

# F.A.Q

## Tender title: “Tender for Developing the GHG foot-printing Mobile App under ICCC Project.”

**PN: 14.9050.7-001.00**

S.No.	Queries	Response
1	Questionnaires for basic details, day-to-day activities & additional activities will be provided by GIZ and are standard/static questions and would not change based on user profile. Please confirm.	There will be common set of questions for all users with additional questions for certain category of users that will be agreed mutually between the developer, GIZ and MoEFCC.
2	Formulas for GHG emission calculation for individual activities will be provided or appropriate literature would be shared by GIZ. Also values for Cost savings for individual activity and Unit of measure will be shared by GIZ. Please confirm. Who will provide the formulas to calculate the carbon foot print?	Formulas approved by IPCC, UNFCCC, research or standard setting organizations will have to be used, publically available data on cost savings will have to be collated by the developer. GIZ will guide the process of collation.
3	List of activities for carbon emission reduction that can be selected by user will be provided by GIZ and are predefined activities and static in nature. E.g. Main headings like Electricity and under which we will have a standard set of electricity related activities like “Switched to LED Lamps”, “Used Table lamp”, etc., Also values for Cost savings for individual activity and Unit of measure will be shared by GIZ. Please confirm. Who will provide the list of activities and its effects on environment mapped to the appropriate formula?	Activities for carbon emission reduction available in public domain will be included and developer will have to collate the information. GIZ will guide the process of collation but will not provide a fixed list of activities.
4	Unit of measures (UOM) for individual measurement will be standardized, means the user is supposed to enter values in standardized and fixed UOM (kg, kW/h, km, etc). The user will not be able to change the UOM. Please confirm.	Yes the UOM will be fixed.
5	Which means user has to select activities which he will be recording in the app and should have options to add or delete activities he is interested or not interested in. Is there a date restriction, that he can start reporting only on monthly basis or can report any time daily/every day, should the app record the date and time?	The reporting has to include date and time of start of activity and the duration of activity to estimate emission reductions. The reporting could be monthly or daily based on the activity for example aligned with electricity billing cycle or petrol use respectively.
6	Which means each activity will have a threshold limit which will be provided by GIZ?	Yes, the threshold for each activity will have to be agreed mutually.

7	Hope the incentives and the way to recognize the individuals will be finalized by Phase -1 that goes in SRS document? Please confirm.	It is expected but in case MoEFCC would like to introduce incentives later during the development or post launch phase the developer should be flexible to include.
8	Invite can be sent only to those users who have installed this app? Is there a requirement to share app link to download and install?	People need to download the app to participate in the challenge but the invite link to download the app should be shareable through sms, email, whatsapp, etc. by existing users so they can support in increasing awareness regarding the app.
9	Is this feature location based say in a city/village, district or state? In other words should the app have facility to send out event notification to all users in the country or to users in a specific locality? If so what would be finest element in the hierarchy – Village or ward level? If it is location based should we also capture user location in the user profile?	The campaign feature would be required to inform people about an event location for instance on World Environment Day within a district. The developer needs to be flexible upto District level for sending notifications. Yes the location of the user should be captured in the user profile.
10	Is this going to be link to web page or customized content that will be entered in the web app and pushed or RSS feeds? Should the user subscribe to receive only information he is interested in or will they receive all information. Should the web app have a Content Management System (CMS) to create content and push it to specific crowd?	The app needs to have a Content Management System and provide customized content based on user's preference provided during subscription to receiving information.
11	Is this a custom field? Is this just a text box where user can enter the activity and savings? Are should we have specific fields to capture activity under a main heading and a field to capture GHG emission reduction and cost? Please explain.	This is a custom field where pre-defined activities can be selected with option of uploading proof like pictures etc. but an option to enter new additional activities in text format to be reviewed by MoEFCC is also needed.
12	Gamification rules will be provided by GIZ – points for individual activities/achievements. Please confirm.	This will have to be agreed based on suggestions from the developer, GIZ and MoEFCC.
13	How will the user authentication happens, should the user login again. What technologies has been used to develop MyGov app? What other external system should be linked with this mobile app, please explain along with the technologies used to develop the app.	User authentication will be required through login. The developer can use latest commonly acceptable technologies for app development, the guidance regarding linking with MyGov app will be provided at later stage.
14	Who will share the requirements is this GIZ or MoEFCC? Believe GIZ will appoint a Single point of contact to manage the project and clarify requirements and vendor need to interact with this person for requirement clarification, prioritizing features, verify, validate deliverable and sign-off. Please explain.	Yes, GIZ will share requirements based on inputs from MoEFCC and will coordinate the ideation, design and development process.
15	Hope this feature is expected in the web application, where the functionalities/ features are coded as API and content rendered to the mobile app in appropriate format	Yes, but if technology to use an app interface for uploading, updating and tagging new content is possible the developer may provide it.

16	Geotagging – is the Geographic Coordinates (Lat/Long) of the user location, if so does this go into user profile when he installs the app? Or is this dynamic and should be picked up when the app is opened, what happens for smartphones with no GPS installed or switched off?	This will be decided by MoEFCC but dynamic geotagging seems to be more useful, if phone has no GPS or is switched off the last registered location or manually entered location should be considered.
17	Does this mean interaction among mobile app users, as message boards, forums, group discussion, chats? Please explain	All of the options mentioned could be used depending on approval from MoEFCC.
18	<p>Please explain in what all Indian languages the app is expected. Is this applicable only to mobile app or web app as well. Please explain.</p> <p>Also will the app should be able to record the responses in Indian languages other than English, what happens to content created in English in CMS feature in web app, how will this be rendered to the mobile app with local language interface? In English or will it be translated to local languages in CMS system itself? Please explain.</p>	App is expected in Hindi and English only.
19	What type of Promotion is expected from the vendor? Is this limited to linking the app to other existing external systems like MyGov? Or just enabling option to share the instable link of app in social media, please specify.	Vendor should use social media tools, promotional events or other advertising options to promote the adoption of app. Cost of venue or printing for promotional events will be paid by GIZ and developer has to provide personnel support. Some budget for social media promotion should be built in the cost of Workpackage III.
20	Presume this is user level training to the GIZ and MoEFCC officials on using mobile and web app at system administration level. Please let us know the location(s) of the training and number of people to be trained location wise, if it is in multiple location?	It will be up to 4 user level trainings, location will be Delhi but number of people is not decided at this stage.
21	This is too general a statement. Can we have a percentage based threshold based on project total efforts (like not more than 5% of total project effort in person days) So that it is accounted in the proposal?	10% of the project effort could be considered as flexibility.
22	Presume the person days mentioned in the table are just an example for the format in which the efforts need to be indicated and not really the expected person days, please explain if the mentioned effort in which the project need to completed/costed?	It is an indicative number of person days required. A company may deviate from this if needed. However it is to be kept in mind that it will have cost implications.

23	<p>Presume NIC or MoEFCC will provision a cloud server to host the developed web application. The developed mobile apps should be published in Google Play Store (Android Version) and Apple App Store (iOS Version) please confirm.</p> <p>Please let us know if NIC or MoEFCC will also provision a cloud server for testing during development and testing phase?</p> <p>Is Hosting the web app out of scope of for this tender? Please clarify.</p>	<p>Yes both Google Play Store and Apple App Store should have the app. Hosting cost for the duration of the contract has to be included in the proposal.</p>
24	<p>Is GIS expecting a native Android and native iOS mobile app? Can we use a hybrid tool to develop the mobile app and build for Android and iOS mobile platform?</p>	<p>Hybrid tool option is also allowed. However to be finalised later in discussion with MoEFCC.</p>
25	<p>Is GIZ open for solutions build using OpenSource technologies? Does GIS propose a technology in mind for developing the web app?</p>	<p>Yes open source technologies can be used, GIZ is not proposing a particular technology and any of the latest commonly used technologies can be used for the app development.</p>
26	<p>Is GIZ expecting the vendors to submit more than one copy of Bid documents (Technical and Price Offer), If so how many copies should be submitted?</p> <p>Should the vendor also submit a signed copy of Tender documents along with the proposal?, if so what all documents should be submitted along with the proposal?</p>	<p>No. One copy will be sufficient. Soft copy of Technical Proposal needs to be sent as well.</p> <p>Yes.</p>
27	<p>The Financial Proposal Format do not have separate sections to Quote for System Study, Development training and Maintenance. Do you expect the vendors to split the cost under different sections as mentioned above or a consolidated cost as requested for? The reason why we ask this is, in the Timeline section in ToR only 60 person days effort is mentioned for a 12 month calendar period for Maintenance.</p>	<p>The vendor can split the costs.</p>
28	<p>Does MyGov platform exposes the REST based API that can be consumed and used to login to the new App?</p>	<p>It will be discussed with and decided by the Ministry looking at the developed App. The consultants should look into the MyGov platform and identify requirements in order to ensure that the new App can be aligned to use the platform. Once this is defined, the same can be presented to the Ministry for access to the REST based API of the MyGov Platform.</p>

29	Are there any other type of integration expected with the MyGov app?	Yes. As the MyGov platform already has about 5.5 million registered members, the new App could target them. Hence the integration would help better outreach. This will be discussed with MoEFCC during the ideation phase and in subsequent steps.
30	Request to elaborate the activities expected in objective 2, page 2 of Terms of Reference.pdf - “.. Ensuring continued engagement of the public with the App, maintain the app and align it to the existing government apps like MyGov“	The consultant shall propose, identify and elaborate ways and means to ensure continued engagement of the target group with the App. For example devising ways and means like recognition, rewards, posing challenges etc. The App once developed will need to be maintained in terms of addressing bugs, design issues, engaging features, etc. Also if the Ministry decides and makes available the information needed to align it to the platform of MyGov, then the consultant will need to align the new App to the platform to target its registered members.
31	Are there REST based APIs that we can consume to extract the user data from MyGov platform? So that we can store the relevant information in the new database.	Same response as to query 28 and 29.
32	What is the expected rate of growth of user base? considering 50Lakh users of MyGov as the base.	To be decided later in consent with MoEFCC.
33	What is the number of concurrent users hitting MyGov backend platform? Can we assume the number same for the new app?	Needs to be discussed with the Ministry in the inception meeting.
34	How changes in emission factors will influence the app functionality? Is it the change in the formulas or the variables used in the formulas? (Terms of Reference.pdf, page 6, point #9)	Terms of Reference.pdf, page 6, point #9 this is to make the app livelier in order to help the users to understand how they can reduce their carbon foot print. The fields for reducing carbon footprint will be on issues like reducing carbon footprint from electricity use, energy use, transport, paper use, waste generation, etc. the emission factors will be India specific (fixed) or IPCC default values and the variables can change.
35	How “Addition of new recommendations” needs to be represented? As an activity that the user can perform? (Terms of Reference.pdf, page 6, point #9)	The App should have a section giving recommendations of how to reduce the carbon footprint. The user once feeds in data will be able to see his/her carbon footprint and then a list of recommendations should pop up as activities that the user can perform.
36	What kind of collaboration is being expected? A brief explanation functionality would be helpful. (Terms of Reference.pdf, page 6, point #11)	The collaboration will be based on identifying how other users are reducing their carbon footprint. This will help users to learn from each other.
37	What kind of data analysis and reporting is being expected? (Terms of Reference.pdf, page 6, 5 Deliverables - point 3)	The data analysis section should be able to tell the carbon footprint reduction pattern of the registered users. It should be able to generate graphs and reports of individual carbon footprint and reductions in different sectors (like transport, electricity, paper, waste, energy, etc.).

38	Are there any requirements for hosting (DB, application servers) are you open for cloud?	We are open for cloud.
39	What are the other data sources or APIs (if any) from where the data needs to be consumed.	To be decided in consultation with MoEFCC
40	Is there any requirement for personalization of the content displayed in the app?	To be decided in consultation with MoEFCC.
41	Are there any specific security requirement?	The security requirement should be the same as that used for NIC and MyGov platform.
42	Who will own the security testing? Or is vendor expected to own it?	The security testing will be done by NIC in collaboration with the Vendor.
43	Which versions of Android and iOS are expected to be supported?	The latest versions.
44	What is the role of GIZ in the implementation?	GIZ is going to provide technical assistance and support in dissemination, launch and coordination with MoEFCC.
45	Are there any constraints to use open source solutions? Or are there any preference on the technology for the backend application server and database?	No Constraints.
46	Are there any specific non-functional requirements?	Specific NFR would entail Performance – Availability – Scalability – Usability – Security – Modifiability – Maintainability and testability – Cost.
47	Who are the target audiences to use this app?	The target audience will be the citizens of India – to begin with the first set of target group could be registered users of MyGov platform (5.5 million registered users)
48	Will client supply the calculation for carbon print and others?	Formulas approved by IPCC, UNFCCC, research or standard setting organizations will have to be used, publically available data on cost savings will have to be collated by the developer. GIZ will guide the process of collation.
49	Will client supply the carbon emission reduction categories to consider?	Same as above (48)
50	What are the analytics to be captured?	The analytics to be captured included for example: <ol style="list-style-type: none"> <li>1. Individual carbon footprint of the app user;</li> <li>2. Uptake of Emission reduction activities;</li> <li>3. Trend of decline or increase in emissions;</li> <li>4. Response to incentives/challenges/etc</li> <li>5. More based on discussion with MoEFCC to</li> <li>6. improve uptake of the app</li> </ol>
51	Hosting Requirements?	Hosting will be as per NIC
52	Technology preference?	Latest technology tools to be used. However there are no preferences.
53	The first Phase deliverable (ideating etc.) includes doing a critical analysis of similar apps, and looking at associated costs – if the quote is	It is proposed that the team during the ideating process looks into all the possible options and subsequently discusses them with the GIZ and



	<p>already submitted as a fixed price bid, with clear specifications, what would be the purpose of looking at these costs – unless it allows for changes in scope based on discoveries in the process</p>	<p>Ministry of Environment, Forest and Climate Change (MoEFCC) for agreement on proposed design of the app (which is not limited to the design elements of the app mentioned in the TOR). The objective is to learn from different apps of similar nature and adapt the best practice.</p> <p>Associated costs mean operation and maintaining the app beyond the duration of the contract; future costs like costs involved in increasing engagement etc.</p>
54	<p>The development portion includes a time frame of five months, with about 150 person days of input (this issue also exists, to a limited extent, in Phase I) – the team required is large, there will be a lot of inputs and changes required n account of interaction with multiple stake holders, and the large team that has been asked for would, in this time (which is practical) spend considerable more days that the ones asked for – the challenge for us here is that a practical submission would not stand up too well financially against companies that quote based on your estimation</p>	<p>It is an indicative number of person days required. A company may deviate from this if needed. However it is to be kept in mind that it will have cost implications.</p>
55	<p>Integration with the Government app could be a challenge, and we normally put this a module which is done when allowed – hence this could happen even in the extended support period for asked for, if at all.</p>	<p>As the app is being developed in collaboration with MoEFCC, the proposed integration will happen only if the GoI thinks that this should happen. Also it is possible that the decision of the proposed integration is taken only after the app has been developed and will potentially be a part of the extended support period.</p>
56	<p>As per Required qualification: “Agency must have handled at least 2 projects on Development of mobile application, MIS, websites in India in the last three years”. Does the client/customer need to be in India or the development team based is India would be sufficient?</p>	<p>The Development team based in India would be sufficient. However necessary demonstrable experiences should be made available when asked for.</p>
57	<p>As per the Required qualification: “Professionally qualified on designing and facilitating, ironing out issues (or the user experience)/coding problems arising from the testing phase, experience in dealing with the Government of India apps like MyGov, etc.”. Does being a German joint venture company and having more than 10 years of experience working with some of the biggest names in German market, can make up for not having experience working with Government of India apps?</p>	<p>An experience in working with government apps, websites, MIS would be preferred but a company not having experience with Government of India apps will not be disqualified.</p>

58	In Deliverables, it is mentioned: "Ongoing promotion and maintenance for the app, website and database. (At least for one year)". Should we also consider SEO (On-page/Off-page/Social media) for 1 year in the scope of work as well?	Yes.
59	Regarding the concept, we have 1 query: User can invite and challenge friends to join him/her in the activity, and then there is a concept of Gamification as well where user will be awarded. What will be the criteria to choose winner in a challenge/game or all the users who have completed the challenge/activity shall be awarded?	That needs to be proposed during the ideation phase and shared with MoEFCC and GIZ to take a call on.
60	Whether prior permission from GIZ is required for joint venture , if yes, please advise on the process and the documents required?	Kindly provide the following documentation/ information in Technical Proposal; (a) Name of Lead Partner (first party) (b) Name of the Firm with whom the consortium is formed (c) Letter from 2nd party accepting the terms of consortium
61	We would like to have certain changes / modification some clauses of General Terms & Conditions?	The General Terms & Conditions (GTCC) attached with tender package are non-negotiable and will be integral part of Contract.