



Date: 4th May, 2017

In reference to the pre-bid queries received by AITL and the pre-bid meeting held at the office of AITL at Mumbai on May 2nd, 2017, Bidders are requested to take note of the **Responses and Clarifications to the Pre-Bid Queries** provided below.

All other Terms and Conditions of the RFQ cum RFP remain unchanged.

Please note that all the queries are referenced to the Bidder's provided queries.

Responses and Clarification to Pre-bid Queries

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
1.	Vol 1, 5.1 (a), Sr. No 7, Page No.45-46	The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least two (2) projects related to implementation /integration and support of ERP system including finance, utility billing, maintenance & asset management modules (with at least 2 of these modules) having a minimum value of INR 10 crores per project during last seven (7) years. At least one (1) project shall be international.	We request that the criteria for atleast 1 project being international is removed. Bidder having experience in Indian projects and in Government/ Semi-Government projects may be more relevant irrespective of any international experience.	RFQ cum RFP prevails.
2.	Vol 1, 29, Sr.no 1.2, Page No.51-52	The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least two (2) projects related to implementation /integration and support of ERP system including finance, utility billing, maintenance & asset management modules (with at least 2 of these modules) having a minimum value of INR 10 crores per project during last seven	We request that criteria for international project is removed. Implementation in Govt/ Semi-Govt in India would be more relevant than having international experience. We also suggest change as "...projects related to implementation and/or support of ERP..." Also part completion certificate instead of completion certificate may be accepted provided the ERP system has gone Live. e-Governance	RFQ cum RFP is clear and prevails.

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		(7) years. At least one (1) project shall be international	projects may be for very long duration of 5-7 years. Hence projects that have gone Live should be considered	
3.	Vol 3, FR 3.369, Page No.114	The system software shall be able to read the CAD drawings (supporting all versions of AutoCAD), which will be uploaded to the system	Does it is intend to use AutoDCR kind of software	Yes.
4.	Vol 3, Page No.114	GIS Map: GIS map of Shendra which shall be a common platform across all the solutions including City Wi-Fi Access Points, City Surveillance System, Environmental Sensors, ICT based Solid Waste Management, AVL, etc. along with other GIS layers being provided by other contractors will be required as part of this Project.	Is building GIS layer is part of SI responsibility on top of base GIS	GIS base map with land related data only shall be provided to MSI. MSI to use this data and meet the requirements of the RFQ cum RFP.
5.	Vol 3, FR 3.316, Page No.106	All the GIS layers are already available with AITL (or will be provided as part of this Project) and it is expected to create a web service according requirements specified in the RFP and publish it, along with customization of the application to integrate with e-governance and ERP modules and query modules.		
6.	-	General	Is multiple language require in both read and write facility, will department user work in multiple language.	Query reference not found. RFQ cum RFP is clear for every system requirements.
7.	Vol 1, 5.1 (a), Sr. No 10, Page No.48	In case of consortium, the Project in charge shall meet at least 2 out of 4 project experiences required as part of points 6, 7, 8	Lead bidder and Consortium partners can have varied experience. Relevant experience of each partner may add value. Hence this condition can	RFQ cum RFP prevails.

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		and 9 and shall be responsible to execute these 2 claimed scope as part of this project.	be removed	
8.	Vol 3, 3.2.3.1 AITL Corporate Website, Page No.366	Content Migration: -The complete migration of the new website to existing AITL URL -Deployment of new content;	Content development - this is understood that AITL will give approved text and content. It would be configured on Web Portal by the bidder. Bidder is not expected to write/ design contents on behalf of AITL. Please clarify	Basic content shall be provided by AITL. However, the Bidder shall also add value in terms of content writing, editing, layout and design.
9.	Vol 1, 29, Sr.no 1.3, Page No.52- 53	The Bidder (any member in case of consortium) shall have successfully commissioned at least two (2) projects related to implementation/integration and support of people centric governance applications integrating at least four (4) different services having a minimum value of INR 5 crores per project during last seven (7) years. Number of Projects: 1) =2 : 6 Marks 2) >=3 and <5 : 9 Marks 3) >5 : 12 Marks	We suggest, this criteria to be Not just people centric but Urban Local Body related People centric services. Number of ULBs implemented can be a better criteria than no of projects. We recommend criteria to be as below: 1) <=100 ULBs 2) 100 - 200 ULBs 3) 201> ULBs	RFQ cum RFP prevails.
10.	Vol 2 IV, Page No.92	Service Level	We request to give an SLA relaxation period of 3 months after the Go-Live of the System as a project stabilization period. Also the SLA clauses can be revisited after understanding the field realities.	RFQ cum RFP prevails.
11.	Vol 1 , 29, Sr. No. 4.1, Page No.57	Project Coordinator – Bachelor in IT or Engineering with minimum 7 years of experience. Must have experience as a project coordinator on similar projects that	We understand that a personal with experience in project coordinator on e-Governance projects in IT development and implementation shall be competent enough for this position. Therefore	RFQ cum RFP prevails.

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		require IT development and implementation. On-site Project Coordinator shall be deputed in Mumbai at Client office for the entire implementation phase and subsequently during the O&M phase of the Project.	we request you to allow any graduate with experience of 3+ years in IT development and Implementation projects and Atleast 1 year of experience in e-Governance projects shall be allowed under this position.	
12.	Vol 3, 3.1.3, Page No.368	For all the software components like ERP and e-Governance, MSI shall also propose prototype of solution components in this phase and get the required approvals.	This may be applicable if any fresh development is planned. This may not be applicable for ready solution being proposed. Please confirm	RFQ cum RFP is clear.
13.	RFP Vol-I, Section-5.1 (a) Point 2, Company Financials & Profile, Page No. 44	The Bidder (sole bidder) shall have an average annual turnover of INR 1,000 Crores over the last three (3) Financial Years (FY 2013-14, 2014-15 and 2015-16). In case of a Consortium/JV, partner in charge shall meet at least 50% of the total revenue criteria and the remaining shall be met by consortium members.	In order to increase the participation of more competitive bidder's We request the authority to reduce the average annual turnover of the bidder (sole bidder) to 500 Crores over the last three financial years so that the partner in charge satisfy 50% of said revenue criteria and remaining by other consortium partners.	RFQ cum RFP prevails.
14.	RFP Vol-I, Section-5.1 (a) Point 3, Company Financials, Page No. 44	The Bidder (partner in charge in case of Consortium/JV) shall be a profit-making organization for at least two out of the last three (3) Financial Years (FY 2013-14, 2014-15 and 2015-16).	We request the authority to allow those bidders who are 100% or wholly owned subsidiary of its foreign parent company to use its financial credentials to become eligible.	RFQ cum RFP is clear.
15.	RFP Vol-I, Section-5.1 (a) Point 6, Integrated Operations Centre / Command and Control Centre, Page No. 45	The Bidder (any member in case of consortium) shall have successfully commissioned/Go- Live at least two (2) projects related to implementation of Integrated Operations Centre/Command and Control Centre integrating at least three (3) different city/campus-wide applications/sensors at the command and control centre with a minimum value of		Query not clear.

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		INR 10 crores per project (excluding civil works) during last seven (7) years.	Analysing the present	
16.	RFP Vol-I Clause 29 point.1, Page No. 51	The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least two (2) projects related to implementation of Integrated Operations Centre/Command and Control Centre integrating at least three (3) different city/campus-wide applications/sensors at the command and control centre with a minimum value of INR 10 crores per project (excluding civil works) during last seven (7) years. Number of Projects: 1) =2 : 7 Marks 2) >=3 and <5 : 10 Marks 3) >=5 : 14 Marks		
17.	RFP Vol-I, Section-5.1 (a) Point 10, Over all, Page No. 48	In case of consortium, the Project in charge shall meet at least 2 out of 4 project experiences required as part of points 6, 7, 8 and 9 and shall be responsible to execute these 2 claimed scope as part of this project.	Requesting to authority to kindly consider that project in charge shall meet any one out of the 4 project experience required in the as part of points 6, 7,8 and 9, to increase the participation with reputed firms.	RFQ cum RFP prevails.
18.	RFP Vol-I Clause 29 point.3.1 Key expert: Project Director, Page No. 54 & 55	Project Director – Bachelor of Engineering degree and MBA/M.Tech/MS having more than 15 years of experience in implementation and management of similar ICT projects involved in complete project lifecycle. Must have at least five (5) relevant projects (e-governance, ERP or command and control center). Project Director shall be a full time employee of the Bidder and in case of consortium shall be a full time employee of	Requesting authority kindly consider the Bachelor's degree in Engineering also here for	RFQ cum RFP prevails.

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		the Partner in Charge. Project Director preferably shall have international experience of at least one project.	Project director and Project manager and make MBA/M.Tech/MS as an option criteria.	
19.	RFP Vol-I Clause 29 point.3.2 Key expert: Project Manager, Page No. 55	Project Manager – Bachelor of Engineering degree and MBA/M.Tech/MS with PMP having more than 12 years of experience in similar ICT projects and involved in end to end implementation. Must have at least three (3) relevant projects (e-governance, ERP or command or control center).		
20.	TR 1.99, Page No. 51	Dry Water-blocking materials shall be applied over the cable core to prevent the ingress of water and movement along with the cable sheath	Dry water blocking material is suitable place where Temperature goes below -10 or so. Specially European or US Countries not for Indian environment. Request to amend with the Jelly Filled Water blocking material. Jell Filled water-blocking materials shall be applied over the cable core to prevent the ingress of water, and movement along the cable sheath.	RFQ cum RFP prevails.
21.	TR 1.125, Page No. 54	The laid up core shall be wrapped with aluminum tape and bonded with an overlap to provide 100% shielding.	Aluminum tape is not require as Steel tape cover the complete cable and shielded part. The cable should have Armoured (steel tape) to protect the cable cores.	Acceptable.
22.	TR 1.128, Page No. 54	The cable shall have a water repellent filled core and shall have a sunlight and weather resistant jacket of polyethylene (e.g. XLPE).	Outdoor copper cable do not require Water repellent filled core (jelly). And Outdoor suitable jacket material is HDPE. The cable shall have a sunlight and weather resistant jacket of High density polyethylene (e.g. HDPE).	As per Bidder's solution to meet the requirements of the RFQ cum RFP.
23.	TR 1.104, Page No. 52	The cable shall maintain its mechanical and optical performance for an in-service period	To have 25 Years Optical performance for Channel, all 4 component (Fiber cable, fiber	RFQ cum RFP prevails.



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		exceeding 25 years. The MSI shall provide documentation proof to validate this.	patch cord, OCEF and Pigtail) should be in Sync in term of Frequency management. Hence Request to consider the advantage of Same OEM for Cable and component for Fiber and Copper. Copper will have same impedance value which is crucial factor. Suggested "The cable shall maintain its mechanical and optical performance for an in-service period exceeding 25 years. The MSI shall provide documentation proof to validate this by OEM."	
24.	Volume I, Section 2 , Clause 5.5 (i), Page No.17	The Bidder shall quote only one specific make and model from only one specific OEM, for each of the goods.	Since as System Integrator, We are responsible to meet the technical specification and SLA levels for the entire technical Solution, we request you not to insist for single make /model in the contract. Alternatively, you may kindly approve at least three makes and models for each of the equipment to be provided for this project. This will help the SI to offer a very competitive price to the customer by taking aggressive risks on their costs, which will totally benefit the customer. If only one make is insisted the vendor does not support the SI in times and therefore the costs go up considerably. Hence we request you to kindly accept the same.	Only single OEM is allowed. Any OEM quoted shall have proven technology and meet the functional and technical requirements of the RFQ cum RFP. RFQ cum RFP prevails.
25.		General	RI/ROW Approvals: We understand that the required approvals for road cutting and right of way shall be issued to us sufficiently in advance	RFQ cum RFP is clear. RoW within project area to be

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			to ensure smooth progress of work. Any delay of the same shall not be to the account of the bidder. RI/ROW Charges: PI confirm that the charges for RI/ROW need not to be included by the bidder. Road reinstatement shall not be in the scope of the bidder.	provided by Client at no cost to the MSI. All reinstatement works under scope of Bidder as per RFQ cum RFP.
26.	Volume I, Section 2 , Clause 5.1(a) Sl. No. 9 OFC, Page No.47	The Bidder(any member in case of consortium) shall have successfully commissioned at least two (2) projects related to implementation of Outside Plant Fibre Optic Infrastructure including at least 200 km(outdoor) with atleast 100 nodes per project having a minimum value of INR 10 crores per project during last seven (7) years	We understand that Junction Level switches (L2 nodes) and aggregation level switches (L3 nodes) can be considered to meet the node requirement.	Original query reference not found. L2 and L3 switches acceptable for nodes.
27.	Volume I, Section 2 , Evaluation Criteria, Sl. No. 1 .2 , Project Experience, Page No.51	The Bidder (any member in case of consortium) shall have successfully commissioned at least two (2) projects related to implementation/integration and support of ERP system including finance, utility billing, maintenance & asset management modules (with at least 2 of these modules) having a minimum value of INR 20 crores per project during last seven (7) years. At least one (1) project shall be international. Number of Projects: 1) =2: 7 Marks 2) >=3 and <5 : 10 Marks 3) >5 : 14 Marks	In case of Nos. of Projects are equal to 5, the provision of scoring in not included. Therefore, We request you to amend this clause as "The Bidder (any member in case of consortium or ERP OEM) shall have successfully commissioned at least two (2) projects related to implementation/integration and support of ERP system including finance, utility billing, maintenance & asset management modules (with at least 2 of these modules) having a minimum value of INR 20 crores per project during last seven (7) years. At least one (1) project shall be international. Number of Projects: 1) =2: 7 Marks 2) >=3 and <5 : 10 Marks	Original query reference not found. RFQ cum RFP prevails.

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			3) >=5 : 14 Marks"	
28.	Volume I, Section 2 , Evaluation Criteria, Sl. No. 1 .3 , Project Experience, Page No.52	The Bidder (any member in case of consortium) shall have successfully commissioned at least two (2) projects related to implementation/integration and support of people centric governance applications integrating at least four (4) different services having a minimum value of INR 5 crores per project during last seven (7) years. Number of Projects: 1) =2:6Marks 2) >=3 and <5 : 9 Marks 3) >5: 12 Marks	We request you to amend this clause as "The Bidder (any member in case of consortium or Proposed OEM) shall have successfully commissioned at least two (2) projects related to implementation/integration and support of people centric governance applications integrating at least four (4) different services having a minimum value of INR 5 crores per project during last seven (7) years. Number of Projects: 1) =2:6Marks 2) >=3 and <5 : 9 Marks 3) >=5: 12 Marks"	Original query reference not found. RFQ cum RFP prevails.
29.	Volume I, Section 2 , Evaluation Criteria, Sl. No. 3.1, Key Experts, Page No.54	Project Director - Bachelor of Engineering degree and MBA/M.Tech/MS having more than 15 years of experience in implementation and management of similar ICT projects involved in complete project lifecycle. Must have at least five (5) relevant projects (e-governance, ERP or command and control center). Project Director shall be a full time employee of the Bidder and in case of consortium shall be a full time employee of the Partner in Charge. Project Director preferably shall have international experience of at least one project	We request you to modify this clause as: "Project Director - Bachelor of Engineering degree and MBA/M.Tech/MS having more than 15 years of experience in implementation and management of similar ICT projects involved in complete project lifecycle. Must have at least five (5) relevant projects (e-governance / ERP/ command and control center). Project Director shall be a full time employee of the Bidder and in case of consortium shall be a full time employee of the Partner in Charge. Project Director preferably shall have international experience of at least one project."	E-governance / ERP/ command and control center is acceptable.
30.	Volume I, Section 2 , Evaluation Criteria, Sl. No. 3.2, Key Experts,	Project Manager - Bachelor of Engineering degree and MBA/M.Tech/MS with PMP having more than 12 years of experience in similar ICT projects and involved in end to	We request you to modify this clause as: Project Manager - Bachelor of Engineering degree and MBA/M.Tech/MS with PMP having more than 12 years of experience in similar ICT	E-governance / ERP/ command and control center is acceptable.

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	Page No.55	end implementation. Must have at least three {3} relevant projects (e-governance, ERP or command or control center).	projects and involved in end to end implementation. Must have at least three {3} relevant projects (e-governance/ERP/command or control center).	
31.	Volume I, Section 2 , Evaluation Criteria, Sl. No. 3.5, Key Experts, Page No.55	Solution Architect 2 - Bachelor in IT or Engineering having more than 8 years of experience in designing, implementing and integrating various ERP modules including finance, asset management, inventory management, utility billing and maintenance, etc. Must have at least three (3) relevant projects (ERP).	We request you to modify this clause as: "Solution Architect 2 - Bachelor in IT or Engineering having more than 8 years of experience in designing, implementing and integrating various ERP modules including finance, asset management, inventory management, utility billing and maintenance, etc. Must have at least three (3) relevant projects (ERP). Bidder can deploy ERP OEM Manpower as well."	RFQ cum RFP prevails.
32.	Volume I, Section 2 , Evaluation Criteria, Sl. No. 3.6, Key Experts, Page No.56	Integration Engineer- Bachelor in IT or Engineering having more than 8 years of experience in integrating multiple sensors at the command and control center at city-wide/campus-wide deployment. Must have at least two (2) relevant projects (Command and Control Center).	We request you to modify this clause as: "Integration Engineer- Bachelor in IT or Engineering having more than 8 years of experience in integrating multiple sensors at the command and control center at city-wide/campus-wide deployment. Must have at least two (2) relevant projects (Command and Control Center). Bidder can deploy ERP OEM Manpower as well."	RFQ cum RFP prevails.
33.	Volume I, Section 2 , Evaluation Criteria, Sl. No. 3.7, Key Experts, Page No.56	Security Architect- Bachelor in IT or Engineering having more than 8 years of experience implementing secure networks. Must have industry standard certifications like CISSP. Must have at least two (2) relevant projects (Network Security).	We request you to modify this clause as: "Security Architect- Bachelor in IT or Engineering having more than 5 years of experience implementing secure networks. Must have industry standard certifications like CISSP, CISA, CISRA, or equivalent . Must have at least two (2) relevant projects (Network	RFQ cum RFP prevails.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			Security)."	
34.	Volume I, Section 2 , Evaluation Criteria, Sl. No. 4.2, Key Experts, Page No.57	ERP Support Engineer - Bachelor in IT or MCA with minimum 8 years' experience of deployment and maintenance of ERP system.	We request you to modify this clause as: "ERP Support Engineer - Bachelor in IT or MCA with minimum 8 years' experience of deployment and maintenance of ERP system. Bidder can deploy ERP OEM Manpower as well. "	RFQ cum RFP prevails.
35.	Volume I, Section 2 , Evaluation Criteria, Sl. No. 4.3, Key Experts, Page No.57	E-governance Support Engineer - Bachelor in IT or Engineering with minimum 8 years' experience in deployment and maintenance of e-governance systems.	We request you to modify this clause as: "E-governance Support Engineer- Bachelor in IT or Engineering with minimum 8 years' experience in deployment and maintenance of e-governance systems. Bidder can deploy e-governance OEM Manpower as well. "	RFQ cum RFP prevails.
36.	Volume I, Section 2 , 18.6 Financial Proposal, Page No.28	GENERAL	Please clarify the following: 1) Please confirm 'Form C' will be provided to Bidder for inter-state transaction. 2) Please confirm that statutory variation in Taxes and Duties/ introduction of new Taxes/Duties I levies viz, GST shall be borne by Customer. 3) Please clarify whether any exemption or concession in taxes and duties are applicable for this project. If so, please let us know relevant notification.	1) 'Form C' will be provided if required. 2) Customer will bear the variation in statutory taxes. 3) No.
37.	Volume II, GCC 40.1, Page No.81	Supply and Installation Cost (SIC) Milestone / Activity / Deliverables Payment (% of Contract Price: C)	We request you to amend this clause as: "Supply and Installation Cost (SIC) Milestone / Activity / Deliverables Payment (% of CAPEX(C) & OPEX(O)) Within 15 days of Receipt of LOA as Mobilization Advance 10% of CAPEX	RFQ cum RFP prevails.



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			<p>Supply of all Hardware and software associated with Phase 1 10% of CAPEX</p> <p>Supply of all Hardware associated with Phase 2a and 2b 10% of CAPEX</p> <p>Supply of all Hardware and software associated with Phase 3a and 3b 10% of CAPEX</p> <p>Operational Acceptance and Go-Live of Phase 1 15% of CAPEX</p> <p>Operational Acceptance and Go-Live of Phase 2a and 2b 15% of C</p> <p>Operational Acceptance and Go-Live of Phase 3a and 3b 20% of CAPEX</p> <p>Commencement of AMC Phase and completion of DLP 10% of CAPEX and on submission of 10%(of C) BG valid till end of AMC</p>	
38.	Volume II, GCC 40.1, Page No.82	II. Recurrent Cost (RC) Recurrent costs during the Maintenance Period –Remaining 40% payment paid quarterly in equal instalments after deduction of any penalty arising out of service levels. All	100% OPEX payment to be paid quarterly in equal instalments after deduction of any penalty arising out of service levels. All payment to be made upon respective approval by AITL and its representatives.	RFQ cum RFP prevails.

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		payment to be made upon respective approval by AITL and its representatives.		
39.	Volume III, TR-16 Technical Requirements, Page No.310	Video Display Wall	Please specify the number of controller input for videowall and the type of input i.e. HDMI/DVI or any other type apart from 1female DVI-I/HDMI	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
40.	Vol III, Page No.11	ICT interface with Power, Water and street Lighting infrastructure for Internet of Things	Kindly provide details of the make and model that has been finalized for the Power, Water and Street lighting infrastructure. The details are required as the above mentioned services are to be integrated in the IOT platform.	The details will be shared with the successful Bidder and will as per industry standard product.
41.	Vol III, Page No.57	2.2.2 City wide Wi fi	Kindly confirm all the Wi Fi access points and CCTV cameras will be either co - located in the existing street poles or in the Kiosk. If access points and CCTV cameras are to be installed independently then the infrastructure for mounting the access points and CCTV cameras (poles) will not be in the MSI scope.	No additional poles are required from MSI.
42.	Vol III, Page No.57	2.2.2 City wide Wi fi	Kindly clarify whether the internet bandwidth from ISP for Wi Fi usage to be provided by MSI or will be by client during the AMC period.	Under MSI's scope.
43.	Vol III	General	Kindly provide the indicative location list for City Wifi access point, City Surveillance, Kiosk locations.	The locations to be finalized with the successful Bidder.
44.	Vol III	General	Kindly clarify whether the required land for building up of POP rooms and Data center will be provided by client free of cost. Provide the locations of POP.	Confirmed. The POP locations to be shared with the successful Bidder.

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45.	Vol III, Page No.361	3.2.1.1 POP Rooms	Provide the tentative number of tenants to be hosted in the POP rooms. The detail is required to design the room size and area size.	Refer to FR 1.73
46.	Vol III, Page No.197	FR 4.11 Field of view for ATCC	Kindly provide the number of lanes in the road at the 16 locations where ATCC system is going to be mounted.	ATCC will be provided at the 4 (four) entry/exit points of Shendra. Refer to TR 4.65.
47.	Vol III, Page No.195	2.2.4 City Surveillance System	A centralised Network Video Recorder (NVR) at ACC will be provided for all CCTV cameras installed in the city will be the best suited solution. In the RFP it is mentioned as at every POP, a NVR needs to be provided. Kindly clarify the same.	NVRs to be provided at ACC and atleast one (1) POP.
48.	Vol III, Page No.384	4.2 Client Electricity charges	Kindly clarify the below points: i. One time electricity installation charges including installing Electricity meters and getting approval for the electricity in field locations , POP and ACC shall be borne by client? ii. Electricity consumption during installation phase shall be borne by client?	RFQ cum RFP is clear.
49.	Vol III, Page No.20	FR 1 Fiber Optic Civil Infrastructure	Clarify whether aerial laying of optical fiber cables to the end points where trenching / underground tunneling is not possible...	Aerial fibre is not allowed. RFQ cum RFP is clear.
50.	Vol III, Page No.279	TR-11.45 - The Server shall include 6 - PCI Express x4 and 2 PCI-X 64 bit / 133MHZ.	Since PCI-X is not being used any more in the industry and due to multi ports cards, overall number of PCI slots have also been reduced directly, hence would request to modify this clause as:	Original query reference not found.



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			TR-13.8 - The Server shall support minimum of 4 x PCI-Express 3.0 Slots. Vendor shall provide required number of slots as per their solution.	
51.	Vol III, Page No.42	TR 1.203 The industrial grade switches shall at a minimum carry IP30 rating.	We request you to please remove this point as the Switch will be placed in junction box which is having the cooling arrangement and will have required IP rating to always Protected against tools and wires (>2.5mm) and Protected against condensation. Considering the climate condition the enterprise grade switch will serve the requirement.	RFQ cum RFP prevails.
52.	Vol III, Page No.43	TR 1.209 These switches shall have at least twenty-four (24) 1000BaseFX ports for connectivity to the field devices with at least two (2) 10G Ethernet SFP (10GBase-T) ports for inter-switch uplink connectivity.	Please remove the 10GBase-T copper port as the backhaul will be on 10G fiber not on 10G copper.	Original query reference not found.
53.	Vol III, Page No.45	TR 1.226 The Layer 3 based backbone Ethernet switch/router shall have minimum 8 ports Ethernet interface modules that are a minimum SFP links with 10 Gb/s connectivity including Copper and Fibre ports (for backhaul between POPs and AURIC Hall) as per the design requirements. These ports shall support hot swap modules to support upgrade of ports in the future. It is expected that at least 2 ports per switch shall support Copper port configuration for inter-switch connectivity.	Please remove the copper port as the backhaul will be on 10G fiber not on 10G copper.	Original query reference not found.



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54.	Vol III, Page No.46	TR 1.236 All switches/routers shall support standard 19" rack mount or DIN rail mounting options.	Please remove the DIN rail mounting as the switch / router will be placed in the PoP location and each PoP location will have RACK with switch and router inside it.	RFQ cum RFP prevails.
55.	Vol III, Page No.46	TR 1.248 The core router shall be configurable up to 50K MAC addresses.	Please change it to 8K MAC address as such a higher MAC table will not be required at the router.MAC address will be required in the Switch and not in the router, only routing table will be required in the router.	Query addressed elsewhere.
56.	Vol III, Page No.49	TR 1.293 The NMS shall provide polling agents to upload status, changes or alerts of the local devices attached with the Ethernet enabling devices.	Please clarify this point	RFQ cum RFP is clear.
57.	Vol III, Page No.50	TR 1.305 The NMS shall have role-based access control provides flexibility to segment the wireless network into one or more virtual domains controlled by a single management platform.	Please clarify this point	RFQ cum RFP is clear.
58.	Vol III, Page No.65	TR 2.4 The Wi-Fi access point shall be Outdoor rated, dual radio, 802.11ac Wave II, 5-GHz and 2.4-GHz. It shall support operations in 802.11a/b/g/n/ac.	Please change Wave II to Wave 1 as currently most of the end user devices is having 802.11 n/ac wave one support.	RFQ cum RFP prevails.
59.	Vol III, Page No.64	TR 2.20 The Wi-Fi access point shall be capable of working at a temperature range of 0°C to 60°C and at a humidity of 5% to 95%, non-condensing.	Please change the temperature to 0° C to +55° C	RFQ cum RFP prevails.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
60.	Vol III, Page No.10	Interchangeability	Does this also apply to IT software components of Command Center which is a critical solution for the City.	Applies to the entire RFQ cum RFP.
61.	Vol III, Page No.15	Scalability	Does it apply to IT software components? Does that mean the underlying IT software should scale both horizontally and Vertically without impacting the system functioning?	Applies to the entire RFQ cum RFP.
62.	Vol III, Page No.25	Interoperability	Does this mean that the proposed software components should be platform independent and should support all industry standard Operating Systems?	RFQ cum RFP is clear.
63.	Vol III, Page No.189	Single Sign On	1. How many Internal (employees) & External (citizens) users should be considered for Single Sign-On 2. It is important to have an user management (creation / deletion / modification) system for internal users to provide centralized access to users and manage access otherwise user required to be provisioned in each of the system. Please clarify	RFQ cum RFP is clear.
64.	Vol III, Page No.75	FR 3.48 - The various users shall be authenticated from the common LDAP server for which the roles will get assigned from the server.	As part of solution LDAP would be required for user authentication. Please Clarify	MSI to provide LDAP as part of the overall solution.
65.	Vol III, Page No.234	Database	Database is critical important component of overall solution. In that case; database administrator should not define policies for database. Also; it's important to have no one should change audit or log information. It should be important part of the requirement. Please	RFQ cum RFP is clear.



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S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			clarify.	
66.	Vol III, Page No.69	EMS - Availability- monitoring, management and reporting - Whether AURIC open for public cloud solution?	Is AURIC open for a public cloud option with PaaS Services?	No. Cloud will be provided by AITL.
67.	Vol III, Page No.85	AITL Portal and mobile applications	Is AURIC open for a public cloud option? What mobile OS are targeted? What are the key features expected from mobile platform?	RFQ cum RFP is clear.
68.	Vol III, Page No.120	GIS Platform	IS the spatial data needs to be accessible and available to leverage across multiple applications not limiting to GIS web application? If yes, we recommend to include the requirement to store and manage spatial data with GML standards within the RDBMS to leverage it at enterprise scale.	Yes.
69.	Vol III, Page No.321	AURIC Control center platform	The control center involves multiple technology components, are you considering the below: 1) Are you considering loosely coupled pluggable architecture? 2) Should be J2EE based or Open standard based 3) Use industry established platform technologies? 4) Considering the critical nature, the platform should be the one that can be easily managed by the skills available in the industry? 5) Use of latest technologies like BigData for what if/predictive analytics?	RFQ cum RFP is clear.
70.	General	Sizing Assumptions	Kindly provide the sizing assumptions to be considered for various modules and softwares related to ERP, eGov, Portal, ESB, SOA, IDM, Database and Command Center application.	RFQ cum RFP is clear.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
71.	General	License Volumetric	1) Kindly provide the user count and concurrent users of all ERP modules. 2) How many are the total number of internal AURIC users across all departments?	RFQ cum RFP is clear.
72.	General	Hosting Services	Will the Cloud hosted services include IaaS with all available industry standard Operating Systems and Virtualization Environment?	RFQ cum RFP is clear.
73.	General	Non Production Environments	1) PI provide if bidder has to propose the Non Prod environments like Dev, test, Training etc. 2) Does bidder have to propose software and hardware for Dev requirements? 3) What is the timeline for availability of Hosted cloud data center?	RFQ cum RFP is clear.
74.	Vol III, Page No.20	There are three (3) types of ducts for fibre optic laying to fulfill the end-to-end connectivity of the ICT infrastructure: * 3 times 4x40mm (OD) HDPE ducts, each set of 4-40mm installed inside its dedicated HDPE outer sleeve for backbone and distribution infrastructure. * 7x20mm (OD) HDPE ducts with one HDPE outer sleeve for connectivity to every plot; and * 1x20mm (OD) HDPE duct to connect every field device location.	Please specify ID for HDPE duct. Also clarify, any TEC approval is required for HDPE Duct.	ID for HDPE duct as per Industry standard telecom practices.
75.	Vol III, Page No.20	Fibre Optic Civil Infrastructure – Trench/Duct/Manhole/Handhole	Please specify the following: 1) Route details for Fiber Laying. 2) We understand as per standard Practice we need to lay Warning tape, Cable Route Marker at every 200 m and Electronic Route Marker. Please share specifications for these items.	RFQ cum RFP is clear.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			<p>3) Kindly share As Build Drawing requirement of Fiber laying.</p> <p>4) Please confirm Depth of Fiber laying.</p> <p>5) We understand HDD method is acceptable.</p> <p>6) If specify, Protection requirement like DWC pipe, RCC half Round, GI Pipe, etc. and corresponding specification.</p>	
76.	Vol 1 5.1 (a) point no 8, Page No.46	The Bidder (any member in case of consortium) shall have successfully commissioned at least two (2) projects related to implementation/integration and support of people centric governance applications integrating at least four (4) different services having a minimum value of INR 5 crores per project during last seven (7) years	Consortium partner or Proposed OEM providing People centric services should have experience of Implementation AND integration. Please include the change.	RFQ cum RFP prevails.
77.	Vol 1 5.1 (a) point no 7, Page No.45-46	The Bidder (any member in case of consortium) shall have successfully commissioned/Go- Live at least two (2) projects related to implementation /integration and support of ERP system including finance, utility billing, maintenance & asset management modules (with at least 2 of these modules) having a minimum value of INR 10 crores per project during last seven (7) years. At least one (1) project shall be international.	Consortium partner providing ERP and e-Governance may not need International Experience. We request this condition may be removed.	RFQ cum RFP prevails.
78.	Vol 1 5.1 (a) point no 11, Page No.48	Each of the consortium member shall have at least one qualifying project.	This condition may please be removed	RFQ cum RFP prevails.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
79.	Vol 1 , 29 , Page No.58	For every project submitted for evaluation, at least two (2) projects must be completed. In addition, the other projects considered for marks shall at least be 50% complete which will be confirmed on the Client certificate or self-certification by Authorized representative	Some projects which are of 7-10 years may not have been 50% completed. Thus, projects that are Live can be please considered.	Completed/Go-Live will be acceptable.
80.	Vol 1 29 Sr.no 7, Page No.58	The Bidder (any member in case of consortium) shall have successfully commissioned at least two (2) projects related to implementation/integration and support of ERP system including finance, utility billing, maintenance & asset management modules (with at least 2 of these modules) having a minimum value of INR 20 crores per project during last seven (7) years. At least one (1) project shall be international.	Here experience of only integration would not add much value. Hence experience or implementation and integration may be considered	Original query reference not found. RFQ cum RFP prevails
81.	Vol 2 4.3, Page No.96	Service Level Agreements	Project of this size would have huge complexities in initial period. Hence SLAs can be relaxed for first 3 months and then finalized from learnings of these 3 months	RFQ cum RFP prevails.
82.		General	Kindly provide the requirement of infrastructure components of ACC like Rodent Repellent System, fire alarm system, Biometric Identity Management, Water Leakage Detection System, Fire Suppression System, requirement of Civil work and painting etc.	RFQ cum RFP is clear.
83.	Vol 1, Page No.52	The Bidder (any member in case of consortium) shall have successfully commissioned at least two (2) projects related to implementation/integration and	Since Revenue Management / Accounting, Citizen / Customer Engagement are also the core functions under ERP / Civic Management of the city, we request you to consider to include	Original query reference not found. RFQ cum RFP is clear and prevails.



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S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
		support of ERP system including finance, utility billing, maintenance & asset management modules (with at least 2 of these modules) having a minimum value of INR 10 crores per project during last seven (7) years. At least one (1) project shall be international. Number of Projects: 1) =2 : 7 Marks 2) >=3 and <5 : 10 Marks 3) >5 : 14 Marks	these modules in the qualification criteria. May we assume the third bullet point criteria for no. of projects may be read as >=5:14 marks Please Clarify.	
84.	Vol 3, 3.1.5, Page No.347	Software Development	As Migration of the existing data and documents is part of current project scope, please provide the volume and the type of data/documents to be migrated from current systems to proposed system.	RFQ cum RFP provides details on existing systems.
85.	Vol 3, 3.1.4, Page No.347	Software Development	Please provide duration of Historical/transactional Data to be maintained on the system? Size of the data to be cleansed and migrated on to the new system?	RFQ cum RFP is clear.
86.	Vol 3, 2.2.3.1, Page No.69	E-Governance	What are the online and offline application of the departments / Smart Card Related activities and what are the level of integration support required?	RFQ cum RFP is clear.
87.	Vol 3, 2.2.3.2, Page No.69	E-Governance	What all is proposed to be on the Smart Card? What is covered under smart card related infrastructure that is to be provided by technology partner / smart card vendor?	RFQ cum RFP is clear.
88.	Vol 3, 2.2.13, Page No.292	ACC functional requirements	Can you give a list of situations where cross system analytics will be applicable? Please provide count of such reports where applicable.	RFQ cum RFP is clear.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
89.	Vol 3, 2.2.13, Page No.292	ACC functional requirements	As mentioned that the ACC platform will receive direct feeds and raw data from the AURIC city systems, can you mention how much would be the size of unstructured and structured data every year?	RFQ cum RFP is clear.
90.	Vol 3, 2.2.13, Page No.292	ACC functional requirements	For all the billing services using ERP, which type of meters are being used at present?	RFQ cum RFP is clear. AMR meters will be provided by the EPC contractor at a later stage
91.	Vol 3, 2.2.13, Page No.292	ACC functional requirements- solid waste management	Where will the data come from for real time monitoring of solid waste?	RFQ cum RFP is clear.
92.	Vol 3, 2.2.13, Page No.292	ACC functional requirements- water and wastewater	What all devices come under the mentioned IoT system?	RFQ cum RFP is clear.
93.	Vol 3, 2.2.13, Page No.322	ACC functional requirements- Power network	Are there any AMI, AMR, MDMS or MDAS systems which are currently in use?	RFQ cum RFP is clear.
94.	Vol 3, 2.2.13	ACC functional requirements-	Is there any specific schedule of when the updation has to take place i.e. weekly or bi-monthly, so on?	Original reference not found.
95.	Volume 3, Recording & Storage FR 4.33, Page No.200	The storage solution proposed is that the video feeds would be available for 30 days and after 30 days, the video feeds would be overwritten and archived	What is the minimum storage capacity expected from the bidder for all application as well as video storage?	RFQ cum RFP is clear.
96.	Volume 3, 2.2.12 Hosting On-Premises and Cloud, Page No.291	Bidders shall also provide details on the bandwidth requirement of the connectivity link required between Shendra and the respective Cloud Service Provider facility.	What is the tentative distance between Shendra and the cloud service provider facility to calculate the accurate bandwidth connectivity uplink and downlink speeds	Approximately 300 Kms. However, it is not finalized yet.
97.	Volume 3, 3.2.3 Auric e-governance and	Provide disaster recovery, backup solution, specify RTO and RPO	Disaster Recovery site will also hosted in different cloud facility or at the same cloud	DR for the cloud shall be provided by the

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
	ERP (AEE) Systems, Page No.385		facility where other primary data center components are hosted. Please clarify.	CSP.
98.	Vol I, Page No.47	In case of consortium, the Project in charge shall meet at least 2 out of 3 project experiences required as part of points 6, 7 and 8 and shall be responsible to execute these 2 claimed scope as part of this project.	We request you to amend this clauses as: <i>"In case of consortium, the Project in charge shall meet at least 1 out of 3 project experiences required as part of points 6, 7 and 8 and shall be responsible to execute these 2 claimed scope as part of this project."</i>	Original query reference not found. RFQ cum RFP prevails.
99.	Vol III, Page No.18	There is one (1) primary POP and four (4) secondary POPs proposed at geographically distributed locations across Shendra.	Kindly provide the location for the POP's and also the distance between the rooms.	Finalized location of the POPs to be shared with the successful bidder.
100.	Vol I, Page No.111	POP Room (including all civil, interiors, electrical, mechanical, structural, communications, fire and fitouts)-Each of 2200 sq.ft. building area	We understand that the bidder has to build 5 Nos of PoP rooms (each of 2200 Sq ft.) In this regard Kindly share/confirm the following details. 1. Type of soil, Bore log data, Soil Bearing Capacity and Soil Investigation Report. 2. We understand that the building shall be G+1, Kindly share the Building layout, architecture, plan, if any. 3. There shall be no requirement of glazing for these buildings. 4. Share the latitude and Longitude of the building.	Locations will be provided to the successful Bidder. Remaining RFQ cum RFP is clear.
101.	Vol III, Page No.198	FR 4.11 Field of view for ATCC	Kindly provide the number of lanes in the road at the 16 locations where ATCC system is going to be mounted.	Query addressed before.
102.	Vol III, Page No.366	3.2.1.1 POP Rooms	Provide the tentative number of tenants to be hosted in the POP rooms. The detail is required to design the room size and area size.	Query addressed before.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
103.	Vol III, Page No.196	2.2.4 City Surveillance System	In the RFP it is mentioned as at every POP, a NVR needs to be provided but according to our experience and expertise, if a centralised Network Video Recorder(NVR) at ACC will be provided for all CCTV cameras installed in the city will be the best suited solution. Kindly confirm the same.	Query addressed before.
104.	Vol III, General	General	Kindly provide the indicative location list for City Surveillance cameras & Kiosk locations.	Query addressed before.
105.	Vol III, General	General	As per our understanding the total number of Wi-Fi access points is 163 of which 30 will be installed along with the digital kiosk. Kindly clarify the location of installation of rest of the access point.	30 shall be additional as per the RFQ cum RFP.
106.	Vol III, General	General	Kindly provide the indicative distribution of number of cameras and Wi-Fi access points present as each location as the same is required to finalize the specifications of active networking components and UPS.	Quantity as per BoQ.
107.	Vol III, General	General	As per our understanding all the cameras and Wi-Fi access points(except those installed on digital kiosk) are to be mounted on Street light poles and no separate poles has to be provided for the same. Kindly clarify.	Query addressed before.
108.	Vol III, General	General	We Understand that the Data centre is co-located along with the ACC. Kindly clarify.	RFQ cum RFP is clear.
109.	Vol III, General	General	Also clarify whether a data recovery centre with backup storage has to be provided. If yes, Kindly clarify whether it is physical or cloud based. If it is physical provide the location	RFQ cum RFP is clear.



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S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			of the same. If it is cloud hosted kindly provide the tentative rates to be considered for cloud based storage.	
110.	Vol I, Page No.105	1.4 Supply and Installation Cost Summary Table	We understand that the bid price is including Taxes and Duties. Any Statutory variation with respect to introduction of any Taxes Post award of contract shall be paid at actuals to the Bidder.	Customer will bear the variation in statutory taxes.
111.	General	General	<p>In order to have better working capital for the project we propose an Assignment clause as below to be included in the Payment Schedule, which shall allow us to factor the bill with financing institution, and therefore enable us to participate in the Tender.</p> <p>Assignment Clause (new Clause proposed) : "The Contractor shall not, without the express prior written consent of the Employer, assign to any third party the Contract or any part thereof, or any right, benefit, obligation or interest therein or there under, except that the Contractor shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract to any Financial Institution(s) or Bank(s) or NBFC(s). In the event the Contractor assigns the monies due and payable to it or that may become due and payable to it, under the Contract, to any Financial Institution(s) or Bank(s) or NBFC(s), the Employer shall acknowledge the intimation letter it may receive from such financial institution(s) or Bank(s) or NBFC (s). If the</p>	RFQ cum RFP prevails.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			Employer does not reply within 15 days of the receipt of the intimation letter, it can be considered as "acknowledged by the Employer". Furthermore the Employer will provide an indicative date by when the funds will be released to the Contractor as a measure of comfort for the decisions of Financial Institution(s) or Bank(s) or NBFC(s)".	
112.	Volume 1, Section 2. Instruction to Bidders and Bid Data Sheet F. Bid Data Sheet A. General 3. Company Financials, Page No. 44	Eligibility Criterion: The Bidder (partner in charge in case of Consortium/JV) shall be a profit-making organization for at least two out of the last three (3) Financial Years (FY 2013-14, 2014-15 and 2015-16). Documentary Evidence: The Sole Bidder or the Partner in charge: Certificate from the Statutory Auditor or Audited Balance Sheets confirming the Net Profit.	As this is restrictive clause prohibited by CVC, it should be removed from eligibility criteria.	RFQ cum RFP prevails.
113.	Volume 1, Section 2. Instruction to Bidders and Bid Data Sheet C. Preparation of Proposals 19. Earnest Money Deposit/Bid Security, Page No. 29	An Earnest Money Deposit (EMD) amount as indicated in the Bid Data Sheet in the form of an irrevocable and unconditional bank guarantee drawn in favour of the Client (as indicated in Bid Data Sheet) and payable at Mumbai must be submitted along with the Proposal.	As BSNL is a company fully owned by Govt. of India, EMD relaxation may be granted to BSNL.	RFQ cum RFP prevails.
114.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.238	Overview/BR 5.3/ Multi Services Digital Kiosks shall be deployed at strategic locations such as AURIC Hall, public parks, Exhibition , Pavilion, etc.	We would like to know whether the kiosk will be installed at indoor or outdoor (open to air) locations	Outdoor. There may be couple of kiosks indoor at ACC. This will be finalized with the successful Bidder.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
115.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.238	Architecture	We would like to suggest the Kiosk to be inside the Cabin and the Cabin will have Wifi Access point, fibre optic Switch, Solar panels installed on roof of Cabin, Solar Power supply will be inside the cabin. If required the Cabin can be also Air Conditioned	As per Bidder's Solution to meet the requirements of RFQ cum RFP. It should be ultimately for outdoor operations and in compliance with RFQ cum RFP.
116.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.239	BR 5.6/ Multi-Services Digital Kiosk shall also include capabilities for providing services to differently abled users.	Need more clarification on requirements for differently abled users.	As one example, height of ECB shall be such that it supports usage for a person on wheelchair. Bidder to evaluate other possible scenarios.
117.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.239	FR-5.2/ Multi-Services Digital Kiosk's power requirements shall be met by an integrated solar panel as backup source of power (with runtime of 2 hours) with support of UPS along with raw power for primary operations. The solar panel batteries shall be installed within the housing of the kiosk in an integrated manner.	We would like to suggest that Solar Panels cannot be installed on the housing of the kiosk as kiosk cannot be kept in open environment. The Solar panels can be installed on the roof of the cabin and UPS/Batteries will be installed inside the cabin.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
118.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.240	FR 5.3/Multi-Services Digital Kiosk shall be fixed units, embedded inside the ground that shall be weatherproof, IP 55 rated, and rated for performance for outdoor technology street furniture.	The Kiosk Cabinet cannot be IP55 rated as there are cutouts for different devices. We suggest The Multi-Services Digital Kiosk can be installed inside the cabin which will be weatherproof.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
119.	2.2.5 Multi-Services Digital Kiosk and	FR 5.4/ Multi-Services Digital Kiosk enclosure shall have the space to house all the	We would like to suggest that Kiosk will be inside the Cabin and the Cabin will have Wifi	As per Bidder's Solution to meet the

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
	Emergency Communications, Page No.240	hardware equipment required for the Multi-Services Digital Kiosk including switches, solar panel, batteries, printer for receipts and other associated accessories. All the wiring shall be concealed within the Multi-Services Digital Kiosk enclosure and shall not be visible from outside.	Access point, fibre optic Switch, Solar panels installed on roof of Cabin, Solar Power supply will be inside the cabin. If required the Cabin can be also Air Conditioned	requirements of RFQ cum RFP.
120.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.240	FR 5.5/The Emergency call button shall have the capability to trigger emergency communications with ACC. As the Emergency Call Button is pressed, the call should land up to the operator at the ACC from where it may be routed to the concerned department.	We would like to know the details of the videoconferencing software available with ACC for communications	Part of MSI's solution.
121.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.240	FR 5.6/The integrated PTZ CCTV shall have the capability of recognition. Operator at the ACC shall be able to monitor the live feed from the CCTV. When the emergency button is pressed, the PTZ camera shall automatically focus on the person using the button with a video feed at the ACC.	We would like to know whether the PTZ CCTV should be integrated inside the kiosk or at site. For integration inside the kiosk for capturing face of the person during transaction, a standard HD camera will suffice. We would suggest to go with HD camera instead of PTZ camera as the conferencing will be face to face from the kiosk.	RFQ cum RFP is clear.
122.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.240	Static Advertisement around three faces	We would like to know whether the same is required for the kiosk or a cabin.	RFQ cum RFP is clear.
123.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications,	TR 5.1/ Multi-Services Digital Kiosk's enclosure shall be made of metal or stainless steel fabric and shall be IP 65 rated.	The kiosk cannot be IP65 rated as it has cutouts for Display and other peripherals. The Touchscreen monitor front face can be provided with IP65 rating.	RFQ cum RFP is clear.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
	Page No.241			
124.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.241	TR 5.3/ Multi-Services Digital Kiosk enclosure shall have the space to put all the required hardware including switches and associated accessories	We suggest that the kiosk will be inside the cabin and all Hardware equipments will be installed inside the cabin. Kindly confirm the same.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
125.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.241	TR 5.6/The control center operator shall able to monitor the video of the user who triggered the ECB.	We would like to know whether Video Conferencing software will be provided by Auric so that bidder kiosk software will connect with the same when ECB button is pressed	RFQ cum RFP is clear.
126.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.241	TR 5.7/Multi-Services Digital Kiosk shall also have integrated Wi-Fi access points. For Wi-Fi Access Point Specifications, Please refer to the City-Wide Wi-Fi Section 2.2.2.	We would like to know whether the Wi-Fi access point is required for the site or should be integrated inside the kiosk. A Kiosk can have a Wifi receiver to connect to the Access point on the site for connectivity. Wifi receiver can be integrated for the kiosk connectivity and Wifi access point can be installed in the Cabin/site. Kindly confirm on the same	RFQ cum RFP is clear.
127.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.241	TR 5.8/The Multi-Services Digital Kiosk shall also have integrated solar panel with batteries.	Solar Panels cannot be installed on the housing of the kiosk as kiosk cannot be kept in open environment. The Solar panels will be installed on the roof of the cabin and UPS/Batteries will be installed inside the cabin. Kindly confirm on the same	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
128.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.242	TR 5.25/ The Touchscreen shall have the embedded thin client with quad core CPU 4GB memory, 32 GB Flash, 100 GB of secondary storage for local storage with required OS.	We would suggest to go with a High End processor based system with high storage capacity to run the desired services smoothly	Bidder may provide better solution to meet the overall requirements of RFQ cum RFP.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
129.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.243	TR 5.32 /The ECB shall support SIP based Voice over Internet Protocol (VoIP) communications standard.	We would like to know whether the Hardware or Software Based IP based Voice over Internet Protocol (VoIP) communications standard required	RFQ cum RFP is clear.
130.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.243	Smart Card Reader	Kindly let us know the technical specs of the Smart card Reader to integrate the appropriate reader inside the kiosk.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
131.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.243	TR 5.44/ The Multi-Services Digital Kiosk shall be powered by 12/24/48VDC input as per the design requirements to support powering using solar as the primary power. Raw power will be provided for secondary power. The ECB inside the multi-services digital kiosk shall be powered using PoE or PoE+.	We would like to suggest that, the kiosk will be powered through 230VAC. The Solar UPS will convert the voltage from solar/Raw power to AC voltages and will be supplied to kiosk. The ECB will be integrated inside the kiosk, hence will use kiosk internal power supply.	230VAC can be acceptable however, the Bidder shall provide any power conversion if required to meet the requirements of the RFQ cum RFP.
132.	2.2.5 Multi-Services Digital Kiosk and Emergency Communications, Page No.243	TR 5.46/ The Multi-Services Digital Kiosk shall support operating temperature range of 0°C to +60°C with ambient relative humidity of 10-95% non-condensing.	Suggest to consider the temperature range of 0°C to +50°C	RFQ cum RFP prevails.
133.	BR 5.1, Page No.238	Multi-Services Digital Kiosk shall provide various services and information to citizens, visitors, as well as AITL staff, integrated using one common platform.	Request Department to Define the scope d List of services to be offered through Multi Services digital kiosk to be defined as early stage of Project	RFQ cum RFP is clear.
134.	BR 5.2, Page No.238	Multi-Services Digital Kiosk shall also be the contact point for citizens who are not connected to smart phones or e-mail.	Request Department to confirm on the workflow by which Citizens will access the kiosk	RFQ cum RFP is clear.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
135.	BR 5.4, Page No.238	Using the Multi-Services Digital Kiosk, citizens shall be able to avail multiple city services integrated via the e-governance platform plus shall provide the capability for bill payments.	We Understand Kiosk to Invoke all ready Interface for E- Governance as well as Existing Bill Payments portals for any kind of Bill Payment. Please confirm. Also Request AURIC to confirm any role of cash Payment in the Bill Payments Function.	RFQ cum RFP is clear.
136.	BR 5.5, Page No.238	Multi-Services Digital Kiosk shall include the following in one integrated structure – emergency call button, touch screen for citizen services with payment options (integrated with e-wallets, debit and credit card), smart card reader for smart card (with additional security features such as PIN), integrated CCTV, Wi-Fi and Solar Panel with batteries, plus additional space for static advertising/promotions.	Request department to confirm for Integration with E -Wallets, Debit and Credit card will be done through existing portal developed by Department or there will be Payment gateway integration to be done separately through kiosk Application.	Only payment gateway will be provided by AITL. Rest as part of the Bidder's solution.
137.	FR 5.5, Page No.239	The Emergency call button shall have the capability to trigger emergency communications with ACC. As the Emergency Call Button is pressed, the call should land up to the operator at the ACC from where it may be routed to the concerned department.	ECB can trigger communication with ACC but require the details of the videoconferencing software available with ACC for communications	Query addressed before.
138.	FR 5.6, Page No.239	The integrated PTZ CCTV shall have the capability of recognition. Operator at the ACC shall be able to monitor the live feed from the CCTV. When the emergency button is pressed, the PTZ camera shall automatically focus on the person using the button with a video feed at the ACC.	Requires details of Video Conferencing software available with ACC to enable this facility	Query addressed before.
139.	FR 5.8,	The user-interface panel shall built-in	Department to confirm:	RFQ cum RFP is

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
	Page No.239	capacitive touch screen for interactive purposes including but not limited to: <ul style="list-style-type: none"> • Maps and navigation services i.e. displaying routes across Shendra. • Information about AURIC along with e-governance services from AITL. • Environmental related information via integration with environmental sensors. • Places near me services which may include hotels, government offices, shops, tourist attraction, etc. • Information about the events. • Emergency contact numbers such as hospitals, police, fire, etc. • Integration with e-governance system. • Integration with digital wallets, credit and debit cards for payments. 	<ul style="list-style-type: none"> – Whether google services, any other services available with Department to be launched on kiosk – For all E Governance related information kiosk to invoke respective portal. – For Environment sensors integration MSI to facilitate for related integration. – For any other services like Information about City Event would be displayed through respective portal. – Please clarify the scope for Integration with e-governance system. – Please clarify the scope for integration with digital wallets, credit and debit cards for payments. <p>We understand this will be done through existing portals of bill payment developed like MSEDCL, portal for Water bill payment etc.</p>	clear.
140.	FR 5.9, Page No.239	Multi-Services Digital Kiosk shall have a capabilities for making digital payments for: <ul style="list-style-type: none"> • Utility Bills for government services such as electricity, water, Wi-Fi, etc. • Citizen services • Tickets for the events around the city • Any other AITL supported activity/event 	<p>Department to confirm</p> <ul style="list-style-type: none"> – Kiosk will invoke the Existing portal of the E Governance Services as well as Bill payments portals or any specific requirement on workflow. 	RFQ cum RFP is clear.
141.	TR 4.5, Page No.241	The Camera shall be automatically focused towards the citizen upon pressing of ECB button and shall focus on the user who activated the ECB call with a video feed display at the video wall at the ACC. The	Kiosk will interface with ACC backend Video Surveillance system for same. Need more clarity for Implementation for Auto focusing feature requirement.	RFQ cum RFP is clear.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
		ECB call can only be disconnected from the ACC level.		
142.	TR 4.6, Page No.241	The control centre operator shall able to monitor the video of the user who triggered the ECB.	Kiosk will interface with ACC backend Video surveillance system for same. Need more clarity for Implementation.	RFQ cum RFP is clear.
143.	TR 4.9, Page No.241	The Multi-Services Digital Kiosk shall have the capability of integrated payment through which citizens can make digital payment of city services like payment of bills, booking of event tickets, take receipt print of payments etc.	Kiosk will Invoke the Existing portal of the E-Governance Services as well as Bill payments portals. Please confirm	RFQ cum RFP is clear.
144.	TR 4.20, Page No.242	The panel shall have built-in capacitive touchscreen for interactive applications with required supporting software for dynamic content management from various sources connected to the system. The content management system shall include content from (but not limited to) – e-governance platform, services billing, AITL organized/supported events, data from environmental sensors, digital advertising and promotions (provided as part of the content management system), city news and information, among others.	Department to confirm whether content management is separate solution through Separate LED panel or Content (as shared by department) would be display on the same kiosk screen during the Idle time when no transaction is being performed.	On the same display and to be finalized with the successful Bidder.
145.	TR 4.30, Page No.321	The ECB shall be auto-dial operation and shall be capable of automatically answering incoming calls.	The ECB would be activated in any Emergency situation and would be controlled over Central server. Request department to clarify the requirement for incoming calls as ECB.	RFQ cum RFP is clear.
146.	TR 4.32, Page No.321	The ECB shall support SIP based Voice over Internet Protocol (VoIP) communications standard.	Request more clarity on the video conferencing software which will be integrated through kiosk.	Query addressed before.



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S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
147.	TR 4.33, Page No.321	The ECB shall have network connectivity for monitoring via Web access (HTTP), SNMP, and shall provide the capability of e-mail notification of alarm conditions. Multiple alarms of the conditions shall be provided automatically.		
148.	TR 4.34, Page No.321	The ECB shall have automatic adjustment of output volume of audio based on ambient noise detection. At any given time, the sound output from ECB speaker shall be 6-10 dB above ambient noise.		
149.	TR 4.35, Page No.321	The call from ECB shall only be disconnected at the ACC. The user shall not have the capability to disconnect the call from the ECB itself.		
150.	TR 4.37, Page No.321	The Multi-Services Digital Kiosk shall have the capability for digital payments like electricity bills, water bills, Wi-Fi recharge/coupon, Payment of penalties (Challans, etc.), payment for any city supported events, etc.	Kiosk will Invoke the Existing portal of the E-Governance Services as well as Bill payment portals.	Query not clear. RFQ cum RFP is clear.
151.	TR 4.38, Page No.321	The Multi-Services Digital Kiosk shall accept all digital payments including credit card, debit card and e-wallets.	Kiosk would be integrated with Payment Gateway via Existing Bill payments portal. The kiosk system can work in card present / Card not present Scenario. Confirmation required on same.	Through payment gateway without a dedicated slot for Cards.
152.	TR 4.40, Page No.321	The digital payments for Multi-Services Digital Kiosk shall comply with all the revenue/financial departments' norms and conditions for such online financial transactions in India and shall adhered to all	Need more clarification.	RFQ cum RFP is clear.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
		such norms and conditions.		
153.	TR 4.41, Page No.321	Multi-services digital kiosk shall have the capability of reading citizen specific smart card reader as an identity check for availing services.	Required specifications of Smart Card for integration of reader in the kiosk	RFQ cum RFP is clear.
154.	TR 4.42, Page No.321	Multi-services digital kiosk shall be able to read the smart card from mobile phones, tablets and paper prints.	Need clarification	RFQ cum RFP is clear.
155.	TR 4.43, Page No.321	The smart card reader shall be supported by a second level of authentication i.e. OTP via SMS at user registered number or similar that shall be inserted by the user using the keypad at the kiosk.	Request department to clarify on the workflow at the initial stage	To be finalized during detailed design stage.
156.	FR 16.96, Page No.321	Interface with emergency communication modules in multi-services digital kiosks for monitoring and action on emergencies reported by citizens.	We understand this is not in scope of Multiservice kiosk. And would be covered under scope of MSI. Kindly confirm.	RFQ cum RFP is clear and prevails.
157.	FR 16.97, Page No.321	Interface with police, fire and ambulance as needed for emergency services.		
158.	FR 16.98, Page No.321	Real-time monitoring of emergency dispatch vehicles.		
159.	FR 16.99, Page No.321	Receives and evaluates calls, emails, and online form submissions from internal and external customers requesting information on City services, procedures, activities, resources, and programs in support of the 24-hours-per-day/7-days-per-week; provide information and assistance in an efficient manner.		



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S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
160.	FR 16.100, Page No.321	Assesses nature or urgency of the issue; determines and establishes priority of call; resolves the issue or escalates and/or transfers call to appropriate staff/agency as necessary.		
161.	FR 16.101, Page No.321	Identifies the type of service being requested by listening, asking relevant questions, evaluating information obtained, and determining City services available to successfully handle the request.		
162.	FR 16.102, Page No.321	Creates or researches customer information in the Customer Relationship Management (CRM) system; records information on all customer inquiries or problems; provides updates on previously created cases.		
163.	FR 16.103, Page No.321	Follows system and department-specific procedures to create service requests and work orders in specialized department software systems.		
164.	FR 16.104, Page No.321	Conducts research using various City and public resources to provide customers with complete, accurate, and thorough answers to requests for information, inquiries, and/or problems.		
165.	FR 16.105, Page No.321	Dispatches calls in accordance with established procedures and policies using a computerized dispatch system, including determining priority of calls and contacting and sending appropriate response unit.		
166.	FR 16.106,	Observes and complies with departmental		

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
	Page No.321	policies and procedures, customer service quality standards, and compliance guidelines.		
167.	Vol 3 - FR 11.39, Page No.304	Database License should be un-restricted and perpetual, to prevent any non-compliance in an event of customization & integration.	Request to change the clause to: The database should be a perpetual use of license. And the proposed solution should allow integration of modules, services and support customization - The proposed solution should support industry standard hardware platform	RFQ cum RFP prevails.
168.	Vol 3 -FR 11.43, Page No.304	Database shall be able to provide database level storage management mechanism, which should enable the availability by means of creating redundancy, automatically balance the data files across the available disks, i/o balancing across the available disks for the database for performance, availability and management.	Request to change the clause to: Application server should support enterprise class with ability to support connection pooling, load sharing and load balancing when the load on the application increases.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
169.	Vol 3 - FR 11.45, Page No.304	Should be an enterprise class database with the ability to support connection pooling, load sharing and load balancing when the load on the application increases	Request to change the clause to: Application server should support enterprise class with ability to support connection pooling, load sharing and load balancing when the load on the application increases.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
170.	Vol 3 - FR 11.47, Page No.304	Database shall have built-in DR solution to replicate the changes happening in the database across DR site with an option to run real-time reports from the DR site without stopping the recovery mechanism.	Request to change the clause to: Database shall have built-in DR solution to replicate the changes happening in the database across DR site with an option to run near real-time reports from the DR site without stopping the recovery mechanism. And without updating the base records similar to read only access to the system	RFQ cum RFP prevails.
171.	Vol 3 - FR 15.51, Page No.304	Ability to add nodes to cluster on fly with no downtime with-out Unloading/ reloading data.	Request to change the clause to: Ability to recover the node on fly or with limited timelines	As per Bidder's Solution to meet the

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			with-out Unloading/ reloading data.	requirements of RFQ cum RFP.
172.	Vol 3 - FR 15.53, Page No.304	Database shall provide native functionality to store XML, Images, Text, Medical Images, CAD images within the database and support search, query functionalities.	Request to change the clause to: Database shall provide native functionality to store and retrieve XML, Images and Text data types.	RFQ cum RFP prevails.
173.	Vol 3 - FRS, Page No.83 onwards	e-Governance & ERP - Functional Requirements	Can you please explain what is the format in which the compliance for the FRS to be filled in and the based on which the marks are allotted based on the FRS Compliance in the technical Evaluation?	RFQ cum RFP is clear.
174.	Vol 3 - 2.2.11.6, Page No.304	Any commercially available database like Oracle/Informix/MS SQL /DB2 shall be provided along with license and support and upgrade costs.	Request you to please include all the other leading Databases like Sybase ASE, HANA.	RFQ cum RFP is clear and prevails.
175.	Vol 3 - FR 11.39, Page No.304	Database License should be un-restricted and perpetual, to prevent any non-compliance in an event of customization & integration.	It is recommended to use the Run time licenses of Database for the E-Governance and ERP applications, rather than going in for Un-restricted database license, which will reduce the overall cost.	RFQ cum RFP is clear.
176.	Vol 3 - 2.2.3.2, Page No.116	ERP software shall be certified on various operating systems like Windows, Linux and Unix. Additionally, certified backend databases are Sybase ASE, DB2, MS SQL, ORACLE.	Request you to please change the clause as "ERP software of the OEM shall be certified on operating systems like Windows, Linux and Unix. Additionally, on certified backend databases Like Sybase ASE, DB2, MS SQL, ORACLE, HANA etc. However, ERP OEM should provide the best possible DB for meeting the requirements of this RFP and accordingly the bidder can provide for the relevant OS"	As per Bidder's Solution to meet the requirements of RFQ cum RFP.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
177.	Vol 3 - 2, Page No.25	<p>The key stakeholders that shall be the direct/indirect users of the system are:</p> <ul style="list-style-type: none"> • AITL employees; • Citizens residing in the city as well as workers; • Any outsourced employees, managing the various city functions as applicable; • Third Party Vendors; • Other Government Departments/Organizations; • Industrialists and citizens both existing and prospective. 	<p>Please provide the following User details and other metrics required:</p> <ol style="list-style-type: none"> 1. Number of Transaction users 2. Number of employees to be considered for Payroll 3. Number of employees to be covered for Employees Self-service other than covered in Transactional users 4. Spend Volumes through E-procurement per annum 5. Number of Properties for Property tax calculation 6. Number of Electricity connections 7. Number of Water Connections 8. Number of officers involved in Citizen services 9. Number of Citizens to be covered under Citizen services 10. Number of Analytics users 11. Number of Maintenance users 12. Expected Revenue and Expenses per annum with expected YOY growth. 	<p>For user breakdown, use Industry Standards to meet the requirements of RFQ cum RFP. For total user requirements, RFQ cum RFP is clear.</p>
178.	Vol 3	Interfaces and Integrations	<p>Please let us know the applications and systems with which interfacing is required and the related interfacing volumes.</p>	<p>Interfacing volumes will be shared with the successful Bidder. For interface requirements, RFQ cum RFP is clear.</p>



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S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
179.	Vol 3, Page No.133		Please ask for an OEM self-certificate for the following points related to COTS erp to prove the authenticity of the features supported as standard ones.	RFQ cum RFP prevails.
180.	Volume III Terms of Reference - Network Management System, Page No.68		<ul style="list-style-type: none"> The Solution shall provide future scalability of the whole system without major architectural changes. Solution shall be open, distributed, scalable, and multi-platform and open to third party integration All the proposed EMS solution should be from a single vendor The Configuration Management Data Base (CMDB) should further have out of the box integrations with all the other proposed components. <p>Single integrated dash board to provide line of business views and drill down capabilities to navigate technical operators right from services to last infrastructure components</p> <p>Application shall be the manager of managers and capable of receiving events/alerts from multiple monitoring systems including system, network, storage, hardware, and application. System should be the single pane of glass for enterprise monitoring</p>	Original reference not found.
181.	Volume III Terms of Reference - Network Management System, Page No.65	The NMS shall have single user per site license and shall be scalable for management of service provider configurations	The licensing policy will vary from OEM to OEM. Ideally the licensing for network should be dependent on the no. of nodes. Please modify this to "The NMS licenses should be scalable for management of service provider	Original reference not found.



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S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			configurations"	
182.	Volume III Terms of Reference - Network Management System, Page No.71	The proposed helpdesk system shall have an updatable knowledge base for technical analysis and further help end-users to search solution for previously solved issues	Request to consider following functionality of Helpdesk should provide a Hot Topic Analytics feature and should intelligently display an interactive diagram indicating the hot topics among recent incidents so that users can easily discover incident trends and their relative impacts, and identify problem candidates.	RFQ cum RFP prevails.
183.	Volume III Terms of Reference - Network Management System, Page No.71	The proposed helpdesk shall be able to provide flexibility of incident assignment based on the workload, category, location etc.	Request to consider following functionality of Helpdesk Solution should allow for a Smart Ticket feature to quickly submit a Service Desk ticket by just entering a description or attaching a screenshot. Solution should intelligently populate other fields such as category or affected services by extracting and analyzing the content that you entered in the ticket	RFQ cum RFP prevails.
184.	Volume III Terms of Reference - Network Management System, Page No.68	The proposed system shall support multiple types of discovery like IP range discovery - including built-in support for IP v6, Seed router based discovery whenever new devices are added with capability to exclude specific devices	Inclusion of Network Change, Provisioning & configuration "The solution should have a network Change, Provisioning and Configuration Management for: a) In real time, detect configuration and asset information changes made across a multi-vendor device network, regardless of how each change is made and also support configuration deployment/rollback and configuration templates b) Configure granular, customizable user roles to control permissions on device views, device actions, and system actions. Support common authentication systems, such as TACACS+, Radius, SecurID, Active Directory and LDAP. c) Manage network compliance by comparing devices to defined, best-practice standards.	RFQ cum RFP prevails.



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S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			Speed audit processes with out-of-the-box network compliance reports for ITIL, SOX, HIPAA, PCI DSS, and more. Validate device operating states in real time to stay in compliance."	
185.	Volume III Terms of Reference - Network Management System, Page No.72	The solution shall be of the type passive monitoring without a need to install any probe or collector for data collection	Traffic collection requires enabling of the flow on the nodes. However systems would require a data collector to capture the data flows. Therefore please change this to : "The solution shall be of the type passive monitoring and should not cause any performance overheads"	Query reference not found.
186.	Volume III Terms of Reference - Network Management System, Page No.72	Change Management	The Change Management must be automated i.e. The Change Management module should provide a rule-based workflow system for controlling changes throughout their lifecycle: from initial request to approval, to planning and implementation, and to monitoring and evaluation. Should include automated impact analysis, calculated risk analysis, collision detection, and unplanned change detection and validation.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
187.	Volume III Terms of Reference - Network Management System, Page No.70	Systems & Database Performance - Monitoring, Management & Reporting	Request you to include the following in order to support a heterogeneous environment and reduce overall event count so as to improve operations team productivity: " Solution a) Should provide a centralized point of control with out-of-the-box policy-based management intelligence for easy deployment for the servers, operating systems, applications and services for correlating and managing all the IT	As per Bidder's Solution to meet the requirements of RFQ cum RFP.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			<p>infrastructure components of a business service</p> <p>b)Should provide in built correlation to reduce the number of messages presented to the operators and to determine the root cause.</p> <p>c) The system must be agent based for managing the nodes and have the capability of storing events / data locally if communication to the management server is not possible due to some problem. This capability will help to avoid losing critical events."</p>	
188.	Volume III Terms of Reference - Network Management System, Page No.69	The proposed solution shall be able to correlate application changes (code and configuration files) with change in application performance	Typically the Code level changes are saved in a Source Code Management solution which is not touched by the monitoring tools. Therefore please remove the clause for correlating code level changes	Original reference not found.
189.	Volume 3 - Section 2.2.3, Page No.85	Estimated volume of users for the E-governance system (part of AEE)	What is the expected volume of users for the E-governance system - across different access channels? And if the volume is significant then what is the Performance testing approach bidder should undertake in order to meet the SLA's for this application?	RFQ cum RFP is clear.
190.	Volume 3 - Section 2.2.3, Page No.85	Estimated volume of users for the ERP system (part of AEE)	What is the expected volume of users for the ERP system? And if the volume is significant then what is the Performance testing approach bidder should undertake in order to meet the SLA's for this application?	RFQ cum RFP is clear.
191.	Volume 3 - Section 3.1.7, Page No.366	Stress and Load testing - Comprehensive stress and load testing of AEE modules shall be conducted to demonstrate robustness and	What all software applications are to be considered for this performance testing? Would it include the entire list of customer facing	Each module shall be tested as per RFQ cum RFP.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
		reliability of the system	systems - mentioned in Volume 3 - Section 2.2.3 - Page 85	
192.	Volume 3 - Section 3.1.7, Page No.366	Stress and Load testing - Comprehensive stress and load testing of AEE modules shall be conducted to demonstrate robustness and reliability of the system	From Stress and Load testing perspective - What is the expected peak volume of users to be considered for each of the application that falls under AEE (Auric E-governance and ERP system) and also would be a designated candidate for the Stress/Load testing exercise	RFQ cum RFP is clear.
193.	Volume 3 - Section 3.1.7, Page No.366	Stress and Load testing - Comprehensive stress and load testing of AEE modules shall be conducted to demonstrate robustness and reliability of the system	Given the variety of applications that would undergo Stress and Load test - are there any recommendations around the Performance testing tool that would be used?	RFQ cum RFP is clear.
194.	Volume 3 - Section 2.2.1 - TR1, Page No.69	Application Performance - Monitoring, Management and Reporting	Should the proposed EMS system - also perform Proactive monitoring (for applications) of all end user transactions; detecting failed transactions; gathering evidence necessary for problem diagnosis.	Yes.
195.	Volume 3 - Section 2.2.1 - TR1.346, Page No.69	The proposed system shall be able to provide trend analysis reports and compare the user experience over time by identifying transactions whose performance or count has deteriorated over time	Should the reports and dashboards be easily customizable using visual editing capabilities and no coding be involved? Should they also be role-based so that business and IT stakeholders get the necessary visibility into the health of business and provide out-of-box KPIs that can be used to present different aspects of business service health	RFQ cum RFP is clear.
196.	Volume 3 - Section 2.2.1 - TR1.346, Page No.69	The proposed system shall be able to provide trend analysis reports and compare the user experience over time by identifying transactions whose performance or count has deteriorated over time	Should the reports and dashboards be role-based so that business and IT stakeholders get the necessary visibility into the health of business and also provide out-of-box KPIs that can be used to present different aspects of business service health?	Yes.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
197.	RFP Volume 3, TR 1.299, Page No.66	The NMS shall allow notifications to be automatically sent to phones, offsite workstations, etc.	NMS is configured to send notifications via SMS and e-mail. Kindly remove the option of offsite workstations and include e-mail to include maximum participation	Offsite workstation connected to the network is required. RFQ cum RFP prevails.
198.	RFP Volume 3, TR 1.300, Page No.66	The NMS shall monitor as a minimum base station units and subscriber units along with other IP enabled equipment that is being provided as part of project	This specification is attuned for cellular operators and not for enterprise networking vendors. Kindly delete this specification	Base station units shall be at the control centre. Subscriber units shall be at the field. Ultimately all IP enabled equipment shall be included.
199.	RFP Volume 3, FR 2.25, Page No.78	The System shall be capable of providing access point groups with highest quality network resource utilization by analyzing the past 24 hours of RF network optimizing the network for next day	To have a level playing field and ensure maximum vendor participation, kindly delete this point as it is specific to a particular vendor	The Bidder is free to develop this solution. RFQ cum RFP prevails.
200.	RFP Volume 3, TR 2.50, Page No.82	Accurate location for all wireless users and devices	To accurately locate any wireless user or device, triangulation is required. As per number of access points required in RFP, it's not possible to achieve the same. please delete this point	Accuracy based on no. of access points that is achievable will be acceptable.
201.	In the Exhibit 15 Smart City Platform- There are 5 Layers has been mentioned i.e. 1.City Systems 2.Communication Network 3.Data center and	In the Exhibit 15 Smart City Platform- There are 5 Layers has been mentioned i.e. 1.City Systems 2.Communication Network 3.Data center and Disaster Recovery Center 4. Analytics 5. Visualization has been Mentioned	So request you to include the same and change it to 1.City Systems 2.Communication Network 3.Data center and Disaster Recovery Center 4. IoT Layer - Data Aggregation, Integration, Normalization and Management 5. Analytics 6. Visualization	IoT layer is a key requirement as per the details provided in the RFQ cum RFP.



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S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
	Disaster Recovery Center 4. Analytics 5. Visualization has been Mentioned, Page No 314. Exhibit 15			
202.	Smart City Platform, Page 343 of the RFP	Smart City Platform	<p>Addition in the Smart city platform Functionalities specification: IoT Layer i.e. Smart Application and Integration Layer has to integrate lots of Services in the current scenario and has to deliver an architecture which will be future scalable and can accommodate more Services / Utility Solution Integration. Smart Application and Integration will be a Common layer and is required for the aggregation and integration of utilities and sensors data so that Processing of the data from different utility solutions and Sensors for management, Analytics, Reporting and Integration of the Different Authorities data and End Sensor and Device Management can be performed from a single operational screen. Bidder has to provide this layer which will be able to meet the following functionalities and Architecture and placement of the Smart Application layer will be as depicted in the diagram.</p> <p>The smart applications layer will contain data aggregation systems, management systems (rules engines, alerting systems, diagnostics</p>	<p>IoT layer is required as part of the overall Bidder's solution and in compliance with RFQ cum RFP. Further, the analytics solution proposed by the Bidder shall meet the following requirements:</p> <ol style="list-style-type: none"> Should have been implemented in multiple Indian and international departments for structured and unstructured data analytics. Should be integrated platform with single administration



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			<p>systems, control systems, fulfilment, assurance, billing systems, messaging system, and events handling system), and reporting / dashboard system to provide actionable information to city administrators and citizens. It will be an ever evolving layer with applications added and integrated in a seamless manner with the existing applications.</p>	<p>and metadata management interface across all systems.</p>
			<p>Data Aggregation system of Smart Application Layer should be connectivity media agnostic, it should support the connectivity of Smart Application layer through all type of network - Cellular (GSM-2g/3G), Wi-Fi, FTTH, Wireline Broadband, LTN, LoRa in Box itself. Compliance to each of the above network integration should be submitted individually.</p>	
			<p>Smart Application Layer broadly should consists of the following modules:</p> <ul style="list-style-type: none"> a. M2M management and provisioning b. Device Data Acquisition Layer c. Device and service Management d. Data Analytics & Verification e. Data API exposure and application enablement tools f. Enterprise Database g. Reporting/Dashboard Console. 	
			<p>Smart Application layer management system should have minimum following features in addition to the features mentioned in the present clause and have capability to manage applications, gateways and field devices with the above layers:</p>	



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			<p>a. Lifecycle Management b. Inventory Management c. Tariff Plan Mgmt. d. Diagnostics & Monitoring e. Provisioning f. Subscription Management g. Application & Service Management h. Integrated Portal & Reporting (Single Window & Consolidated) i. Enterprise Customer Access j. Command Centre Access</p> <p>Smart Application layer Reporting and dashboard solution should have consolidated Single window reporting, correlation and Analytics solution. Analytics system should be based on established Database system (not on open source) and OSSP (Original Software Solution provider) of Smart Application layer should provide an undertaking for the commercial deployment of Smart Application layer Reporting and Analytics system on offered database in India or globally. There should be strictly Single Database for complete Smart Application Layer and SAL should also provider Correlated reports.</p> <p>For a robust SAL, the layer should support data acquisition over any protocol, Open source message brokering will makes it easy to integrate new/proprietary protocols. SAL should support</p> <p>a. Smart City Application Data Store integration b. Security</p>	



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			<p>c. Rule Engine d. Alerts & Notifications e. Data Exposure f. Registration</p> <p>Smart Application Layer (SAL) should have API management feature in-built and should have feature for Application development studio to create new applications for Smart City in Future.</p> <p>It will be responsibility of SAL OSSP to facilitate the future application development on deployed platform to build future applications.</p> <p>Smart Application Layer (SAL) should support all devices which are based on Industry standards. OSSP should give an undertaking for the support of following :</p> <p>a. In-built Protocol libraries of most standardized M2M/IOT Protocols like LWM2M, MQTT, LTN Gateway, DLMS, TR-069, Zigbee, OMA DM etc. b. API Exposure and Interaction Studio (Web GUI) tools to building real time IOT applications c. Message queuing through Apache ACTIVE MO d. Device Management and Subscription management</p> <p>Smart Application Layer (SAL) should support features for billing, real time, telescoping, differential, value based mediation, and charging features to securely monetize the vast treasure troves of Internet of Things- generated data to deliver value to smart cities applications, whether by enabling new revenue streams,</p>	



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			reducing costs, or improving customer experience.	
			Smart Application Layer should have deployment support for open virtualization on a private and public cloud with Orchestration capabilities to scale in and scale out depending on device volume/capacity handling and Open standard virtualization	
			Smart Application Layer should support Role-Based Access Control and acquire data and maintain it in a resource-oriented uniform data model aligned with oneM2M standard. SAL data model should be device, application agnostic.	
			SAL should support Identification of problems quickly through automated problem correlation and root- cause analysis across multiple infrastructure domains, and determines impact on services	
			SAL should provide Unified Console for Smart City (Command Centre).	
			Smart Application Layer should support network function virtualization with all the modules of SAL should be able to deploy in industry standard virtualization layers like VMWare, RHEL, Open stack and carrier grade platforms as well.	
			Smart Application Layer should be linearly scalable by adding virtualization instances without any downtime on the existing setup.	
			Smart Application layer also need to support	



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			<p>deployment in Geo-redundancy (DC and DR capabilities) with local N+1 redundancy.</p> <p>Smart Application Layer should provide open standard interface over HTTP/REST API to integrate with end customer's network management system and billing/charging platforms.</p> <p>Smart Application Later should handle data security and device authentication with industry standard and latest version of SSL/TLS parameters.</p> <p>Smart Application Layer should handle data security with industry standard encryption while the data is in motion within platform layer before exposing to application enablement using API's.</p>	
203.	Vol III, TR 1.200> Page no. 42	The Industrial Grade Switch installed at the field shall have at least three (3) 1000BaseTX ports and three (3) 10/100BaseTX ports with two (2) Gigabit Ethernet SFP (1000BaseFX) ports for backhaul (uplink) connectivity.	Please remove the industrial grad switch	RFQ cum RFP prevails.
204.	Vol III, TR 1.203> Page no. 42	The industrial grade switches shall at a minimum carry IP30 rating.	Please remove this point	RFQ cum RFP prevails.
205.	Vol III, TR 1.206> Page no. 43	<p>All switches installed on-field shall be capable of working in the harsh environmental conditions with immunity to EMI and heavy electrical surges. They shall support:</p> <ul style="list-style-type: none"> • EN-60950-1 or Equivalent • EN 55022/24 or CISPR 22 	<p>Please remove IEC 60068-2-27 and 2-32 and IEC 60068-2-6.</p> <p>Please change it to certification required for enterprise grade access switch</p>	RFQ cum RFP prevails.



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		<ul style="list-style-type: none"> FCC Part 15 Class A IEC 60068-2-27 and 2-32 or Equivalent IEC 60068-2-6 or Equivalent 		
206.	Vol III, TR 1.207> Page no. 43	The switches shall be powered by 12/24/48VDC input as per the design requirements with dual redundant inputs and integrated power supply. The terminal blocks for the power supply options shall support reliable, maintenance-free connections. Any power conversions required shall be in the scope of the MSI	Please change to AC / 12/24/48VDC input and remove the dual redundant inputs and integrated power supply	RFQ cum RFP prevails.
207.	Vol III, TR 1.208> Page no. 43	The industrial grade switches shall support operating temperature range of 0°C to +65°C (without any fans) with ambient relative humidity of 5-95%, non-condensing.	Please change the operating temperature range of 0°C to +45°C with ambient relative humidity of 15-95%, non-condensing.	RFQ cum RFP prevails.
208.	Vol III, TR 1.223> Page no. 43	The device shall have LED indicators for power, LAN, Signal, RS232, and Ethernet link & activity	Please change RS232/USB/RJ-45	Acceptable.
209.	Vol III, TR 1.230> Page no. 45	The core router shall have a minimum throughput of 80 Gbps per slot.	Please change it to 20Gbps	As per Bidder's overall solution and meeting the overall throughput requirements.
210.	Vol III, TR 1.293> Page no. 49	The NMS shall provide polling agents to upload status, changes or alerts of the local devices attached with the Ethernet enabling devices.	Please remove this point	RFQ cum RFP prevails.
211.	Vol III, TR 1.299> Page no. 50	The NMS shall allow notifications to be automatically sent to phones, offsite workstations, etc. for efficient response.	Please remove this point	RFQ cum RFP prevails.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
212.	Vol III, TR 1.305> Page no. 50	The NMS shall have role-based access control provides flexibility to segment the wireless network into one or more virtual domains controlled by a single management platform.	Please remove this point	RFQ cum RFP prevails.
213.	Vol III, TR 1.306> Page no. 50	The NMS must provide an interface for IT helpdesk personnel to create guest credential	Please remove this point	RFQ cum RFP prevails.
214.	Vol III, TR 2.3> Page no. 63	<ul style="list-style-type: none"> • Organization IEEE: <ul style="list-style-type: none"> ○ Ø IEEE 802.11a/b/g/n/ac • Organization European Standard (EN): <ul style="list-style-type: none"> ○ Ø EN50121-1 EMC • Organization Underwriters Laboratory and IEC: • Department of Telecommunications guidelines • Telecom Regulatory Authority of India guidelines 	Please change EN50121-1 EMC to UL/IEC/EN 60950	EN50121-1 EMC or UL/IEC/EN 60950
215.	Vol III, TR 2.20> Page no. 64	The Wi-Fi access point shall be capable of working at a temperature range of 0°C to 60°C and at a humidity of 5% to 95%, non-condensing.	Please change the temperature to 0° C to +55° C	RFQ cum RFP prevails.
216.	Volume 1, Instructions to Bidder, C. Submission, Opening and Evaluation, Point 29, Page No.54, A&M and Presentation,	CMMI Level 3 (sole bidder or consortium member responsible for e-governance). Marks 3	Highest standards are needed for executing such a large and complex projects. Hence, we request you to consider the marks weightage as suggested below in technical evaluation. The Bidder (any member in case of consortium) shall have CMMi Certification CMMi L5 - 5 Marks	RFQ cum RFP prevails.



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	Point 2.4		CMMi L3 - 3 Marks	
217.	Volume III - Terms of Reference, Section 2.2.11.3 - Servers -Technical Requirements, TR 11.59 - Link Load Balancer, Volume III, Page No. 280	Link Load Balancer shall Support built-in failover decision/health-check condition	RFP has asked for built-in Failover decision/health-check conditions but failover conditions have not mentioned hence we request you to add health check conditions." The above statement should be as follows. "Should support built in failover decision/health check conditions (both hardware and software based) including CPU overheated, SSL card, port health, CPU utilization, system memory, process health check and gateway health check to support the failover in complex application environment."	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
218.	Volume III - Terms of Reference, Section 2.2.11.3 - Servers -Technical Requirements, TR 11.58 & TR 11.59 - Link Load Balancer, Volume III, Page No. 280	(New Additional Feature - Link Load balancer)	Link Load balancer can also act as aa IPv6 gateway hence we request to add below IPv6 Features on Link load balancing Specifications: 1) IPV6 support with IPv6 to IP4 and IPv4 to IPv6 translation and full IPv6 support. 2) IPV6 support with DNS 6 to DNS 4 & DNS 4 to DNS 6 translation. 3) Support full DNS bind function & Capable of handling complete DNS bind records including A, MX, AAAA for IPv6.	RFQ cum RFP prevails.
219.	Volume III - Terms of Reference, Section 2.2.11.5 - Data security, TR 11.60 & TR 11.61 - Server Load	(New Additional Feature - Server Load Balancer with Web Application Firewall)	The RFP has included most of network and security solution to strengthen the infrastructure, however web Application security network function is missing and is essential network function for overall security of application infrastructure. Application security will surely improve the security posture and improve the operational efficiency of the solution. Besides	MSI shall ensure cyber security guidelines issued by the Government are met as part of the overall solution.



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	Balancer, Volume III, Page No. 280		<p>Cyber Security Model Framework for Smart Cities circular also recommends web application security devices for overall end to end security model. We suggest including application security solution with minimum specifications to this project.</p> <p>Application level security solution should be provided through leading practices and standards including the following: Prevent OWASP top 10 vulnerabilities including SQL Injection, XSS, Security Misconfiguration Vulnerabilities, Restrict URL Access Vulnerabilities, Insufficient Transport Layer Protection, Redirects and Forwards Vulnerabilities</p> <p>The application security solution should have positive security model with machine learning capabilities to detect and prevent anomaly in application traffic and unknown attacks. Machine learning should be based on true ML algorithms, and not just automation of dynamically learnt rules.</p> <p>Web application security solution should have capability of performing static analysis of source code & dynamic analysis at RUN time to identify potential vulnerabilities in web applications and solution must have option to deploy virtual patch based on static and dynamic analysis results.</p> <p>The Web application security solution should</p>	



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			<p>address known & unknown attacks based on user inputs and application responses using combination of dedicated protectors/signature engines and Machine Learning</p> <p>WAF should support built-in correlation engine to detect atomic attacks and complex attack chains. Administrator should have option to define customized correlation rules</p> <p>Should be proposed as dedicated virtual instance with dedicated resources on next generation load balancer appliance</p>	
220.	Vol -1, 5.1 (a), Page No.45	The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least two (2) projects related to implementation of Integrated Operations Centre/Command and Control Centre integrating at least three (3) different city/campus-wide applications/sensors at the command and control centre with a minimum value of INR 10 crores per project (excluding civil works) during last seven (7) years.	<p>The integrated Smart city/township initiative in India has been a recent phenomenon in the year 2015. As of now not many smart city projects have been implemented in the country. However, as part of the safe city which is an integral part of any smart city many public safety projects of relatively lower values have been implemented by the Govt. It is therefore requested that the experience of implementing public safety - Command Control Centre projects for cities/defence/Govt agencies may please be considered under this clause to encourage participation by Indian companies. Hence the said clause may be amended as :- It is requested to update the clause,</p> <p>The Bidder (any member in case of consortium) shall have successfully executed at least two (2) projects related to implementation of Turnkey IT Project/ Integrated Operations Centre /Command and Control Centre integrating at</p>	RFQ cum RFP prevails.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			<p>least three (3) different city/defence/Govt agencies /campus-wide applications/sensors at the command and control centre for a city wide / campus wide deployment having a minimum value of INR 5 crores per project during last ten (10) years.</p>	
221.	Vol -I, 1.1, Page No.51	<p>The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least two (2) projects related to implementation of Integrated Operations Centre/Command and Control Centre integrating at least three (3) different city/campus-wide applications/sensors at the command and control centre with a minimum value of INR 10 crores per project (excluding civil works) during last seven (7) years. Number of Projects: 1) =2 : 7 Marks 2) >=3 and <5 : 10 Marks 3) >=5 : 14 Marks</p>	<p>The integrated Smart city/township initiative in India has been a recent phenomenon in the year 2015. As of now not many smart city projects have been implemented in the country. However, as part of the safe city which is an integral part of any smart city many public safety projects of relatively lower values have been implemented by the Govt. It is therefore requested that the experience of implementing public safety - Command Control Centre projects for cities/defence/Govt agencies may please be considered under this clause to encourage participation by Indian companies. Hence the said clause may be amended as :-</p> <p>It is requested to update the clause, The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least two (2) projects related to implementation of Turnkey IT Project/ Integrated Operations Centre/public safety -Command and Control Centre integrating at least three (3) different city/defence/Govt agencies/campus-wide applications/sensors at the command and control centre with a minimum value of INR 5 crores per project (excluding civil works) during last seven (7) years.</p>	RFQ cum RFP prevails.

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			Number of Projects: 1) =2 : 7 Marks 2) >=3 and <5 : 10 Marks 3) >=5 : 14 Marks	
222.	Vol-III, 3.2.14 defence/Govt agencies, Page No.381	Mobile version for the smart city platform for the Client;	1. Please specify the number of users are going to use Mobile version for the smart city platform. 2. Will this be used for executive users or field users?	RFQ cum RFP is clear.
223.	Vol-III, 2.2.13, Page No.297	Operator Workstations - These workstations shall be dedicated for ACC system use at the operator consoles. They are the point of control for the various systems at the ACC Smart City Platform – Various Smart City dashboards, Key Performance Indicators (KPI's), and analytics that are available as display visuals to aid city operations and better manage the city. This platform will also input and output feeds from other systems and agencies such as fire, education, healthcare, etc.	Please provide total number of Smart City Platform Operators in Command Control Centre.	RFQ cum RFP is clear.
224.	Vol-III,TR 13.481, Page No.338	Platform shall have in-built function to store all platform related data for a user defined period of time.	Please specify the primary data and archive data retention period.	RFQ cum RFP is clear.
225.	Vol-III,TR 13.485, Page No.339	The platform shall be able to issue, log, track, manage and report on all activities underway during these modes of operation: <ul style="list-style-type: none"> • anticipation of incident • incident or crisis • recovery; and 	Please Elaborate	RFQ cum RFP is clear.

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		<ul style="list-style-type: none"> incident simulation 		
226.	Vol-III, TR 13.486, Page No.339	The platform shall allow creation of hierarchy of incidents and be able to present the same in the form of a tree structure for analysis purposes.	Every incident is different and needs to be handled in real time. please elaborate the need of hierarchy of incidents	Various levels that may be configured in the system.
227.	Vol -1, 5.1 (a), Sr no. 7 (ERP), Page No.45/46	The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least two (2) projects related to implementation /integration and support of ERP system including finance, utility billing, maintenance & asset management modules (with at least 2 of these modules) having a minimum value of INR 10 crores per project during last seven (7) years. At least one (1) project shall be international.	<p>It is requested to amend the clause as follows;</p> <p>The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least one (1) projects related to implementation /integration and support of ERP system including finance, utility billing, maintenance & asset management modules (with at least 2 of these modules) having a minimum value of INR 10 crores per project during last seven (7) years. At least one (1) project shall be international.</p> <p>(or)</p> <p>The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least two (2) projects related to implementation /integration and support of ERP system including finance, utility billing, maintenance & asset management modules (with at least one of these modules) having a minimum value of INR 10 crores per project during last seven (7) years. At least one (1) project shall be international.</p>	RFQ cum RFP prevails.
228.	Vol-I, Project Experience, 1.1 to	The evaluation of the technical projects for 1.1 to 1.5 is done as the count of the projects	Smart cities are in nascent stage and very few related projects have been executed till date,	RFQ cum RFP prevails.

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	1.5, Page No. 51-53	mentioned below Number of Projects: 1) =2 : 7 Marks 2) >=3 and <5 : 10 Marks 3) >=5 : 14 Marks	hence project citations will be limited with the prospective bidders. The requirements and markings asked for pre- qualification criteria are very stringent, we suggest lowering the no of projects so that MSI may score marks on basis of their own experience. We suggest to kindly amend the clauses 1.1 to 1.5 the scoring criteria as mentioned below: Number of Projects: 1) 1 Project: 7 Marks 2) 2 Projects: 10 Marks 3) =>3 Projects: 14 Marks The above scoring pattern is for the max 14 marks. Similar changes to be done for the evaluation of the Technologies with marks 12, 6 and 4 as well.	
229.	Vol-I, Project Experience, 1.1 to 1.5, Page No. 51-53	suggestion	As the requirement in the RFP is for I&C of 100 Wi-Fi AP. Also, Wi-Fi has multiple benefits, it provides connectivity to the citizens of the city and will be instrumental for the development of the city and the citizen of the city. Wi-Fi will also be assist in backhauling of the Smart city elements. Understanding the criticality of the same, scoring for the Wi-Fi experience should also be included in the Project Experience Scoring.	RFQ cum RFP prevails.
230.	Vol-I, Project Experience and A&M and Presentation, Page No. 51-54	Presently as per the TQ structure, there are 50 marks for Project Experience and 25 marks for the A&M and Presentation.	The scoring weightage should be more for the A&M and Presentation of the Proposed solution instead of the Project Experience. Change Requested: 25 Marks for Project Exp... & 50 Marks for A&M and Presentation.	RFQ cum RFP prevails.
231.	Vol-I, A&M and	CMMI Level 3 (sole bidder or consortium	The CMMi certification shall be of the sole	RFQ cum RFP

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	Presentation, 2.4, Page No. 54	member responsible for e- governance).	bidder for the projects in System Integration and it shall not be limited to e-gov. or specific experience in any domain expertise. We request to kindly remove the specific exp for e-gov.	prevails.
232.	Vol-I, Key Experts, 3.2 to 3.7, Page No. 54	3.2 Project Manager 3.3 Network Architect 3.4 Solution Architect 1 3.5 Solution Architect 2 3.6 Integration Engineer 3.7 Security Architect	We request to clarify whether the expert required in points 3.2 to 3.7 can be from consortium partners also where SI is also using experience for few solutions from the consortium partner.	Experts can be from Consortium members.
233.	Vol-I, Project Experience, 1.4, Page No. 53	The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least two (2) projects related to implementation of Outside Plant Fibre Optic Infrastructure including at least 150 km (outdoor) with at least 100 nodes per project having a minimum value of INR 10 crores per project during last seven (7) years. Number of Projects: 1) =2 : 3 Marks 2) >=3 and <5 : 5 Marks 3) >=5 : 6 Marks	As the Fiber network is very integral part of the scope of the RFP so the experience on which SI is being evaluated shall be of fiber optic network or active network. So we suggest the change in the clause as: The Bidder (any member in case of consortium) shall have successfully executed at least two (2) projects related to implementation of Outside Plant Fibre Optic Passive Infrastructure of at least 150 km or Active infrastructure with at least 100 nodes per project having a minimum value of INR 10 crores per project during last seven (7) years. Number of Projects: 1) =2 : 3 Marks 2) >=3 and <5 : 5 Marks 3) >=5 : 6 Marks	RFQ cum RFP prevails.
234.	Vol-I, Project Experience, 1.4, Page No. 53	The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least two (2) projects related to implementation of Outside Plant Fibre Optic Infrastructure including at least 150 km (outdoor) with at least 100	Fiber infrastructure is the most crucial element in the development of Smart city. The investment in fiber infrastructure today will form the backbone for all the success stories of tomorrow. As the fiber infrastructure forms the most important and the critical aspect in	RFQ cum RFP prevails.

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		nodes per project having a minimum value of INR 10 crores per project during last seven (7) years. Number of Projects: 1) =2 : 3 Marks 2) >=3 and <5 : 5 Marks 3) >=5 : 6 Marks	development of the Smart city, scoring for this clause need to be strengthened. OFC deployment is >25% of the overall budget, hence we are recommending OFC deployment scoring to be improved from 6 to 12. So we suggest the change in the clause as: The Bidder (any member in case of consortium) shall have successfully executed at least two (2) projects related to implementation of Outside Plant Fibre Optic Passive Infrastructure of at least 150 km or Active infrastructure with at least 100 nodes per project having a minimum value of INR 10 crores per project during last seven (7) years. 1) =2 : 6 Marks 2) >=3 and <5 : 9 Marks 3) >=5 : 12 Marks	
235.	Vol-I, Appendix 6: Format of Joint Bidding Agreement and Joint Venture/Consortium Summary. 5, Page No. 76	Joint and Several Liability: The Parties do hereby undertake to be jointly and severally responsible for all obligations and liabilities relating to the Project and in accordance with the terms of the RFQ cum RFP and the Contract, for the performance of the Contract.	The clause of Joint and Severally liability shall be limited to the consortium members only and not to the other partners. This will limit the active participation of the global OEMs/partners and also will lead to high overall Capex of the bid.	RFQ cum RFP prevails.
236.	Vol-I, Supply and Installation Cost (SIC), Page No. 81	Total Contract Price = Supply and Installation Cost + Recurrent Cost Within each such category, the Contract Implementation Schedule may trigger partial payments for the portion of the total Contract Price for the category corresponding to the goods or services actually Delivered, Installed, or Operationally Accepted, at unit prices and in the currencies specified in the Price	We request to dilute the payment terms in line to the other smart cities project e.g. Kakinada, Vizag etc. Kindly modify the payment terms for CAPEX (Supply and Installation Cost) as <ul style="list-style-type: none"> – Supply of all Hardware associated with Phase 2a and 2b -50% of C – Operational Acceptance and Go-Live of Phase 1-15% of C – Operational Acceptance and Go-Live of 	RFQ cum RFP prevails.

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		<p>Schedules of the Contract Agreement.</p> <p>I. Supply and Installation Cost (SIC)</p> <ul style="list-style-type: none"> – Supply of all Hardware associated with Phase 2a and 2b -15% of C – Operational Acceptance and Go-Live of Phase 1-15% of C – Operational Acceptance and Go-Live of Phase 2a and 2b-10% of C – Operational Acceptance and Go-Live of Phase 3a and 3b-10% of C – End-to-end handover of all implementations and commencement of operations phase- 10% of C – Total Payment for Supply and Installation- 60% of Contract Price <p>All payments made for milestones of supply shall have a pre-requisite i.e. MSI confirms to AITL that successful orders have been placed to the respective suppliers. II. Recurrent Cost (RC) Recurrent costs during the Maintenance Period –Remaining 40% payment paid quarterly in equal installments after deduction of any penalty arising out of service levels. All payment to be made upon respective approval by AITL and its representatives.</p>	<p>Phase 2a and 2b-15% of C</p> <ul style="list-style-type: none"> – Operational Acceptance and Go-Live of Phase 3a and 3b-10% of C – End-to-end handover of all implementations and commencement of operations phase- 10% of C – Total Payment for Supply and Installation- 100% of Supply and Installation Cost <p>AMC payment would be made on quarterly arrear basis.</p>	
237.	Vol-I, 1. Accessing/Purchasing of BID documents, Page No. ii	To participate in Bidding, Bidders have to pay through online mode a bid processing fee of Rs.1,00,000 (Rupees One Lakhs only including applicable service tax and cess) towards processing fee for BID (non-refundable) and EMD (Bid Security) is also to	We suggest the clause to be amended as: To participate in Bidding, Bidders have to pay through online mode a bid processing fee of Rs.1,00,000 (Rupees One Lakhs only including applicable service tax and cess) towards processing fee for BID (non- refundable) and	Scheduled/Nationalized bank is acceptable.

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		be furnished by the Bidder for the amount of Rs.5,00,00,000 (Rupees Five Crore only.) in the form of Demand Draft / Bank Guarantee (BG) as per the format mentioned in Appendix 3, issued from a scheduled Bank in the name of the Client.	EMD (Bid Security) is also to be furnished by the Bidder for the amount of Rs.5,00,00,000 (Rupees Five Crore only.) in the form of Demand Draft / Bank Guarantee (BG) as per the format mentioned in Appendix 3, issued from a scheduled/nationalised Bank in the name of the Client.	
238.	Vol-I, 25. Performance Security, Page No. 33	25.2 The Performance Security shall be for an amount equal to 10% (Ten percent) of the total value of the Contract.	We suggest the clause to be amended as: The Performance Security shall be for an amount equal to 10% (Ten percent) of the total value of the SIC during project execution with the validity of 180days from the completion of the execution phase and 10% of total recurring cost during O&M phase with validity of 180days from the completion of the O&M phase.	Refer to SCC Clause GCC 39 (c) (i) & (iv)
239.	Vol-II, GCC 55.3, Page No. 85	Liquidated damages shall also be applicable to the Milestones as defined in the Volume III – Terms of Reference. Liquidated damages shall be assessed at 1.0 percent per week of the total milestone payment. Maximum liquidated damages shall be 10 percent of the total milestone payment.	We suggest the clause to be amended as: Liquidated damages shall also be applicable to the Milestones as defined in the Volume III – Terms of Reference. Liquidated damages shall be assessed at 1.0 percent per week on the delayed portion of the respective phase. Maximum liquidated damages shall be 10 percent of the total milestone payment.	RFQ cum RFP prevails.
240.	Vol-I, Notes, Point 7, Page No. 127	The Client has the right to increase decrease the quantities and the Supply & Installation costs will be adjusted as per the unit costs indicated above	In case of any increase in the quantities of the mentioned scope above the items listed in the Bill of material, there need to be increase in the execution timelines which need to be discussed mutually while sign-off of the contract.	Agreed.
241.	Vol-I, Note, Page No. 127	The Bidder shall assess the quantity of spares/ consumables to meet the SLA clauses mentioned in the bidding documents	Spares to be quantified to prevent over or under dimensioning. This will result in capturing the exact spare requirements - type and quantity	Comprehensive AMC is expected. RFQ cum RFP

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		and factor that as part of his Bid. It is the Bidder's responsibility to maintain the minimum required spares at any given time to meet the SLA requirement at no additional cost to the Client.	and not on bidder to quantify them. This brings transparency to bidding process across all the bidders. Mention the spare quantity for the normalisation for all bidders to be on the same lines of the RFP.	prevails.
242.	Vol_III_FR - 1 Functional Requirements, Page No. 20	FR 1.2 .The backbone and distribution trench for less than 30m RoW – In this case, open trench shall be provided by the MSI on one side of the road that shall be used for installation of the fibre optic infrastructure.	Less than 30 m ROW means total width of the road to be 30 m end to end OR 30 m from Centre of the road? Kindly clarify.	End to end.
243.	Vol_III_FR - 1 Functional Requirements, Page No. 20	FR 1.2 .The backbone and distribution trench for less than 30m RoW – In this case, open trench shall be provided by the MSI on one side of the road that shall be used for installation of the fibre optic infrastructure.	For Less than 30 Meter, If Route fall under other Authority area (other than MIDC/AITL) then who will pay the ROW and Re-Instatement cost of the said route? Kindly clarify.	All RoWs within project area in under AITL.
244.	Vol_III_TR - 1 Technical Requirements, Page No. 27	The pre-installed PP rope/Fishline shall be ordered along with the PLB duct. In this case PP rope/Fish line is safely tied to the end caps at either ends with hooks to facilitate pulling of the OFC cables at a later stage. The rope shall be polypropylene, and shall meet IS: 5175 standard. It shall have 1.5m of line coiled in the bottom of handholes and manholes at the end of each duct run.	Why PP Rope required in each Empty HDPE Duct of 40 mm? Kindly clarify.	RFQ cum RFP is clear.
245.	Vol_III_TR - 1 Technical Requirements, Page No. 27	The pre-installed PP rope/Fishline shall be ordered along with the PLB duct. In this case PP rope/Fish line is safely tied to the end caps at either ends with hooks to facilitate pulling of the OFC cables at a later stage. The rope shall be polypropylene, and shall	Why PP Rope required in each Empty HDPE Duct of 20 mm? Kindly clarify.	RFQ cum RFP is clear.

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		meet IS: 5175 standard. It shall have 1.5m of line coiled in the bottom of handholes and manholes at the end of each duct run.		
246.	Vol_III_Laying of PLB HDPE Duct in Open Trench, Page No. 28	TR 1.21.The minimum depth at which the duct shall be laid will be in compliance with DOT norms and telecom best practices.	Suggest to have 1.2 Meter Minimum depth.	RFQ cum RFP prevails.
247.	Vol_III_Laying of PLB HDPE Duct in Open Trench, Page No. 28	TR 1.26 The backfilling and compacting of trench in layers of 200 mm, restoration of road, nalla, pavements etc. after the completion of laying work.	Re-Instatement is part of MSI Scope? Kindly Clarify.	Yes.
248.	Vol_III_HDPE Handhole, Page No. 33	TR 1.59, Handholes shall be made of medium duty HDPE with Polymer Concrete Lid. TR 1.60 Boxes, rings and lids should sustain a minimum vertical test load of 33,500 lb (AASHTO HS 20 loading) as a stand-alone unit, over a 10-inch x 20-inch square steel plate centred on the cover and body in accordance with ASTM C 857-95 design load A-16.	Kindly share the complete Dimension and Drawing of HDPE Handhole and Manhole with Concrete Lid.	RFQ cum RFP is clear.
249.	Vol_III_Optical Fibre Cable, Page No. 36	TR 1.110. A 20m slack per cable in every manhole and 15m slack per cable inside every handhole shall be placed along the fibre optic cable route as per AITL requirement.	Kindly share the minimum distance between two Manhole/Handhole.	Maximum distance between Manhole and Handhole will be tentatively 300 mtrs.
250.	Vol_III_Optical Fibre Cable, Page No. 36	TR 1.110. A 20m slack per cable in every manhole and 15m slack per cable inside every handhole shall be placed along the fibre optic cable route as per AITL requirement.	Means in every Manhole total 40 Meter Cable slack? Kindly confirm.	RFQ cum RFP is clear.

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251.	Vol_III_Optical Fibre Cable, Page No. 36	TR 1.110. A 20m slack per cable in every manhole and 15m slack per cable inside every handhole shall be placed along the fibre optic cable route as per AITL requirement.	Means in every Handhole total 15 Meter Cable slack? Kindly confirm.	RFQ cum RFP is clear.
252.	Vol_III_Fibre Optic Splice Closure (FOSC), Page No. 39	TR 1.148. Be capable of accepting minimum six (6) cables in a butt splice configuration. Any additional cables shall be supported using standard accessories provided by the manufacturer.	As per Standard, The base have a minimum 4 single cable entry ports and one port for express (looped) cable entry i.e. total 5 Cable entry . Where as in this RFP, requirement is minimum 6 Cable, kindly re- confirm.	RFQ cum RFP prevails.
253.	Vol_III_3.2.1 Fibre Optic Infrastructure, Page No. 364	MSI to coordinate with EPC Contractor for all civil requirements and ensure all design requirements are met on-site;	Kindly share the Route details (KML File) of Utility corridor being built by EPC Contractor for Shendra area under this Project.	Details will be given to the successful Bidder.
254.	Vol_III_3.2.3.2 GIS Platform with Web GIS, Page No. 366	GIS Base map with land related data shall be provided to the MSI. MSI shall keep this data as base to integrate all other spatial & attribute data;	Kindly Provide the Existing GIS Name and details.	RFQ cum RFP is clear.
255.	Vol_III_3.2.3.2 GIS Platform with Web GIS, Page No. 366	GIS Base map with land related data shall be provided to the MSI. MSI shall keep this data as base to integrate all other spatial & attribute data;	Kindly share the N/W Diagram in KMZ file for Proposed Core, Distribution and Access layer including Primary POP, Secondary POPs and ACC location.	Details will be given to the successful Bidder.
256.	Vol_III_3.2.4 CCTV Surveillance System, Page No. 375	Indicative locations of CCTV cameras will be provided to the successful bidder.	Kindly Provide the lat /longs of the said locations to assess the fiber topology.	Details will be given to the successful Bidder.
257.	Vol_III_HDPE Duct with coextruded copper wire, Page No. 32	TR 1.56.The detection device for detecting the presence of the buried HDPE Duct with coextruded copper wire, shall have following features: <ul style="list-style-type: none"> One set of Transmitter and Receiver along with suitable batteries in a portable 	Do we need HDPE duct with co-extruded copper wire in all three Network Layers (Core Layer, Distributor Layer and Access Layer)? Kindly clarify.	Yes.

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		<p>box.</p> <ul style="list-style-type: none"> Capability to detect HDPE duct with co-extruded copper wire 		
258.	Vol_I_Fibre Optic Infrastructure_HDPE Duct, Page No. 110	1.1.1 Set of 4x40mm inside one HDPE outersleeve	Kindly confirm, co-extruded copper wire is applicable in this configuration?	Yes.
259.	Vol_I_Fibre Optic Infrastructure_HDPE Duct, Page No. 110	1.1.2 Set of 4x40mm inside one HDPE outersleeve with tracer wire	HDPE Outesleeve with Tracer-wire is dangerous to lay in RCC Trench as in future being a utility corridor Power cable may be laid in same trench which may be hazards and very critical to maintain.	Tracer wire is to be provided only in areas where there is open trench.
260.	Vol_I_Fibre Optic Infrastructure_HDPE Duct, Page No. 110	1.1.2 Set of 4x40mm inside one HDPE outersleeve with tracer wire	The requirement are contradictory as the armoured cable having metallic covering already acts as tracer wire in the laid duct routes eliminating the additional requirements of the copper tracer. , hence reduces cost. Given specification of the ducts in the RFP is the Proprietary product which may increase cost of ownership due to no competition. Standard 40/33 mm telecom ducts with armoured OF Cable for traceability purpose.	RFQ cum RFP prevails.
261.	Vol_I_Fibre Optic Infrastructure_HDPE Duct, Page No. 110	1.1.2 Set of 4x40mm inside one HDPE outersleeve with tracer wire	Kindly confirm, co-extruded copper wire is applicable to each HDPE Sub- Duct of 4 x 40 mm. Please clarify.	Query addressed before.
262.	Vol_I_Fibre Optic Infrastructure_HDPE Duct, Page No. 110	1.1.2 Set of 4x40mm inside one HDPE outersleeve with tracer wire	Kindly confirm, co-extruded copper wire is applicable to only outer sleeve of the duct?	Query addressed before.

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263.	Vol_I_Fibre Optic Infrastructure_HDPE Duct, Page No. 111	1.1.3 Set of 7x20mm inside one HDPE outersleeve	Kindly confirm, co-extruded copper wire is applicable in this configuration?	Query addressed before.
264.	Vol_I_Fibre Optic Infrastructure_HDPE Duct, Page No. 110	Handhole with Cover (within plot)-46 No.	Kindly share the Dimension of Handhole & Cover with Drawing.	RFQ cum RFP is clear.
265.	Vol_I_Fibre Optic Infrastructure_HDPE Duct, Page No. 110	Handhole with Cover (within plot)-46 No.	These are going to be installed at AITL premises only?	RFQ cum RFP is clear.
266.	Vol_I_Fibre Optic Infrastructure, Page No. 112	1.9 Fibre Distribution Management System (FDMS)-5 No.	As per Backbone Architecture, there are 6 Major Locations i.e. 1-ACC, 1-Primary POP & 4-Secondary POP, So FDMS quantity should be 6 instead of 5. Kindly confirm.	RFQ cum RFP prevails.
267.	Vol_I_Fibre Optic Infrastructure, Page No. 111	1.7 Optical Connectors (As per Bidder's Solution)-Qty LS	Kindly confirm, Where to use these Optical Connectors? We believe Optical Connectors are part of Fibre Optic Patch Cords which are the line item as 1.8 Fibre Optic Patch Cords (As per Bidder's Solution). Kindly confirm.	Refer to technical specifications of RFQ cum RFP.
268.	Vol_III_Active Electronics (Switches, Media Converters, Wireless Gateways), Page No. 24	The overall architecture of the system is such that there will be a partial mesh between all POPs including ACC i.e. for Layer 3 switches/router and a ring configuration between all Layer 2 switches at the POP.	Kindly share the Lat/Long and Location details of all 5 POP + ACC	Details will be given to the successful Bidder.
269.	Vol_I_Fibre Optic	Fibre Optic Splice Closure (FOSC) (As per	Kindly share the Cable Drum Length of 96 F	As per Bidder's

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	Infrastructure, Page No. 111	Bidder's Solution)Additional Information	OFC Cable.	Solution to meet the requirements of RFQ cum RFP.
270.	Vol_I_Fibre Optic Infrastructure, Page No. 111	Fibre Optic Splice Closure (FOSC) (As per Bidder's Solution)Additional Information	Kindly share the Cable Drum Length of 24 F OFC Cable.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
271.	Vol_I_Fibre Optic Infrastructure, Page No. 111	Fibre Optic Splice Closure (FOSC) (As per Bidder's Solution)Additional Information	Kindly share the Cable Drum Length of 12 F OFC Cable.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
272.	Vol_I_Fibre Optic Infrastructure, Page No. 111	Fibre Optic Splice Closure (FOSC) (As per Bidder's Solution)Additional Information	Kindly share the Cable Drum Length of 6 F OFC Cable.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
273.	Vol_III_FR - 1 Functional Requirements, Page No. 21	FR 1.12 The colour allocation for the 7x20mm ducts is: 1x20mm orange, 1x20mm blue, 1x20mm aqua, 1x20mm slate, 1x20mm green, 1x20mm brown, and 2x20mm orange inside one (1) orange outersleeve.	Kindly Clarify as per RFP Content, it's seems to be 8 Colour.	RFQ cum RFP is clear.
274.	Vol_III_Other Installation Requirements, Page No. 30	TR 1.49. Duct Route Indicators: <ul style="list-style-type: none"> Prefabricated or Precast RCC duct route Indicators are needed to be placed on the Duct Route for open trench. 	Route Indicator to be Installed at three route layer Viz. Core/Distribution /Access? Kindly confirm.	Yes.
275.	Vol_III_Project Overview and Components, Page No. 6	It is desired that with this Project, an overall Fibre-to-the-X (FTTX) architecture is implemented for all field device connectivity and for connectivity to every plot.	By reading this RFP, we understand that with respect to the FTT(X), Active and Passive elements are not part of this RFP. Please confirm.	RFQ cum RFP is clear.

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276.	Vol_III_Fibre Optic Civil Infrastructure – Trench/Duct/Manhole /Handhole, Page No. 35	FR 1.4 Manholes and handholes shall be placed at strategic locations for the fibre optic infrastructure throughout the AITL RoW. These manholes and handholes shall be provided by the EPC Contractor. However, the handholes and manholes required inside the AITL plots shall be provided by the MSI. These manholes shall be used for placing the fibre optic splice enclosure (FOSEC).	Means other than AITL plots, All layer viz.Core, Distribution and Access Manhole/Handhole to be provided by EPC Vendor? Kindly confirm.	RFQ cum RFP is clear.
277.	Vol - 2- section 4.5.2.1, Page No. 94	Overall Network Availability in backbone, distribution and access levels	Network availability is defined as availability of all the links, in this separate measurement of active and passive performance is not possible, availability of links depends on fiber design architecture and active elements availability. <u>Proposed Solution</u> : For passive elements measurement , it is preferable to have KPIs of MTTR and Number of fiber cuts per month	RFQ cum RFP is clear.
278.	Vol 3 , section 3.1.12, Page No. 356	Comprehensive maintenance of systems and service	Detailed maintenance scope is required for Fiber maintenance period. Fiber maintenance scope needs to be clearly defined in RFP, this will include breakdown maintenance like Fiber cuts due to work by external agencies, authorities and Operators. Further required responsibility ownership matrix by SI and KMC in these types of Cuts, like ROW arrangement, temporary diversion of routes for faster restoration, material supply and process flow for fault intimation to SI in such situations. For other agency damages of fiber routes, authority should take up directly with agency working for temporary and permanent restoration. further access of the CRM tools should be extended to	RFQ cum RFP is clear.

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			SI and CRM should be able to report ticket assignment time clearly to SI for fault intimation this will facilitate SLA measurement	
279.	Vol 3 , section TR 1.32, Page No. 28	RCC trench will be provided by EPC contractor , MSI shall lay HDPC duct inside this RCC trench end to end	Who will have ownership of these trench for maintenance , in case HDPC duct or fiber is damaged due to external agency work , who will relay trench for HDPE duct and fiber ensure <u>Proposed Solution</u> :It is recommended that EPC contractor shall facilitate trench laying for O&M period as well , further smart city authority should facilitate material and service cost of these type of damage repairs by MSI	RFQ cum RFP is clear.
280.	Vol-I-1.6 Supply and Installation Cost Sub-Table 1, Page No. 122	Wireless M2M gateways ((As per Bidder's Solution))	No Quantity is mentioned, and the ask is to integrate with future planned Water and power meters. Without knowing the locations, the planning and quantification of such gateways is not possible.	RFQ cum RFP prevails.
281.	Vol-III- 2.2.5 Multiservice Digital Kiosks, Page No. 238	Multiservice Digital Kiosks and ECB	Please mention the type of Kiosk i.e., Indoor or outdoor	Query addressed before.
282.	Vol-III-2.2.5 Multiservice Digital Kiosks, Page No. 238	Multiservice Digital Kiosks and ECB	Please mention, who will provide the permission, ROW to install the kiosk if it is outdoor, or inside private authority.	AITL.
283.	Vol-III-2.2.5 Multiservice Digital Kiosks, Page No. 238	Multiservice Digital Kiosks and ECB	Please mention the Location, with Lat/Long details so that fiber route can be planned accordingly.	Details will be given to the successful Bidder.
284.	Vol-I-2 City wide	WiFi Access Point	Please mention the type of Access Points with	RFQ cum RFP is



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	WiFi, Page No. 123		quantity like how many Indoor or Outdoor.	clear.
285.	Vol-I-2 City wide WiFi (Vol-I), Page No. 123	WiFi Access Point	Please mention the Location, with Lat/Long details so that fiber route can be planned accordingly.	Details will be given to the successful Bidder.
286.	Vol-III- FR 2.13, Page No. 77	Access Point shall support 802.11 ac wave2, multi user MIMO	Please mention the type of MIMO like 2x2, 3x3, or so.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
287.	Vol 3, TR 2.25, Page No. 65	The Wi-Fi access point shall independently be configurable to handle security, mesh, WIPS (either in-built or as a part of the solution) RF Management, QoS, roaming, local forwarding without the need for a controller so as to increase performance of the WLAN network.	Since CONTROLLER will manage the AP, it is not justified to have these features on the AP. For example Mesh: While handling multiple links between AP technically controlling those mesh AP require a centralised device controller. Hence it is recommended to have a controller for mesh configuration.	RFQ cum RFP is clear. Functionality may be achieved using controller or Access Points
288.	Vol 3,4.2, Page No. 400	Client Responsibilities	Here it is mentioned that SMS gateway and payment gateway will be provided by client, so, please confirm that the recurring monthly charges of these services will be taken care by the client itself.	RFQ cum RFP is clear.
289.	Vol 3,4.2, Page No. 400	Client Responsibilities	Here it is mentioned that electricity bill for the smart city ICT components will be under clients responsibility- Please clarify electric connection, provision of sub meters etc. will also be under client's responsibility.	RFQ cum RFP is clear.
290.	Vol-III-FR4.46, Page No. 200	SNMP Support - The system shall support Simple Network Management Protocol (SNMP) in order for third-party software systems to monitor.	please define third party software	NMS

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291.	Vol-III-TR-4.1, Page No. 216	The camera control shall comply with the latest release of Open Network Video Interface Forum (ONVIF) standards.	please define ONVIF version	Latest in the Industry.
292.	Vol-III/Type I- Backbone Ethernet Switch Router (TR 1.226), Page No. 45	The Layer 3 based Backbone Ethernet Switch Router shall have minimum 8 ports Ethernet interface modules that are minimum sfp links with minimum 10Gb/s connectivity	Please confirm that this refers to total number of 8 no's 10Gb/s ports per router. We recommend bidder should provision 8 no's 10Gb/s ports in minimum two cards to avoid single point of failure of one line card	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
293.	Vol-III/Type II- Core Router (TR 1.226), Page No. 45	Core router should have multiple 10G SFP+ ports with 10G and 1G interfaces	Kindly confirm SFP+ is for 10G and SFP for 1 G , please also mention number of 10G and 1 G ports	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
294.	Vol-III/Type III- Server/Workstation Connectivity Ethernet Switch (TR 1.233), Page No. 45	The Layer 3 based Ethernet switch shall have a minimum of 48 ports Ethernet interface with a combination of 1G/10 SFP+ ports	Please confirm that total number of 48 no's ports per router to be 1G or 10G. We recommend bidder should provision minimum two cards(Modular) to avoid single point of failure of one line card or the device should be of FIX configuration to cater the density of the card	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
295.	Vol-III/Type I- Backbone Ethernet Switch Router, Page No. 45	Our recommendation, for achieving better Network Availability	As this is Backbone Routers , we recommend to have dual power at least	RFQ cum RFP prevails.
296.	Vol-III/Type I- Backbone Ethernet Switch Router, Page No. 45	Our recommendation, for achieving better Network Availability	As this is Backbone Routers , we recommend to have dual Control card	RFQ cum RFP prevails.
297.	Vol-III/Type III- Server/Workstation Connectivity Ethernet Switch,	Our recommendation, for achieving better Network Availability	As this is Core Routers , we recommend to have dual power at least	RFQ cum RFP prevails.

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	Page No. 45			
298.	Vol-III/Type III- Server/Workstation Connectivity Ethernet Switch, Page No. 45	Our recommendation, for achieving better Network Availability	As this is Core Routers , we recommend to have dual Control card	RFQ cum RFP prevails.
299.	Vol 3 ,Section 2.2.7,TR 7.132, Page No. 244	Environmental station and DDS shall support communications by Ethernet (RJ45) or Fibre optic communications.	Display of parameters from Environmental station to DDS may not make any sense to Common man. Instead, the DDS should display Air Quality Index to be fed from Integrated City platform. Hence the environment sensor to have an ethernet/fibre optic communication will only increase the costs. This may please be deleted.	RFQ cum RFP prevails.
300.	Vol 3 , 3.2.2, Citywide WiFi, Page No. 379	The AP shall be installed at street light Poles, MSI shall closely coordinate with EPC contractor responsible for providing these street light Poles	Does it means that the street light poles are not installed yet, if so, then, delay in project due to this Infra readiness, will not affect MSIs project timelines.	Trunk infrastructure work is already underway.
301.	Vol 3 , 3.2.2, Citywide WiFi, Page No. 379	The AP shall be installed at street light Poles and kiosks, MSI shall closely coordinate with EPC contractor responsible for providing these street light Poles	Also, Please clarify that No access Points will be installed in any indoor building (like offices, schools etc.) as it is mentioned that only light poles and kiosk are the places to install the Wi-Fi.	Also, inside ACC as mentioned in RFQ cum RFP.
302.	Vol 3 , 3.2.4, CCTV Surveillance system, Page No. 391	MSI shall coordinate with EPC contractor for installation of CCTV on street light Poles	Does it means that the street light poles are not installed yet, if so, then, delay in project due to this Infra readiness, will not affect MSIs project timelines.	Trunk infrastructure work is already underway.
303.	Vol 3 , 3.2.4, CCTV Surveillance system, Page No. 391	MSI shall coordinate with EPC contractor for installation of CCTV on street light Poles	Please specify the dimensions of these street light poles, so that the mounting accessories for the &C of cameras can be planned accordingly	Standard street light poles.
304.	Vol-III, TR 1.80,	Single mode fibre shall have attenuation not	The fiber specifications in the RFP are open &	MSI may propose



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	Page No. 34	greater than 0.36 dB/km at 1310 nm and 0.25 dB/km at 1550 nm.	old and also not appropriate for city wide network. There has been much advancement in the area of fiber optic cable design. We suggest G.657A1 specifications which will also help in improving overall life and performance of the network.	better solution to meet the requirement of RFQ cum RFP.
305.	Vol_III_FR - 1 Functional Requirements, Page No. 369	MSI shall train 50 staff of the client during the initial stage. Subsequently, MSI shall train around 25 staff every 3 to 6 months during the contract period.	Please confirm if the Department will provide space, entire infrastructure, Consumables, Connectivity etc. required for conducting Training	Basic infrastructure will be provided for trainings.
306.	Vol_III_FR - 1 Functional Requirements, Page No. 369	MSI shall train 50 staff of the client during the initial stage. Subsequently, MSI shall train around 25 staff every 3 to 6 months during the contract period.	Please allow us to conduct training at a centralized location.	Based on the client requirements.
307.	Vol_III_FR - 1 Functional Requirements, Page No. 26	Building Management System for monitoring, control and automation of critical infrastructure at ACC and Point of Presence (POP) Rooms.	Is NOC will be common for TSPs & Shendra Smart City	Query not clear.
308.	Vol_III_FR - 1 Functional Requirements, Page No. 27	Along with the implementation of the above mentioned components by the MSI, the MSI shall also be responsible for end to end coordination and integration with the following components (provided by others). This has been further expanded in the detailed scope or work section of this RFQ cum RFP.	Who will monitor the quality of work done by different Vendors of AITL & who will be responsible for any delay on account of poor quality of work.	The respective supervising agency.
309.	Vol_III_FR - 1 Functional Requirements, Page No. 27	Along with the implementation of the above mentioned components by the MSI, the MSI shall also be responsible for end to end coordination and integration with the following components (provided by others). This has been further expanded in the detailed scope	How MSI will give its requirements to Vendors appointed by AITL.	Query not clear.

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		or work section of this RFQ cum RFP.		
310.	Vol_III_FR - 1 Functional Requirements, Page No. 398	The MSI is expected to deploy all the quality assurance mechanisms as per international quality standards for this project	We have international certifications like ISO-9000 & CMMI which will that suffice the above requirements. Kindly confirm.	Query not clear.
311.	Vol II, 18.1.5, Page No. 18	The Client may enter into the Site, expel the MSI and complete the system itself or by employing any third party. Upon completion of the system or at such earlier date as the Client thinks appropriate, the Client shall give notice to MSI that such MSI equipment shall be returned to the MSI at or near the Site and shall return such MSI's equipment to the MSI in accordance with such notice. The MSI shall thereafter without delay and its own cost remove or arrange removal of the same from the Site.	This clause 18.1.5 will be subject to Clause 18.1.1 Subject to provisions of this Article 18, the Client may enter into the Site, expel the MSI and complete the system itself or by employing any third party. Upon completion of the system or at such earlier date as the Client thinks appropriate, the Client shall give notice to MSI that such MSI equipment shall be returned to the MSI at or near the Site and shall return such MSI's equipment to the MSI in accordance with such notice. The MSI shall thereafter without delay and its own cost remove or arrange removal of the same from the Site.	RFQ cum RFP is clear.
312.	Vol II, 1(zz), Page No. 8	"Taxes" means all taxes, duties, imposts, levies and charges pursuant to any law (whether currently in force or coming into force on and from effective date) including income tax, service tax, value added tax, central sales tax, customs duty, excise duty, fees, cess, octroy, entry tax and any interest, surcharge, penalty, or fine in connection therewith.	MSI shall not be responsible in any manner for the payment of Building and other construction workes cess levied/ leviabale by concerned authorities on the System. "Taxes" means all taxes, duties, imposts, levies and charges pursuant to any law (whether currently in force or coming into force on and from effective date) including income tax, service tax, value added tax, central sales tax, customs duty, excise duty, fees, cess excluding the building and other construction workers cess, octroy, entry tax and any interest, surcharge, penalty, or fine in connection	RFQ cum RFP is clear.

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			therewith.	
313.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 285	Specifications - Firewall, IPS, VPN, Antivirus	Should firewall be UTM? Should the functionality mentioned be available from Day one?	Yes.
314.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 285		What is the firewall throughput required with all the features and functionalities turned on?	Refer to TR 11.95.
315.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 285		Should Firewall with all the software functionalities be quoted with redundancy (HA)?	Yes.
316.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286	Firewall Shall have minimum 6 10/100/1000 Base-T GE ports; 4 x 10G SFP+ ports and shall be expandable as required	What is the scalability required in terms of no of ports? What is the SFP+ Interface SFPs required - LR, SR	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
317.	AURIC-Shendra-for-the-MSI-RFQ-Cum-		Does the platform support 40G ports in future?	Query not clear.

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	RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286			
318.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286		What is the IPS throughput Required?	Refer to TR 11.92.
319.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286	VPN	Does VPN required for IPSec or SSL?	Both.
320.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286	Common	Should Firewall quoted also support Zero Day Malware/threat? On Premise or Cloud Based protection be quoted?	Yes. On Premise.
321.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical	Common	Is the firewall requirement is common for all the layers/functions	Yes.



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	Requirements, Firewall, Pg No 286			
322.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286	Common	What is the quantity of Firewall to be quoted	As per the requirements stated in the RFQ cum RFP.
323.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286	Common	Is the support / software subscription period to be quoted including 1st year = 5 Year?	Query not clear.
324.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286	Common	Should the firewall also include DDOS functionalities?	Yes.
325.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286	Common	Can we propose FW+IPS+Anti APT + AV as one box solution	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
326.	AURIC-Shendra-for-	Common	Should Firewall for POP be different for all the	As per Bidder's

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	the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286		POPs	Solution to meet the requirements of RFQ cum RFP.
327.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, 2.2.11.5 Data Security, Functional Requirements, FR11.11 - Page 284	Common	Should the firewall proposed to be used under cloud infrastructure? What is the functional specifications or requirement	Query addressed before.
328.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286	Common	There is no functional specifications mentioned for Centralised Management, reporting & logging capabilities.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
329.	AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference, Technical Requirements, Firewall, Pg No 286	Common	Kindly Share the deployment architecture	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
330.	General		Request you to consider addition of the below point: For effective field force automation, we suggest	RFQ cum RFP prevails.

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			<p><u>to incorporate mobile work-force management system in to the ERP & CCC technical specification of the RFP. The following are few of the important activities performed with Mobile work-force management system.</u></p> <ul style="list-style-type: none"> • Integration with workflow management system for handling field service tasks • Rule based automatic assignment of jobs to field crew • Push to talk and video streaming to command center for real time guidance from experts • Integrated mobility platform for managing the mobile devices in terms of security, push notifications, data sync, app updates, etc., • Map based visualization of field workers for continuous tracking • Auditing capability to track a field crew's whereabouts at a given point of time • Optional integration with knowledge base for field access 	
331.	1. Introduction, Pg. N. 9 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	Under Make in India, GoI Policy	We would like to bring to your notice that Government of India has come up with a Gazette Preferential Market Access Policy vide notification no.8(78)/2010/IPHW dated 10th Feb,2012 which clearly mandates vide clause 2.2.2 that all central government funded projects would have to come under PMA policy. In addition, the policy dated 23rd December,2013 vide clause 4.3.4 states that the tender conditions would ensure that domestically manufactured electronic products are encouraged and are not subjected to restrictive	Query not clear.



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			<p>product specifications or mandatory requirement of prior experience. All smart City projects are funded by Central Govt. <u>In view of above, we request you for Implementation GOI Preferential Market Access Policy to promote domestic manufacturing under Make in India- as per the following notifications</u></p> <p><u>a. Notification No.8 (78)/2010-IPHW dated 10 Feb 2012</u></p> <p><u>b. DoT notification No.18-07/2010-IPdated 05 Oct 2012</u></p> <p><u>c. Guidelines issued by Deity vide No.8 (78)/2010-IPHW dated 12Jun 2013.</u></p> <p><u>d. Notification issued by Deity vide No.33 (3)/2013-IPHW dated 23Dec 2013.</u></p> <p><u>e. Guidelines issued by Deity vide No.33 (7)/2015-IPHW dated 16th November, 2015.</u></p> <p>Below are some Tender references Documents/clarifications reference mentions PMA policy:-</p> <ol style="list-style-type: none"> 1. RailTel Corporation of India Limited - Tender No. RailTel/Tender/OT/CO/Project/2012-13/211 - Clause 23 (Page-50) for Surveillance applications 2. BSNL Indian Navy Tender - CA/CNP/NCN-EQPT/T-464/2014 DATED 31 JAN 2014 - Clause 4.1.6 (Page-6) 3. Railtel Corporation of India Limited - RailTel/Tender/OT/CO/OP/2016-17/VSS-ER/365 4. Railtel Corporation of India Limited - 	

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			<p>RailTel/Tender/OT/CO/OP/2016-17/VSS-WR/364</p> <p>5. Railtel Corporation of India Limited - RailTel/Tender/OT/CO/OP/2016-17/VSS-NR/359</p> <p>6. Railtel Corporation of India Limited - RailTel/Tender/OT/CO/OP/2016-17/VSS-WR/364</p>	
332.	Type-I Industrial Grade Switch, TR 1.200, Pg. N. 58 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	Additional Recommendation, Built in Device management Support (DMS)	For IG field switches, built in device management system (DMS) is a critical requirement since it allows the user to monitor the IP devices connected to it.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
333.	Type-I Industrial Grade Switch, TR 1.200, Pg. N. 58 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	Additional Recommendation (Surge protection on Ethernet Ports)	An ethernet port should be protected against the surge that might destroy the port due to switches being connected to delivery PoE/PoE+. Therefore a surge protection of minimum 6kV shall be asked on ethernet ports exposed to outdoor conditions.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
334.	Type-I Industrial Grade Switch, TR 1.200, Pg. N. 58 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	Additional Recommendation (DHCP Server support on ethernet ports)	For IG field switches, built in DHCP server support allows the user to get IP addressed directly from the switch and helps greatly in reducing the FiB table maintenance processing.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.

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335.	Type-I Industrial Grade Switch, TR 1.200, Pg. N. 58 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	Additional Recommendation (Static routing support)	For IG field switches, There are device entries which will be always connected to the switch and doesn't require dynamic IP route entries or some paths which can be configured as always available paths which complements the dynamic routing in case of network protection. Static routing helps to configure static route entries in the configuration and helps optimizing the processing of the switches since link information is not required to be shared everytime.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
336.	Type-I Industrial Grade Switch, TR 1.200, Pg. N. 58 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	at least 3 1000BaseTX ports and 3 10/100BaseTX ports with 2 Gigabit Ethernet SFP Ports	We request to consider all ports as 10/100/1000Base TX and uplink as combo ports with flexibility to use either Fibre ports or Electrical Ports for uplink. All new models come with combo functionality which helps greatly in deployment where field conditions are unpredictable. The clause can be reiterated as at least 6 10/100/1000BaseTX ports with Combo uplink ports of 2* Gigabit Ethernet (2*1000BaseTX and 2*1000BaseFX ports). Please confirm.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
337.	Type-I Industrial Grade Switch, TR 1.201, Pg. N. 58 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	The copper ports shall support PoE/ PoE+.	We request to specify the PoE budget required on the switch. For PoE+ ports normally the budget is 30W per port. Considering a 8 port switch since 6 ports are normally not available commonly and 30W per port, It is 240W PoE budget. It will help OEMs to quote standard products with appropriate PoE+ budget. Please confirm.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
338.	Type-I Industrial Grade Switch, TR 1.208,	Temperature range of 0 to +65C.	The common temperature range for industrial grade switches in the market is -40C to 75C. Anything below 65C is still a risk considering the	RFQ cum RFP prevails and specifies minimum



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	Pg. N. 59 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference		harsh ambience environment of field locations. Please reiterate the clause with temperature range of -40C to +75C. Please confirm.	requirements. Additional features as per Bidder's solution.
339.	Type-II Non-Industrial Grade Switch, TR 1.213, Pg. N. 59 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	Temperature range of 10C to 40C.	The common commercial quality products come with a temperature withstanding range of 0C to 55C. We request to reconsider the temperature range as it becomes a risk factor when there is a power failure and momentarily temperature shoots up posing risk on link failures. All typical indoor devices now a days have a withstanding capability of 55C. Please confirm.	RFQ cum RFP prevails and specifies minimum requirements. Additional features as per Bidder's solution.
340.	Type-I Backbone Ethernet Switch/ Router, TR 1.226, Pg. N. 61 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	8 SFP+ ports with additional 4 ports and 2 uplink ports	We would request to reconsider the port sizing of the switch. Commonly switches come with 8/24/48 ports denominations and here we would recommend to consider a 24*10G SFP port switch with additional 4 uplink ports offering a capability to have 4*10G or 4*40G ports. This will ensure scalability in future at a very economic sizing of the switch. Normally having same port rates in clients and uplinks becomes a challenge in having a scalable and future proof solution. Please confirm.	RFQ cum RFP prevails and specifies minimum requirements. Additional features as per Bidder's solution.
341.	Type-I Backbone Ethernet Switch/ Router, TR 1.227, Pg. N. 61 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	The backbone switch/ router shall have a minimum switching capacity of at 160 Gbps, non-blocking.	Considering the appropriate sizing of the switch, we would recommend a switching capacity of minimum 400Gbps non-blocking. Please confirm.	RFQ cum RFP prevails and specifies minimum requirements. Additional features as per Bidder's solution.

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342.	Type-II Core Router, TR 1.230, Pg. N. 61 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	The core router should have a minimum throughput of 80 Gbps per slot.	We would request to reconsider the throughput asked per slot from a core router in case backbone switch is not considered to be 24 port with 40G uplink capability. Putting a 80G throughput per slot makes a density of 8*10G ports per slot which is too high to cause a SPOF in core layer. If 40G uplinks to be considered, a 80G throughput refers to 2*40G ports which can be configured in redundant slots to avoid SPOF. Please confirm.	Query addressed before.
343.	Type-II Core Router, TR 1.231, Pg. N. 61 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	Core router should have multiple = 10 Gigabit Ethernet SFP+ with following interfaces....	Normally 1G ports are not connected to core layer and traffic interfaces used are high density interfaces like 10G or 40G towards core from the client layer. Please specify the type of ports and quantity of ports required along with scalability so that accordingly product can be positioned for the requirement. Please confirm.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
344.	Type-III Server/ Workstation Connectivity Ethernet Switch, TR 1.233, Pg. N. 61 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	The layer 3 based ethernet switch shall have a minimum of 48 ports ethernet interface with a combination of 1/10 Gig SFP+ ports.	We would request to elaborate the clause a bit further to ensure that appropriate switch is positioned. 48 ports of 10/100/1000BaseTX with 4*1/10G SFP+ based ports for uplink. Additionally switch should have a stack capability of minimum 80Gbps so that multiple switches can be added and configured as a single switch if required for scalable and future requirements. Please confirm.	RFQ cum RFP prevails and specifies minimum requirements. Additional features as per Bidder's solution.
345.	Type-II Common Requirements Switch/ Router, TR 1.236, Pg. N. 62 AURIC-Shendra-for-	DIN Rail mounting	DIN rail mounting is normally a feature of Industrial Grade switches since it helps to mount the switch in the enclosure without any extra fitting or hassle. The same is not mentioned in Industrial switches but is mentioned in carrier grade deployment where commonly the	RFQ cum RFP is clear.



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	the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference		switches are deployed in 19" racks. Please confirm.	
346.	Type-II Common Requirements Switch/ Router, TR 1.240, Pg. N. 62 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	The switches/ routers shall support operating temperature range of 10-40C with ambient relative humidity of 10-85% non-condensing.	We would request to reconsider the requirement as generally 55C temperature support is required for carrier grade deployments. A 40C temperature support is too low since in such equipments high processing is required which makes them more vulnerable to temperature and heat sink design. We therefore request to reiterate the clause as support of 0-55C temperature withstand capability. Please confirm.	RFQ cum RFP prevails and specifies minimum requirements. Additional features as per Bidder's solution.
347.	General Requirements - Core Router, TR 1.247, Pg. N. 62 AURIC-Shendra-for-the-MSI-RFQ-Cum-RFP-Volume-III-Terms-of-Reference	The core router shall be configurable up to 50K MAC addresses.	Generally the chipsets for the switches and router offer MAC addresses in the multiples of 8K growing further to 16K, 32K, 64K and so on. At such router layer, we would recommend core router to support at least 64K MAC address table. Please confirm.	64K MAC address is acceptable.
348.	Volume 1 Section- 5.1(a), Page # 53 Integrated Operations Centre / Command and Control Centre	The Bidder (any member in case of consortium) shall have successfully commissioned/Go- Live at least two (2) projects related to implementation of Integrated Operations Centre/Command and Control Centre integrating at least three (3) different city/campus-wide applications/sensors at the command and control centre with a minimum value of INR 10 crores per project (excluding civil works) during last seven (7) years.	Reduce from 2 projects to 1 project . Minimum value to be reduced from 10 cr to 5cr	RFQ cum RFP prevails.

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349.	Volume 1 Section- 5.1(a), Page # 53 ERP	The Bidder (any member in case of consortium) shall have successfully commissioned/Go-Live at least two (2) projects related to implementation/integration and support of ERP system including finance, utility billing, maintenance & asset management modules (with at least 2 of these modules) having a minimum value of INR 10 crores per project during last seven (7) years. At least one (1) project shall be international.	Reduce from 2 projects to 1 project . Minimum value to be reduced from 10 cr to 5cr	RFQ cum RFP prevails.
350.	Volume 1 Section- 5.1(a), Page # 54 e-Governance	The Bidder (any member in case of consortium) shall have successfully commissioned/Go- Live at least two (2) projects related to implementation /integration and support of people centric governance applications integrating at least four (4) different services having a minimum value of INR 5 crores per project during last seven (7) years.	Reduce from 2 projects to 1 project .	RFQ cum RFP prevails.
351.	Volume-III, FR 5.2, Page No. 223	Multi-Services Digital Kiosk's power requirement shall be met by an integrated Solar panel as backup source of power (with run time of 2 hours) with support of UPS along with raw power for primary operation. The panel solar panel batteries shall be installed within housing of the kiosk in an integrated manner.	The best System Architecture should be a Power System of [SMPS+Solar+Inverter+Common (Battery+Controller)] combination to cater to all types of (12V/24V/48V) DC and 230V AC requirement of the equipments to be kept in the Kiosk. All these components should be hot swappable and modular. UPS is recommended for backup of few minutes not hours to work in rugged conditions.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
352.	Volume-III, TR 5.1,	Multi-Services Digital Kiosk's enclosure shall be made of made of metal of stainless steel	Please change IP65 specification to IP55. IP55 Cabinet (CRCA) is sufficient to house the	Query addressed

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	Page No. 225	fabric and shall be IP65 rated. It shall be built to last in outdoor environment to support the project operating conditions	equipments, but since it would house all the equipments, Viz, power supplies, batteries, solar charge controller etc., it need to provide with louvers and exhaust for the heat to escape either through natural or forced fan cooling. IP65 recommendation does not hold good.	before.
353.	Volume-III, TR 5.44, Page No. 227	Multi-Services Digital Kiosk shall be powered by 12/24/48V DC input as per the design requirement to support powering using solar as the primary power. Raw power would be provided for secondary power. The ECB inside the multi-services digital kiosk shall be powered using PoE or PoE+.	Please clarify how an UPS would suffice these 12/24/48V DC voltages requirement. The best System Architecture should be a Power System of [SMPS+Solar+Inverter+Common (Battery+Controller)] combination to cater to all types of (12V/24V/48V) DC and 230V AC requirement of the equipments to be kept in the Kiosk. All these components should be hot swappable and modular.	Query addressed before.
354.	Volume-III, FR 7.9, Page No. 239	DDS software application will accommodate different access rights to various control unit functionalities depending on operator status and as agreed with the client. Software should be GUI based, and capable to handle upto 10 DDS signage. User should be able to select desired location in Map and this should enable user to see the live status of that specific DDS.	Software should be GUI based, and capable to handle multiple DDS signage.	Yes.
355.	Volume-III, TR 7.100, Page No. 243	The pixel pitch of DDS shall be minimum 5mm.	The pixel pitch of DDS shall be minimum 6 mm.	RFQ cum RFP prevails.
356.	Volume-III, TR 7.105, Page No. 243	The working temperature shall be between 0 C to +60 C & humidity shall be between 10% to 90%.	The working temperature shall be between -10 C to +50 C & humidity shall be between 10% to 90%.	RFQ cum RFP prevails.
357.	Volume-III, TR 7.115, Page No. 244	The Display Front Panel shall utilize a front face that is smooth, flat, scratch-resistant,	The Display Front Panel shall utilize a front face that is resistant to ambient light	This clause needs to be met either via the

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		wipe-clean & shall be 100% anti-glare.		panel or through an external housing provided by the MSI.
358.	Volume-III, TR 7.116, Page No. 244	The message Creation shall be through both ACC Application and locally.	The message Creation shall be through central control system	RFQ cum RFP prevails.
359.	Volume-III, TR 7.119, Page No. 244	The Display size of DDS shall be minimum 70 inches diagonal.	The Display size of DDS shall be minimum 60 inches diagonal.	RFQ cum RFP prevails.
360.	Volume-III, FR 10.5 , Page No. 275-278	The Battery shall be Lithium Ion (Lithium Iron Phosphate LiFePO4) maintenance free C-10, specifically tested for solar applications, will have a minimum rating of 12V/24V at C-10 discharge rate and should conform to the latest BIS/ International standards and must have a certification of CE, RoHS & UN 38.3. The battery shall be in an isolated and waterproof casing with IP56 protection and have a minimum calendar life of 10 years with limited extended warranty of minimum 5 years.	The Switches/Telecom Equipments are generally of -48 V DC, so the System Design should be -48V only. Therefore the Battery should be of 48V DC. The Bidder should be given the option to design the best optimized solution, therefore 48V based solution should also be allowed. IP 55 Outdoor Cabinet is sufficient to take care of the Battery	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
361.	Volume-III, TR 11.84, Page No. 299	The UPS should Complied to IEC 62040-1 Safety standards	This Should change to CE, IEC62040-1, IEC62040-2 International Safety Standards for Safety & EMC.	RFQ cum RFP prevails.
362.	Volume-III, TR 13.2, Page No. 329	The native resolution of each VDU/ Rear projection module should be 1920X1080 pixels (Full HD) and should have laser light source with ultra thin configurations	Please specify Ultra thin configuration as per layout (Pg 404) given in the RFP, that is 622mm depth .	RFQ cum RFP is clear.
363.	Volume-III, FR 13.151, Page No. 311	Video display wall shall be integrated with Display Content Management System (DCMS) so content managed in the DCMS can be displayed on the video wall.	It should be possible to display the Display Content Management System (DCMS) content on the video wall.	RFQ cum RFP prevails.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
364.	Volume-III, FR 13.152, Page No. 311	Ability for all CCTV video, CATV, web pages, IoT and all other display content to be routed to the board room.	Should be possible to send content which is being show on the video wall over the network	RFQ cum RFP prevails.
365.	Volume-III, FR 13.153, Page No. 311	Ability to manage the content within the boardroom or at the operators' consoles.	Ability to manage the content from the operators' consoles.	RFQ cum RFP prevails.
366.	Volume-III, FR 13.154, Page No. 311	Ability to add content from an ACC workstation or boardroom computer.	Ability to add content	RFQ cum RFP prevails.
367.	Volume-III, FR 13.159, Page No. 311	Auto calibration feature shall be provided to avoid periodic maintenance.	Auto colour and brightness management mechanism to be provided	Acceptable.
368.	Volume-III, TR 13.4, Page No. 313	The brightness uniformity of the VDM shall be >95%.	The brightness uniformity of the VDM shall be >98%.	RFQ cum RFP prevails.
369.	Volume-III, TR 13.5, Page No. 313	The project engine of VDW shall be rated for performance in project conditions.	The project engine of VDW shall be IP6X certified.	RFQ cum RFP prevails.
370.	Volume-III, TR 13.6, Page No. 313	The Rear Projection Module shall have laser as its light source.	The Rear Projection Module shall be Laser lit, Front Access to save space and the Total depth on the module shall be less than 622 mm	RFQ cum RFP prevails.
371.	Volume-III, TR 13.24, Page No. 314	The brightness uniformity of each display cube and across the entire VDW shall be at least 95%.	The brightness uniformity of each display cube and across the entire VDW shall be at least 98%.	RFQ cum RFP prevails.
372.	Volume-III, TR 13.44, Page No. 315	The DCMS shall be able to display visual content on any network attached display device.	The DCMS shall be able to display visual content on the video wall	RFQ cum RFP prevails. Requirement is to display content on attached display device which is video wall.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
373.	Volume-III, TR 13.46, Page No. 315	The DCMS shall be able to decode, transmit, manage, and display the following formats of digital streaming video: <ul style="list-style-type: none"> • MPEG-4 • H.264 	The DCMS shall be able to decode, transmit, manage, and display the following formats of digital streaming video <ul style="list-style-type: none"> • H.264 	As needed to support the requirements of RFQ cum RFP.
374.	Volume-III, TR 13.54, Page No. 315	The DCMS shall have a seamless interface within the VMS UI of the CCTV.	The DCMS UI shall have the ability to run independently while the Video Management System is running.	Three (3) mouse clicks (average) to execute DCMS function is a requirement for performance. RFQ cum RFP prevails
375.	Volume-III, TR 13.55, Page No. 315	The DCMS shall be accessible on any networked workstation or networked monitor with OPS on the ACC network.	The DCMS client could be installed in required workstation	It should be accessed through DCMS client only. RFQ cum RFP prevails
376.	Volume-III, TR 13.56, Page No. 315	The DCMS shall be able to create and edit user groups. DCMS permissions for users and user groups shall be customizable. At a minimum the definable permissions shall include UI function rights, viewing access rights, source list access rights, and display access rights.	DCMS shall be able to create users groups and edit them	At a minimum, some of these permission shall be defined.
377.	Volume-III, TR 13.59, Page No. 315	The DCMS shall be able to display a minimum of two hundred (200) independent visual sources simultaneously on the VDW in the Operations Room. The sources shall be of HD or 4CIF resolution.	The DCMS shall be able to display independent visual sources simultaneously on the VDW in the Operations Room. The sources could be of HD resolutions	Minimum of 200 is required. Sources may be HD or 4 CIF. Both are acceptable

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
378.	Volume-III, TR 13.60, Page No. 316	The DCMS shall be able to display a minimum of twenty (20) independent visual sources simultaneously on all boardroom or auxiliary display device. The sources shall be of 4CIF resolution.	The DCMS shall be able to display visual sources.	Resolution of these sources displayed shall be 4CIF or HD
379.	Volume-III, TR 13.61, Page No. 316	The DCMS shall be able to add borders to individual original video content source.	The DCMS shall be able to add borders to individual original video content source.	Acceptable.
380.	Volume-III, TR 13.63, Page No. 316	The DCMS shall be able to select and display any region of a multi-monitor display on a DCMS connected source. For example, if an operator has three (3) monitors, the operator can select monitors one (1) through two (2) for display on the VDW, while leaving monitor 3 for local display only.	The DCMS shall be able to select and display any multi-monitor display on a DCMS connected source. For example, if an operator has three (3) monitors, the operator can select monitors one (1) through two (2) for display on the VDW, while leaving monitor 3 for local display only.	Acceptable.
381.	Volume-III, TR 13.65, Page No. 316	The DCMS shall be able to accept a minimum input of four (4) CATV video sources;	The DCMS shall be able to accept a minimum input of (4) CATV video sources through a demodulator if available in the control room	Demodulator if required is part of the overall MSI solution. RFQ cum RFP prevails
382.	Volume-III, TR 13.67, Page No. 316	The DCMS shall have the ability to accept and use General Purpose Interface (GPI) triggers from the AITL's systems to activate pre-set image configurations.	The DCMS shall have the ability to accept SNMP traps	RFQ cum RFP prevails.
383.	Volume-III, TR 13.69, Page No. 316	The DCMS shall be able to run a minimum of twenty (20) workstation client software instances simultaneously.	The DCMS shall be able to run a minimum of ten (10) workstation client software instances simultaneously.	RFQ cum RFP prevails.
384.	Volume-III, TR 13.70, Page No. 316	The DCMS shall have the ability to self-monitor and provide alerts to the administrator and designated users via e-mail.	The DCMS shall have the ability to provide alerts to the designated users via e-mail.	RFP cum RFP prevails. DCMS shall be intelligent.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
385.	Volume-III, TR 13.71, Page No. 316	The DCMS shall have a SDK and API openly available without charge for future integration with third party applications.	The DCMS shall have a API available without charge for future integration with third party applications.	RFQ cum RFP prevails.
386.	Volume-III, TR 13.77, Page No. 316	The software should enable the users to see the desktop of the graphics display wall remotely on the any PC or above connected with the DCMS and Video Wall over the Ethernet and change the size and position of the various windows being shown.	The client software should enable the users to see the desktop of the graphics display wall remotely on any PC and change the size and position of the various windows being shown.	RFQ cum RFP prevails.
387.	Volume-III, TR 13.81, Page No. 317	The display shall be seventy inches (70") diagonal at minimum	The display shall be Eighty Four inches (84") diagonal.	RFQ cum RFP prevails.
388.	Volume-III, TR 13.86, Page No. 317	The display shall have a built-in or external tuner.	The display shall have a built-in DisplayPort	RFQ cum RFP prevails.
389.	Volume-III, TR 13.509, Page No. 341	The dashboard shall be capable of simultaneously displaying one (1) to one hundred (100) independent sets of information on the video display wall. Specific outputs to be displayed shall be chosen by operators.	The dashboard shall be capable of simultaneously displaying one (1) to one hundred (100) independent sets of information on the video display wall. Specific outputs to be displayed shall be chosen by operators.	Query not clear.
390.	Volume-III, TR 13.510, Page No. 341	The platform shall have the ability to automatically reconfigure the video display wall based on thresholds being met on user defined analytic parameters.	The platform shall have the ability to automatically reconfigure the video display wall based on snmp traps or time schedule	RFQ cum RFP prevails.
391.	Volume-III, TR 13.511, Page No. 341	Platform visuals shall be displayable as an individual window, or as combination of several windows of information on the operators' workstation, manager's workstation, and boardroom display.	It should be possible to give different rights to different operators	Yes.
392.	Inverter efficiency	Not Mentioned	96% at full load More Energy Savings.	As per Bidder's

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
				Solution to meet the requirements of RFQ cum RFP.
393.	Current Harmonic Distortion	Not Mentioned	<3% (linear load) Less Pollution/ Noise in the Power Distribution.	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
394.	Voltage Harmonic Distortion	Not Mentioned	<2% (linear load) Less Pollution/ Noise in the Power Distribution	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
395.	Manual Bypass	Not Mentioned	Should be inbuilt For ease of serviceability and no disruption to operations	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
396.	Parallel Redundancy	Not Mentioned	maximum 4 units in parallel For future Expansions	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
397.	Overload Capability	Not Mentioned	≤105 %: continuous; 106% ~ ≤125%: 10 minutes; 126% ~ ≤150%: 1 minute; >150%: 1 second Improves Uptime & reliability	As per Bidder's Solution to meet the requirements of RFQ cum RFP.
398.	Volume II /Clause no 37.2, Page No. 38	All Payments made by the client to the MSI shall be subject to deduction and withholding of Applicable Taxes in accordance with applicable Law	Kindly confirm whether AITL would deduct Labor cess (BOCW) from the payments	As per applicable laws.
399.	Volume II /Clause no 26.2,	The MSI shall permit, the Client and/or persons appointed by the Client to inspect all accounts and records relating to the	As understood, right to grant audit to any books of accounts of the company for Limited company rests with board of director and	RFQ cum RFP prevails.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
	Page No. 32	performance of the Contract, and to have such accounts and records audited by auditors appointed by the Client, if requested by the Client. Any act intended to materially impede the exercise of the Client's inspection and audit rights provided for under this Clause 26.2 shall	approval in the board meeting. Request you to replace the word as verification of books of accounts instead of Audit	
400.	Volume I/ 5.1 (a) 7, Page No. 53	The Bidder (any member in case of consortium) shall have successfully commissioned/Go- Live at least two (2) projects related to implementation /integration and support of ERP system including finance, utility billing, maintenance & asset management modules (with at least 2 of these modules) having a minimum value of INR 10 crores per project during last seven (7) years. At least one (1) project shall be international.	<u>Clause "At least one (1) project shall be international" to be deleted.</u> ERP System is very extensively used throughout various industries in India since decades. Hence the Local firms have a very good experience in deployment of ERP systems. Hence this clause restricts the entry of local firms who have extensive experience of ERP deployment in the country, but do not have international exposure.	RFQ cum RFP prevails.
401.	Volume I/ 5.1 (a) 8, Page No. 54	The Bidder (any member in case of consortium) shall have successfully commissioned/Go- Live at least two (2) projects related to implementation /integration and support of people centric governance applications integrating at least four (4) different services having a minimum value of INR 5 crores per project during last seven (7) years.	To be changed to: The Bidder or any member in case of consortium <u>or Sub-Contractor</u> shall have successfully commissioned/Go- Live at least two (2) projects related to implementation /integration and support of people centric governance applications integrating at least four (4) different services having a minimum value of INR 5 crores per project during last seven (7) years.	RFQ cum RFP prevails.
402.	Volume II, Section 3	The post warranty service period (AMC Phase) is: 48 months (4 years), starts after Defect Liability Period, and shall include comprehensive Annual Maintenance Contract	IBM proposes to use "support" terminology post warranty period ,since warranty period is applicable for 1 year/ 3 years depending upon the sale of hardware /software component	Comprehensive AMC as per the requirements of the RFQ cum RFP is

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
		(AMC).		expected. For software, the term "support" is acceptable.
403.	Volume I	Section 2 - Instructions to Consultants Clause 1 Clause 32 Clause 33	We request that the Applicants be allowed to submit deviations/ suggestions and comments to terms of RFQ cum RFP, including the Draft Form of Contract and TOR. Provisions of these clauses may be suitably modified. In case the negotiations with the 'Selected Applicant' / Successful Applicant fails, it should be declared as 'Unsuccessful Applicant' and DMICDC should move to the next ranked Applicant for Negotiations. EMD of the Unsuccessful bidder to be returned. Further, under clause 1.10 there may certain laws, permits etc. which need to be procured or complied with by the Client in order for the Applicant to complete the scope of activities. All such activities will be contingent on the Client providing necessary approvals and permits. Further, altering quantities in the BOM may lead to change in the unit costs depending on increase or decrease in the scope.	RFQ cum RFP prevails.
404.	Volume I	Section 2 Conflict of Interest	We will like to clarify that the conflict of interest certifications will be provided on a 'to the best of our knowledge' basis	RFQ cum RFP is clear.
405.	Volume I	Section 3 Corrupt and fraudulent practices	We request that the clause 3.2 be restricted only to the variable costs which are being charged to the Client at actuals. Further, these audits should be conducted with reasonable prior notice, during reasonable business hours and	RFQ cum RFP is clear.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			only for the documents related to the contract.	
406.	Volume I	Section 4 Eligibility	We will like to clarify that the eligibility certifications will be provided on a 'to the best of our knowledge' basis	RFQ cum RFP is clear.
407.	Volume I	Section 5 Qualification of Bidder BID DATA SHEET	We request that the commercials in the PO/Work Orders from the previous customers be masked for the sake of confidentiality. Further, the Agreements with subcontractors will also be provided with masked commercials.	RFQ cum RFP prevails.
408.	Volume I	Section 6 Site Visit		Query not found.
409.	Volume I	Section 7 Acknowledgement by Bidder		Query not found.
410.	Volume I	Section 8 Rights of Client		Query not found.
411.	Volume I	Section 16 Bid Validity Period		Query not found.
412.	Volume I	Section 18 Financial Proposal	We request that costs specified be made exclusive of taxes and further will request that prices quoted are indicative and are subject to modifications depending on increase or decrease in scope.	RFQ cum RFP is clear.
413.	Volume I	Section 33	We will like to clarify that all costs stated in the Proposal are arrived on the BoM at hand any change to scope might also impact the prices at offer therefore we request appropriate modification of this clause to state that in case of a change in the scope of work the prices will be mutually negotiated between the parties.	RFQ cum RFP prevails.
414.	Volume I	Section 34 (c)	We seek clarification on this clause, our understanding is that no EMD shall forfeited in case the parties fail to arrive at a consensus	RFQ cum RFP is clear.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			during the contract.	
415.	Volume I	Appendix 10	There are disclaimers in the deviation matrix format which essentially nullify the need for the deviation, we request deletion of these disclaimers.	RFQ cum RFP prevails.
416.	Volume II	Section 18.1.15	We request the deletion of the provision around termination for convenience for the Client.	RFQ cum RFP prevails.
417.	Volume II	Indemnity and Procedure of Indemnification	We would request that only third party claims arising out of damage to real and tangible property, bodily injury and harm and violation of third party patents, copyrights, trademarks by an MSI manufactured product be considered for MSI's indemnity provision.	RFQ cum RFP prevails.
418.	Volume II	Section 20 Arbitration	We request the procedure of appointing the arbitrators be specified here, we propose a three member tribunal with each party appointing one arbitrator and the third arbitrator being nominated by the first two.	RFQ cum RFP prevails.
419.	Volume II	Section 21.8	We request that the MSI be made to comply with only those laws which are applicable to it as a provider information technology services. Further we request that the MSI should only be made liable for government imposed fines and penalties imposed on the Client arising out of its non compliance of laws which are applicable to it as a provider of information technology services.	RFQ cum RFP prevails.
420.	Volume II	Section 22.1.1	We request further clarity on this clause, the MSI in the course of it's business is bound to provide sales incentives to its sales personal	RFQ cum RFP prevails.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			and also avail of any volume discounts that it can procure from it's subcontractors and suppliers.	
421.	Volume II	Section 25.1 (b)	We request that this be modified to a commercial general insurance policy.	RFQ cum RFP prevails.
422.	Volume II	Section 26 (2)	We request that all these audits be conducted with reasonable prior notice (30 days) to the MSI, during business hours and in a manner which does not impede the delivery of the project. We also will suggest limiting the audit to once a year. In order to assist with the audit MSI will provide access to routinely prepared records and reports to enable Client to conduct appropriate audits (Audits) to verify that the variable charges are accurate. Further, Client and its Auditors will not have access to MSI's or its Affiliates' or Subcontractors' locations or proprietary data or to MSI's customer locations or proprietary data, confidential information about other MSI customers, information subject to attorney-client or other privilege or prepared at the direction of counsel, information from internal audits by MSI or from MSI's external auditors, or information about MSI costs (other than costs needed to confirm the accuracy of any pass-through expenses), provided that Client may have access to appropriate portions of MSI's locations used primarily to perform the Services, and to the Facilities, to the extent reasonably necessary to Audit MSI's compliance with the security requirements set forth in the Information Security Controls Document, if any.	RFQ cum RFP prevails.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
423.	Volume II	Section 29, 30	We will like to clarify that the MSI shall endeavor to retain the Key Employees identified in the Agreement in the provision of the Services. Client will acknowledge that transfer of an employee is acceptable for the progression of the employee's career, for personal reasons, and if the employee requests a transfer to an alternative role or position in the MSI's company or elsewhere. In this scenario MSI will endeavor to assign a replacement prior to the departure of a Key Employee. Further, In the event that Client determines in good faith that the continued assignment to Client's account of any of the MSI Personnel is not in the best interests of Client, then Client shall give the MSI a written notice to that effect including an explanation of the basis for Client's determination. After receipt of such notice, MSI shall have a reasonable period of time in which to investigate the matters stated in such notice, discuss its findings with Client and resolve the problems with such person. If, following such period, Client requests the replacement of such person, IBM shall replace that person with another person of suitable ability and qualifications.	RFQ cum RFP prevails.
424.	Volume II	Section 41	We will request that all payments be made within 30 days of the date of invoice, failing which MSI shall retain the right of levying Interest/Late payment Fee @ 2% per month and/or suspend the services till such payments are made.	RFQ cum RFP prevails.
425.	Volume II	Section 42, 43	We would request that for Standard Software all	RFQ cum RFP

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
			rights of the Client shall be in accordance with the standard licensing terms associated with such software. Further, we will clarify that all IP in custom developments for the project be owned by the MSI with a right to use license provided to the client. We request the deletion of the clause requesting the source code be subject to an escrow account.	prevails.
426.	Volume II	Section 55	We would request that that the aggregate of all liquidated damages under this agreement be limited to 10% of the Total Contract Value, further such liquidated damages be imposed for reasons which are solely attributable to the MSI.	RFQ cum RFP prevails.
427.	Volume II	Section 59	We request the deletion of this clause as the Client is already protected under the IP Indemnity provision.	RFQ cum RFP prevails.
428.	Vol III, Page No. 293	Electrical system including metering	Please provide the details of the electrical system needs to be integrated with ACC. Is the Electrical SCADA/Distribution Management System /Outage management System existing in AURIC	Details will be provided to the successful Bidder.
429.	Vol III, Page No. 293	Water (including metering) and Wastewater	Please provide the details of the Water and Waste Water system needs to be integrated with ACC. Is the Water Scada existing in AURIC	Details will be provided to the successful Bidder.
430.	Vol III, Page No. 296	Cloud and Disaster Recovery Site – Are external to the City limits and used for system applications and data storage for some of the systems.	Our understanding is that the DR will be cloud based only for data storage. Is there any other functionality is required at DR. Please elaborate the DR Requirement	RFQ cum RFP is clear.
431.	Vol III, Page No. 298	Since the ACC will be common for both Shendra and Bidkin, it shall be scalable to	Please provide the details of Bidkin.	RFQ cum RFP is clear.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
		accommodate future growth and support hardware and software additions and upgrades.		
432.	Vol III, Page No. 300	The platform shall receive direct feeds and raw data from the AURIC City Systems. City Systems shall include the following: Power & Water IoT/SCADA	Please provide the details of Power and Water Scada needs to be integrated with ACC	Details will be provided to the successful Bidder.
433.	Vol III, Page No. 245	Components of AVL system include: <ul style="list-style-type: none"> On-Board equipment such as GPS antenna; AVL application software for tracking and monitoring vehicles along with managing alerts; Integration with ACC for vehicle tracking. Note that the AVL system software shall be common for all vehicles including solid waste, water, police, fire, ambulance, etc.	Details about ACC, Database and What data need to be integrated with ACC and from ACC need to be clarified	RFQ cum RFP is clear.
434.	Vol III		AVL Application for Each User department will vary and need details of user specific requirements.	RFQ cum RFP is clear.
435.	Vol III		Scope of AVL need to be clarified - Is it only Tracking Position of vehicle or User Specific Application to meet their operational requirements.	RFQ cum RFP is clear.
436.	Vol III, Page No. 245	AVL system shall have the capability track vehicle availability and response times	Response Time need driver acceptance of vehicle allocation and time ETA based on traffic and distance - This needs Interactive Vehicle Unit	As per Bidder's solution to meet the requirements of RFQ cum RFP.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
437.	Vol III, Page No. 245	AVL system shall have the capability or providing incident management and alerts. Major, medium and minor alerts shall be available in a convenient, easy to use manner in the software.	What action required for every Alert need to be defined Clearly	To be finalized with the successful Bidder.
438.	Vol III, Page No. 246	The application shall consist of an accurate GIS map of the region with layers for roads, landmarks, geographic features, etc. Location of vehicles shall be available on the GIS maps.	Which GIS Maps to be used? Google or customized digital map? Who will provide maps? What Map resolution? Map Engine also required for customized Maps	Under MSI's scope and as per RFQ cum RFP.
439.	Vol III, Page No. 246	All incoming and outgoing data shall be stored for retrieval, analysis, display and printing.	How Many Days data storage required. What after the storage period? To be backed up or deleted	Minimum 30 days.
440.	Vol III, Page No. 247	The OBU shall also allow the driver to send any informational message to control centre		Query not found.
441.	Vol III, Page No. 247	The system shall store AVL time-related data at the same resolution received for a period of 12 months and at a resolution of no more than 10 seconds for any data older than 12 months period.	10 Sec Location data for each Vehicle for 12 month period needs very high Storage. How many Vehicles need to be considered for storage capacity calculation	RFQ cum RFP is clear. Refer to BoQ.
442.	Vol III, Page No. 247	The system shall include mechanisms to allow for periodic independent updates to the central software maps.	How many updates per year to be planned	As per Bidder's solution to meet the requirements of RFQ cum RFP.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
443.	Vol III, Page No. 250	The central software shall be scalable to accommodate minimum 100 vehicles without any modifications to the central software except minor configuration changes, with the details of how scalable the system is provided.	How many maximum Vehicles operation to be considered for system?	200
444.	Vol III	The on-board unit shall be able to integrate easily using open protocols with any other on-board equipment or systems.	This is open ended requirement. PI specify the interfaces required in OBU - e.g. RS-232, RS 485, IO Ports etc.	As per Bidder's solution to meet the requirements of RFQ cum RFP.
445.	Vol I, Page No. 120		Please confirm the quantity of the vehicles for which AVL System is to be implemented	Query addressed before.
446.	Vol I, Page No. 120		Please confirm the quantity of the Sensors	Query reference not found.
447.	RFP-Volume-III- Terms-of- Reference,1.2 , 2.1, (pg2, 13)	Project Background , Project Phasing	Please elaborate and list the breakup of GIS activities to be undertaken phase wise from Oct 2017(first phase) to Last phase (3B) in Jan 2019;	GIS activities required for every phase.
448.	RFP-Volume-III- Terms-of- Reference,1.2 , 2.1, same as above	same as above	Do you want to get the survey and mapping and data collection and map data preparation activities for Shendra and Bidkin separately in different phases as stated above?	RFQ cum RFP is clear.
449.	RFP-Volume-III- Terms-of- Reference,1.2 , 2.1, Page No. 105	Web GIS	For both Shendra and Bidkin, Please confirm if Survey, Base map preparation and GIS and map data collection from field is in the scope of MSI?	RFQ cum RFP is clear.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
450.	RFP-Volume-III-Terms-of-Reference,1.2 , 2.1, Page No. 106	FR 3.316; All GIS layers are available or will be provided;	Can you please specify which GIS layers will be available or will be provided?	RFQ cum RFP is clear.
451.	RFP-Volume-III-Terms-of-Reference,1.2 , 2.1, Page No. 367	3.2.3.2 GIS platform with WEB GIS	It is mentioned scale of mapping 1:1000 or better; Again as per TR 8.10(page 247), it is said that system should have GIS map at a scale of 1:2500; Please clarify if MSI is responsible for collection of map data at 1:1000 scale and responsible for updating the data for the entire duration of contract period?	RFQ cum RFP is clear.
452.	RFP-Volume-III-Terms-of-Reference,1.2 , 2.1, Page No. 367	All required data (spatial and non-spatial) are to be arranged by MSI. Client will help by issuing required authorization letters.	<p>Please confirm, if data collection is part of scope of this RFP?</p> <p>In order to quote for data collection (through survey etc.), quality checking, data gap analysis etc., TCS need to know the followings:</p> <ol style="list-style-type: none"> 1. Total Sq. Km of the area that need to be surveyed. 2. List of layers of information that need to be created in GIS (through survey) 3. List of attributes corresponding to each layers that need to be collected to build GIS database 4. Accuracy of survey required to ensure no shift in boundaries between layers during GIS overlay. 5. Cost summary table for Survey/ data collection/ preparation/maintenance. etc. 	Data collection from agencies is part of MSI's scope. Survey required for collecting and validating data for MSI's scope shall be undertaken by the MSI. Base maps with land related data and assets implemented by others shall be provided to the MSI. Rest scope of work is as per the RFQ cum RFP.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
453.	RFP-Volume-III-Terms-of-Reference, 1.2 , 2.1, Page No. 383(367)	3d data of the city	What do you mean by 3D data of the city? Is MSI responsible for collection of related data?	Yes.
454.	RFP-Volume-III-Terms-of-Reference, 1.2 , 2.1, Page No. 383(367)	Data creation - Necessary Survey, collection from various sources, compilation, digitization, accurate geo-referencing, migration, data conversion, integration & maintenance shall be carried out by MSI	Please confirm, if survey need to be carried out by MSI? If yes, where MSI should put the price for the same in the given cost table in RFP?	Query addressed before.
455.	RFP-Volume-III-Terms-of-Reference, 1.2 , 2.1, Page No. 107 FR 3.323	Utility Asset management module	Is the creation of Electricity and Water Distribution network map through Survey is part of MSI scope? Who will provide base data layer? What kind of functional analysis is expected out of this module?	Planned asset map will be provided by Client. MSI is expected to update, integrate and maintain the same.
456.	RFP-Volume-III-Terms-of-Reference, 1.2 , 2.1, Page No. 106	FR 3.319	What is the phase wise priority list of integration of various application modules with GIS. This would enable MSI to prepare project plan accordingly.	RFQ cum RFP is clear for phasing.
457.	RFP-Volume-III-Terms-of-Reference, 1.2 , 2.1, Page No. 146	FR 3.830	Please specify if the bidirectional integration with various application modules should be in real time (online)?? Do you expect MSI to consider "high availability" GIS architecture in the proposed solution?	Yes.
458.	RFP-Volume-III-Terms-of-Reference, 1.2 , 2.1, Page No. 146	FR 3.825	Please elaborate if GIS and Document Management System integration is in scope?	Yes.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
459.	Page No. 368, 369	3.2.3.2 GIS engine Deployment and application	Please specify if AURIC require GIS based mobile app for location analytics or is it just for map services / locator services. Kindly explain what exactly is the requirement.	Yes.
460.		General	Please Confirm if Auric envisages the GIS system as the front end of all applications. If yes, please confirm.	Yes.
461.	Vol. I, Page No. 52	List and address of office in Aurangabad; OR Undertaking from authorized signatory to open office in Aurangabad within 60 days from Contract signing	Please relax and remove this requirement.	RFQ cum RFP prevails.
462.	Vol. I, Page No. 62	CMMI Level 3 (sole bidder or consortium member responsible for e-governance).	Request AITL to consider CMMI Level5 certificate in place of Level3 considering the complexity of the solution and required expertise and experience of the Bidder	RFQ cum RFP prevails.
463.	Vol. I, Page No. 66	Percentage for increase/decrease: 30%	Since this has a bearing on overall composition and approved ratios, of the bid, request to kindly remove the same.	RFQ cum RFP prevails.
464.	Vol. II, Page No. 20	If the penalties calculated as per SLA's specified in RFQ cum RFP Requirements (Service Level Agreement), exceed twenty percent (20%) of the monthly payment of Recurrent Cost (OPEX) for that particular month.	The Penalty should be Capped to 5%.	RFQ cum RFP prevails.

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
465.	Vol. II, Page No. 89	Liquidated damages shall be assessed at 1.0 percent per week of Contract Value during implementation and DLP phase. The maximum liquidated damages are 10 percent of the Contract Value during the implementation and DLP phase of the project.	The Liquidated Damaged should be capped at 5%.	RFQ cum RFP prevails.
466.	Volume I, Page No. 130	BoQ	We request you to change "ArcGIS Online" license to "ArcGIS Advance Server" with 2 license for high availability as requested and required in RFP.	Accepted.
467.	Vol. II, Page No. 83	The MSI shall be entitled for full monetization from city Wi-Fi network operations (including associated fibre used for Wi-Fi network only) and retain this revenue in compliance with the and in consultation with the Client. MSI will not share any requirements stated in the Volume III – Terms of Reference revenues realized from this monetization with the Client. At any given time, MSI shall consult and agree with the Client the terms and conditions of city Wi-Fi operations. MSI shall ensure full compliance with the DOT/TRAI regulations for operations of the Wi-Fi network at any given time during the course of the contract.		Query not found.
468.	Vol. II, Page No. 84	The MSI shall obtain Third-Party Liability Insurance in the amount of INR 10 crores . The Insurance shall cover the entire Contract Period	Whether the amount of Insurance should cover 10 Crores Project Value equivalent?	RFQ cum RFP is clear.



Appointment of Master System Integrator (MSI) for Supply, Implementation, Integration, Operations and Maintenance of Smart City ICT Components at Shendra Area of AURIC – RFQ cum RFP (Ref No: AITL/SBIA/2017-18/01)

S. No.	Section / Page / Clause No's.	Clause Reference	Query or Clarification Requested	Employer's Response
469.	Vol. II, Page No. 85	After the completion of defect liability period, the Performance Security shall be reduced by 2.5 percent of the Contract Price. The remaining 7.5 percent shall be released to the MSI only after successful completion of the Post Warranty Service Period/AMC Phase.	Request AITL to kindly clarify on the validity of the PBG	Refer to Volume II, Clause 39 (c) (iv)
470.	Vol. II, Page No. 90	Performance Security shall be valid until a date 60 days beyond the issuance of the Completion Certificate;		
471.	Vol. II, Page No. 85	Payment Milestone	Request the Dept. to modify the payment milestone for supply of HW & SW as "100% billing upon delivery of HW and SW (for GST compliance)".	RFQ cum RFP prevails.

Sd/-

Managing Director
AITL