCL server
				1. The mobile server will be provided by GSHHDCL.
				2. As above
				3. The mobile app will be hosted in same server available at GSHHDCL.

			will be taken care by client. (Power, Cable Connectivity etc)	
6	Section V: Scope of Work, Page No. 32	Integrate with Payment Gateway to process online payments.	1. Which Payment Gateway is required to integrate with the mobile application? Is this going to be the same payment gateway which is currently integrated with the web-application. Kindly share the name of the Payment Gateways.	Yes, HDFC Payment Gateway
7	Technical Specification for the Mobile Application, Page No. 33	Should provide multilingual support and User interface should be available in English & Gujarati	1. As current website of GSHHDCL (www.garvigurjari.in) is available in Single Language only, then how Mobile Application will show the 'content' in Gujarati if the same is not available in Web Application? Please share your thoughts.	Yes, the mobile application is developed only in English Language.
8	Technical Specification for the Mobile Application, Page No. 33	Auto read OTP	1. This functionality will only work with the Android Devices as iOS and Windows OS does not permit Auto Read functionality. We request you to kindly keep this function limited to Android Device only. Kindly check the link for your reference: https://stackoverflow.com/questions/33472868/autofill-otp-to-the-textfield-when-i-receive-message-iphone-app	Bidder has to give auto read functionality in which it is available.
9	Technical Specification for the Mobile Application, Page No. 33	The design of Mobile Application should be hybrid, it should be Native for front-end (Framework, CSS, App structure, etc.) and it should use back-end work flow of e-store Portal for transactions purposes.	1. How it is possible to develop native mobile application with Hybrid Design? Looking at the performance, UI/UX and scalability aspects we suggest you to go for Native Mobile Application Development.	Yes, Native application development is required for each platform. I.e. Android, iOS & windows OS.

10	Key Components of mobile application, Page No. 34	Alerts & Notifications: The application will take advantage of native platforms and serve regular alerts and notifications about important events like sale, new products added and dispatch details etc	1. If existing website is hosted in SDC in that case PUSH Notification is not possible due to Security policy of the SDC. So kindly remove PUSH Notification from the Scope. Application will only send normal Notification (Without Alerting the user)	The existing web portal/web application is hosted on GSHHDCL private server.
11	Training	Training	1. Kindly share the name of locations where training is required? 2. How many people will required training? 3. How many session is required to conduct? 4. We assume that department / client will provide the required infrastructure for training. Please confirm	1. Training is required at GSHHDCL office, Gandhinagar only. However, Selected Bidder will provide the Frequently Asked Question for end user. 2. Approx 10 people will required to train. 3. Frequently training program in future, if required 4. Yes, department / client will provide the required infrastructure for training.
12	Onsite Support	Onsite Support	1. We assume that onsite support is not required neither during development nor during maintenance. Please confirm	Bidder has to provide offsite/onsite support. The onsite support will be need based and as and when required by GSHHDCL
13	Project Status Reporting and Meeting		1. Is there any weekly meeting arranged by the department where vendor need to present themselves? If yes then kindly share the number of such planned meeting in a week.	Yes, review meeting will be arrange from department as and when required by GSHHDCL

14		The Bidder must have standard quality certification like CMM (level 3 or above) or appropriate ISO 9001:2008	We would like to inform that we will be receiving ISO 9001:2008 certificate within one month then will our application will be considered or let us know can you consider us as eligible for this tender	As per the RFP
15	Page no. 31	In order to develop and launch/ publish the unified Mobile Apps, the selected bidder is required to perform the activities mentioned below, noting that any additional related activities needed for the proper functioning of the system shall be provided by the winning bidder and its cost shall be included in the fixed lump sum price submitted by the bidder:	Please justify the additional work which need to develop	In future, if Department may want to develop any additional changes of eStore portal due to change in procedure, policy and look and feel then bidder has provision to do the said changes without any additional cost.
16	Page no. 33	The design of Mobile Application should be hybrid, it should be Native for front-end (Framework, CSS, App structure, etc.) and it should use back-end work flow of e-store Portal for transactions purposes.	Please elaborate the same, i.e the department is looking for cross platform or looking for Native application development in android, iOS & windows.	As Above
17	Page no. 33	Mobile Application should be scalable.	Please elaborate the same	Scalability is the capability of a system or process to handle a growing amount of work, or its potential to be enlarged to accommodate that growth. For example, a system is considered scalable if it is capable of increasing its total output under an increased load when resources (typically hardware) are added

18	Page no. 33	Should integrate with payment gateway of GSHHDCL for Online Payments.	We will require Payment Gateway API for the same.	The Payment Gateway will be provided by GSHHDCL. The necessary interface (API/web service) must be developed by selected bidder in consultation with existing web developer of e-store portal of GSHHDCL.
19	Page no. 34	• Category Page – This page will have all the sub-category listings for the selected category of the e-store • Sub-Category Page – The subcategory page will list all the products within that sub- category. Users can sort the data based on price, latest and alphabetically	Please share the list of Category and sub – Category.	Category and sub – Category are already available in the existing GSHHDCL web portal.
20	Page no. 34	Updates: The application will have similar content (text and images etc.) as that of the web store. This will ensure that latest information is available for concerned users	As per the image available on the web portal are small in resolution, so for better resolution we will require big resolution image.	All the images and required details will be provided by GSHHDCL.
21	Page no. 35	User Settings: The application will have different user settings like resizing font size, notification preferences, alert preferences and application sharing etc.	We request you share more detail of resizing font size?	The resizing font size is not necessary because it is a native application.
22	General	Payment gateway	Which payment gateway used in GSHHDCL	As above
23	Key Components of mobile application - F. User Settings (Page no. 35)	The application will have different user settings like resizing font size, notification preferences, alert preferences and application sharing etc.	In user settings "resizing font size" is mentioned, is it really required in mobile app? Usually native mobile apps does not include such feature.	As above

24	Stakeholders – Page No.35	Admin and Department are mentioned as stockholders	Will these be an app to access admin panel for admin and department?	Yes
25	General	No. of registered users	How many users are registered and using e-Store as of now?	Approx 1000 are registered and using e-Store as of now
26			How many concurrent users are accessing e-Store?	Approx 1000 concurrent users are accessing e-Store
27			How many concurrent users are expected to use mobile app to access e-Store?	approx 15000 users are expected to use mobile app to access e-Store
28	11- Deployment of Software – Page No. 22	Service provider must deploy the solution at the places specified by GSHHDCL	We assume that apps will be published on the name of GSHHDCL and have respective app store accounts. Please clarify	Yes.
29			We assume that Webservices will be deployed on existing web server. Please clarify	Yes
30	2. Pre-qualification Criteria Page No. 9	The company should be registered under Companies Registration act 1956 or 2013.	We are registered partnership firm as per Indian Partnership Act 1932. We are 10 year old company. [Usually Pvt Ltd and Limited companies registration act comes under Indian act 1956.] Generally most of the government tenders specify this also in criteria and allows for bidding. We can provide partnership firm registration certificate for the same. Please confirm, if this should be fine.	Yes

31	6. Bid Security/Earnest Money Deposit Point 6.1 Page No. 12	The sealed cover should super scribe as "Bid Processing fees & Bid Security/EMD for the tender for "SELECTION OF AGENCY FOR DEVELOPMENT AND MAINTENANCE OF MOBILE APPLICATION FOR EXISTING e-STORE PORTAL OF GSHHDCL".	Bid Processing fee and EMD should be payable online through nprocure.com website as part of e-bidding process or this need to send through DD physically to your office. Usually all online tendering process, this will be paid online as part of the e-bidding process. Please confirm.	Bid Processing fee and EMD along with affidavit should be submit physically to GIL before last date and time.
32	6. Bid Security/Earnest Money Deposit Point 6.2, Page No. 12	Bidders shall submit the affidavit physically at GIL IN ORIGINAL on Non-Judicial Stamp Paper of Rs 100/- duly attested by First Class Magistrate/ Notary public as per GR No. SPO-10-2008-794-CH dated 7th December, 2016 of IMD	Is this need to be handover physically to your office at Gandhinagar or can be uploaded scanned copy through nprocure.com website and original copy can be provided when meeting for pre-bid meeting. Please suggest.	As above
33	Technical Specification for the Mobile Application: Page 33	The design of Mobile Application should be hybrid, it should be Native for front-end (Framework, CSS, App structure, etc.) and it should use back-end work flow of e-store Portal for transactions purposes.	Just wanted to confirm if Mobile application implementation should be done in Mobile Native programming languages for each mobile platforms [IOS/ Android and Windows] or it should be developed using Hybrid technology [non-native technologies]?	As above
34	Page no 33; Technical Specification for the Mobile Application:	The design of Mobile Application should be hybrid, it should be Native for front-end (Framework, CSS, App structure, etc.) and it should use back-end work flow of e-store Portal for transactions purposes.	Mobile apps to be developed in native/hybrid technology	As above

35	Page No 35; API (Application Programming Interface) Development & Integration	Service Provider will develop and integrate different types of API services for the mobile application such that all tasks that user's perform on web portal will be replicated on mobile app as well. The API's will fetch and render data from the e-store backend.	Do Service provider need to develop the services?	The API must be developed by selected bidder in consultation with existing web developer of e-store portal of GSHHDCL.. The necessary details will be provided by GSHHDCL, if applicable.
36	Page no 33; Technical Specification for the Mobile Application:	Should have functionalities like: o Social Media: Facebook, Twitter, etc.	Do Social media integration code exist already on the server side or Service provider is responsible for it?	Yes, Social media integration code exists already on the server side. The selected bidder only integrate the social media in the mobile app
37	(Page 32)		Number of meetings/ sessions for the knowledge transfer of the mobile app.	As above
38	(Page 32)		Number of meetings/ sessions for the management or monitoring of the application. I guess madam mentioned that you could plan to hire a developer onsite for a set time period during the implementation period, please let us know if that is the case too.	No change. As above
39	(Page 32)		Which organizations perform the performance and usability testing if you need certificates for that and whether the cost of such testing shall be borne by GSHHDCL or vendor.	The Cost of Performance and usability testing shall be borne by Selected Bidder. The Bidder has to certify the same and submit the report to GSHHDCL
40			Since GSHHDCL is looking for a server change, shall we consider that in our scope of work and charge for it?	As above

41			We need a list of specific additional or special features they require for the mobile application just like OTP auto read so we know what functionality to include additionally in the scope of work. (Some of the features we discussed in the meeting: deep linking, user behaviour wise notifications, wallet function etc.)	As above
42			We need to get a list of customizations, Plugins or extensions or features they are utilizing from nopcommerce, so we know the functionality to be developed within the mobile app	The Source code Will be provided by GSHHDCL to selected Bidder. Hence, Selected bidder can get the details from the source Code.
43			We are doing totally out sourcing work. So we are getting payment From another resource till date. So we have less turn over on our private limited firm. But we have developed such kind of applications for many times. We can show you demo also .Requesting you to give us chance by changing the criteria of turn over based to 30 lacs that is now 1.5 cr .I am sure turn over is not related to expertise . Please give us chance to at least fill up the tender.	No change, as per RFP
44			What is the size of User base?	Internal user: approx 10 users External User: As above
45			How many concurrent Users are expected to log in to the App?	As above
46			How many products would be displayed?	N nos of products will be displayed
47			Scope of Work states "The solution architecture should be highly available	As above

			and in harmony with the existing backend systems". Who will create APIs to interface with existing system?	
48			Scope of Works stats "The mobile applications must be compatible with and accessible on Mobile platforms (iOS, Android & Windows) and devices". Do you really need App to be developed in Windows? Or Windows has been specified for the Backend	As per the RFP
49			Request you to inform us about the budget of the above captioned tender.	As per the RFP
50	Clause 25- Site Preparation and Installation (Page No- 26) & Section V: Scope of Work, Integrate with the e-store portal of GSHHDCL. (Page No- 31)	25.1- GSHHDCL is solely responsible for the preparation of the sites in compliance with the technical and environmental specification defined by the service provider. Scope- The APIs/Web Services shall be hosted on the mobile server which needs to be procured under this RFP.	In Statement mentioned in 25.1, it is mentioned that GSHHDCL will be responsible for Sites. But under the scope it is mentioned the API's/Web Services shall be hosted on the Mobile server and it needs to be procured. Please clarify the statements and let us know if Hardware procurement and Hosting Service is also part of our scope.	Hosting service is provided by selected Bidder. However, API/Web services of the eStore portal needs to be integrated.
51	Technical Specification for the Mobile Application. (Page No-33)	The design of Mobile Application should be hybrid, it should be Native for front-end (Framework, CSS, App structure, etc.) and it should use back-end work flow of e-store Portal for transactions purposes	Please Clarify if the requirement is for development of a Native or a Hybrid App. Or the statement is meant as saying the needs is for a Hybrid app, which is web app in a native shell (Which also translates to a Hybrid App)?	As above