

Minutes of the Pre-bid Meeting held on 10-May-2022

The competent authority has constituted a Pre-bid committee of the following members for Tender Enquiry No. DGM-HQ-32011(88)/1/2022-CPU Dated: 28/04/2022 – titled “the Development & Implementation of Unified Mobile App for IMD”.


1. Dr S. D. Kotal, Sc-F, IMD	Chairman
2. Col. DheerajChandola, Sr. Consultant (IT), NDMA	Member
3. Dr SankarNath, Sc-E, IMD	Member
4. Mr Arulalan, Sc-C, IMD	Member Secretary

A Pre-bid meeting was held in ISSD conference hall, 2nd floor, Mausam Bhawan on 10-May-2022 during 11:00 to 12:30 hours. The representatives from the following firms' attended the meeting.

1. M/s RV Solutions Pvt. Ltd
2. M/s Scanpoint Geomatics Pvt. Ltd
3. M/s Oasys Cybernetics Pvt. Ltd
4. M/s Ezlogy Software Solution Pvt. Ltd
5. M/s Daffodil Software Pvt. Ltd
6. M/s C-DOT Group, Delhi

The queries raised by firms during the above meeting and via email communications till 12-May-2022, and IMD's response to these queries are as follows:

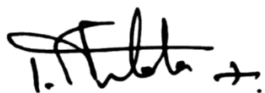
S. No	Page No	Clause No	Existing Clause Description	Request for Change/Query	Response
M/s Nascent Info Technologies Pvt. Ltd					
1	11	Chapter3: Schedule of Requirement: The broad areas of Scope of work (Pt.no.2.28)	The Bidder must ensure that CDN is utilized optimally including caching, advanced off load, prefetching, adaptive image compression and on demand image loading including predictive prefetch etc. and other capabilities. Do proper network analysis and improve basis implementation done taking support from the concerned service provider.	We assume that, CDN service provider and monthly cost of CDN service will be manage by IMD. We have to implement CDN services. Please give more clarification	CDN service provider and monthly cost of CDN service will be manage by IMD. However the probable service provider list shall be attached with the bid by the bidder.
2	21	Chapter4: Specifications and Allied Technical	App downloads report from various app stores	Please specify, app store details for report downloading	Google Playstore, Apple Appstore, Govt. Appstore and any other Website where App

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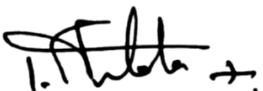
Sankar Nath

		Details: Analytics, MIS Reporting and Dashboard (Pt.no.7-ii)			download option is implemented.
3	21	Chapter4: Specifications and Allied Technical Details: Analytics, MIS Reporting and Dashboard (Pt.no.7-iii)	Push SMS service	We assume that SMS gateway & per usage SMS charges will be manage by IMD. We have to integrate services only	SMS gateway & per usage SMS charges will be manage by IMD. Bidder will have to develop templates and integrate the SMS Gateway with the Admin/main dashboard. Statistics pertaining to SMS dissemination will be reflected in the overall dissemination dashboard.
4	21	Chapter4: Specifications and Allied Technical Details: Customer Support / SLA Monitoring / Application Management (Pt.no.8)	Technical Helpdesk and Handholding Support for issue resolution.	We assume that agency will be responsible to develop the ticketing system where complaints/issue can be reported and there is no requirement of deploying helpdesk executives to attend the calls. Please confirm.	Bidder will be responsible to develop an online complaint/issue. Tickets should be raised automatically based on working status of the App and manually online where complaints/issue can be reported by the IMD and users of the App. These issues should be resolved by the bidders as per SLA clause.
5	21	Chapter4: Specifications and Allied Technical Details: Customer Support / SLA Monitoring / Application Management (Pt.no.11)	Multilingual	We assume that apart from mentioned 13 languages, other language translation work will be considering as a change request	The inclusion of new languages as per government order in future during contract period will be the responsibility of bidder. The cost will be paid as per actual languages required by IMD with per unit cost of quoted rate considering equal cost in each additional language. Beyond 13 languages if IMD needs to add more languages then the cost will be paid as per unit cost of quoted rate.



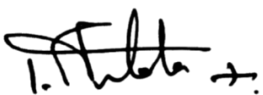



10	22	Chapter4: Specifications and Allied Technical Details: Customer Support / SLA Monitoring / Application Management (Pt.no.14)	Phone/Email Support	We assume that agency will be responsible to develop the ticketing system where complaints/issue can be reported and there is no requirement of deploying helpdesk executives to attend the calls. Please confirm.	Bidder will be responsible to develop an online complaint/issue. Tickets should be raised automatically based on working status of the App and manually online where complaints/issue can be reported by the IMD and users of the App. These issues should be resolved by the bidders as per SLA clause.
11	10	Chapter3: Schedule of Requirement	Current weather information, weather forecast and Severe weather advisory for the i. Cities ii. Districts iii. Met sub divisions	We assume that map data provided by the IMD shall also have all the jurisdiction level boundaries envisaged in the functionalities. Please confirm.	Survey of India Shape files will be provided by IMD.
12	11	Chapter3: Schedule of Requirement, (Pt.no. 2.9)	Continuous development and integration of new services as assigned by IMD.	This is very open ended statement. There should be some benchmark to be defined for the change request management during the project. Bidders can not anticipate the efforts required during the project to cater new services requirement. It could be 20%-30% of total estimated efforts of implementation cost/development cost quoted by the bidder OR X man months during the year. It will help most of the bidders to estimate the	No change request will be there .However the cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services. Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate.






				efforts to avoid any future inconvenience to both the parties.	
13	11	Chapter3: Schedule of Requirement, (Pt.no. 2.19)	Bidder shall enable a collaborative development environment (including ticketing system, email, comment section, upload pictures & videos, etc.) and a corresponding release process so that multiple teams i.e IMD and bidder team can work together to fast-track service roll out on app.	We understand that project has to be developed using the open source platform and IMD is not expecting a COTS solution from the bidders to meet such requirements, please confirm.	As per RFP. However its bidder responsibility to fulfil the RFP requirements.
14	11	Chapter3: Schedule of Requirement, (Pt.no. 2.21)	Search Engine Optimization for App: The Bidder shall support SEO Program that results in an increase in overall visitors.	Whether SEO services has to be given during entire project duration or it has to be given one time during the initial period of 2-3 months after the Go-Live of the app. Please confirm.	During entire project duration (3 years after Go Live)
15	11	Chapter3: Schedule of Requirement, (Pt.no. 2.29)	Hosting of Mobile app on different App Stores for different mobile apps such as Google Play store, Apple Appstore, Govt. Appstore etc. shall be done by the Bidder.	We understand that app shall be published through IMD existing accounts and fees payable to app store for account creation will not be in bidders account since it is already created. Please confirm our understanding.	IMD will provide all the needed account details and cost.
16	11	Chapter3: Schedule of Requirement, (Pt.no. 2.31)	IMD will identify high usage weather applications with huge social impact. These above services would be the ones which will be integrated to IMD	Please define the approx. number of such services to be integrated during the project to estimate the efforts in a better	The cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of






			platform to start with.	manner.	quoted rate considering equal cost in each additional services. Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate.
17	12	Chapter3: Schedule of Requirement, (Pt.no. 2.36)	If any IMD product have e-readiness but do not have APIs available then bidder will be responsible for developing the APIs also.	Please define the approx. number of such services to be integrated during the project to estimate the efforts in a better manner.	Same as above (S.No. 16)
18	13	Chapter4: Specifications and Allied Technical Details (Pt.no.1)	The app should be fully interactive, hybrid mobile app, built using the platform-specific development tools and latest technologies defined by Google and Apple for Android and iOS respectively. The app must be having similar interface, design, color theme, all content, etc., in both Android and iOS platform, it should not be deviated too much from each other. IMD team is the final decision making authority based on the comparison aspects provided by the implementation team / bidder.	We understand that agency does not need to develop native app for android and iOS separately. App will be hybrid and web responsive to cater the requirement of the IMD.	As per RFP
19	13	Chapter4: Specifications and Allied Technical Details, (Pt.no.42)	A dedicated App designing, building & maintenance team will have to work as an integral component of IMD.	Whether project team to be stationed onsite for the implementation phase. We request you to please allow bidder to adopt hybrid approach where mix on	As per RFP. The project team shall be deployed onsite for better understanding of IMD's requirement and complete the project on time.

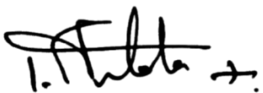
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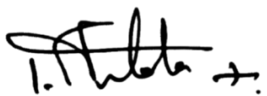
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				onsite and offsite resources will be deployed on need basis for the project. Please confirm.	
20	13	Chapter4: Specifications and Allied Technical Details, (Pt.no.42)	The bidder should assign a technical project manager who can manage and track the overall project and provide project timelines/deliverable/status with the proposal.	We understand that here IMD is referring to a web interface where user can register their complaints/issue. Admin shall have dashboard view to monitor and manage the issues raised by the IMD users. Please confirm.	As per RFP.
20	14	Chapter4: Specifications and Allied Technical Details, (Pt.no.46)	The Bidder should develop a web portal which will be hosted in IMD location where the issues raised by users in Play store/Appstore and issues raised by IMD are displayed with status like a dashboard. The Bidder shall be responsible for updating the issues raised by the user in Play store/Appstore and also the current status of the issue(Fixed/in-progress, etc.)	We understand that here IMD is referring to a web interface where user can register their complaints/issue. Admin shall have dashboard view to monitor and manage the issues raised by the IMD users. Please confirm.	As per RFP
21	15	Chapter4: Specifications and Allied Technical Details. 2.3. Crowd Source Module:, (Pt.no.2.3.2.)	Data validation and filtration	Who will be responsible to validate the data. Whether team needs to be designed (offsite/onsite) for this activity or IMD representatives shall handle this task. Please confirm.	As per RFP, it is bidder's responsibility.
22	23	Chapter4:	The app should have	Please specify	As per RFP (Section 2,






		Specifications and Allied Technical Details. 21. Product Management. (Pt.no.21)	the latest features at Par with top e Commerce weather Mobile Apps	which all eCommerce functionalities are envisaged in the project. As per our understanding , app shall not offer any services on paid basis and there would not be any transaction take place. Please confirm.	PageNo.10), Interm of specification not any financial transactions feature required. Integration of payment gateway is not required.
23	24	Chapter4: Specifications and Allied Technical Details. 25. Operations and Maintenance. (Pt.no.25.v)	Responsible for providing Level 1 support through call center. This will also cover all app related queries.	Please specify the expectations from the agency under this clause in terms of number of resources, phone lines, infra etc.	Bidder will be responsible to develop the ticketing system automatically based on working status of the App and manually by where complaints/issue can be reported by the IMD and these issues should be resolved by the bidders as per SLA clause.
24	28	Chapter4: Specifications and Allied Technical Details. 40. Payment Clause. (Pt.no.40.1)	Payment of the total quoted 100% charges excluding technical support cost shall be made only after Go live.	We request you to kindly amend the payment term as below: 20% on SRS approval 20% Design and Wireframe approval 40% on Development 10% on FAT 10% on Go-Live	As per RFP
25	28	Chapter4: Specifications and Allied Technical Details. 40. Payment Clause. (Pt.no.40.2)	Payment Milestones for Security Audit Fees The Security Audit Fees shall be paid on a quarterly basis and on the actual number of audits carried out in a quarter.	Do we need to quote for audit cost separately in the price bid? Please confirm.	Its bidder's responsibility to perform the security audit of thee App till Go-Live. No separate audit cost shall be included in the price bid. However cost required to perform Security audit on quarterly or earlier (in cases where major update/major Build






					change etc.) will be paid by IMD as per RFP.
26	28	Chapter4: Specifications and Allied Technical Details. 41.1.1Severity Level Table 1 – Severity Level (Table-1.Pt.no.3)	Delay or denial of services observed, lack of effective and timely communication resulting into citizen perception issues	Uptime and availability of services are mostly dependent on data center hardware and network availability which are in IMD scope. We understand that SLA will be calculated based on incidents attributable to the agency not for those attributable to IMD.	Agreed, however incident details shall be provided if require by IMD.
M/s Oasys Cybernetics Pvt. Ltd					
S. No	Page No	Clause No	Existing Clause Description	Request for Change/Query	Response
1	11	Chapter3: Schedule of Requirement (Pt.no.2.9)	Continuous development and integration of new services as assigned by IMD	Will this be considered as a change request ?	No change request will be there .However the cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services. Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate.
2	11	Chapter3: Schedule of Requirement (Pt.no.2.18)	Change Requests, wherever applicable are to be handled by IMD during the contact period. No Additional cost shall be paid for change requests.	Small changes may be taken up, but Huge changes would have to be estimated.	Same as above (S.No.1)

3	11	Chapter3: Schedule of Requirement (Pt.no.2.20)	2.20 Handling of Videos, Images, PDF, Word, and export to different formats etc, Downloading, uploading, using native/non-native features shall be done by the Bidder.	What is the datasize for upload and download per user ?	Max 1.5 MB per Image/PDF/Word, Max 2 minutes per Video. It is approximate size, but it will be finalized during development and before implement.
4	11	Chapter3: Schedule of Requirement (Pt.no.2.24)	Bidder shall handover the complete codebase and complete documentation (technical and non_x0002_technical) to the ministry or the ministry assigned agency.	Can there be an Escrow arrangement ?	Bidder shall handover the complete source codebase and complete documentation (technical and non_x0002_technical) to the IMD.
5	12	Chapter4: Specifications and Allied Technical Details (Pt.no.2)	The app should be developed in latest technology stack such as React JS, Redux, Flux, SasS, etc	Why is this specified ?	As per RFP
6	20	Chapter4: Specifications and Allied Technical Details. (Pt.no.3.1.8.) Easy integration with external interfaces	In the current IT environment when several function specific systems are developed, a system comprises of core functional modules talking to several platforms and services through APIs published by such platforms. The mobile APP needs to have technical capabilities to integrate with external interfaces such as location services etc	How many integrations are there ? Will the APIs be shared ?	No change request will be there .However the cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services. Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate.
7	21	Chapter4: Specifications and Allied Technical Details. (Pt.no.7.iii) Analytics, MIS Reporting and Dashboard	It should provide service wise reports for Push SMS showing the number of successful and failed SMS from app.	If we have push notification then why is SMS required ?	Both services are required because there are users of smartphones and analogue phones. If any cost involved for push notification, then its bidder's responsibility






8	26	Chapter4: Specifications and Allied Technical Details. (Pt.no.34.) Training	(1) For every application enablement, the Bidder shall conduct five days training to the nominees of IMD. The training shall be on the on overall workflow of the developed solution,technical, functional, integration, administration functions and usage aspects of Appat IMD office. (2) Handover, guidance and training to IMD official staff to make design changes, to update content and to maintain the proposed solution.	a) How many users are to be trained ? (b) What are the levels of training required ? (c) Will training be ongoing process ?	a) Maximum 15 officers b) coding, administration and user level training will be required. c) For any new services /changes made in future then training can be arranged accordingly, upto 3 years after SAT.
9	NA	NA	General	No of Concurrent Users	2000. It is approximate size, but it will be finalized during development and before implement.
10	NA	NA	General	Max Transaction per Day	65000 hits (transaction) per 30 min. It is approximate number, but it will be finalized during development and before implement.
11	NA	NA	General	Max Size of Write /Transaction year	Compute from archive database (section 2.3.4.(i), page no 16).
12	NA	NA	General	Any Document Upload Permitted	As per RFP
13	NA	NA	General	Max Size of File in MB	Max 1.5 MB per Image/PDF/Word, Max 2 minutes per Video. It is approximate size, but it will be finalized during development and before implement.
14	NA	NA	General	Max Files per User	Max 10 per user per day. It is approximate number, but it will be finalized during development and before implement.

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15	NA	NA	General	Database Backup Policy	Everyday Incremental Database Backup should be implemented
16	NA	NA	General	Database Retention Policy	6 months database archival policy for online and remaining period offline mode must be there
17	NA	NA	General	DC - DR Policy	IMD will decide during the implementation
18	NA	NA	General	RPO -- Recovery Point of Object	As per RFP
19	NA	NA	General	RTO -- Recovery Time of Object	As per RFP
20	NA	NA	General	Data Archival Policy	6 months database archival policy for online and remaining period offline mode must be there

M/s Luminous Infoways Pvt Ltd

S. No	Page No	Clause No	Existing Clause Description	Request for Change/Query	Response
1	25	Minimum Eligibility Criteria (Pt.no.27.1, 27.1, 27.3)	The bidder should have at least 5 years" experience and should have execute at least 3 projects on mobile applications in the field to Govt. Departments/organizations/PSUs/ State Govt./Quasi Govt. organizations etc. Copy of work order + Completion Certificates from the client; OR Work Order + Self Certificate of Completion OR Work Order + Phase Completion Certificate from one of the Directors of the bidding entity/client certificate Self-certificate letter	Please clarify what does the mean of mobile apps with usage statistics)?	In addition to the para "Analytics, MIS Reporting and Dashboard (Pt.no.7), Page.no21" , the bidder must provide the links of at least 3 projects - mobile apps with usage, downloads, ratings, daily usage, feedback, etc., statistics.

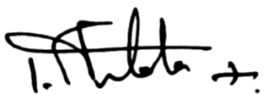
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			undertaking to this effect on company's letter head signed by company's authorized signatory. Also, the bidder must provide the links of at least 3 projects (mobile apps with usage statistics) for us to download, test and evaluate to understand the capacity and capability of the bidding company		
2	26	Training (Pt.no.34.1, 34.2)	<p>1) For every application enablement, the Bidder shall conduct five days training to the nominees of IMD. The training shall be on the overall workflow of the developed solution, technical, functional, integration, administration functions and usage aspects of Appat IMD office.</p> <p>2) Handover, guidance and training to IMD official staff to make design changes, to update content and to maintain the proposed solution</p>	Please clarify what should be the training period for the Mobile app?	Minimum 1 month, 5 days in week, 10 am to 6pm
3	27	Technical support (Pt.no.38.5)	The bidder shall provide comprehensive technical support round the clock (24x7x365) to address, analyze and fix any technical glitches within the existing features. The scope of technical support includes rectification/debugging of errors present within the entire app.	<p>Please clarify, does this mean technical support person is going to sit at your Office or resource can be remotely located anywhere in India and provide the support.</p> <p>If the technical support person is going to sit at</p>	<p>As per RFP. The project team shall be deployed onsite for better understanding of IMD's requirement and complete the project ontime.</p> <p>It is the responsibility of the bidder to assign appropriate person (developer) for onsite discussion and development to complete the project ontime.</p>

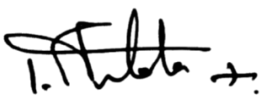





				your location then please let us know what will be the Qualification of the deployed resource.	No TA/DA/Accommodation /Computer/Laptop/etc will be provided to the person/team those whoever comes to IMD Delhi for development of mobile app on behalf of bidder. Internet and sitting place will be provided.
4	27	Technical support (Pt.no.38.10)	The bidder should be ready to accommodate marginal changes as decided by IMD in order to fulfil such requirements that may arise as per requirement during the intervening period between preparation of this document and commissioning and operation of the system including years technical support period after the Site Acceptance Tests.	We are request to department please clarify what is the marginal changes they are looking out in this scope, because after development or at the time of development if any changes requested by the department will be treated as change request and this will be charged as change request per man-day. So we suggest please add one line item for the change request per man-day in this commercial bid	No change request will be entertained. However the cost of approx 10 new services shall be added in the price bid however the cost will be paid as per actual. Beyond 10 services if IMD needs to add more services then the cost will be paid as per the per unit cost quoted rate.

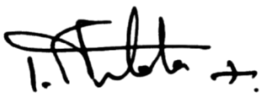
M/s Krish Compusoft Pvt. Ltd.

S. No	Page No	Clause No	Existing Clause Description	Request for Change/Query	Response
1	25	Minimum Eligibility Criteria (Pt.no.27.2)	The bidder should have office in Delhi-NCR. Address, Telephone number of the office along with proof of the	We hereby request to kindly allow for the submission of undertaking to	Agreed.



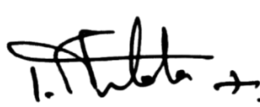






			office at Delhi-NCR should be attached.	open the office if we awards the contract. We have offices in Ahmedabad, Mumbai, Pune & Hyderabad in India & looking for to expand our business in Delhi as well.	
2	NA	General	General	<p>1. Do you want to Redesign the existing Mausam Website (https://mausam.imd.gov.in/)? or you want to build the fresh website from scratch?</p> <p>2. Kindly share existing database size, technology and schema so that we can estimate Data migration? In which 'Form'/'Format' data will be available from existing system?</p> <p>3. Can we use backend of the "https://mausam.imd.gov.in/". Kindly share your views</p> <p>4. share the technical stack of this Website, Backend & Database "https://mausam.imd.gov.in/"</p>	<p>1. Bidder have to develop only the mobile app, not the website.</p> <p>2. Not applicable</p> <p>3. Not applicable</p> <p>4. Not applicable</p>








				md.gov.in/".	
3	18	Ease of Use and Branding (Pt.no. 2.8.8)	Mobile App shall be developed in top 12 Indian languages in addition to English. The texts in the app must be authentic in the regional languages (not simple Google translation).It must be certified by the IMD Officials of the MCs/RSMCs.	It is assumed app language translation will be provided by IMD. Kindly Confirm.	It is the bidder responsibility, as per RFP.
4	24	Hosting and Deployment (Pt.no.24)	(i) Mobile App platform shall be hosted on the hardware provided by IMD. The hosting environment as well as data for the entire platform has to reside within the territory of IMD/India. (ii) Storage disk space, bandwidth and memory required for the proposed App should be provide with technical bid.IMD will explore either through NIC or procure in-house. (iii) Hosting of Mobile app on different App Stores for different mobile app stores such as Google Playstore, Apple Appstore, Govt. Appstore etc. shall be done by the bidder.	1. Any Technology reference for the proposed application? 2. Currently how many active visitors? 3. Number of concurrent vistiors? 4. Kindly share the data size expected for the server. 5. Is there any requirement for the Antivirus / AntiSpam / SSL? 6. How many users you are expecting once the proposed Mobile App and Websites are ready? Based on that we can provide you the hosting environment details.	1. The app should be developed in latest technology stack such as React JS, Redux, Flux, SasS, etc 2. It is proposed to have Max 65000 hits (transaction) per 30 min. It is approximate number, but it will be finalized during development and before implement. 3. Max 2000. It is approximate size, but it will be finalized during development and before implement. 4. Max 1.5 MB per Image/PDF/Word, Max 2 minutes per Video. Max 10 uploads per user per day. It is approximate size, but it will be finalized during development and before implement. In addition to this, 6 months database archival policy for online and remaining period offline mode must be there.

					<p>5. No</p> <p>6. Max. 1 Crore users for mobile app, It is approximate size, but it will be finalized during development and before implement.</p>
5	21	Analytics, MIS Reporting and Dashboard (Pt.no.7)	The platform needs to provide extensive parameterized reporting to run various reports from time to time. It should support MIS reports for all but not limited to the given below items: (i) Number of hits and number of concurrent users- date wise. (ii) App downloads report from various app stores (iii)It should provide service wise reports for Push SMS showing the number of successful and failed SMS from app. (iv)Any other report as required by IMD	Please specify types of MIS Report that you would require.	As per RFP.
6	27	Technical support (Pt.no.38)	1) After satisfactory commissioning and site acceptance tests (SAT) on-site, the bidder shall provide comprehensive technical support of Mobile App including up-gradation and updates for a period of 3 years from the date of successful deployment.	<p>1. Are resources required Onsite? If yes, How many onsite resources are required? Onsite Support – How many members required? Only 1 person is enough for providing the On-site training?</p> <p>2. Please confirm required qualification details of onsite</p>	<p>Onsite support not required after site acceptance tests (SAT) and from the date of successful deployment. However the bidder shall provide comprehensive technical support of Mobile App including up-gradation and updates for a period of 3 years from the date of successful deployment.</p> <p>Training should be given to Maximum 15 officers. Bidder should</p>


				engineers and Are the resources required to be deployed during the project life cycle?	decide the appropriate number of trainers. It is the responsibility of the bidder to assign appropriate person (developer) for onsite discussion and development to complete the project ontime. No TA/DA/Accommodation /Computer/Laptop/etc will be provided to the person/team those whoever comes to IMD Delhi for development of mobile app on behalf of bidder. Internet and sitting place will be provided. As per RFP. The project team shall be deployed onsite till Go-Live for better understanding of IMD's requirement and complete the project ontime.
7	11	The broad areas of Scope of work are as below: (Pt.no.2.14)	Hand holding training to the end-users and Backend personnel wherever applicable and suggested by IMD.	1. How many user needs to be trained? 2. We assume that training will need to be provided at single location. If multiple location then please specify the locations.	1) Maximum 15 officers 2) Single location at New Delhi, IMD HQ.
8	NA	3. Scope of Work	3.19. The Successful Bidder will provide support for ss and enhancements during the contract	1. What types of Enhancement you are expecting during the contract period,	1. The cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services

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			<p>period. Enhancement would include inclusion of all new browser/handset/devices/mobile platform OS released in the market within 12 months of the launch and also new market/industry related functionalities.</p>	<p>kindly explain this point in detail. 2. Will there be any requirement for the hardware as the part of enhancement? Who will be providing the hardware for fulfilling the hardware related enhancement and who will bear the cost for the same?</p>	<p>required by IMD with the per unit cost of quoted rate considering equal cost in each additional services.</p> <p>Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate.</p> <p>2. Bidder needs to submit the required hardware server configuration details to the IMD. All the hardware proposed by the bidder along with bid, will be provided by the IMD. But if any additional hardware/software/License required for application level should be provided by the bidder.</p>
9	NA	3. Scope of Work	<p>3.16. If required, the system should be able to send message to related officer's mobile at the time of visitor's entry. Application should be compliant to link with SMS gateway.</p>	<p>1. Who will bear the cost of SMS? & How many you needed (Per month/ Year) Kindly share your views 2. Does there any third party applications would be required to be integrated with the new web application apart from SMS Gateway?</p>	<p>1. IMD will pay the SMS cost. Bidder have to integrate send SMS services only. 2. As per RFP. New web application requires for admin panel and report issues and track it.</p>
10	11	The broad areas of Scope of work are as below: (Pt.no.2.21)	<p>Search Engine Optimization for App: The Bidder shall support SEO Program that results in an</p>	<p>1. Are you using any existing SEO Tool and that we need to integrate or we need to</p>	<p>It will be the bidder responsibility.</p>

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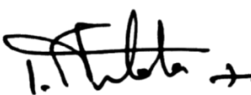



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			increase in overall visitors.	suggest the best SEO Tool from our side? Please also clarify who will bear the cost for the same?	
11	11	The broad areas of Scope of work are as below: (Pt.no. 2.29)	Hosting of Mobile app on different App Stores for different mobile apps such as Google Playstore, Apple Appstore, Govt. Appstore etc. shall be done by the Bidder.	1. It is assumed that Google and Playstore account will be provided by IMD, kindly confirm.	Yes
12	12	The broad areas of Scope of work are as below: (Pt.no.2.32)	The services offered through platform shall primarily be public services. Though, citizen centric services and as decided by IMD from time to time shall also be brought on the platform.	How much user load you are expecting once this new mobile app is live?	Max 65000 hits (transaction) per 30 min. It is approximate number, but it will be finalized during development and before implement. Max 2000 concurrent users. It is approximate size, but it will be finalized during development and before implement.
13	12	The broad areas of Scope of work are as below: (Pt.no.2.38)	To integrate easy to use content management system for easily managing overall content of the website	New website development and cms management is also part of the scope?	No. Point No 2.38 shall be removed from RFP.
14	12	Chapter4: Specifications and Allied Technical Details (Pt.no.5)	It should be Integrated GIS based interactive user-friendly Mobile App for both collection and dissemination of all types of IMD's products with different modules and desired requirements.	We are assuming any cost associated with GIS will be provided by IMD, kindly confirm.	It will be the bidder responsibility to implement the proposed app.
15	13	Chapter4:	Backup policy, business	We are assuming	All the hardware

		Specifications and Allied Technical Details (Pt.no.30)	continuity plan.	we need to set up Backup and Business Continuity Plan and all the hardware/software/License will be provided by the Department.	proposed by the bidder along with bid, will be provided by the IMD. But if any additional hardware/software/License required for application level should be provided by the bidder.
16	13	Chapter4: Specifications and Allied Technical Details (Pt.no.34)	Design should be coded in Open-Source Tools/Software/Programming Languages/Platforms.	Open source software will not be supported in the DR process. If you require high availability & Disaster Recovery then we need to use Enterprise software. We are assuming any cost related to this would be provided by the Department.	IMD will decide during the implementation. It is the bidder responsibility to implement the project as per RFP. However as per RFP the app will be install on VM environment at the same location.
17	12	Chapter4: Specifications and Allied Technical Details (Pt.no.11)	Open Source or IMD Provided/approved maps details should be used to implement the proposed GIS features	We are suggesting Google Maps Platform Price details: (https://mapsplatform.google.com/pricing/) We are assuming any cost associated with Maps will be provided by IMD, kindly confirm.	IMD can share the survey of India map. But if bidder would like to use any other map approved by Govt. Of India/IMD shall be the bidder responsibility. IMD will not pay additional cost in this regards.
18	13	Chapter4: Specifications and Allied Technical Details(Pt.no.22)	A composite map with satellite image, radar image, lightning warning may be added according to the	We are assuming any cost associated with Composite Map Integrations will	It is the bidder responsibility to develop and to integrate the composite map, IMD will provide the data as per RFP.

)	GPS location of the mobile phone.	be provided by IMD, kindly confirm.	
19	13	Chapter4: Specifications and Allied Technical Details (Pt.no.24)	App Admin interface should be easy in terms of usability and changes in design & content	Do we need to develop a Mobile App for Admin user? Please confirm it is part of the scope.	As per RFP
20	13	Chapter4: Specifications and Allied Technical Details (Pt.no.32)	Storage disk space and memory required for the proposed App should be provide with technical bid	We are assuming any cost associated with memory will be provided by IMD, Kindly Confirm.	The bidder have to provide the technical specification along with the technical bid mentioned under Pt.no.32, Page no.13. All the hardware proposed by the bidder along with bid, will be provided by the IMD. But if any additional hardware/software/Licence required for application level should be provided by the bidder.
21	13	Chapter4: Specifications and Allied Technical Details(Pt.no.37)	Real time information via GPS availability	We are assuming any cost associated with GPS will be provided by IMD, kindly confirm.	It is the bidder responsibility to provide the realtime information as per RFP.
22	14	Chapter4: Specifications and Allied Technical Details(Pt.no.46)	The Bidder should develop a web portal which will be hosted in IMD location where the issues raised by users in Playstore/Appstoreand issues raised by IMD are displayed with status like a dashboard. The Bidder shall be responsible for updating the issues raised by the	Developing a separate web-portal (Dashboard) for managing the issues raised by the user in Playstore is part of the scope? Kindly Confirm.	As per RFP, it is an integral component of this project.

			user in Playstore/Appstore and also the current status of the issue(Fixed/in-progress, etc)		
23	24	Hosting and Deployment (Pt.no.24.i)	Mobile App platform shall be hosted on the hardware provided by IMD. The hosting environment as well as data for the entire platform has to reside within the territory of IMD/India.	We are assuming all the cost associated with the hosting will be borne by the IMD, kindly confirm.	The bidder have to provide the technical specification along with the technical bid mentioned under Pt.no.32, Page no.13. All the hardware proposed by the bidder along with bid, will be provided by the IMD. However implementation/integration will be the bidder responsibility. But if any additional hardware/software/License required for application level should be provided by the bidder.
24	NA	NA	General	We are assuming all the 3rd party integration tools will be provided by the Department. Also any cost associated with this will be provided by the Department. Kindly confirm this point.	It is the bidder responsibility
25	14	Weather Module (Pt.no.2.1.1)	Geolocation based current weather information nearest to the observing stations shall be available to the users.	Geo Information, it would require GPS coordinates, map integration, location detecting etc. We are assuming any cost associated	It is the bidder responsibility





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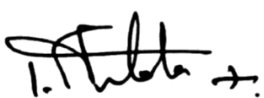
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				<p>with this would be provided by the Department. Kindly Confirm.</p> <p>https://mapsplatform.google.com/pricing/</p>	
26	NA	NA	General	<p>It is assumed Hosting, Hardware, SMS, Email, Payment, other 3rd party tools , SSL requirements or any cost associated with these will be provided by IMD, Kindly confirm this point.</p>	<p>It is the bidder responsibility. However IMD will pay the SMS cost, IMD has SSL Certificate. Bidder have to integrate send SMS services only. The remaining payment will be paid by the bidder.</p>
27	NA	NA	General	<p>Kindly share some more details about different users on the platform and their specific roles. As per our understanding web portal users could be department users, citizens. Mobile app will be used by citizens. Backend Panel (Web Portal) will be managed by the IMD Admin, Please let us know if there are additional users for the proposed platform.</p>	<p>Webportal (dashboard) for IMD users. Mobile App should have both citizen user and IMD admin user to modify the content if required. (Page no 13, Chapter4: Specifications and Allied Technical Details, Pt.no 24,) and (Page no 14, Pt. no 46)</p>
28	NA	NA	General	Do we also need	As per RFP. The

				to consider onsite development or onsite support? Kindly confirm.	<p>project team shall be deployed onsite till Go-Live for better understanding of IMD's requirement and complete the project ontime.</p> <p>No TA/DA/Accommodation /Computer/Laptop/etc will be provided to the person/team those whoever comes to IMD Delhi for development of mobile app on behalf of bidder. Internet and sitting place will be provided.</p> <p>Onsite support not required after site acceptance tests (SAT) and from the date of successful deployment. However the bidder shall provide comprehensive technical support of Mobile App including up-gradation and updates for a period of 3 years from the date of successful deployment.</p>
29	11	Chapter4: Specifications and Allied Technical Details (Pt.no. 2.19)	Bidder shall enable a collaborative development environment (including ticketing system, email, comment section, upload pictures & videos, etc.,) and a corresponding release process so that multiple teams i.e IMD and bidder team can work together to fast-track service roll out on app.	Who will bear the cost for the emails?	IMD will bear the email cost but bidder have to integrate the email gateway provide by IMD.
30	13	The broad areas of Scope of	Network level security, traffic to be encrypted	We are assuming any cost	Network level security will be provided by the IMD. However mobile



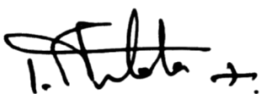



		work are as below: (Pt.no.28)	using secured connectivity.	associated with security would be provided by the IMD. Kindly Confirm.	application and website level security should be provided by the bidder.
31	16	Lightning Module (Pt.no. 2.4.)	This module shall be used to display lightning locations. The bidder may visit IMD's existing Damini app to get idea about the contents.	We are assuming API required to implement lightning locations would be provided by the IMD. Kindly Confirm.	IMD will provide all lightning related data, bidder needs to develop a separate API to integrate with mobile App.
32	21	Analytics, MIS Reporting and Dashboard (Pt.no.7)	The platform needs to provide extensive parameterized reporting to run various reports from time to time.	We are assuming any cost related to Analytics tool/Integration cost would be provided by IMD. Kindly Confirm.	Bidder responsibility
33	11	The broad areas of Scope of work are as below: (Pt.no. 2.16)	The App should support security features such as mobile Open Web Application Security Project(OWASP) and should pass security testing by a third party.	We are assuming all the 3rd party tools/API would be provided by IMD. Kindly Confirm.	It is bidder responsibility as per RFP.
34	NA	NA	General	Deliverables: 1. Mobile App for Citizens (Native iOS& Android) 2. Website/Web-Portal for Citizen 3. Admin Panel (web portal) 4. Helpdesk Portal Kindly Confirm.	1. As per RFP 2. Do Not required 3. As per RFP 4. As per RFP
35	25	Commercial Structure (Pt.no.28.2)	The bidder is required to perform Security audit on quarterly or	We are assuming security audit cost will be provided	Its bidder's responsibility to perform the security



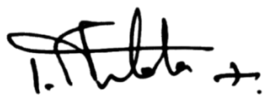



			earlier (in cases where major update/major Build change etc.) basis including the following activity	by IMD. Kindly Confirm.	audit of the App till Go-Live. No separate audit cost shall be included in the price bid. However cost required to perform Security audit on quarterly or earlier (in cases where major update/major Build change etc.) will be paid by IMD as per RFP.
36	21	Customer Support / SLA Monitoring / Application Management (Pt.no.8)	SLA Monitoring	Please let us know if you have any preference for SLA Monitoring tool or if you want us to develop any In-house SLA Monitoring Tool We are suggesting SAAS based solution for SLA Monitoring (https://www.site24x7.com/) and assuming any cost associated with this would be provided by IMD. Kindly Confirm.	Bidder will be responsible to develop the ticketing system automatically based on working status of the App and manually by where complaints/issue can be reported by the IMD and these issues should be resolved by the bidders as per SLA clause. No separate cost is involved from IMD.
37	24	App Performance (Pt.no. 23)	Home Page and other services Page load time and Navigational Performance should be highly optimized. The test conducted should be through an industry used tool across platforms and not manual. The device specifications (OS, memory, processor etc.) used for these tests (both Android and	Can we suggest any freeware s/w for testing tool or you require any paid tool? Please confirm who will bear the cost for testing tool in case, we are going with some paid testing tool?	It will be bidder's responsibility



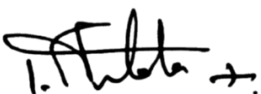



			iOS) must be among the most used category across the nation. The cost of any tool used will be borne by Bidder.		
38	16	Archival/Retrieval and Analysis (Pt.no. 2.3.4.)	<p>i) The data received from both through web interface as well as through Mob.App should be Archived which can be used for analysis.</p> <p>(ii) There should be an interface to generate the Statistics/report on the quality and quantity of citizen weather observations which will helps us to assess how viable these observations are as a supplementary source of information alongside the more traditional weather observations carried out by national meteorological and hydrological services.</p>	<p>1. Kindly share the expected data to be stored, based on that we can propose the required Hardware/Software.</p> <p>2. If we take an example of one year then what size of data will be considered for Backup?</p>	<p>Max 1.5 MB per Image/PDF/Word, Max 2 minutes per Video. Max 10 uploads per user per day. It is approximate size, but it will be finalized during development and before implement. 65000 hits (transaction) per 30 min. Max 2000 concurrent users. It is approximate number, but it will be finalized during development and before implement. Bidder can compute the required storage and server configuration, and share with IMD during BID. 6 months database archival policy for online and remaining period offline mode must be there. IMD will provide the hardware facilities.</p>
39	11	The broad areas of Scope of work are as below: (Pt.no.2.28)	The Bidder must ensure that CDN is utilized optimally including caching, advanced off load, prefetching, adaptive image compression and on demand image loading including predictive prefetch etc. and other capabilities. Do proper network analysis and improve basis implementation done taking support from the concerned service provider.	As per our understanding, IMD is already having the CDN and we need to utilize it optimally. Kindly Confirm.	IMD will arrange CDN. However the probable service provider list shall be attached with the bid.






M/s RV Solutions Pvt. Ltd					
S. No	Page No	Clause No	Existing Clause Description	Request for Change/Query	Response
1	11	The broad areas of Scope of work are as below: (Pt.no.2.12)	Implement industry grade tools, processes and solutions for Continuous Development.	What types of industry grade tools?	Standard industry tools to fulfil the RFP requirements.
2	11	The broad areas of Scope of work are as below: (Pt.no.2.22)	The Bidder must ensure that the App Production and staging environment are in sync at all times. Development environment for deployment should be at same level as Production/Staging server.	Who will provide the server and bear the cost?	As per RFP Chapter3: Schedule of Requirement, Page.No.10, Section2. Bidder need to provide server configuration details. IMD will provide the server as per need.
3	12	The broad areas of Scope of work are as below: (Pt.no.2.37)	The app and APIs should security audited through a CERT-IN empanelled third party auditor or STQC before on boarding. The auditor is to be selected by IMD.	Who will be bear cost of Security audit (CERTIN)?	Its bidder's responsibility to perform the security audit of the App till Go-Live. No separate audit cost shall be included in the price bid. However cost required to perform Security audit on quarterly or earlier (in cases where major update/major Build change etc.) will be paid by IMD as per RFP.
4	12	The broad areas of Scope of work are as below: (Pt.no.2.38)	To integrate easy to use content management system for easily managing overall content of the website.	Who will provide the content?	Point No 2.38 shall be removed from RFP.
5	12	The broad areas of Scope of work are as below: (Pt.no.2.36)	If any IMD product have e-readiness but do not have APIs available then bidder will be responsible for	who will help to develop the API? How many API to be developed?	All exiting API shall be provided by IMD. Bidder have to integrate the same but if minor modification needed to integrate the









			developing the APIs also.		<p>same it will be the responsibly of the bidder, and it will not be consider as a new API development.</p> <p>In addition, IMD may ask for 10 APIs, Bidder needs to develop it. Bidder can include the cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services.</p> <p>Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate.</p> <p>New APIs will be developed by the bidder. However IMD will provide the data and data format document.</p>
6	13	Chapter4: Specifications and Allied Technical Details (Pt.no. 23)	Integration of graphics for monitoring the convective activity.	How we get the data? What is the data form?	As per RFP
7	13	Chapter4: Specifications and Allied Technical Details (Pt.no. 30)	30. Backup policy, business continuity plan.	Brief about the Backup policy and plan?	Everyday Incremental Database Backup should be implemented. 6 months database archival policy for online and remaining period offline mode must be there. IMD will provide the hardware facilities.
8	14	Chapter4: Specifications	46. The Bidder should develop a web portal	What features to be develop	As per RFP

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		and Allied Technical Details (Pt.no. 46)	which will be hosted in IMD location where the issues raised by users in Playstore/Appstore and issues raised by IMD are displayed with status like a dashboard. The Bidder shall be responsible for updating the issues raised by the user in Playstore/Appstore and also the current status of the issue(Fixed/in-progress, etc)		
9	22	Chapter4: Specifications and Allied Technical Details (Pt.no. 11)	11. Multilingual The App should be in 11 regional languages in addition to English and Hindi (Total 13 languages during RFP).	Who will provide other language content?	It will be the responsibility of the bidder. However IMD will authenticate during SAT.
10	21	Chapter4: Specifications and Allied Technical Details (Pt.no. 8)	Customer Support	Who will provide the helpdesk and support and bear the cost?	Bidder will be responsible to develop the ticketing system automatically based on working status of the App and manually by where complaints/issue can be reported by the IMD and these issues should be resolved by the bidders as per SLA clause. Bidder has to bear the cost.
11	NA	NA	Email/SMS integration	who will provide and bear the cost?	IMD will pay the SMS/Email cost. Bidder have to integrate both SMS and Email services.
12	NA	NA	Notification for Application	Is FCM require? Who will provide account and bear the cost?	It will be the bidder responsibility

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13	NA	NA	General	STQC-GIGW is require? If yes who will be bear cost of it?	As per RFP
14	NA	NA	General	STQC audit to be considered during AMC? If yes, please specify the no. of STQC audit.	Its bidder's responsibility to perform the security audit of the App till Go-Live. No separate audit cost shall be included in the price bid. However cost required to perform Security audit on quarterly or earlier (in cases where major update/major Build change etc.) will be paid by IMD as per RFP.
15	NA	NA	General	Security audit to be considered during AMC? If yes, please specify the no. of Security Audit.	Its bidder's responsibility to perform the security audit of the App till Go-Live. No separate audit cost shall be included in the price bid. However cost required to perform Security audit on quarterly or earlier (in cases where major update/major Build change etc.) will be paid by IMD as per RFP.
16	NA	NA	General	Any Onsite resource is required during AMC?	As per RFP. The project team shall be deployed onsite for better understanding of IMD's requirement and complete the project ontime. No TA/DA/Accommodation /Computer/Laptop/etc will be provided to the person/team those whoever comes to IMD Delhi for development of mobile app on behalf of bidder. Internet and sitting place will be provided.

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17	NA	NA	General	If Yes, Please specify total no. of resources with experience and qualification.	Bidder has to decide. It is the responsibility of the bidder to assign appropriate person (developer) for onsite discussion and development to complete the project ontime.
18	NA	NA	General	What is the traffic load on the App?	Max 65000 hits (transaction) per 30 min. It is approximate number, but it will be finalized during development and before implement. Max 2000 concurrent users. It is approximate size, but it will be finalized during development and before implement.

M/s S.S.B DIGITAL PVT. LTD.

S. No	Page No	Clause No	Existing Clause Description	Request for Change/Query	Response
1	25	Chapter3: Schedule of Requirement 27. Minimum Eligibility Criteria (Pt.no :27.5)	The bidder shall have a Cumulative Total Turnover of INR 15 Crores during last three financial years (i.e. Year 2018-19, year 2019-20 & year (2020-21) with minimum turnover of INR 5 crores in each of last three years in one of the following areas, IT Software Applications	Kindly allow exemption for Startup Company as per Govt. norms if not then please consider Group Companies Turnover.	As per RFP and Government norms
2	25	Chapter3: Schedule of Requirement 27. Minimum Eligibility Criteria (Pt.no. 27.3)	The bidder should have at least 5 years" experience and should have execute at least 3 projects on mobile applications in the field to Govt. Departments/organizations/PSUs/ State	Kindly allow exemption for Startup Company as per Govt. norms .Please consider 3 projects on mobile and web Application	As per RFP and Government norms

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			Govt./Quasi Govt. organizations etc. Copy of work order + Completion Certificates from the client; OR Work Order + Self Certificate of Completion OR Work Order + Phase Completion Certificate from one of the Directors of the bidding entity/client certificate Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory. Also, the bidder must provide the links of at least 3 projects (mobile apps with usage statistics) for us to download, test and evaluate to understand the capacity and capability of the bidding company.		
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M/s Daffodil Software Pvt. Ltd

S. No	Page No	Clause No	Existing Clause Description	Request for Change/Query	Response
1	10	2. Scope of the work and system requirement under present tender (Para.No.1)	The bidder shall go through the existing app mentioned under Para 3 and shall design, develop, hosting, deployment & maintain an Integrated GIS based interactive app(Android, and iOS mobile platforms) as described in Section 3 including all core features/functionalities and capabilities and adding further capabilities as decided by IMD.	1) DO we need to add all the features from the mentioned existing apps (Four applications) into new app to be developed along with the new required features shared in scope. Please suggest. a) If not, then what features are required specifically for the	1-a) New app should be developed as per RFP. Four apps only for the references. b) Only new app development, no migration involved. c) As per RFP, See - Page.no. 21, 3.2 Integration Aspects, Pt.no. ii d) Not Applicable e) As per RFP.

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				<p>new app. Please suggest.</p> <p>b) If yes, is there any migration that will be done? Will the existing apps with function as it is or will they be discarded. please suggest.</p> <p>c) How will the data be shared. What are the formats. Please suggest.</p> <p>d) Any tools to be used for forecasting. please suggest .</p> <p>e) any real time integration required for data updates. Please suggest.</p>	
2	10	2. Scope of the work and system requirement under present tender (Para.No.2)	It would provide accurate, reliable, real time information, dissemination and improved electronic delivery of services to users in efficient and user friendly manner.	<p>1) Is there integration with 3rd party tools to fetch real time information. If yes, please share the details.</p> <p>a.) Also, we assume that API's will be shared. Please suggest.</p>	<p>1)As per RFP.</p> <p>a) In addition, IMD may ask for 10 APIs, Bidder needs to develop it. Bidder can include the cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services.</p> <p>Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate.</p> <p>IMD will provide the data and data format document.</p>

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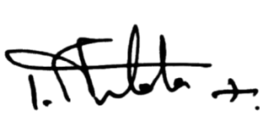



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3	10	2. Scope of the work and system requirement under present tender (Bullet. Last point)	The Application should preferably be installed on licensed VM infrastructure on two servers on high availability mode.	Is it on Premise or On Cloud. please confirm.	As per RFP. Bidder needs to submit the required hardware server configuration details to the IMD. All the hardware proposed by the bidder along with bid, will be provided by the IMD. But if any additional hardware/software/License required for application level should be provided by the bidder.
4	10	Broad Areas of Scope (Pt.no 2.1)	Study of the existing "Functional apps" being manned, managed, executed and supported by the bidders.	1) Please elaborate the understanding. 2) We assume that backend will be handled and managed by IMD. Daffodil will be developing and working on the front end.	IMD will provide the hardware and the app developed by bidder will be installed in the proposed hardware. However the any issue related to hardware will be the responsibility of IMD but application level/operating system level/backend/frontend will be the bidder responsibility.
5	10	Broad Areas of Scope (Pt.no. 2.3)	Enhance Existing user interface (UI) and user experience (UX) or implementation of a new GIS based integrated app at par with major Mobile Apps available in the market such as Windy, Rain-Alarm.	1) Do we need that development of new application should be developed with best of UI/UX designs like that of reference apps like Windy, Rain Alarm. 2) We assume that development is scratch for a new mobile application and no development/customisations are required on the existing applications.	1) New app should be developed as per RFP. 2) New app should be developed as per RFP.

6	10	Broad Areas of Scope (Pt.no. 2.4)	Integrate Upgrades and enhancements on the existing system to match industry best practice	1) what is the expectation from integration of updates and enhancements as specified here. Please elaborate. 2) By existing system, what is being suggested here. Please share the details if possible for better understanding.	New app should be developed as per RFP, however bidder can refer the existing apps mentioned in the RFP.
7	10	Broad Areas of Scope (Pt.no. 2.5)	Operations and Maintenance of Client Apps.	1) Please suggest by Apps, are we referring to the existing apps or the newly created app. 2) If yes, do we need to maintain the existing apps as well. 3) What is the tech stack of the existing applications. 4.a) What is the KT plan and who will be giving the KT. 4.b) Where will the KT happen. Online or at IMD location. 5) What are the defined SLA's and penalties. Please suggest. 6) What all documents we have to maintain while maintenance of the app.	1) Bidder needs to develop and maintain newly created app. 2) No 3) Not Applicable 4.a) Bidder has to develop new App as per RFP 4.b) As per RFP 5) As per RFP 6) All the relevant document needs to maintain

8	10	Broad Areas of Scope (Pt.no. 2.6)	Training of IMD users for effectively using of the app.	<p>1) Who are the IMD Users as mentioned here?</p> <p>2) What training are we referring to here. Please suggest.</p> <p>3) How many people in-total need to be trained?</p> <p>4) We assume it be TOT(training of trainers). Please confirm</p> <p>5) We assume that training will be held offsite from bidders office. Please confirm</p>	<p>1) IMD Scientists, Officers</p> <p>2) coding, standard operating procedures, administration and user level training will be required.</p> <p>3) Maximum 15 officers</p> <p>4) Yes</p> <p>5) Training should happen at IMD-Delhi, Physically</p>
9	10	Broad Areas of Scope (Pt.no. 2.7)	Proper Documentation of the Project including all frontend developed services/core features which will be used for designing test cases to further validate the running functionality.	1) What all documents (Functional or Technical) are required.	All types of documentations and including all source codes, user manual, technical manual, standard operating procedures - SOP. (contents for user manual, SOP and technical manual to be approved by IMD)
10	11	Broad Areas of Scope (Pt.no. 2.9)	Continuous development and integration of new services as assigned by IMD	1) We assume that new developments and enhancements would be a part of change management process. Please confirm frequency of change requests	<p>No change request. IMD may ask for 10 APIs, Bidder needs to develop it. Bidder can include the cost of approx 10 new services shall be added in the price bid.</p> <p>The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services.</p> <p>Beyond 10 services if IMD needs to add more</p>


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					services then the cost will be paid as per unit cost of quoted rate.
11	11	Broad Areas of Scope (Pt.no 2.14)	Hand holding training to the end-users and Backend personnel wherever applicable and suggested by IMD.	1) Who are the end users being referred here. 2) For training when end users is users using the application, please suggest on 2.a) Please confirm mode of training 2.b) As it is a vast userbase, we understand that, this can be done by a user manual which will be a pdf document and can be accessed/downloaded from the app. Please confirm.	1) Maximum 15 IMD Scientists, Officers 2) coding, administration and user level training will be required. 2.a) Training should happen at IMD-Delhi, Physically 2.b) Training should be given at source code level knowledge.
12	11	Broad Areas of Scope (Pt.no. 2.18)	Change Requests, wherever applicable are to be handled by IMD during the contact period. No Additional cost shall be paid for change requests.	1) Does this mean that no additional cost will be paid for change requests. Please confirm.	The cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services. Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate.
13	11	Broad Areas of Scope (Pt.no. 2.19)	Bidder shall enable a collaborative development environment (including ticketing system, email,	1) Is this about communication we are referring to between IMD and Bidder.	As per RFP

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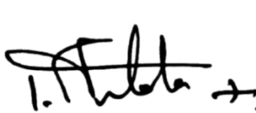



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			comment section, upload pictures & videos, etc.) and a corresponding release process so that multiple teams i.e IMD and bidder team can work together to fast-track service roll out on app.	Please confirm.	
14	11	Broad Areas of Scope (Pt.no. 2.20)	Handling of Videos, Images, PDF, Word, and export to different formats etc, Downloading, uploading, using native/non-native features shall be done by the Bidder.	1) What are the expected formats of information. Please suggest. 2) What is meant by native/non native features as mentioned here. Please elaborate.	1) Video : MP4, avi, and other standard formats. Image : png, jpeg, gif, and other standard formats. Word : docx, doc, odt, excel, pptx, and other standard formats. PDF : pdf 2) As per RFP
15	11	Broad Areas of Scope (Pt.no. 2.21)	The Bidder shall support SEO Program that results in an increase in overall visitors.	1) Please confirm if SEO is required from the Bidder as it needs separate skill set and resource and how many Keywords are to be worked upon for SEO 2) Is there any provision for Paid Media, if yes how much, and what will be the process of this payment/reimbursement. 3) What is the meaning of support as mentioned here in the statement.	1) Yes, it is bidder's responsibility. Keywords will be provided by the IMD during the development and implementations. 2) Its bidder's responsibility. No additional payment will be done by the IMD. 3) The bidder has to implement the SEO program to increase the overall visitors of the APP.






16	11	Broad Areas of Scope (Pt.no. 2.22)	The Bidder must ensure that the App Production and staging environment are in sync at all times. Development environment for deployment should be at same level as Production/Staging server	1) Who will be providing the hardware for development. Please suggest. 2) Do you want automated process for production deployment or it will be a manual process based on approval	1) IMD will provide production server only, not the development server. 2) Manual process based on approval from IMD
17	11	Broad Areas of Scope (Pt.no. 2.30)	Bidder shall respond to all queries/concerns raised by the end users through Google Playstore or Apple Appstore, Govt. Appstore comments. If required, bidder may contact IMD teams for necessary inputs.	1) Does this refer to bidder responding to complaints/issues on the playstore and working on issues raised on Playstore. Please confirm.	As per RFP
18	12	Broad Areas of Scope (Pt.no. 2.36)	If any IMD product have e-readiness but do not have APIs available then bidder will be responsible for developing the APIs also.	1) Do we need to develop all the API's. 1.a) If yes, How many such API's will be there. 1.b) Will the API's be REST/SOAP. Please suggest.	1)All exiting API shall be provided by IMD. But bidder have to integrate the same but if minor modification needed to integrate the same it will be the responsibly of the bidder and it will not be consider as a new API development. 1.a) In addition, IMD may ask for 10 APIs, Bidder needs to develop it. Bidder can include the cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services.

					Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate. 1.b) As per RFP
19	12	Broad Areas of Scope (Pt.no. 2.38)	To integrate easy to use content management system for easily managing overall content of the website	1) Any preference for the CMS tool to be used here for content management. Please suggest. 2) Please confirm is the cost for the CMS tool is to be beared by Daffodil (Bidder) or IMD. 3) Is Admin managing the content of the integrated CMS.	Point No 2.38 shall be removed from RFP.
20	12	Specifications and Allied Technical Details (Pt.no.8)	Bidder shall discuss IMD team on app sizes and if SDK based integration is required, bidder shall discuss the same with IMD team	1) What is the expectation of integration using SDKs. please elaborate. 2) Is the bidder expected to build these SDK's or will these be shared by IMD. Please suggest. 3) What are the integration touch points. Please share in detail for better understanding. 4) Please share the features for which SDK is required.	1) As per RFP 2) Its bidder's responsibility 3) As per RFP 4) As per RFP
21	12	Specifications	Enhance the	1) What are the	1) As per RFP

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		and Allied Technical Details (Pt.no. 10)	presentation of the content of IMD products.	"Content of products" as specified here. Please suggest 2) How many such products are there.	2) As per RFP
22	12	Specifications and Allied Technical Details (Pt.no. 10)	Open Source or IMD Provided/approved maps details should be used to implement the proposed GIS features	1) How is the approval process happening. 1.a) Is this outside platform. please suggest.	1) IMD can share the survey of India map. But if bidder would like to use any other map approved by Govt. Of India/IMD shall be the bidder responsibility. IMD will not pay additional cost in this regards. 1.a) Same as above (1)
23	12	Specifications and Allied Technical Details (Pt.no. 23)	Integration of graphics for monitoring the convective activity.	1) What is the expectation from the mentioned statement.	As per RFP
24	13	Specifications and Allied Technical Details (Pt.no. 26)	Analytical reports mechanism to track and identify user experience and actions.	1) What kind of reports are required. 2) Are we referring to the dashboard for analytical statistics and data for reporting. 3) If yes, any integration required with the BI tool. Please suggest. 4) What are the expected parameters for the analytical reporting. Please elaborate.	1) See details - Analytics, MIS Reporting and Dashboard (Page. No.21 and Pt.no.7) 2) As per RFP 3) As per RFP 4) As per RFP
25	13	Specifications and Allied	Storage disk space and memory required for the	1) what are the Total no of users	1) 65000 hits (transaction) per 30

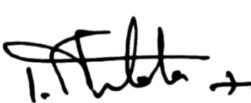


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		Technical Details (Pt.no. 32)	proposed App should be provide with technical bid	and concurrent users 2) What is the Expected data storage	min. Max 2000 concurrent users. It is approximate number, but it will be finalized during development and before implement. 2) Max 1.5 MB per Image/PDF/Word, Max 2 minutes per Video. Max 10 uploads per user per day. It is approximate size, but it will be finalized during development and before implement. In addition to this, 6 months database archival policy for online and remaining period offline mode must be there. Bidder can compute the required storage and server configuration, and share with IMD during BID. IMD will provide the needed servers.
26	13	Specifications and Allied Technical Details (Pt.no. 41)	Mobile Apps should be hosted after extensive testing and Apps must be 100% bug free	1) There is no application claimed as 100 % bug free but we will test the application for all the required features. Please confirm.	As per RFP
27	13	Specifications and Allied Technical Details (Pt.no. 46)	The Bidder should develop a web portal which will be hosted in IMD location where the issues raised by users in Playstore/Appstore and issues raised by IMD are displayed with status like a dashboard. The Bidder shall be responsible for updating	1) We understand that the dashboard on a portal to display raised issues. please confirm.	As per RFP


			the issues raised by the user in Playstore/Appstore and also the current status of the issue(Fixed/in-progress, etc)		
28	14	Specifications and Allied Technical Details (Pt.no. 49)	Share Option should be available to share the products/warnings in WhatsApp/Facebook/Twitter/Instagram/Signal/Telegram/etc.	1) Please confirm social media platforms on which the sharing need to be done.	All social media as per RFP
29	14	Weather Module (Pt.no.2.1.1)	Geolocation based current weather information nearest to the observing stations shall be available to the users.	<p>1) We assume that all the informational data is being managed at the backend and will be the responsibility of IMD. Please confirm.</p> <p>2) How is the informational content fetched/passed to the application</p> <p>3) Is this done via real time integration using API's . If yes, who will be sharing the API's,</p>	<p>1) IMD will provide the hardware and the app developed by bidder will be installed in the proposed hardware. However the any issue related to hardware will be the responsibility of IMD but application level/operating system level/backend/frontend will be the bidder responsibility.</p> <p>2-3) All exiting API shall be provided by IMD. But bidder have to integrate the same but if minor modification needed to integrate the same it will be the responsibility of the bidder and it will not be consider as a new API development.</p> <p>In addition, IMD may ask for 10 APIs, Bidder needs to develop it. Bidder can include the cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each</p>

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				4) What will be the format of the data/information being used.	additional services. Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate. 4) See Page.no21, 3.2 Integration Aspects – Pt. no(ii)
30	15	Crowd Source Module (Pt.no 2.3)	The crowd source module will be used to collect the weather observations from the public.	1) How will the collected data be used. Please elaborate the process post collecting data through forms. 2) Is this data expected to be passed to the IMD backend via API's on real time. If yes, who will be sharing the API's for the same. 3) In case of data management via Admin, please suggest on the expected workflow of captured data 3.a) Is there any approval/ check process through Admin. please elaborate.	1-2) As per RFP. All exiting API shall be provided by IMD. But bidder have to integrate the same but if minor modification needed to integrate the same it will be the responsibly of the bidder and it will not be consider as a new API development. In addition, IMD may ask for 10 APIs, Bidder needs to develop it. Bidder can include the cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services. Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate. 3-3.a) As per RFP Page.no15, Pt.no 2.3.1.(x) and 2.3.2
31	15	Visualisation (Pt.no.2.3.3.i)	People's input should also be visualized immediately after filtration in existing GIS platforms which will	1) We understand that the data shared by the public will be filtered using MI	1) As per RFP

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			attract them to keep providing observations in the future as they notice that their input is being used.	techniques and then to be displayed to the user on their application. Please confirm. 2) Is there any other expectation. Please specify.	2) As per RFP
32	16	Visualisation (Pt.no. 2.3.3.iii)	This visualization will be done in app itself, but it could also be disseminated to IMD's official webpage	1) Please elaborate the mentioned expectation. for better understanding 2) what type of visualizations are expected?	1) As per RFP 2) On GIS Platform
33	16	Visualisation (Pt.no. 2.3.3.v)	The integration with crowd sourcing observations received from any third-party is also needs to be display. The API development if any shall be developed by the bidder.	1) Which is/are the third party system as being referred here. Please suggest. 2) What are the crowd sourcing info being referred here. Please suggest.	1) Different sources of observations other than end user (say any university, government organization) As per RFP. IMD may ask for 10 APIs, Bidder needs to develop it. Bidder can include the cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services. Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate. 2) As per RFP
34	16	Archival (Pt.no 2.3.4. i)	The data received from both through web interface as well as through Mob.App	1) Are we referring to the web interface capturing the	As per RFP

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			should be Archived which can be used for analysis.	issues raised on playstore. Please confirm.	
35	18	Ease of Use and Branding (Pt.no.2.8.8.i)	Mobile App shall be developed in top 12 Indian languages in addition to English. The texts in the app must be authentic in the regional languages (not simple Google translation).It must be certified by the IMD Officials of the MCs/RSMCs.	1) We assume that IMD will be providing the language translations. Please confirm.	It is the responsibility of the bidder. However IMD will authenticate during SAT.
36	18	Reporting and Configurability (Pt.no 2.8.9)	This Mobile App shall generate necessary reporting and dashboards for data representation, which should be configurable as per the IMD's needs.	1) What all dashboards and data points representations are expected. Please suggest. 2) What visualizations will be required on the dashboards as in Widgets, Infographics etc.? 3) Will dashboards will role based or a single standard dashboard for all? If yes, What role access to be provided and who is configuring these dashboards. Please elaborate. 4) How many reports are required and in what format. Please suggest.	1) As per RFP. However that can be discussed and finalized during the implementations. 2) Yes. However that can be discussed and finalized during the implementations. 3) Single standard, however that can be discussed and finalized during the implementations. 4) As per RFP.
37	22	Customer	The Bidder is required	1) Can we use	1) Bidder responsibility

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		Support / SLA Monitoring / Application Management	to provide Help Desk module for customer support function, Application Management Module for application management and SLA monitoring. The Help Desk module shall be used by the bidder to manage the customer ticketing and life cycle.	any integration with the third party help desk modules.please confirm. 1.a) Please suggest who is being referred as customer here. 1.b) Are we referring to the tickets raised by a IMD Department for improvments and enhancements. 1.c) If not, please elaborate the expectation from users and the ticket/complaint handling process.	1.a). All users of the Mobile App - General public and IMD Officials 1.b). Bidder will be responsible to develop the ticketing system automatically based on working status of the App and manually by where complaints/issue can be reported by the IMD and these issues should be resolved by the bidders as per SLA clause. 1.c) Not Applicable
38	NA	NA	Generic Queries	1) Mentioned are the user roles - User Login(general Public) and backend teams (IMD Admin - (for managing content and fetching reports). Please confirm and suggest if something is missed. Or 2) We need to work on the front end development only and backend handling and management will not be a part of scope. Please confirm. 3) If yes to Point 1, What are the	1) As per RFP 2) IMD will provide the hardware and the app developed by bidder will be installed in the proposed hardware. However the any issue related to hardware will be the responsibility of IMD but application level/operation system level/backend/frontend will be the bidder responsibility. 3) This will be defined and discussed during the implementation. 4) All exiting 3 rd party APIs shall be provided by IMD. But bidder have to integrate the same but if minor modification needed to integrate the same it will be the responsibly

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				<p>roles and responsibilities of Admin (if applicable). Please suggest.</p> <p>4) For integration required with 3rd party application/applications. Please share expectation in detail for better understanding.</p> <p>4. a) How many systems we need to integrate with?</p> <p>4. b) We assume that API's will be shared by IMD/3rd party systems</p> <p>) We understand that accumulated data sources of all the existing apps along with the new data will be used as the information source for new application.</p> <p>5.a) How will the data be data exported through these systems. How many such systems are there.</p> <p>5.b) Do we have multiple servers to connect.</p> <p>5.c) Please confirm if app need to be connected with multiple servers or with one server to get</p>	<p>of the bidder and it will not be consider as a new API development. In addition, IMD may ask for 10 APIs, Bidder needs to develop it. Bidder can include the cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services.</p> <p>Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate.</p> <p>4.a) As per RFP.</p> <p>4.b) As per RFP</p> <p>5) As per RFP</p> <p>5.b) Yes, multiple servers</p> <p>5.c) Yes as per RFP</p>
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				accumulated data.	
39	NA	NA	Generic Queries	<p>1) We assume that Production and development servers would be provided by IMD only Please confirm</p> <p>2) Any requirement for DR?</p> <p>3) If yes to the above, How and Where the current DR is placed and operated. Please explain.</p>	<p>1) IMD will provide production server only, not the development server.</p> <p>2) IMD will decide during the implementation.</p> <p>3) At present no DR is available.</p>
40	NA	NA	Generic Queries	<p>1) We assume that development will be from bidders office. Please confirm</p> <p>2) For support. please suggest that few personnel would be designated at your office or bidder office. Please confirm</p> <p>3) We assume for Support that there will be the support window via call or email? if yes will it 9x5 or 8x6.</p> <p>3.a) Also, please confirm will it be Monday to Friday or Mon to Saturday.</p>	<p>1) As per RFP. The project team shall be deployed onsite for better understanding of IMD's requirement and complete the project ontime.</p> <p>2. As per RFP</p> <p>3. As per RFP 24x7x365 (See Page no 27, Pt.no 38.(5))</p> <p>3.a) Same as above</p>
41	NA	NA	Generic Queries	1) who will do VAPT (IMD or	1) Its bidder's responsibility to

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				Bidder). Please confirm.	perform the security audit of thee App till Go-Live. No separate audit cost shall be included in the price bid. However cost required to perform Security audit on quarterly or earlier (in cases where major update/major Build change etc.) will be paid by IMD as per RFP.
42	25	Minimum Eligibility criteria (Pt.no. 27.3)	The bidder should have at least 5 years" experience and should have execute at least 3 projects on mobile applications in the field to Govt. Departments/organizations/PSUs/ State Govt./Quasi Govt. organizations etc. Copy of work order + Completion Certificates from the client; OR Work Order + Self Certificate of Completion OR Work Order + Phase Completion Certificate from one of the Directors of the bidding entity/client certificate Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory. Also, the bidder must provide the links of at least 3 projects (mobile apps with usage statistics) for us to download, test and evaluate to understand the capacity	1. Please confirm if experience of private customer is included in this criteria and Can we include international experience as well 2.We would request to amend the clause as-" Bidder should have atleast 5 years experience and should have executed at least 2 projects in the field of Govt. Departments/orga nizations/PSUs/ State Govt./Quasi Govt. organizations etc	1. As per RFP only to Govt. Departments/organizati ons/PSUs/ State Govt./Quasi Govt. organizations etc 2. As per RFP

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			and capability of the bidding company.		
43	1	Earnest Money Deposit (EMD): (Pt.no.5)	Earnest Money Deposit (EMD): Rs.4,60,200/- (Rupees Four Lakh Sixty Thousand Two Hundred) only. EMD shall be accepted from the participating firm only in the form of Bank Guarantee (BG). Banker's Cheque/Demand Draft are NOT acceptable.	We would request you to allow EMD payment through Demand draft from any nationalized bank	As per RFP.
M/s C-DOT Group, Delhi					
S. No	Page No	Clause No	Existing Clause Description	Request for Change/Query	Response
1	10	Chapter 3, Section 2 (Scope of the work and system requirement under present tender)	The Application should preferably be installed on licensed VM infrastructure on two servers on high availability mode.	The "two servers" may not be sufficient for hosting. It depends on the system design requirements user load, responsive time of APP etc. Is this fixed and who is responsible for billing of cloud infra like VMs, SSL, load balancer, 3rd party Database support .	All the hardware proposed by the bidder along with bid, will be provided by the IMD. But if any additional hardware/software/License required for application level should be provided by the bidder.
2	11	Chapter 3, The broad areas of Scope of work (Pt.no.2.18)	Change Requests, wherever applicable are to be handled by IMD during the contact period. No Additional cost shall be paid for change requests.	What can be the scope of change requests. This requests shall be limited up to a specified threshold of manpower effort facilitated by the vendor.	The cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services. Beyond 10 services if

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					IMD needs to add more services then the cost will be paid as per unit cost of quoted rate.
3	11	Chapter 3, The broad areas of Scope of work Section (Pt.no.2.21)	Search Engine Optimization for App : The Bidder shall support SEO Program that results in an increase in overall visitors.	Who will bear the financials of SEO of third party (IMD or vendor).	Bidder responsibility
4	10	Chapter 3, The broad areas of Scope of work Section (Pt.no.2.5)	Operations and Maintenance of Client Apps.	Please provide clarification on term 'Apps'. The operation and maintenance of single unified app that is to be developed needs to be done or there will be multiple apps.	Bidder needs to develop and maintain newly created app.
5	11	Chapter 3, The broad areas of Scope of work Section (Pt.no.2.9)	Continuous development and integration of new services as assigned by IMD.	1. How many services and products can be the part of the scope needs to be provided for better estimation of costs. Please provide details.	The cost of approx 10 new services shall be added in the price bid. The cost will be paid as per actual services required by IMD with the per unit cost of quoted rate considering equal cost in each additional services. Beyond 10 services if IMD needs to add more services then the cost will be paid as per unit cost of quoted rate.
6	12	Chapter 3, The broad areas of Scope of work Section (Pt.no.2.36)	If any IMD product have e-readiness but do not have APIs available then bidder will be responsible for developing the APIs also.	2. Also, in case of developing new APIs, does the data input mode will be automatic or manual to the APIs, in case of manual data entry, whether the dashboards for entering data in	2. Automatic mode and data format will be as per RFP

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				new APIs / products also needs to be carried out or will be outside the part of this scope.	
7	12	Chapter 3, The broad areas of Scope of work Section (Pt.no.2.37)	The app and APIs should security audited through a CERT-IN empanelled third party auditor or STQC before on boarding. The auditor is to be selected by IMD.	Whether existing APIs are CERT-IN certified? Will the scope include performing CERT-IN certification of existing APIs also? Who will bear financials of application auditing.	IMD will provide the exiting audited APIs through a CERT-IN empanelled third party auditor.
8	12	Chapter 3, The broad areas of Scope of work Section (Pt.no.2.38)	To integrate easy to use content management system for easily managing overall content of the website.	Provide clarification on managing content of website. Whether scope includes development of android app or also the portal/website for managing content.	Point No 2.38 shall be removed from RFP.
9	13	Chapter 4, Specifications and Allied Technical Details (Pt.no.24)	App Admin interface should be easy in terms of usability and changes in design & content.	Are there any other type of users i.e. mention the roles of users under the application. Whether only app admin and general public only are the two role profiles.	Mobile App should have both citizen user and IMD admin user to modify the content if required. (Page no 13, Chapter4: Specifications and Allied Technical Details, Pt.no 24,) and (Page no 14, Pt. no 46)
10	13	Chapter 4, Specifications and Allied Technical Details (Pt.no.41)	Mobile Apps should be hosted after extensive testing and Apps must be 100% bug free.	It is being understand as all reported bugs after testing should be resolved by vendor.	As per RFP

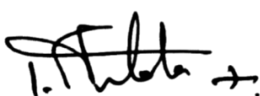
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11	14	Chapter 4, Specifications and Allied Technical Details (Pt.no.46)	The Bidder should develop a web portal which will be hosted in IMD location	The web portal dashboard is to be developed only for IMD users. Kindly mention the features and functionalities of portal in tender scope apart from unified App.	As per RFP (See Page.no.14. Chapter 4, Specifications and Allied Technical Details (Pt.no.46). Bidder will be responsible to develop the ticketing system automatically based on working status of the App and manually by where complaints/issue can be reported by the IMD and these issues should be resolved by the bidders as per SLA clause.
12	15	Chapter 4, Section 2.3.2 Data validation and filtration: (Pt.no.2.3.2.i)	The large amounts of crowd-sourced data must be filtered and classified automatically to eliminate irrelevant observations.	It is assumed and understand that the classification criteria will be defined and the data for training the model to learn defined criteria's will be provided by IMD.	IMD will provide the classification criteria base on image/data etc and based on it bidder needs to be filter automatically using AI/ML techniques (Page no 15, Pt.no. 2.3.2.ii).
13	15	Chapter 4, Section 2.3.3 Visualisation(Pt. no.2.3.3.i)	People's input should also be visualized immediately after filtration in existing GIS platforms	Please provide clarification on what are existing GIS platforms.	IMD can share the survey of India map. But if bidder would like to use any other map approved by Govt. Of India/IMD shall be the bidder responsibility. IMD will not pay additional cost in this regards.
14	16	Chapter 4, Section 2.3.3 Visualisation(Pt. no.2.3.3.v)	The integration with crowd sourcing observations received from any third-party is also needs to be display. The API development if any shall be developed by the bidder.	What third party-APIs. Kindly provide details	Different sources of observations other than end user (say any university, government organization) As per RFP.
15	16	Chapter 4, Section 2.3.4 Archival/Retrieval and Analysis	The data received from both through web interface as well as	Kindly clarify that the scope of filtration is limited	The data received from both through existing crowd source web interface as well as









		(Pt.no.2.3.4.i)	through Mob. App should be Archived which can be used for analysis.	to the crowdsourcing done from mobile app or changes on web interface are also to be done for crowdsourcing.	through proposed Mob app, need to be filtered as per RFP.
16	17	Chapter 4, Section 2.7 (Route Nowcast Module)	Route Nowcast Module	Please provide information on whether any product / APIs is currently available with IMD for this module.	This will be the new services.
17	18	Chapter 4, Section 2.8.9 (Reporting and Configurability)	This Mobile App shall generate necessary reporting and dashboards for data representation	This reporting/representation is to be done on dashboard as web portal. Kindly elaborate on features and nature/roles of dashboards	As per RFP, see page.no 21, section 7. Analytics, MIS Reporting and Dashboard
18	19	Chapter 4, Section 2.8.11 Application enablement process (Pt.no.2.8.11.vi)	Enablement of Mobile and Mobile App with push SMS is mandatory.	Whether the cost of third party services like push SMS and their cost will be borne by IMD.	IMD will pay the SMS cost. Bidder have to integrate send SMS services only.
19	23	Chapter 4, Section 14 Phone/Email Support	Phone/Email Support	Kindly clarify whether the 24x7 email and phone support need to be provided by the bidder. What shall be the SLA for public comments/queries on app?(24hr/48 hr or other please specify)	As per RFP 24x7x365 (See Page no 27, Pt.no 38.(5))
	24	Chapter 4, Section 24 Hosting and	Hosting and Deployment	Whether the bidder have any scope of work in	All the hardware proposed by the bidder along with bid, will be

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		Deployment		evaluation of various Cloud Service Providers(CSPs). Who shall bear the financials of hosting infrastructure. Who shall be responsible for the network and cloud security in case of in-house servers.	provided by the IMD. But if any additional hardware/software/Licence required for application level should be provided by the bidder.
M/s Scanpoint Geomatics Pvt. Ltd					
S. No	Page No	Clause No	Existing Clause Description	Request for Change/Query	Response
1	12	Chapter4: Specifications and Allied Technical Details (Pt.no.11)	Open Source or IMD Provided/approved maps details should be used to implement the proposed GIS	As per our understanding, open source map services like OSM or maps which are available in GIS ready formats with IMD needs to be incorporated as map services in the proposed mobile application. Please confirmed our understanding	IMD can share the survey of India map. But if bidder would like to use any other map approved by Govt. Of India/IMD shall be the bidder responsibility. IMD will not pay additional cost in this regards.
2	13	Chapter4: Specifications and Allied Technical Details (Pt.no.34)	Design should be coded in Open-Source Tools/Software/Programming Languages/Platforms	As per the RFP, department wants to implement a unified Mobile app for IMD, in which GIS is one of the components . As per GIS requirements, any GIS ready maps needs to	IMD can share the survey of India map. But if bidder would like to use any other map approved by Govt. Of India/IMD shall be the bidder responsibility. IMD will not pay additional cost in this regards.


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				<p>published in OGC map services and REST API will be required for integration with Unified Mobile APP. Please confirmed the GIS scope of work. The Unified mobile application should also be scalable to meet the present and future requirements. Moreover, the mobile application should also able to adhere to all security protocols as per standard. But all this functionalities as mentioned above are not available in open source platforms. So, we may suggest to consider COTS based GIS enterprise platform for generating map services and RESTAPI with Mobile GIS APP which can adhere to above functionality, interoperability as well as data security implications.</p>	
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Corrigendum in the RFP Document File No - DGM-HQ-32011(88)/1/2022-CPU

- 1) Page.no.27, Para.No. 38. (Technical support) - Pt.no.4 – “The support shall be for full software at the same level of operational efficiency and service support. i.e. to address analyse and fix any technical glitches within the existing features within 4 working” shall be read as **“The support shall be for full software at the same level of operational efficiency and service support. i.e. to address analyse and fix any technical glitches within the existing features”** only.
- 2) Page.no.12, Para - The broad areas of Scope of work are as below:
Pt.no.2.38 – “To integrate easy to use content management system for easily managing overall content of the website” – **shall be removed from RFP.**
- 3) Page.no.32, ANNEXURE-II : PROPOSED LIST OF DELIVERABLES

S.No	Name of Item / Store	Quantity
1	Development and Go-Live of Integrated MobileApp With Specified	1 job
2	Year wise Support With updates for three (3) years.	1 st year, 2 nd year, 3 rd year
3	Additional Language beyond 13 languages mentioned in RFP	1 job
4	Additional 10 API - considering equal cost in each services.	10 job
5	Training - including handing over all source code, standard operating procedures, technical documentations and user manual	1 job
6	Miscellaneous (to meet the project requirement) - by including all, consider as one item/job	1 job

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4) Page.no.33, Chapter5: Price Schedule (Financial Bid Format)

S.No	Name of Item /store	Quantity	Unit Base Price	Applicable Taxes & Duties	Unit Total Price (4) + (5)	Total Price (3) x (6)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Development and Go-Live of Integrated MobileApp With Specified	1				
2	Support With updates for 1 st year	1				
3	Support With updates for 2 nd year	1				
4	Support With updates for 3 rd year	1				
5	Additional Language beyond 13 languages mentioned in RFP	1				
6	Additional 10 API - considering equal cost in each services	10				
7	Training - including handing over all source code, standard operating procedures, technical documentations and user manual	1				
8	Miscellaneous (to meet the project requirement) – by including all items or jobs, consider as one item/job only	1				

Total Tender price in figure:

Total Tender price in words:

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