RFP # Ref: ECGC/Tender-05/IT/10/2019-20 for "Appointment of Vendor for the design, development and Management of Mobile App". dated 24/10/2019   Amendment # 1
Amendment Issue Date: 14/11/2019 The subject RFP is hereby amended as follows. Interested Bidders should refer below replies and MUST acknowledge receipt of the amendment, by separate letter or Electronic Mail (IT@ecgc.in) which includes a reference to the RFP and Amendment number(s).

Tender: Design, development and Management of Mobile App
Ref: ECGC/Tender-05/IT/10/2019-20

Sr.No.	Page No(tender Ref)	Clause (tender Ref)	Description in the tender (tender Ref)	Query	Reply
1	9	3.4. Description of Work, General Requirements and Scope of Work	The objective of the RFP is to select a bidder who will design, develop, integrate and maintain a Bilingual Mobile Application supporting English and Hindi language to provide information about ECGC products and services to its clients/Non-clients and interface for using ECGC services.	1. We assume that only labels and contents in new mobile application will be in bi-lingual English & Hindi and User Inputs in the proposed mobile application will be in English only. Please confirm. 2. We assume that required content in both English & Hindi languages will be provide by department. Please confirm	Labels and contents have to be in Hindi and English Language and have to be searchable. ECGC will provide content both in Hindi and English language.
2	9	i. Description of work	i. To integrate easy to use content management system for easily managing overall content of the app.	1. We assume that vendor have to fetch the content from the www.ecgc.in website only. Please confirm. 2. If above is not the case then do we need to develop any new CMS based backend system to manage mobile application? 3. We assume that if vendor need to fetch the content from www.ecgc.in in that case, client will provide the ready to consume APIs. Please confirm	1. There will be a separate instance of database from where data has to be fetched for Post login and employee section via API. The development of these APIs will be in the scope of selected vendor. The API requirements are mentioned in amended Annexure -11 being shared. The scripts will be provided by ECGC. 2. CMS based backend system required for pre-login section of the mobile application. 3. No API will be provided by ECGC.
3	9	i. Description of work	iii. To provide information to its clients/users with minimum number of clicks.	1. Kindly share the exact information need to offer to client along with the Website URL? 2. Kindly share the exact information need to offer to users along with the Website URL?	(i) To get an idea for pre-login section, please refer www.ecgc.in for functionalities asked for in the tender. (ii) For post -login and employee section, it is expected that for each functionality listed in Annexure -11, approx. three clicks / screens may be needed.
4	9	ii. General requirements	i. Should make use of data available in the existing Database and reduce duplicate data entry, and facilitate master data updates as and when required from Existing ECGC applications so as to avoid duplicate data entry.	1. Since we are developing the mobile application where the usecase is to show the content & information from the website then kindly let us know what is the purpose to provide the facility to update the master data? 2. Which type of Master data needs to update in the proposed mobile Application? 3. Kindly share the exact data which need to be entered from the mobile application along with the sample form. 4. Do you want to develop the mobile application for Administrator?	(i) No Master data has to be updated. The point is withdrawn. (ii) There is no onscreen form filling. The data entry is limited to entering the search parameters for application status viewing or report generation.

5	9	ii. General requirements	ii. Must have option for users to provide feedback on the mobile app, a quick way to report bugs, and provide suggestions or criticisms.	1. We assume that post submission of the feedback by the user there will not be any process need to be done from the proposed mobile application. Please confirm 2. If above is not the case then kindly share detailed step-by-step workflow post receiving the feedback from the user specific to the mobile application.	The feedback received shall be sent to ECGC Administrator via mail and stored internally in the database. The administrator will require a separate interface for accessing and tracking the feedbacks submited in a given period.
6	9	ii. General requirements	iv. Incorporate analytics into mobile app, to track and identify users experience and actions.	1. We assume that Google Analytics will suffice the requirement. Please confirm	As per the scope of work, please provide analytics.
7	10	ii. General requirements	v. The solution will have the flexibility to interact with other existing systems.	1. Kindly share the exact list of existing systems which need to be integrated with the proposed mobile application. 2. Kindly share the exact data need to be exchanged between existing systems and the mobile app. 3. We assume that ready to use API / Web services of the existing systems which requires to integrate will be provided by department. Please confirm. 4. Kindly share the total number of APIs need to be integrated with the proposed mobile application.	(i). As discussed in the pre-bid meeting, there is no integration requirment with ECGC systems at application level. The requirment for database level integration as detailed above. (ii) As mentioned above, APIs development is in selected vendor's scope. (iii) The API requirements are mentioned in amended Annexure -11 being shared. The scripts will be provided by ECGC.
8	10	ii. General requirements	vi. The solution architecture should be able to address the future scalability requirements, in terms of both application (to add new services) and infrastructure	1. Kindly define the "New Services" functionality in detail. 2. Which types of services requires to be added in the future? Kindly share details. 3. Is it related to the content pages or any dynamic module need to be developed? 4. Kindly share the functional coverage of the "New Services".	The developed application shall follow industry standards to scale as well as integrate with any standards based third party services.
9	10	ii. General requirements	vii. App should be easily customizable and Easy to Administer the Database.	1. Do you want to develop the admin functionality in the proposed mobile application?	Yes

					No migration is required.

10	10	ii. General requirements	xvii. Functional Requirement Study, Development of modules for application including data preparation, data migration, module testing.	1. Since we are developing the mobile application where all the data / information will be fetched from the existing system then what will be the scope of data migration?
				2. What data need to be migrated?
				3. In what format data will be provided? If in Excel / CSV then kindly share the quantum of the data.
				4. How many different tables / files will be there for migration?
				5. Will data migration also include data entry task?
				6. If yes, then please provide below details
				  6.1. How many different types of forms will be there? Please provide sample form.
				  6.2. Do we need to develop separate forms for data migration?
				  6.3.Please provide number of records to be entered.
				7. Will data migration also include scanning task?
				8. If yes, then please provide below details
				  8.1. We assume that quality of the documents to be scanned will be of good quality and no cleaning will be required. Kindly confirm.
				  8.2. What different sizes of documents will be there?
				  8.3. Please provide number of pages per document size.
				9. Kindly share the detailed functionality for data preparation, data migration module in detail along with detailed list of features.	

11	10	ii. General requirements	xviii. Integration with existing systems in ECGC.	1. Which existing system requires to integrate? Kindly share list of systems needs to be integrated in the proposed mobile application along with details. 2. We assume that ready to use Web services will be provided by department of the existing systems. Please confirm 3. Does bidder has to do any enhancement in the existing system/website of ECGC? If yes then, kindly share all the details and step-by-step process for the scope of enhancement.	As mentioned above.
12	10	ii. General requirements	xix. Performance Testing, Security Testing & Usability Testing certification from recognized authority	1. Who will bear the charges for the security Audit? 2. If vendor need to bear the charges then kindly share the total number of security audit need to be performed before go-live and during maintenance period. 3. We assume that Cert-in empaneled agencies can perform the security audit. Please confirm	The selected vendor shall bear the security auditing charges before acceptance and go-live of application as per tender terms.
13	10	ii. General requirements	xxviii. Option for displaying ads of company.	1. Do you want ads management module to display ads in the mobile application? If yes then, kindly share details process and business logic for ad management module. 2. If above is not the case then, kindly explain about displaying ads functionality in details. 3. Does google admob suffice the requirement?	ECGC will provide creative inputs for displaying ads for its clients and prospective clients. This could be in the form of splash, banners, notification etc. This is not for revenue genration from displaying ads. No third party ads to be incorporated.

14	11	ii. General requirements	xxix. Backup solution must be provided.	1. What is the purpose of backup solution for mobile application? 2. Which type of backup is required? 3. Kindly share the exact data need to be backup. 4. Kindly share the backup policy with us.	(i) The solution shall provide automated backup facility, which should cover the applicatyion, data, and content. (ii) The solution should provide a complete log / track of entire browsing / flow / search / query by the clients post-login, including the result of the search / query by the clients.
15	11	iii. Scope of Work	a) For general public/ prospects: Short profile of ECGC, Products Lists for policy, ECIB and MLT sector, Service Network, nearest Branch locator, News and Events, important notifications, calling facility, etc.	1. Kindly share the Web URL for each and every functionality mentioned here and which need to be displayed in the mobile application.	As per the scope of work, from the public portal of ECGC.
16	11	iii. Scope of Work	b) For customers (PHs /Banks) : Policy — Active policy/s details, active CLA details,	1. Kindly share the Web URL for each and every functionality mentioned here and which need to be displayed in the mobile application.	Shall be driven by database instance. ECGC shall provide sync with its PostgreSQL DB (syncing process and any tool requirement to be proposed by bidder as part of solution). Scripts for this functionality shall be provided / approved by ECGC.
17	11	iii. Scope of Work	c) DP balance, Declaration details, Country classification, forms and circulars, BSAL for Whole turnover policies, claim status, premium calculator, nearest Branch locator, etc. d) ECIB : Active ECIB cover, SAL / BSAL for Whole turnover covers, declaration position, DP balance, country classification, ECIB premium calculator, forms & circulars, nearest Branch locator, etc	1. From where the information will be fetched for the mentioned functionalities. 2. Kindly share the exact detailed need to be displayed in the mobile application for the mentioned functionalities. 3. Kindly share the web URL so that bidders can view the web interface and accordingly estimate the mobile application development efforts.	Shall be driven by database instance. ECGC shall provide sync with its PostgreSQL DB (syncing process and any tool requirement to be proposed by bidder as part of solution). Scripts for this functionality shall be provided / approved by ECGC.
18	12	h) Dynamic Content Management System (CMS) Features	h) Dynamic Content Management System (CMS) Features	1. Do we need to develop the separate content management system to manage the content of the mobile application? OR 2. Do we need to fetch the content from the existing www.ecgc.in website? 3. If we need to develop the new content management system then kindly share the usecase of having new CMS.	(i) Bidder may develop separate content management system for pre-login functionalities having static data, if required. (ii) Bidder may redirect to ECGC Public Portal for those functionalities which have dynamic / frequently changing data. (iii) For post-login and employee sections, it will be driven by database instance as already explained above.
19	13	i) Content Integration	The content of the Mobile shall be integrated to existing website of ECGC. It should integrate the existing site content into the new Mobile App structure and should get approved from ECGC's assigned representative to ensure correctness.	1. We assume that bidder has to integrate only the content from existing ECGC website in the current scope. Please confirm 2. We assume that content in all languages and required web services will be provided by department. Please confirm. 3. Kindly share the number of pages need to be integrated.	Already explained above, and as per scope of work in RFP.
20	13		m) Manually submit Mobile Apps to top search engines including Google, yahoo, Bing & Live	1. Kindly define the exact activities need to be performed.	Submission and successful inclusion in the respective app stores is required.

21	14	o) Onsite training	Onsite 7 days training to user department at ECGC office to train them on the overall workflow of the developed solution and backend administration functions	1. How many users need to be trained? 2. What will be the expected batch size? 3. We assume that training will need to be provided at single location only. Please confirm. 4. If multiple location training is required then please provide us list of all locations where training is required along with number of users at each location. 5. We assume that training will need to be provided one time only during development and Operation & Maintenance period. If multiple training is required then please let us know number of training required during project tenure. 6. We assume that required infrastructure for the training will be provided by department. Please confirm.	(i) Eight users (ii) Two batches (iii) Yes, at a single location. Venue shall be provided by ECGC. (iv) Infrastructure should be provided by the vendor. ECGC shall provide space, power, and WIFI connectivity.
22	14	p) Technical Support & Maintenance	Bidder shall provide two years of onsite technical support to address analyze and fix any technical glitches within the existing features within 4 working hours.	1. Kindly share total number of resources which require to deploy onsite for 2 years during maintenance period. 2. Kindly share types of resources along with their required skills, experience and education details. 3. We assume that required Office infrastructure, Internet Connectivity, Work Station will be provided by the client. Please confirm	(i) Onsite support only to be provided on call. (ii) No resident engineer is required. (iii) Skill set is dependent on solution provided by vendor. It is expected that resources provided for the same shall be able to resolve issues with mobile app.
23	15	q) Development & Hosting Environment	iii. Mobile APP shall be designed and developed using latest technology/language like Phython, Java or LAMP stack etc..	1. Mobile Application will be developed in Android & iOS platforms only so we request you to remove the Python, java and LAMP stack from the scope. 2. We assume that bidder need to provide the Mobile Application Hosting only . Please confirm	(i) This point is only for any customization in the standard libraries etc., if required. (ii) Database, CMS etc. to be hosted on premises in ECGC setup only. ECGC shall provide standard virtual machines, licenses etc as per solution submission by the bidder.

24	45	Annexure – 6: Price/Commercial Bid for Appointment of Vendor for the design, development and Management of Mobile App	Payment Terms	1. We request you to kindly modify the payment terms mentioned as below:
				    1.1. On Submission of SRS & Prototype - 20%
				    1.2. On Completion of the Development - 30%
				    1.3. On Go-Live - 30%
				    1.4. After completion of 2 months from go live - 10%
				    1.5. On Completion of Training - 10%
				2. Above payment terms will encourage bidder to participate and they will get the amount for what they are delivering.
					We regret to inform you that any changes in payment terms is not acceptable.

25		General	Source of Information	1. We assume that all data need to be fetched from the www.ecgc.in Website. Please confirm. 2. We assume that ready to use APIs will be made available to the vendor. Please confirm. 3. We assume that in the existing website (www.ecgc.in) vendor do not require to make any customization or need to develop any new module. Please confirm. 4. If above is not the case then kindly share the functional coverage for the Customization and/or enhancement in the existing website. 5. The existing website is developed using Wordpress 5.2.4, kindly share the customization details which existing agency has performed in the wordpress framework.	(i) Points 1 & 2 are already answered above. (ii) Points 3, 4, 5: No modifications in ECGC website is required to be carried out by mobile app vendor, unless specifically required by the solution submitted by the vendor, and approved by ECGC.
26		General	Integration	1. Kindly share the list of all ECGC applications which need to be integrated along with us URL. 2. Kindly share the exact information need to be exchanged with the proposed mobile application. 3. We assume that for all the applications, client will provide the ready to use APIs. Please confirm	These points are already answered above.

27		General	Non-Working URLS	1. Below mentioned URLs are not working currently so kindly share the detailed scope and description with us.
				   https://www.ecgcltd.in/Portal/Admin/UserNameRequest.aspx
				   https://www.ecgcltd.in/Portal/Admin/BankUserNameRequest.aspx
				   https://www.ecgcltd.in/portal/CustomerCare/User.asp
				   https://www.ecgc.in/country-reports/ .. to be updated soon
				2. We assume that below mentioned links and its functionalities is not part of the scope. Please confirm
				   http://223.30.116.41/ecgc/grievance/login.aspx
				   https://www.ecgcltd.in/ecgcportal/Login.jsp
				3. If above is not the case then kindly share the sample login credentials with us to check the functionality in detail.
					Already answered above.

28	9	3.4.i. Description of Work	Description of work	What about the Windows PC/Mobile?	Not required
29	10	3.4.ii. Description of Work	Description of Work	What do you mean by App Limitations?	In case bidder's solution has any limitations, kindly highlight the same in technical response.
30	11	3.4.iii.	Scope of Work	Reports should be submitted through online or offline?	Reports are required in online mode.
31		Scope of Work			
32		3.4. ii, v	The solution will have the flexibility to interact with other existing systems.	Can we have a list of all systems it is expected to interact with?	Already answered above.
33			Integration with existing systems in ECGC	Are these systems COTS, or are they built specifically for ECGC? What is their programming language and database?	Already answered above.
34		3.4. ii, xviii			
35		3.4. ii, xv	Delivery should be in the form of a published app in the respective market place and will be the property of the ECGC.	Publishing on Android can be undertaken but for iOS, we can at best push it to Apple Store.	Kindly highlight the limitation in the technical response.

36		3.4. ii, xvi	Functional Requirement Study, Development of modules for application including data preparation, data migration, module testing	Why is data migration required? Is it expected that we set up another database, or utilize the existing databases?	Already answered above.
37			UAT and Testing must be done at ECGC's location	We agree that UAT will require presence in ECGC location but why should testing be done on ECGC premises?	Accepted.
38		Annexure – 4	Domain Experience	We typically develop using Hybrid applications that work for both Android and iOS. You are requested to consider this as one requirement rather than separately for Android and iOS.	ECGC will prefer Native application.
39	40	Annexure – 4: EVALUATION CRITERIA (1.2)	Experience of Mobile application Projects valued more than ₹20 Lakh each in any Ministry/State/ Central Govt. / UT Administration/ Semi Government Organization/ PSU. Copy of letter of award or Order & Completion letter / Credential letter /Agreement	3 Projects (10 marks) Kindly amend the cluase to 1 Projects (10 marks)	We regret to inform you that any changes in eligibility conditions is not acceptable.
40	40	Annexure – 4: EVALUATION CRITERIA (3.1)	Experience of executing at least 5 mobile app development projects on Android Platform in the last 3 years.	Kindly amend the claue to :Experience of executing at least 3 mobile app development projects on Android Platform in the last 3 years. 3-8 (3 Marks)	We regret to inform you that any changes in eligibility conditions is not acceptable.
41	40	Annexure – 4: EVALUATION CRITERIA (3.2)	Experience of executing at least 5 mobile app development projects on iOS Platform in the last 5 years.	Kindly amend the claue to : Experience of executing at least 1 mobile app development projects on iOS Platform in the last 5 years. 1-6 (3 Marks)	We regret to inform you that any changes in eligibility conditions is not acceptable.
42	11	3.4 --> iii --> e	Design should be coded Open Source Tools.\n\nOpen source database should be used	Does the Bank expect the entire stack to be Open Source only?\n\nECGC should consider open source stack for the infrastructure sofware (Webserver, Appserver, Database). However, design and development of mobile applications using low-code mobile application development platorm that may not be open source will provide the latest and best of breed technology to be implemented.	Accepted. Open Source is preferred, but not mandatory.
43	12	3.4 --> iii --> h	Dynamic Content Management System (CMS)	Does ECGC require a comprehensive Content Management System to be proposed as part of the entire solution?\n\nMost of the information in Annexure 11 is expected to be made available via API integration with Banks core system, there seems to be limitied content management requirement in the mobile application.	Already answered above.
44	12	3.4 --> iii --> h	Dynamic Content Management System (CMS)\n\n- Dynamic menus\n- CSS Styled Content\n\nEvery single element on the Mobile Apps can be modified easily	Request to elaborate on these requirements.\n\nIs ECGC expecting all the screens in Mobile app to be driven via configuration screens givien to a banks non-technical Business user?\n\nRequest you to review this requirement to enable a platform based approach where your IT team can quickly update & enhance the application.	The platform based approach shall be acceptable.

45	10	3.4 --> ii	Integration with existing systems in ECGC.	Request you to provide more details on the systems that are expected to be integrated. Also please provide information of the mode of integration to these systems (REST, XML Web Services, Database, HTTP, etc)	Already accepted above.
46	13	3.4 --> iii --> I	Content Integration The content of the Mobile shall be integrated to existing website of ECGC. It should integrate the existing site content into the new Mobile App structure and should get approved from ECGC's assigned representative to	Please provide more clarity on this requirement. What are the integration and contentmanagement requirements expected?	Already accepted above.
47	14	3.4 --> iii --> L	Search Engine Optimization	SEO (Search Engine Optimization) and ASO (App Store Optimisation) are digital marketing aspects expected to be done as an ongoing exercise. Please let us know what is the expectation from this Mobile Application context.	This is to be excluded in current scope.
48	14	3.4 --> iii --> L	Manually submit Mobile Apps to top search engines including Google, yahoo, Bing & Live	This requirement is not clear. Please elaborate.	Already answered above.
49	14	3.4 --> iii --> N	Security Auditing from Cert-in empaneled auditor	We presume that ECGC expects the bidder to engage Cert-in empanelled auditor to conduct and execute Application Security & Vulnerability testing. Cost and Effort for this exercise will be included in the proposal. Please confirm.	Already answered above.
50	15	3.4 --> iii --> r	Implementation and Testing This testing will include performance testing of Mobile App after hosting.	Performance testing will be conducted by ECGC as part of their final testing. Please confirm.	Performance testing is within scope of vendor.
51	15	3.4 --> iii --> r	The Mobile Apps developer would ensure to make the Mobile App commercially viable by way of advertisement.	Please explain details and the implications of this requirement?	The point is withdrawn
52	15	3.4 --> iii --> r	iii. Selected bidder would create an account on the respective App store. The cost of the same would be borne by selected bidder.	As part of app store registration process, ECGC will have to provide official information and documents for the respective App stores, especially Apple Store. These accounts will have to be officially managed by ECGC and any ongoing costs and app store compliance requirements will have to be handled by ECGC.	Accepted
53	51	Annexure 11	API Integration as specified in scope	We expect ECGC to provide standard based API's to access any information from the backend/ core systems as required for the mobile App being developed	Already answered above.
54				To estimate infrastructure sizing requirements, request ECGC to provide information on business / usage volumes for the next three years.- Current and YoY growth for no of users for the mobile application. - Current and YoY growth average no of inquiries / transactions per day.	The sizing requirement will be done once vendor is on board.
55	5	1.2	Last date of Bid Submission	We request theECGC to extend the bid submission by atleast 2 weeks.	please refer amendment.

Detailed scope of work		
	Country Classification	It will have list of all the countries along with filters and Search option	Via database/CMS
	Holiday Lists	List of Holidays will be displayed in text format	Via database/CMS

1	pre - Login	News and Events	Homepage will have section for latest News and Events (with banners if required)	via API
		Branch Address / Branch Locator	Branch locator with filters and navigation option via google map	via API
		Product List	Complete List of products for Exporter and bank will be displayed	via API
		Policy -18	Static page with content	via API
		ECIB – upto	Static page with content	via API
		Policy do don't	Static page with content	via API
		ECIB do's & don'ts	Static page with content	via API
		Calling facility	Touch to call feature - clicking on number will land to calling section	Via database/CMS
		Exporter details will be messaged to BM, Email, RM	Form for Inquiry with mandatory fields consisting Exporter details	Via database/CMS
		Notifications	Static page with content	Via database/CMS
		Advertisement	To display advertisement if any (It can be added or removed from backend)	Via database/CMS
2	Post - Login	**Policy**		
		Active Policies	Exporter details will be listed along with active policies of exporter and ECGC's servicing branch details	via API
		DP balances		via API
		Active CLA	Active CLA listing will be displayed with various Filters	via API
		Cover details	Details about amount of insurance covered	via API
		Claim Status		via API
		Declaration	Monthly declaration	via API
		Premium Calculator	Premium policy calculator to ease users calculations	via API
		BSAL		via API
		Country Classification	It will have list of all the countries along with filters and Search option	via API
		Forms & Circular	Readable circulars will be displayed	via API
		ECIB		
		International Bank Branches		via API
		SAL		via API
		Bank Account details	Bank's details will be listed along with their active policies	via API
		Latest Declaration position		via API
		ECIB premium calculator	Premium policy calculator to ease users calculations	via API
		Country Classification	It will have list of all the countries along with filters and Search option	via API
		Forms & Circular	Readable circulars will be displayed	via API
3	Overall Analysis	Analysis of complete app	**Logs two primary types of information: Events** ad _click ad_query app_clear_data app open or update Notifications opened, dismissed, Notification in foreground and background OS update User Engagement **Property** App Version Country Device Brand	Whenever user makes any action on app as classified beside, it will be logged in the backend. For e.g., when clicked on ad , app open, app update, app delete, app version, OS version, Notifications opened, Device brand, Device category, User Engagement etc.

			Device Category Device Model Language	
	Employee Login	Exporter /Buyer Status queries		via API
		Product wise calculator		via API
		Area wise PH/NPH list		via API
		Premium/Claim Details		via API
		Exporter's Previous experience with ECGC		via API
		Buyer Master		via API
		Marketing Entry		via API