SR. NO.	CLAUSE	Queries	Response
1	The bidder should have successfully developed similar mobile application in the past. Recent Work Orders and Implementation Certificates from at least two firms need to be submitted.	Sir, we have developed mobile banking solution, IMPS & UPI solution for Canara bank & providing support services to customers and are also associated with SBI & Union bank. We request you consider our work experience and allow us for the Bid Submission.	Tender clause is to be met.
2		Do we need to provide offline maps? As it is mentioned that there will be flexible any more city can be added / marked.	The web interface will have provisions to add any new office in India or abroad and the same will be synced to the mobile app.
3		Will there be a section for 50 years of ICSI history, in which users can add more content & ICSI admin can verify it before posting.	Yes
4		There will be a section for event creation in the app or it will added via Admin panel.	It will be web interface by the offices and HO. So multiple users shall be there with different privileges. Any number of web interface users can be created.
5		What will be the usage of these image & where we need to use these gifs?	The usage will be by the staff of ICSI. Whenever they will be adding any event or announcement, they will add the image with the event. This image should be in light color as the Heading, date and time of the event in black will be written over this image in the interface. Once the same is clicked, more details of the event will be displayed.
6		What is these skins? Is it like there will be 100 background images which will change on daily basis or just the color scheme? Need to be specific for the items to be changed on daily basis keeping the based design layout fixed.	The skins are inbuilt in the mobile app. The user can change the same or opt of random changes.
7		These content will be added from Admin panel or these all be the individual users of the app?	(Which content is being talked here is not clear?)
8		This History content will be preloaded in database or it will be uploaded via Admin panel	It will be uploaded via admin panel
9		This section will show the live content posted via Admin panel & app users can stream these live videos.	Query is not clear
10		Will there be any other kind of app users except student, members, staff? Will there be any functional differences between these user roles in the mobile app?	Yes anyone can see the contents. Only student, members, staff can upload the content through app to build History repository.
11		Will there be any OTP based authentication for uploading any content?	One time authentication during setup is required.
12		Jingle/Background music will play continuously in background & there will be a settings to choose any sound, and turn on/off this sound.	Yes
13		Okay, there will be tracking of content changes &n whenever there will be any changes, it will be reflected in the app.	Yes, auto sync in background
14		In order to post these stories on user's youtube, user need to authorize its youtube account.	Yes
15		All interfaces should be available to user within 5 seconds means the content of the page must be loaded within 5 seconds.	Yes (Web interface and Mobile interface)
16		These old documents will be added via Admin or it will be added through the app & approved via Admin?	Which old document?
17		What will be the possible list of events/actions on which server will send these push notifications?	Any change in data on the server. Events / Announcement will use Push feature and a notification with image will go to the mobile app.
18		Is there any file size limit for image/video/documents?	No
19		There will be no registration feature in the app. Admin will create these users in the system & they will login in the app through their registered mobile number & OTP verification process.	The users will be available on native SQL database. The same will not be assessable to the firm directly. The firm will use ICSI database through a webAdi interface and store the said information as received in their native database.
20	100 images free. Animation in the form of GIF to be used.	Kindly let us know if we need to create the Images and the Animations?	Yes they will be used with the events when they are published through the web interface. Images should be in light color as the Name , time, date of the event will be published on this image when seen through the mobile app
21	Skin to be changed on daily basis (About 100 skins).	Kindly let us know if we have to create 100 different design using the same layout?	Yes though ICSI will prefer if the layout is also changed through the skins. If set to auto change through the setting the skin will change randomly.
22	Message Corner – From President, Prime Minister, Cabinet Minister – Flexible (text (all fonts), images, video – any number can be added	Do you require a separate Tab and provision for Admin to add the contents?	Yes
23	On this day - From the History (From ICSI, Global, India – Database to procured by the vendor)	Please let us know from where to receive the Database?	1. Please let us know from where to receive the Database? There are many a sites like http://www.history.com/this-day-in-history which provide RSS feeds.

24	Audio / Video Streaming service for live telecast of event on demand (Iframe for Video).	Kindly confirm the entire process and are you comfortable using 3rd Party or you want a custom built?	ICSI has a dedicated for webcast. The webcast firm will provide for iframe input which will be used by this app.
25	Two level authentication process. One for uploading other for administrator for display to public at large	Please let us know for which process you want this authentication	General authenticated user through OTP can create and submit contacts. The same will come to Admin. Admin will authenticate the same after editing. Once approved it will be published (added to existing content) on the mobile app.
26	Jingle or background music (Settings for closing music, changing background etc)	Do you mean that one can stop the music playing and can change the background from the predefined themes?	Yes. Through Settings on the said app
27	Least use of Internet as only changed information to be synced in background	Do you want the data to be Stored in the APP. In this case the APP size will be huge and will consume a lot of space on the phone.	Yes. There should be provision to save the content through settings option on SD Card device.
28	The feature "Creation of own stories" – Taking video of oneself through mobile and publishing the same on YouTube of the user and sending the URL through interface	You tube is an separate APP so we cannot directly upload to you tube neither take the URL directly this process has to be handled manually by the user. Kindly confirm?	Gmail / Facebook / Twitter credentials will be used here and stored the mobile app. The device / mobile app shall record, ask user for publishing the same on the users YouTube and then upload. The generated URL is to be used for providing the information through the app. The process has to be automated to the extent possible.
29	The bidder has to provide the required CMS (Content Management System) for updating the contents in the Mobile Apps and the requisite training so that the ICSI users will also be able to update the contents in the Mobile Apps.	Generally CMS Pages are handled by Admin and if Users can submit then has to be approval from the Admin and Admin has to set the layout manually. Kindly confirm?	There will be more than 70 user offices publishing the content and Admin for various levels. Only the admin has to be provided personal training for all others there will be balloon help available on the interface.
30	Google maps to show the path to the nearest office (Chapter / Study Centre), Flexible any more city can be added / marked. 2	How will this feature work. Will ICSI Chapters and Study Centres' Geo Locations on Google be shared by the Institute?	ICSI will share the address details and the coordinates will be stored by the firm. The database as stores will be used for any future updation for which an web interface will be provided by the firm and the same will sync in the app. Check sample google map on home page of website www.icsi.edu where 72 offices are already mapped. .
31	Mobile app will identify the stakeholders as student, members, staff, others through their mobile numbers (validation through OTP one time). 1	Will the Institute load the data or provide interface to check the roles (Student, Members, Staff etc) based on Mobile numbers?	ICSI will provide WebADI for authentication.
32	Bidder is expected to deliver the mobile application on application store (Google Play & Apple) at the earliest. The first launch should be within 15 days of issue of work order. Additional launch should be every 15th day thereafter.	What is the breakup of scope expected in the first launch and the subsequent launch	ICSI will prefer one time delivery as the Prime Minister will be launching this app. In exceptional situations 15 more days may be given despite the launch of the app.
33		As mentioned that the skin should be changed on a daily basis, wether these will be stored on the server and released daily or they will be available in the application itself	The user can download as many number of skins as possible and use.
34		Regarding News Article, videos and other details, if they will be stored on the mobile phone high storage requirements will have to be ensured in each users mobile phone. Also if the articles and videos are downloaded and then viewed/played, how will be ensure that the user has a pdf reader/video player. If these things are available online then no such requirement of pdf reader or video player will arise.	Yes on the mobile. User will get option for storage in SD Card from Setting and Initial configuration
35		As mentioned that OTP authentication will be done, is there any tie up for sending SMS, or we will have to purchases these SMS from a vendor, also cost of these SMS will be included in the bid or be given to us separately. For authentication, how will the database of members and students be made available to us. Wether we will be given a link of your existing database or will we be given the data to store in database; if so, what will be the size of such data	The firm has to cater to the expenses for OTP. ICSI database will be made available on per person request through WebAdi
36		Since we will be giving user the option to upload photos and videos, the storage space will increase tremendously, do you wish us to monitor the size of the same. Also please elaborate on the point which says animation images will be required. Since heavy data is required, internet usage will not be very low, as required by you.	Yes on the mobile. User will get option for storage in SD Card from Setting and Initial configuration. Animated images means gif animation only.
37		Please elaborate on the requirement of Live Telecast, since server requirements for the same are very high	ICSI has a firm which provides for webcast. The mobile app will only have a Iframe to make use of the feed provided.
38		What type of Background music is required and when will it be played	A jingle is under preparation which shall be used. It will play in the background as and when the app is open.

39		Please elaborate on the requirement of archive, as all content will be stored on the app itself, so this will amount to same data being stored in different places	Yes, on SD card. The same can be purged by the user from time to time through settings.
40		Please elaborate on point 7 (On this day - from the history).	There are many Online sites which provide RSS feed
41		Since users are allowed to post content on the application, is there any requirement for option to block such users	No as the approval for publishing lies in the hands of the Admin
42		Please elaborate the requirements of CMS on mobile application.	CMS will be in the back end on the web interface
43	Google maps to show the path to the nearest office (Chapter / Study Centre), Flexible any more city can be added / marked. 2	How will this feature work. Will ICSI Chapters and Study Centres' Geo Locations on Google be shared by the Institute?	ICSI will share the address details and the coordinates will be stored by the firm. The database as stores will be used for any future updation for which an web interface will be provided by the firm and the same will sync in the app. Check sample google map on home page of website www.icsi.edu where 72 offices are already mapped. .
44	Mobile app will identify the stakeholders as student, members, staff, others through their mobile numbers (validation through OTP one time). 1	Will the Institute load the data or provide interface to check the roles (Student, Members, Staff etc) based on Mobile numbers?	ICSI will provide WebADI for authentication.
45	Bidder is expected to deliver the mobile application on application store (Google Play & Apple) at the earliest. The first launch should be within 15 days of issue of work order. Additional launch should be every 15th day thereafter.	What is the breakup of scope expected in the first launch and the subsequent launch	ICSI will prefer one time delivery as the Prime Minister will be launching this app. In exceptional situations 15 more days may be given despite the launch of the app.
46		For preloaded 100 skins will differentiate by color scheme, background images & user can opt one of them, accordingly app background & button colors will be changed? Correct. Who will provide required background images and other assets to be used for creating 100 skins, Vendor or ICSI?	**Vendor will provide**
47		Message corner — From President/ Prime minister/ Cabinet minister (text/image/videos can be added). So admin will add this content on behalf of these persons or they will be the user of the app to login & post their messages in the system?	**It can happen both ways. Whosoever posts, Admin will also be the approved for publishing anything.**
48		**Audio/video Streaming service for live telecast of event on demand (frame for video).** **These audio/video will be added from web interface & mobile app will stream these audio/video. Which means, system will facilitate admin to add streaming URL from the external source as RTMP/RTSP/HLS and MPEG-DASH. Correct.** **Also, developing this streaming services/server, etc. is out of the scope of this project assuming ICSI currently have a solution to initiate the video stream from the source. Please confirm.**	ICSI has a current vendor which provides such services. For that purpose the I-frame has been mentioned in the tender against this point. Job is of integrating the existing video / audio stream in the app.
49		Mobile app will identify the stakeholders as student, members, staff, others through their mobile numbers (validation through OTP one time). Your response: Yes anyone can see the contents. Only student, members, staff can upload the content through app to build History repository. Clarification: This means, student, members and staff all will have same privileges to upload the content. Query1: How system will know the phone number used is for student, member or staff? Do we need to integrate the proposed system with the existing ICSI database of staff, member and student to validate or as an Admin ICSI will upload the list of student, member and staff phone number + additional details in the system so that app can validate this through OTP and allow them to update the content. Query2: In order to create history content by these user types, could you please list the type of content and which SECTION of content they will be able to update using the app.	ICSI has an existing database where a key unique number will lead the app to know if the user is a valid student/ member. The technical details of WebAdi can be taken during the doubts clearing session with ICSI. One time OTP is mandatory for everyone for use. Unique key number is additional requirement for adding details. History section

50		**The application should have an Archive section to store old documents, image, audio & video files.** **Now these archive documents image/audio/video will be added through the web interface or through the app?**	Web Interface.
51		The application should have a comprehensive Content Management System (CMS) with the facility of creating multiple users in addition to the admin user and enables to provide the right to add/update/delete the options/sub-options/content from the mobile application. We assume the privileges/rights to be assigned to new roles will be on predefined/preset functionalities. Admin will not have any functionality to create new privilege or rules. Also, We assume the web interface is related to Admin and sub admin manage the mobile app sections and its content. The functionalities running on a mobile app will not be available as a web app. Correct?	The privileges will be different sections of the mobile app which will be assigned to the user. There is no web app. Web also provides a interface to manage the contents.
52	50 years of ICSI history (year wise) Users can give inputs (text, images, video) against each year for adding anything that we may have missed. After authentication by ICSI, it will be reflected to general user. a. Year and Date Wise Comments/Notes, Documents/Media Files historical reports with pagination, search, sort/filter b. Lz4 Compression SDK for PHP for Video Compression c. Alternatively we can use the DaCast Cloud Streaming Service $19/month. The specifications are: ● Daily Broadcast to any device ● 100 simultaneous views (1500 hours per month) ● 30 minutes of video streaming for each video @ 800 Kbps ● 20 GB of Storage with 100 GB of Bandwidth per month ● Overage for on demand storage to be paid extra ($0.25/GB for bandwidth and $0.15/GB) ● Image Compression. Thumb nailing, Zoom, Decompression and Caching ● Upload Notification and Approval Workflow for User Uploads ● 6-7 API Development	Is there an existing streaming server? Which video formats and codes do they support? Limitation on Image/Video uploads?	There is no streaming server with ICSI
53	100 images free. Animation in the form of GIF to be used.	**Assumption is a ready to use library of images for display on various mobile screens.**	The images will be in light color which will be used at the time of defining the event. The event detail will be superimposed on this image when viewed through the app. a. Compression, Storage and Display Effort b. Admin Selection of Images from the library and assign it for display
54	Skin to be changed on daily basis (About 100 skins).	Assumption is a ready to use library of skins for display on various mobile screens.	The skin will change automatically or manually as set through the settings. User has the option to download as many skins free.
55	On this day - From the History (From ICSI, Global, India – Database to procured by the vendor). a. Extract, Transform, Load & Manage (ETLM) for historical database upload to new database instance b. Indexing, Query Optimization and Constraints	Which database is currently being used? Legacy, RDBMS or NoSQL?	MS SQL is used in ICSI

56	Audio / Video Streaming service for live telecast of event on demand (Iframe for Video). a. Streaming Server Setup and Configuration b. Video Capture, Compression and apply appropriate codecs c. Live Display on User Handhelds – IOS and Android d. Archival of Live Broadcasts with custom tags	Do they have a streaming server in place? Are we open to recommend a streaming server of our choice? If yes, the recommendation is Wowza/DaCast Streaming Server.	The webcasting firm uses its own server and we do not have any option here
57	MIS reports to see usage of various sections, registered stakeholders list, not registered stakeholders list. (Overall list of ICSI through webADI shall be used and records maintained at server level).	**Queries as per options provided?**	Web Applications Desktop Integrator (WebADI) for Oracle can be used and we can integrate the same in the proposed solution. This will have two impacts" ICSI has existing WebADI and ICSI uses SQL. Check during the interaction with ICSI technical team on 3rd Aug 2017. ● We should continue to use Oracle as the database (Oracle 11g is no longer supported. The assumption is the version is Oracle 12c on cloud) ● We will have development and management issues post development if the database are different, especially if we need to incrementally sync Oracle database with the database type proposed for the solution. a. WebADI integration assuming Oracle database only as part of the holistic solution stack b. WebADI integration assuming separate Oracle database instance and sync mechanism with the proposed solution database c. Use of a similar WebADI solution (Data Everywhere or Google Drive Add-on) integration with the proposed solution
58	Repository of files, Audio , Video files with Index for search. The Topic will be given while uploading file which will be used in index Search. Search option to be on the home page.	**This has already been factored in. Recommend not storing the media files in the database instance. The files should be stored in media storage optimized file structure such as Amazon AWS S3 or Windows Media Presentation Server. The UNC path should only be stored in the data tables**	Video files shall not be in database but as files on the server available for download.
59	Two level authentication process. One for uploading other for administrator for display to public at large.	Two factor authentication and workflow is already estimated for. This estimate is for "Save as Draft" >> "Review" >> "Publish"	Though the app can be used by used without registering as student, member, staff i.e with OTP only. Only these users can suggest the draft imrovements. One time authentication as any of these three will enable the user to recommend draft for upload
60	User Section - Upload images / audio / video on how user is celebrating Golden Jubilee, which will be displayed after authentication by admin. Indexing on Topic name.	**Please elaborate on offline capabilities/features?**	User will define what all is to be downloaded and he also has purge facility in the setting.