

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Response to Queries

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
1	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, CIO-VA- 1.2, Pg. No. 238	Video analytics services will be working with video management software, the VA services are working as a back-end service. Video analytics application service work tightly with VMS for video data processing the Video analytics rules can be considered either Server base or Edge base depending on final solution considered by MSI.	Both VMS and VA are separate systems. During earlier time (before advent of Artificial Intelligence in Video analytics) VMS system use to run the basic motion based video analytics in the same system. However now and in last 2 years the AI based Video Analytics systems have taken the front seat in delivering the Analytics as a complete end-to-end system. VMS remain a tool to just manage the camera and feeds and record them onto storage. The functional and technical requirements of the AI based video analytics also need to be mentioned in detail in a separate section. We request the authorities to kindly specify the requirements of AI based Video analytics in detail.	The conditions given in the RFQ cum RFP shall remain unchanged.
2	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, Pg. No. 238-240	Generic Query	As per the RFP, the following use cases have been mentioned under the Video Analytics requirement: Baggage detection, Intrusion, Overcrowding, Car Traffic Events (Start/Stop/Illegal parking/wrong direction/Speed), Crowd & Traffic Monitoring o Unlawful gathering/crowd formation o Vehicle Moving Wrong Way o No Parking	Please refer the detailed functional requirements and Scope of work section of RFP. Depending on the Functional requirements as well as detailed scope of work mentioned in RFP, MSI needs to propose a solution suiting the requirements.

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			<ul style="list-style-type: none"> o Broad Object Classification o Object Speed - Camera Tampering Suite o Camera Moved/tempered o Camera Defocused, Blocked or Covered <p>, Can you please clarify how many cameras are required to run which all use cases from the above mentioned list . It should be noted that each use case to run will require a certain compute power and hence it is very important to ascertain the number of channels (i.e. 1 use case running on one camera = 1 channel. Suppose no parking, camera tampering and abandoned object detection is running one 1 single camera then its= 3 channels). This will help the MSI to size the hardware requirements to run the video analytics efficiently. Secondly all the modern day analytics are deep learning based and they will require good compute power to run. We request the authorities to provide us with exact number of channels to size the requirements effectively and efficiently.</p>	and smart city design architecture.

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3	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, Pg. No. 238-240	Suggestions for AI based Video Analytics Platform for Smart City	<p>Suggestions for Artificial Intelligence based platform for Dholera Smart City Before the advent of artificial intelligence in video analytics domain, very basic use cases were in existence in the security and surveillance. Primarily trip wire detection, Intrusion detection, motion detection to name a few. The big reason was the algorithms and the lack of compute to run those. Detection and classification was a big problem. Face recognition was one technology which was trying to breakout, however it was very expensive and hence was never mass commercialized. Automatic number plate recognition was one another use case which was prominently placed in the traffic domain. Most of the customers who were early adopters of video analytics in India primarily used the following use cases</p> <ul style="list-style-type: none"> • trip wire detection • Intrusion detection • motion detection • person count • face recognition • fire detection <p>However, the entire problem statement is confined to the following two points –</p> <p>1. No one company can develop all the</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>use cases of video analytics.</p> <p>2. A city needs are dynamic and growing ever.</p> <p>AI based Video Analytics for Smart and Safe Cities</p> <p>1. Introduction</p> <p>Adoption of technology for creating Smart and Safe Cities are on the rise, not just in India, but around the world. With technologies of the likes of Artificial Intelligence, Deep Learning and Computer Vision on their side governments are now capable of achieving levels of organizational efficiency and citizen safety that weren't practically possible until only a few years ago. Each Smart and Safe City is coming up with its own set of use-cases for the implementation of these technologies, and with the rapid pace at which they have been evolving, we are presented with newer and better solutions almost every day.</p> <p>However, this rapid pace of development poses a conundrum which only a few cities have been able to solve thus far. Any solution, no matter how efficient, tends to become outdated in just a few years' time. Not just that but every solution also needs to be dynamic with</p>	

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			<p>respect to its method of implementation, scale, accuracy and integration capability. Modern day Cities need to be designed keeping in mind not just the dynamism of the cities needs in present times but also the requirements that might come up in the years to come. They should be modular enough to evolve with the changing times. We cannot afford to have static solutions that are incapable of being improvised or modified.</p> <p>AI based Video Analytics is without a doubt one of the cornerstones that has been driving the Smart & Safe City revolution, and like any other modern day technology, in order to use it to the fullest we need to have systems that are able to keep pace with its evolution while offering a high degree of flexibility of operation. The ideal Video Analytics platform for Smart & Safe Cities in such a scenario needs to have the following characteristics.</p> <p>2. A solution marketplace that aggregates solutions from industry leaders, developers and academia</p> <p>The scope of implementation of AI based Video Analytics is so vast that it cannot be catered to by a single company or a single</p>	

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			<p>entity alone. Different companies tend to specialize in certain distinct use-cases, therefore relying on a single vendor for all kinds video analytics might cause us to lose out on a large number of solutions which may otherwise be functionally better. This also stifles the scope of opportunity for individual developers and young start-ups who may not have the resources to develop the vast array of applications that are usually required in a Smart & Safe Cities. In addition to that discovering the right solution for every individual use-case is often a challenge in itself. The ideal platform for Video Analytics should therefore have a solution marketplace- similar to Apple's App Store or Google's Play Store- that would aggregate video analytics solutions from all of the major Video Analytics companies, young start-up's as well as individual developers and academia. This marketplace should be open to all Computer Vision and AI developers across to the globe who may want to host their applications for being used in a Smart & Safe Cities like environment. An integrated user review system would also allow for not just discovery but also the</p>	

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			<p>validation of the most reliable solutions. Such a common solution marketplace would have the following advantages:</p> <ul style="list-style-type: none"> • Authorities would not have to restrict themselves to a single or a handful of vendors. They can pick and choose the best solutions in the market for each one of their use-cases without the hassle of involving multiple vendors. • Since all available solutions would be listed on a common marketplace it would allow for the discovery of solutions for newer use-cases which may otherwise be difficult to find. • A common platform also levels the playing field for smaller companies, start-up's and individual developers who are capable of providing reliable solutions but are unable to take their solutions to Smart & Safe Cities. With such a platform they can deliver their solutions directly to the end customer without having to partner with larger companies or system integrators. • Such a platform can also help in actively involving academia in the Smart & Safe Cities development process. Academia can help governments in the development of solutions for newer use-cases and 	

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			<p>these solutions can then be used alongside other best in market solutions from other vendors.</p> <p>3. Integration with every major component of the Smart & Safe City surveillance ecosystem</p> <p>It would be difficult to develop a comprehensive, coherent infrastructure for a Smart City if individual components do not integrate well together. The same applies to a platform for Video Analytics as well. An ideal platform for Video Analytics should be readily integrated with all of the major solutions for other components of the city's surveillance infrastructure. This includes all kinds of Video Management Systems (VMSs) as well as Integrated Command and Control Centers (ICCCs). The platform should be able to seamlessly receive as well export data to any of these entities. Ready integration with every major solution would allow city authorities to use their analytics solutions along with any VMS or ICCC of their choice.</p> <p>Integration of the platform implies the automatic integration of every VA solution on the platform as well. This would save VA solution providers the</p>	

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			<p>trouble of integrating with multiple vendors and would also allow for the implementation of their solutions in multiple cities.</p> <p>4. Hardware agnosticism The platform should be capable of running on any standard hardware infrastructure, and should not be restricted to a limited number of makes and models. Hardware herein includes all kinds of hardware components related to a Video Analytics system, such as cameras, servers, data storage devices, etc. This would not only widen the scope of hardware options available to the city but would also allow the utilization of the city's existing hardware infrastructure.</p> <p>5. Modular architecture Every VA application on the platform, even though capable of communicating with other applications on the platform as well other systems via the platform, should operate as an individual containerized application, in the sense that the addition or removal of any application on the platform does not affect the functioning other applications. The platform should not at any point interfere with the code or IP of any</p>	

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			<p>individual application. These entities along with the application's copyright should remain with the application's developer at all times. This would not only make the platform robust but would also encourage application developers to host their applications on the platform since the platform would not interfere with their ownership of the application. Also, this would also give authorities the flexibility to change their selection of deployed applications as and when needed.</p> <p>6. Flexibility of operation and scalability The platform should be flexible with respect to the deployment of applications on video sources, which is to say that authorities should be able to run any of the applications available to them on any of their cameras as and when needed. It should also allow for the addition as well as reconfiguration of cameras and computing resources whenever required. This implies that the platform should theoretically be able to:</p> <p>I. Run any single application on any number of video sources/ cameras. II. Run any number of applications on a single video source/camera.</p>	

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			<p>III. Add new cameras/ video sources.</p> <p>IV. Add new hardware resources (viz. servers, storage devices, etc.)</p> <p>7. Facilitator for development as well training of new AI models/ applications</p> <p>The platform should provide developers SDKs and tools for the development of newer applications. This can also include training and benchmarking tools that may help developers in training their existing AI models as well as comparing the performance of their models with other standard models. It should also allow developers to test the implementation of their applications in real-life scenarios.</p>	
4	Volume-II, Section-3 Scope of Work, Pg. No. 23	Software development	Is it expected that the OEM to submit documents in support to MSI as a part of the documentation?	Yes, OEM needs to submit documents in support to MSI as a part of the documentation
5	Volume-II, Section-3 Scope of Work, Pg. No. 28	Training	would there be any need to provide the training tools?	Please refer the detailed functional requirements and Scope of work Section 3.5 of RFP.
6	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 84	Data Lake/ Business Intelligence	The understanding is that the solution for this requirement is for a comprehensive analytic tool for the Smart city and should consume the data from all the proposed	Please refer the detailed functional requirements and Scope of work section of RFP.

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			systems and other sources. Is it the correct understanding?	
7	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 84	Big data	Please clarify whether the infrastrucutre be cloud based and can it be hosted outside of India?	Big Data system implementation is not in current scope of work for the MSI.
8	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 84	IOT	Can the offering be a hosted one and outside of India?	Big Data system implementation is not in current scope of work for the MSI.
9	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 85	GIS	IS it expected that the GIS to be configured for facilitating the requirements mentioned ?	GIS System implementation is not in current scope of work for the MSI. MSI needs to integrate GIS system which would be connected to various internal as well as external systems considering the scalability approach too where it can be easily integrated with other system to be designed and implemented in future.
10	Volume-II, Section-3.2.1 ERP suite of	ERP	What is meant by the redistributed mention in the statement " Open-Source ERP" means software for which the source code is made freely available and	The conditions given in the RFQ cum RFP shall remain unchanged.

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	Applications, Pg. No. 154		may be redistributed and modifiedCan the offering be a hosted one and outside of India"	
11	Volume-II, Section-3.2.1 ERP Suite of Applications, ERP-FI-44, Pg. No. 159	Accounts receivable	What regulations to be followed for revenue recognition please clarify?	Government of Gujarat Guidelines to be followed along with BPMC act
12	Volume-II, Section-3.2.1 ERP Suite of Applications, ERP-FI-46, Pg. No. 159	Accounts receivable	Please elaborate the challans requirement ?	Challans needs to be considered as per the dual accounting manual being implemented at various ULB's and Government offices
13	Volume-II, Section-3.2.1 ERP Suite of Applications, ERP-CM-26, Pg. No. 161	Cashier Management	Please elaborate the batch requirement ?	Batch requirements for Cashier Management would differ and will follow an inclination in number of batch count considering the population to be served at a Greenfield Smart city like Dholera.
14	Volume-II, Section-3.2.1 ERP Suite of Applications, ERP-HR-12, Pg. No. 163	Cashier Management	Will the organisation accept a cloud based solution hosted outside the country?	No, Proposed ERP system has to be hosted at GSDC, Gandhinagar on infrastructure provided by DICDL.

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15	Volume-II, Section-3.2.1 ERP Suite of Applications, ERP-HR-15, Pg. No. 163	Cashier Management	Will the organisation accept a cloud based solution hosted outside the country?	No, Proposed ERP system has to be hosted at GSDC, Gandhinagar on infrastructure provided by DICDL.
16	Volume-II, Section-3.2.1 ERP Suite of Applications, ERP-SD-09, Pg. No. 162	Lease / Rental Agreements	Is this requirement for both lease-in and Lease-out scenarios?	Indicative requirement for lease-in and lease-out has been shared in the functional requirement in RFP. In case other requirements are to be added at a later point in time then the same needs to be amended as per client requirement.
17	Volume-II, Section-3.2.1 ERP Suite of Applications, ERP-Project Systems, Pg. No. 167	Project Management	Will there be any integration requirement of external project management softwares like Primavera etc? If yes what is the envisaged integration points ? Please clarify.	MSI needs to consider use of Project Management software's such as Primavera, etc. as mentioned in the RFP for project planning and updating the same as per the project status. The said software might need to integrate with the ERP system bothways to create/update the project

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				structure/ plan/ status / budget etc.
18	Volume-II, Section-3.2.1 ERP Suite of Applications, ERP-IM, Pg. No. 168	Inventory Management	Please clarify the planning parameters envisaged? Is there an expectation of an integrated MRP requirement?	MRP might be required to ensure effective planning and procurement of spares and consumables. Planning parameters for inventory management would be shared with the MSI at the implementation phase. The requirement is to have a central Inventory Management and an integrated MRP.
19	Volume-II, Section-3.2.1 ERP Suite of Applications, ERP/SRM, Pg. No. 172	Receive & Evaluate Quote/Tendering/ Approval	Is it expected that the solution proposed should have the capability to receive the quote / receive tenders and evaluation thereof? Or there will be a need to integrate with any approved e-Tendering platform as well? Please clarify	MSI needs to have a procurement module which will have all the functionalities of e-procurement
20	Volume-II, Section-3.2.1 ERP Suite of Applications, CRM 4.6, Pg. No. 176	Integration	IS it expected to provide entire Waste management application with movement of waste of a simple integration to facilitate the flow of instructions ? Please clarify.	Waste management system module is not in current scope of work for MSI.

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21	Volume-II, Section-3.2.1 ERP Suite of Applications, MDM 20, Pg. No. 186	Specifications	There seems to be a mixing of the requirements here. Please clarify the same appropriately?	Please refer the detailed functional requirements and Scope of work section of RFP.
22	Volume-II, Section-3.2.1 ERP Suite of Applications, Testing and Acceptance criteria, Pg. No. 189	Testing and Acceptance criteria	The ERP/ CRM/ SRM/ eGOV applications also need to be certified by STQC?	3rd Party Audit by STQC/Cert-In certified agency needs to be carried out for all the systems defined in RFP by MSI before Go-Live.
23	Volume-II, Section-3.7 Bill of Quantity, Pg. No. 292	ERP	Please specify the users who will be using the system with their functional breakup.	Please consider the number of users for each application/module as below; - Accounts/Finance : 4 users - Project Management : 10 users - Procurement/ Material Management :3 users - Asset Management : 5 users - BI/Analytics (top Management and IT : 8 users - CRM : 15 users - Utilities Services : 8 users - Document Management System : 50 users (for all

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				users) - HRMS/ESS : 50 users (Permanent + Contractual) Payroll : 50 users Email : 50 users - Command Control Centre: 18-24 users External users/Citizens who would be using the website to login and request/access various services to be considered around 500 (max).
24	Volume-II, Section-3.2.7 ERP suite of Applications, Social Media, Pg. No. NA	Social Media	Can this be an offering as a part of Business Intelligence , capable of giving appropriate insights?	MSI/OEM needs to cater to the functional requirements and propose a solution suiting the requirements and smart city design architecture as defined in RFP
25	Website, Pg. No. NA	Website	The expectation here is to provide a website which can facilitate accessing information from ERP/SRM etc , even though the individual solutions may be having their native portal deployment capability ?	As mentioned in the RFP, there would be an individual intranet portal (backend system) and an internet website (existing /new) which would be accessed by different users. Internal DICDL users should

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				also be able to login to their internal systems using their login credentials. Please refer the detailed functional requirements and Scope of work section of RFP.
26	Website, Pg. No. NA	Website	The same website will act as the front end for all e-GOV functionalities as well. Please clarify.	Yes, as mentioned in the RFP, Internet website (existing/New) which would be accessed by different users. Internal DICDL users should also be able to login to their internal systems using their login credentials. Please refer the detailed functional requirements and Scope of work section of RFP.
27	Volume-II, Section-3.2.7 City Applications- Mobile applications, Pg. No. 102	Citizen Service Mobile Application	Can the native mobility features be proposed ?	Please refer the detailed functional requirements and scope of work for Mobile app mentioned in Section-3.2.7 of RFP
28	Volume-II, Section-3.2.1 ERP Suite of Applications, Industry	Customer care and Billing	Please let us whether this has to be included in scope or not as Dholera might sign with up some Utility distribution company and they might have their own	Customer care and Billing for Utilities Management system is not in current scope of work for MSI. The

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	Specific Solutions for Utilities , Pg. No. 386		billing solution catering to all type of consumers.	same may be considered at a later point in time so integration of the same should be considered at the design stage itself.
29	Volume-II, Section- 3.2.1 ERP Suite of Applications, Smart GRC Solution, Pg. No. 291	GRC Solution	Pls. specify the no of users for GRC along with functionality to be given also DICDL based on their users requirement need to decide whether this is viable solution or not if there are very few users.	GRC Solution is not in current scope of work for MSI. Please refer the detailed functional requirements and Scope of work section of RFP.
30	Volume-I, Section- 2.2.1 Pre-Qualification Criteria, Sr. No. 7 ERP, Pg. No. 21	The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least two (2) projects related to implementation/ integration and support of ERP system in India operational for more than one year as on bid submission date including HR, Payroll, finance, Projects & Works Management utility billing, asset management modules, Contracts & Inventory Management, Industry specific solutions for utilities, CRM, Process workflow, Master Data Governance (with at least 3 of these modules)	1) The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least two (2) projects related to implementation/ integration and support of Proposed COTS ERP system including finance, utility billing, asset management modules (with at least 2 of these modules) having a minimum value of INR 5 crores per project during last 10 years. At least one implementation should be in India 2) Kindly clarify if support for 1 year also needs to be shown in the completion certificate or completion of implementation part will suffice	1-7) Please refer Sr. No. 139 of Addendum-6 2) Projects completed and achieved Go-Live shall be considered with a client certificate for project implemented.

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		having a minimum value of INR 1 crores per project during last 7 years.	<p>3) The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least two (2) projects related to implementation/ integration and support of ERP system in India operational for more than one year as on bid submission date with any 8 of the following modules HR, Payroll, finance, Projects & Works Management, utility billing, asset management modules, Contracts & Inventory Management, Industry specific solutions for utilities, CRM, Process workflow, Master Data Governance (with at least 3 of these modules) having a minimum value of INR 1 crores per project during last 7 years.</p> <p>4) As per the MIETY guidelines, relevant project experience value should be 80% of the project budget if it is a single project, 60% of the project if there are two projects, 40% of the project budget if three projects are asked. A study of recent Smart City projects concluded indicates that typically even for a partial eGovernance/ERP scope, value of this component is around Rs. 10-15Cr. In this specific case, it may even be more considering scope provided in the RFP.</p>	

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			<p>Based on the above guidelines, 1 Crores project value asked in the criteria is very less.</p> <p>Additionally, this experience has to be “relevant” as the work tendered for is – development/customization, implementation and maintenance of ERP for a Smart City. Hence, “relevant” would probably be experience of development/customization, implementation and maintenance of ERP for a Smart City/ULBs in India. Current criteria allows a bidder who has done merely "integration" to qualify. Further, current criteria allows bidder to quote experience in any private organization also. Thus, someone who has done a project of 1Cr in a Small/Medium private enterprise, where half or more of project cost may be Hardware/Packaged Software etc., would also qualify.</p> <p>Such criteria may enable larger participation but such participants may not have experience commensurate with expected one to ensure Project success. This on one hand will be to disadvantage to bidders having genuine relevant experience and at same time would put whole investment of DICDL at risk.</p>	

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			<p>Hence we request DICDL to amend the clause as below:</p> <p>The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least two (2) projects related to implementation and support of ERP system in ULBs/ Smart Cities in India operational for more than one year as on bid submission date including HR, Payroll, finance, Projects & Works Management, utility billing, asset management modules, Contracts & Inventory Management, Industry specific solutions for utilities, CRM/ CFC, Process workflow, Master Data Governance (with at least 3 of these modules) having a minimum value of INR 5 Crores per project during last 7 years.</p> <p>5) Kindly request you to amend the clause as follows</p> <p>The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least one project related to implementation/ integration and support of ERP system in India operational for more than one year as on bid submission date including HR, Payroll, finance, Projects & Works Management utility billing, asset</p>	

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			<p>management modules, Contracts & Inventory Management, Industry specific solutions for utilities, CRM, Process workflow, Master Data Governance (with at least 3 of these modules) having a minimum value of INR 1 crores per project during last 7 years.</p> <p>6) Request to modify the clause as ERP / ITMS / AI Analytics</p> <p>The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least two (2) projects related to implementation/ integration and support of ERP system /ITMS/AI Analytics in India operational for more than one year as on bid submission date including HR, Payroll, finance, Projects & Works Management utility billing, asset management modules, Contracts & Inventory Management, Industry specific solutions for utilities, CRM, Process workflow, Master Data Governance, ITMS solutions and Related software's (with at least 3 of these modules) having a minimum value of INR 1 crores per project during last 7 years.</p> <p>7) The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least</p>	

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			two (2) projects related to implementation/ integration of ICT based Smart City Features as a part of Smart City Project having a minimum value of INR 1 crores per project during last 7 years.	
31	Volume-I, Section-2.4.3 Step 3 : Commercial Evaluation, Pg. No. 37	The Bidder who has quoted the lowest Total Price shall be treated as L1. The total Bid Price shall be inclusive of all taxes and inclusive of other levies, duties etc. and shall be in INR and mentioned separately.	Evaluation should be on QCBS Basis	The conditions given in the RFQ cum RFP shall remain unchanged.
32	Volume-I, Section-2.4.4 Step 4 : Final Score Calculation, Pg. No. 37	The final score would be awarded on basis of Lowest Cost (L1)	Evaluation should be done on QCBS criteria will Technical Marking weightage @70% and commercial marking weightage @30%	The conditions given in the RFQ cum RFP shall remain unchanged.
33	Volume-II, Section-3.2.1 ERP Suite of Applications, Customer Relationship Management (CRM), Pg. No. 173	Suggestions	As part of envisaged solution, CRM system need to be integrated to ESB system in order to capture the issues occurred with street lights. Please provide the details on ESB system open interfaces for integration.	MSI needs to design an integrated system where all the packages will be connected and communicate using the ESB, Integration details of the same would be shared to the MSI during implementation phase
34	Volume-II, Section-3.2.1 ERP suite of	Master Data	Master data for ICT assets will be created in Backend ERP system and replicated to	Master data for all point assets (not only ICT assets) would be created via the

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	Applications, CRM 2.2, Pg. No. 174		CRM, please correct my understanding, if wrong?	ERP/MDG system and synchronized with CRM application. All the network assets would be mapped/integrated with GIS system and synchronized with other systems via MDG.
35	Volume-II, Section- 3.2.1 ERP suite of Applications, CRM 3.0, Pg. No. 174	Interaction Center	Are you expecting the Self-Service Portal and Mobile app to be provisioned as part of proposed solution or you have your own Self-service portal that you want to leverage?	MSI needs to design, develop and implement all the solutions including Self-Service Portal and Mobile app as part of proposed solution as mentioned in RFP
36	Volume-II, Section- 3.2.1 ERP suite of Applications, CRM 3.3, Pg. No. 175	Interaction Center	As part of auto-allocation of service request, it should be assigned to specific Agent or to a specific team? Generally, it's assigned to a team.	Service request should be created using the system (manual as well as automatic) as per the requirements shared in the RFP and to be routed to designated officials as per the workflow.
37	Volume-II, Section- 3.2.1 ERP suite of Applications, CRM 3.9, Pg. No. 175	Integration	Do you already have the solution for Digital Signature that needs to be integrated with proposed CRM system?	Yes, there are Digital Signatures available with DICDL as of date and the same needs to be

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				integrated with proposed solution.
38	Volume-II, Section-3.2.1 ERP suite of Applications, CRM 4.0, Pg. No. 176	Integration	Please confirm, if E-Gov application have open APIs available that can be consumed by CRM application to capture customer complaints.	MSI needs to design, develop and implement required interfaces/API's for all modules/packages to integrate with various systems as mentioned in RFP
39	Volume-II, Section-3.2.1 ERP suite of Applications, CRM 4.1, Pg. No. 176	Integration	Please confirm, if GIS application have open APIs available that can be consumed by CRM application to capture asset information.	GIS System is not in current scope of work for this MSI RFP. MSI needs to design, develop and implement required interfaces/API's for all modules/packages to integrate with various systems as mentioned in RFP
40	Volume-II, Section-3.2.1 ERP suite of Applications, CRM 4.6, Pg. No. 176	Integration	Integration with Waste collection module and scheduling? Where will the scheduling of asset happen?	Asset scheduling, waste collection scheduling and other schedulers would be designed and developed from the system developed by MSI itself.

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41	Volume-II, Section-3.2.1 ERP suite of Applications, CRM 4.8, Pg. No. 176	Integration	Payment functionality to be provided only to customer or back-office agents for making payments on customer behalf?	Payments would be carried out by citizens themselves using webportal and payment gateway as well as by DICDL staff, which will be seated in ABCD building at DSIR.
42	Volume-II, Section-3.2.1 ERP suite of Applications, CRM 4.10, Pg. No. 176	Integration	Do you want to provide access to end customers to view the documents / contents uploaded in DMS / CMS system?	Access to documents/contents stored in DMS/CMS needs to be provisioned for DICDL users only.
43	Volume-II, Section-3.2.1 ERP suite of Applications, CRM 4.11, Pg. No. 176	Integration	Do you expect the CTI solution to be provided as part of proposed solution?	It is expected that MSI should consider the CTI solution as part of their proposal.
44	Volume-II, Section-3 Scope of Work, Pg. No. 23,26/85	Software Deployment	<p>Some of the software may be COTS or open source with enterprise support. Please clarify number of ERP users with respect to functionality like Finance, Accounts, SRM (Supplier Relationship Management), BI Users both in terms of report developer and concurrent viewers of dashboard.</p> <p>We strongly object against option of Opensource as COTS solution offered by</p>	<p>Please consider the number of users for each application/module as below;</p> <ul style="list-style-type: none"> - Accounts/Finance : 4 users - Project Management : 10 users - Procurement/ Material Management : 3 users - Asset Management : 5 users

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			MSI/SI/OEM would not be competitive , secondly there are no specific parameters or guidelines to evaluate COTS based and Open source solution. Secondly we have not seen any Opensource Application having gone live in Smart city programs announced after 2014, while there are couple of cities having gone live on COTS ERP and Egovernance program. Also MSI/SI will not go for COTS based solution considering RFP is not a QCBS evaluation criteria and solution would not be commercially viable for MSI to quote.	<ul style="list-style-type: none"> - BI/Analytics (top Management and IT : 8 users - CRM : 15 users - Utilities Services : 8 users - Document Management System : 50 users (for all users) - HRMS/ESS : 50 users (Permanent + Contractual) Payroll : 50 users Email : 50 users - Command Control Centre: 18-24 users External users/Citizens who would be using the website to login and request/access various services to be considered around 500 (max).
45	Volume-II, Section-3.1.10 Enterprise and Network Management System, EMS-FR 1.14, Pg. No. 153	To ensure EMS doesn't introduce any unsolicited security loopholes and concerns into DSIR, only SNMP v3 compliant devices must be integrated with the EMS systems and the MSI should ensure that non-standard ports and non-	<p>1) SNMP v1 & v2 should also be incorporated in the clause as number of devices support v1 and v2.</p> <p>2) Since the EMS solution is an important part of the solution and accesses each piece of critical infrastructure, we suggest the proposed EMS software is secure and certified to international security standard ISO/IEC 27034-1.</p>	Please refer Sr. No. 7 of Addendum-6

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		standard community strings are always used where possible.	<p>ISO/IEC 27034-1 specifically deals with application security. Furthermore, application security is not only about protecting an application, but rather about protecting sensitive information involved by the use of an application. ISO/IEC 27034 provides clear guidance on why and how organizations can identify, define and verify the security on a sensitive applications. It also shows their conformance towards a measurable level of trust defined by ISO/IEC 27034. This is done so that no sensitive information can be accessed, modified or lost by any unexpected event or unauthorized person, internally or externally. Therefore, when ISO/IEC 27034 is well implemented and managed by an organization, it will not only help to provide expected and verifiable evidence to demonstrate that adequate protection of sensitive applications is in place, but it will also help to support the organization's Information Security Management System (ISMS) and the ICT security.</p> <p>Every organization has to protect sensitive information, such as information collected, computed, stored and communicated by their applications. Any</p>	

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			breach or loss of sensitive information can produce an unacceptable impact. At a minimum it is imperative that EMS software vendor organizations' ISO 27001 certification should also cover ISO/IEC 27034 standards.	
46	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 153	EMS solutions should adhere to the following standards but not limited to; · Proposed EMS/NMS solution must be an industry standard, enterprise grade solution recognized by various organizations/leading analysts	Please remove the clause as it will restrict fair participation.	The conditions given in the RFQ cum RFP shall remain unchanged.
47	Volume-II, Section-3.3.7 IBMS - General Query, Pg. No. 148	Query regarding IBMS	IBMS has been a mention in the rfp at multiple places however there are no specification of IBMS. Request you to please incorporate the detailed scope of IBMS module.	Please refer the detailed Functional requirements and the scope of work mentioned in Section-3.3.7 of RFP.
48	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 153	Request for addition Section describes about "Enterprise and Network Management System" however no detailed specifications have been added to the rfp to understand the requirements from EMS.	Enterprise Management System (EMS) - Efficient management of the system, reporting, SLA monitoring and resolution of issues. Various key components of the EMS to be implemented as part of this engagement are: A) Network Monitoring B) Server Monitoring	Please refer Point No. 25 of Section-3.1.10 on Pg. No. 151 in RFP along with detailed functional requirements shared in RFP.

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		Would request you to consider adding the following sections for EMS as it would be a crucial part to manage the complete infrastructure of assets, network elements, Servers etc.	C) Storage Monitoring D) Capacity Planning E) Centralized Reporting & Dashboard F) Operations Management/Helpdesk (Comprising- Incident, Problem, Request, SLA, Change Management & CMDB Modules) Note: All the components of the EMS should be pre integrated out of the box for hassle free implementation. All the aforementioned modules of EMS should be from the same OEM.	
49	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Network Monitoring	The tool should have a pre-integrated network fault and performance management platform, so that it allows us to monitor all the networking equipment which constitutes the backbone network.	Please refer Section-3.1.10 of RFP
50	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Network Monitoring	Trend analysis and instant drill down capability to know the peaking issues, which could hurt the operations of the infrastructure at any point of time. System should have root-cause analysis and policy-based condition correlation technology for comprehensive analysis of faults.	Please refer Section-3.1.10 of RFP

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51	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Network Monitoring	The tool should provide a GUI which should show the rack status upfront. We should get the information of health parameters being monitored of every equipment in the rack by just hovering the mouse on the equipment. Right from the make of the equipment to the equipment type. Power input to any equipment should be visible upfront. The temperature & humidity maintained across the racks and readings should be available clearly	The conditions given in the RFQ cum RFP shall remain unchanged.
52	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Network Monitoring	We should get to know, which equipment is connected to the other equipment physically and logically in the DC. We should be able to create a matrix between a couple of products, which are critical to any customer. The tool should support event co-relation where the correlation logic can be configured by operator.	The conditions given in the RFQ cum RFP shall remain unchanged.
53	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Network Monitoring	We should have a inbuilt device certification engine, so that new devices in rack can be inducted easily. Tool should support Mib-II, enterprise MIB, SNMPv1, v2, v3 & traps for performance management. All alarm/event messages	The conditions given in the RFQ cum RFP shall remain unchanged.

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			shall be automatically time and date-stamped.	
54	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Network Monitoring	The OSS framework of the tool should be such that we can consolidate the management of various IT devices e.g. networks, security, storage, application, virtualized platforms & showcase the impact of one on another.	The conditions given in the RFQ cum RFP shall remain unchanged.
55	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Network Monitoring	The tool should be able to filter out events for device marked under maintenance. It should have a GUI to define maintenance schedule.	The conditions given in the RFQ cum RFP shall remain unchanged.
56	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Network Monitoring	The tool should suppress events for all the network elements that are down for routine maintenance. This would assist faster root cause determination, while it would also help to prevent flooding of non-relevant console messages. Tool should have the provision of appropriating parent-child relationship between all the networking devices in the network.	The conditions given in the RFQ cum RFP shall remain unchanged.
57	Volume-II, Section-3.1.10 Enterprise and Network	Suggestion : Network Monitoring	The solution should be capable to handle multiple provisioning operations to	The conditions given in the RFQ cum RFP shall remain unchanged.

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	Management System, Pg. No. 148		reduce the time of such operations drastically.	
58	Volume-II, Section- 3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Network Monitoring	The solution should have inbuilt dashboard which should show switch/panel port utilization	The conditions given in the RFQ cum RFP shall remain unchanged.
59	Volume-II, Section- 3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Network Monitoring	The solution should be capable to detect and report about device connection and identify the associated location. This information can be used to establish whether this is an authorized connection in order to respond appropriately.	The conditions given in the RFQ cum RFP shall remain unchanged.
60	Volume-II, Section- 3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Network Monitoring	The solution should provide a comprehensive open-ended solution e.g. an SDK (software development Kit) and not just the capability to send SNMP traps to integrate the solution with any 3rd party software or in-house software.	The conditions given in the RFQ cum RFP shall remain unchanged.
61	Volume-II, Section- 3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Server Monitoring	Tool must provide information about availability and performance for target server nodes.	The conditions given in the RFQ cum RFP shall remain unchanged.

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62	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Server Monitoring	Tool should be capable to provide power consumption of server & Overall hardware monitoring including temperature	The conditions given in the RFQ cum RFP shall remain unchanged.
63	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Server Monitoring	Solution should be able to monitor the following server parameters: Disk Usage, CPU Usage, Memory, Interface status, Log file monitoring, Process status, CPU Utilization by a process, Fan Status, Power Status	The conditions given in the RFQ cum RFP shall remain unchanged.
64	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Server Monitoring	The tool should be able to ascertain application level issues in the server.	The conditions given in the RFQ cum RFP shall remain unchanged.
65	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Storage Monitoring	Storage Monitoring - Support for various storages type like NAS, SAN, etc. and should be able to monitor & showcase following parameters: Fault in hardware components, Cache Utilization, Host Port Utilization, Disk utilization, List of Active sessions with history, Overall database health status in single dashboard	The conditions given in the RFQ cum RFP shall remain unchanged.

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66	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Capacity Planning	Capacity Planning - Total Rackspace and occupied Rackspace visibility Solution should be able to do capacity planning for installing new equipment in the rack on the basis of power and rack space & should be able to suggest the best suitable racks for deployment of new equipment.	The conditions given in the RFQ cum RFP shall remain unchanged.
67	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Centralized Reporting & Dashboard	The dashboard and reporting engine should provide, centralized view of all the elements in the IT infra like network, server, application and database	The conditions given in the RFQ cum RFP shall remain unchanged.
68	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Centralized Reporting & Dashboard	Web-based interactive reporting for business users, Rich graphical report designer for power users, Parameterized reports with powerful charting, Output in popular formats: HTML, CSV, PDF.	The conditions given in the RFQ cum RFP shall remain unchanged.
69	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Centralized Reporting & Dashboard	Facilitate flexible report generation based on selected filtering parameters such as location, incident type, priority, escalation, SLA breach and enable reports to be viewed, printed or exported to other file formats	The conditions given in the RFQ cum RFP shall remain unchanged.

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70	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Centralized Reporting & Dashboard	Tool should support : KB creation, Analysis of Incident to identify trends, report generation for resolved & unresolved Incidents of both IT & facility infrastructure separately, report generation for maximum number of incidents logged for both IT & facility equipments	The conditions given in the RFQ cum RFP shall remain unchanged.
71	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Centralized Reporting & Dashboard	Solution should provide us a comprehensive centralized dashboard for health monitoring of IT & facility Infrastructure components like: Routers, Switches, Servers, Firewalls, IPS, UPS, IPDU, TH sensors etc.	The conditions given in the RFQ cum RFP shall remain unchanged.
72	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Operations Management/Helpdesk The solution should have following modules : CMDB, Incident, Request, Problem and Change Management. The Solution should be able to generate & manage tickets for both IT & Facility infrastructure. Should provide minimum 10 user licenses for management.	The conditions given in the RFQ cum RFP shall remain unchanged.
73	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Support the creation, modification and closure of Incident records for both IT & Facility Infrastructure. Tool should be capable to log the Incidents both	The conditions given in the RFQ cum RFP shall remain unchanged.

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			automatically (on threshold breach) and manually (by the service personnel)	
74	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Tool should be capable to update on incident resolution progress. Restrict the ability to open, modify and close Incident records to authorized staff only. Notification should be sent via email, SMS at each milestone.	The conditions given in the RFQ cum RFP shall remain unchanged.
75	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Support the automated alerting of Incidents to selected support staff or groups based on multiple parameters e.g. Network team should get tickets of network issues only. Also support load balancing between the team members on the basis of workload while assigning the tickets	The conditions given in the RFQ cum RFP shall remain unchanged.
76	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Solution should be capable of automatic escalation of Incidents based on pre-defined time intervals or milestones. Also, should have the ability to generate reports on closed Incidents and notification of closure should be sent to the stakeholders.	The conditions given in the RFQ cum RFP shall remain unchanged.
77	Volume-II, Section-3.1.10 Enterprise and Network	Suggestion : Operations Management/Helpdesk	Self Service: Support for full automation of service requests and integration to	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Management System, Pg. No. 148		workflow engines thereby reducing calls to the service desk.	
78	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Should have the ability to distinguish between an Incident, Problem, and Known Error	The conditions given in the RFQ cum RFP shall remain unchanged.
79	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Solution should have the capability of creation, modification, and closure of Problem records. Automatic time and date stamping for new Problem records.	The conditions given in the RFQ cum RFP shall remain unchanged.
80	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Support the ability to route and assign Problem records to predefined support staff or groups & progress tracking, escalation & monitoring of Problems.	The conditions given in the RFQ cum RFP shall remain unchanged.
81	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Provide historical data on Problems and Known Errors for use by support staff during the investigation process	The conditions given in the RFQ cum RFP shall remain unchanged.
82	Volume-II, Section-3.1.10 Enterprise and Network	Suggestion : Operations Management/Helpdesk	Facilitate Creation and maintenance of the Service Catalogue	The conditions given in the RFQ cum RFP shall remain unchanged.

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	Management System, Pg. No. 148			
83	Volume-II, Section- 3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Facilitate Service Quality planning, monitoring, reporting and management	The conditions given in the RFQ cum RFP shall remain unchanged.
84	Volume-II, Section- 3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Ability to manage the whole life cycle of SLAs	The conditions given in the RFQ cum RFP shall remain unchanged.
85	Volume-II, Section- 3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Provide SLA compliance reporting and real time notifications on SLA violation	The conditions given in the RFQ cum RFP shall remain unchanged.
86	Volume-II, Section- 3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Facilitate the recording and storage of request for change (RFC) in an easily accessible format for various type of changes like Normal, Urgent changes. Should support routing of RFCs to the appropriate authorization levels as defined.	The conditions given in the RFQ cum RFP shall remain unchanged.

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87	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Facilitate the monitoring and tracking of the life cycle of a Change request. Support notification and escalation throughout the Change lifecycle.	The conditions given in the RFQ cum RFP shall remain unchanged.
88	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Should have the ability to reject Changes. For example: Status of reject, ability to record reason for reject, notification to the Service Desk and End Users	The conditions given in the RFQ cum RFP shall remain unchanged.
89	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	System with CMDB - Integrate people, process & technology. Decreasing the likelihood of downtime in the data center by facilitating communication across people responsible (part of the IT/facilities) to keep the SLAs and Asset Lifecycle with IMAC process. A definite inventory management tool should be part of the solution.	The conditions given in the RFQ cum RFP shall remain unchanged.
90	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	A configuration management database shall be established which stores unique information about each type Configuration Item CI (IT & Non IT both) or group of CI.	The conditions given in the RFQ cum RFP shall remain unchanged.

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91	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	The Configuration Management Database (CMDB) shall be managed such that it ensures its reliability and accuracy	The conditions given in the RFQ cum RFP shall remain unchanged.
92	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Information from the CMDB shall be provided to the change management process and the changes to the CI shall be traceable and auditable.	The conditions given in the RFQ cum RFP shall remain unchanged.
93	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	Should have the capability to showcase the impact of one CI on another and vice versa to help in predictive analysis and faster resolution.	The conditions given in the RFQ cum RFP shall remain unchanged.
94	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	A configuration of the attached CI shall be taken before deployment of a release into the live environment.	The conditions given in the RFQ cum RFP shall remain unchanged.
95	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Operations Management/Helpdesk	A stakeholder/owner should be mapped with each CI for faster notification & resolution.	The conditions given in the RFQ cum RFP shall remain unchanged.

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96	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 148	Suggestion : Integration Capability	Integration Capability- Solution should capable of providing a pre-integrated, centralized and consolidated platform for end to end management of both IT & Facility infrastructure. Tool should be open for third party integration via (soap, xml, webservice, snmp-v1,v2,v3), NO/NC ports (IO ports), BACnet and Modbus (Modbu TCP & Modbus RTU)	The conditions given in the RFQ cum RFP shall remain unchanged.
97	Volume-II, Section-3.8 Technical Specifications, Pg. No. 294	Technical Specifications : Server Load Balancer (SLB)	<p>1-2) We request to include minimum technical specifications of a Server Load Balancer solution in the RFP. Server / Application load balancer solution is very critical for ensuring 99.999% uptime, enhancing the performance and enabling application security of critical applications such as ERP, CRM, BI, Portal (Land Related and revenue related functions), Billing etc. to be implemented as a part of the project. We recommend to include the below mentioned minimum sizing details of a Server Load Balancer solution.</p> <ul style="list-style-type: none"> • Server load balancer should be high performance purpose built next generation multi-tenant hardware with multicore CPU support. • Should support minimum two instances of 40Gbps throughput each from day one and scalable to two more instances of 	Please refer Sr. No. 167 of Addendum-6

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			<p>same throughput with license upgrade. Each instance must have assigned dedicated hardware resources including vCPU's, I/O, memory, SSL card, per virtual function & SR-IOV</p> <ul style="list-style-type: none"> • The appliance should have minimum 4TB HDD and 512GB RAM • should load balance both TCP and UDP based applications with layer 2 to layer 7 load balancing support. • Platform should support License upgradeable security feature like machine authentication based on combination of HDD ID, CPU info and OS related parameters i.e. mac address to provide secure access to DC resources. <p>3) We request to include minimum technical specifications of a Server Load Balancer solution in the RFP. Server / Application load balancer solution is very critical for ensuring 99.999% uptime, enhancing the performance and enabling application security of critical applications such as ERP, CRM, BI, Portal (Land Related and revenue related functions), Billing etc. to be implemented as a part of the project.</p>	

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98	Volume-II, Section-3.8 Technical Specifications, Pg. No. 294	Technical Specifications : Link Load Balancer (LLB)	<p>1-2) We request to include minimum technical specifications of a Link Load Balancer solution in the RFP. RFP has asked 99.5% Uptime for all the application hosted in DC & DR. Link Load Balancer solution can ensure availability of multiple links terminated at DC & DR and GSLB feature with DNS capability can be used for DC-DR load balancing and seamless failover. We recommend to include below mentioned minimum technical specifications of a LLB solution.</p> <ul style="list-style-type: none"> • Should support inbound and outbound Link Load Balancing with 8Gbps throughput. • Should support Global Server load balancing and full DNS bind function to handle complete DNS bind records including A,MX,AAAA,PTR,TXT etc. • Should be IPV6 phase 2 Certified to work as a IPV6 gateway. • Should support DC DR Failover. • Platform should support License upgradeable security feature like machine authentication based on combination of HDD ID, CPU info and OS related parameters i.e. mac address to provide secure access to DC resources. <p>3) We request to include minimum</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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			technical specifications of a Link Load Balancer solution in the RFP. RFP has asked 99.5% Uptime for all the application hosted in DC & DR. Link Load Balancer solution can ensure availability of multiple links terminated at DC & DR and GSLB feature with DNS capability can be used for DC-DR load balancing and seamless failover.	
99	Volume-II, Section-3.8 Technical Specifications, Pg. No. 294	Technical Specifications : SSL VPN Solution	1-2) The RFP has included most IT security solutions to strengthen the Project. But Secure Remote Access solution is missing in the BOQ. Secure Access Gateway or a dedicated SSL VPN solution can be very useful to give scalable and controlled remote and mobile access to critical applications for any user, anywhere from any device connected to open internet based on AAA and other necessary features like host integrity checks, per user access policies etc. We request you to include a dedicated SSL VPN solution with minimum technical specifications in the RFP BOQ.	The conditions given in the RFQ cum RFP shall remain unchanged.
100	Volume-II, Section-3.8 Technical	Technical Specifications : Anti-DDoS	1-2) The RFP has included most IT solution to strengthen Smart City Project. But Anti-DDoS solution is missing. Which is very critical for this project hence request you	The conditions given in the RFQ cum RFP shall remain unchanged.

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	Specifications, Pg. No. 294		<p>to add minimum specifications of Anti-DDoS to design proper solution,</p> <ul style="list-style-type: none"> • The Anti-DDoS module is expected to constantly monitor the behavior of the application visitors and prevent common application layer attacks. • The proposed solution should detect and mitigate both traditional network-layer DDoS attacks and more advanced application layer attacks. • The proposed solution should have the capability to be configured in detect as well as protect mode. • The proposed solution should prevent suspicious outbound traffic for threats and blocking malicious traffic. • The proposed solution must support the ability to blacklist a host, domain, URL • The proposed solution must provide the ability to block bot-originated traffic according to system- supplied signatures • The Solution should support 38,000 ECC TPS (ECDSA-SHA256), 53,000 SSL TPS 2048bit Keys. • The DDoS solution should be a dedicated hardware with dual power supply . The appliance should have 4 X 10GE SFP+ ports and 4 x 1G ports and 	

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			<p>should also have Link support Link Load Balancing Technology</p> <ul style="list-style-type: none"> • Network based attack protection - SYN floods, connection floods, UDP floods, PUSH and ACK floods, teardrop, ICMP floods, ping floods, smurf, and IP option attacks. • Session based attack Protection - TCP flooding, DNS UDP floods, DNS query floods, DNS NXDOMAIN floods, SSL floods, SSL renegotiation • Application based attacks - Volumetric overload attack. Slowloris, Zombie Floods, Slow/long Post, HashDos, HTTP Opcode Floods, HTTP GET/POST Floods • System should Protect from multiple attack vectors on different layers at the same time with combination of Network, Application, and Server side attacks • Solution should provide protection for volumetric/Protocol and Application layer based DDoS attacks <p>3) We request to include Network Anti DDoS solution for preventing volumetric attacks and enabling IOT security</p>	
101	Volume-II, Section-3.1.10 Enterprise and Network	Proposed EMS/NMS solution must be an industry standard, enterprise grade solution recognized by	Considering that DICDL will expand in the future and to avoid ambiguity and ensure quality of proposed solution we humbly request you to demand "The proposed	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Management System, Pg. No. 153	various organizations/leading analysts	solution must provide comprehensive and integrated management of IT infrastructure components to maximize the availability of IT services and SLA performance & must have at least 3 deployments in Indian Government/ Public Sector, monitoring & managing 10,000+ network nodes in each of such deployments. Customer names, solution details and OEM undertaking needs to be provided at the time of bidding.	
102	Volume-II, Section-3.2.1 ERP suite of Applications, Pg. No. 154	ERP Solution : Proposed ERP System should be open-source with enterprise support for 5 years from the date of Go-Live. "Open-Source ERP" means software for which the source code is made freely available and may be redistributed and modified. Bespoke or owned developed solution will not be considered and accepted.	1, 3) Request you to add COTS ERP solution as an option here also since pg. 155 does mention COTS ERP as an option. 2) Kindly include COTS also 4) As per the mentioned point on page no.7 stating that BESPOKE application is allowed. similarly, Page no. 283 , it is mentioned submission of application documents / deliverable related to bespoke solutions. But the same point which is mentioned on page no. 154 stating that BESPOKE or owned developed solution will not be considered and accepted. So, we are assuming that the point which is mentioned on page no. 154 is typo error. Therefore, we request your office to rectify the same.	1-3) Please refer Sr. No. 6 of Addendum-6 4) As mentioned in the RFP Bespoke or owned developed solution will not be considered and accepted. Bespoke application mentioned elsewhere in the RFP is a typo error. Please ignore the same.

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103	Volume-II, Section-3.2.1 ERP suite of Applications, Pg. No. 155	Proposed COTS/Open Source ERP software solution shall also be available with complete transparency including operation manuals, help documents and source code.	Proposed COTS ERP solution source code shall not be available. Pls amend accordingly.	Please refer Sr. No. 117 of Addendum-6
104	Volume-II, Section-3.2.1 ERP Suite of applications, Pg. No. 154	Number of users for each modules	<p>1, 3) The number of users for ERP solution is not mentioned. Pls share the number of users module / functionality wise (for eg. Finance, Procurement, Projects, Asset, HR, Payroll, BI, CRM)</p> <p>2) Please confirm number of departmental users, external stakeholder for ERP , Web portal, Mobile App separately</p>	<p>Please consider the number of users for each application/module as below;</p> <ul style="list-style-type: none"> - Accounts/Finance : 4 users - Project Management : 10 users - Procurement/ Material Management : 3 users - Asset Management : 5 users - BI/Analytics (top Management and IT : 8 users - CRM : 15 users - Utilities Services : 8 users - Document Management System : 50 users (for all users) - HRMS/ESS : 50 users (Permanent + Contractual) Payroll : 50 users Email : 50 users

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				- Command Control Centre: 18-24 users External users/Citizens who would be using the website to login and request/access various services to be considered around 500 (max).
105	Volume-II, Section-3.2.1 ERP suite of Applications, Pg. No. 165	Number of users for HRMS	Pls share the total number of employees for HRMS with the breakup of the employees grade wise	Please consider the number of users for each application/module as below; - Accounts/Finance : 4 users - Project Management : 10 users - Procurement/ Material Management : 3 users - Asset Management : 5 users - BI/Analytics (top Management and IT : 8 users - CRM : 15 users - Utilities Services : 8 users - Document Management System : 50 users (for all users) - HRMS/ESS : 50 users (Permanent + Contractual)

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				Payroll : 50 users Email : 50 users - Command Control Centre: 18-24 users External users/Citizens who would be using the website to login and request/access various services to be considered around 500 (max).
106	Volume-II, Section-3.2.1 ERP suite of Applications, Pg. No. 174	Number of users as Customers	What is the volume to be considered in respect to Customers.	Please consider the number of users for each application/module as below; - Accounts/Finance : 4 users - Project Management : 10 users - Procurement/ Material Management : 3 users - Asset Management : 5 users - BI/Analytics (top Management and IT : 8 users - CRM : 15 users - Utilities Services : 8 users - Document Management System : 50 users (for all users)

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				- HRMS/ESS : 50 users (Permanent + Contractual) Payroll : 50 users Email : 50 users - Command Control Centre: 18-24 users External users/Citizens who would be using the website to login and request/access various services to be considered around 500 (max).
107	Volume-II, Section-3.2.1 ERP suite of Applications, Pg. No. 154	Suggestion	We request you to add criteria like "ERP suite of applications should have been implemented in at least 5 ULBs/Government offices/PSU's in India covering the basic ERP Modules in last 10 years". This shall ensure standard and quality ERP products.	The conditions given in the RFQ cum RFP shall remain unchanged.
108	Volume-II, Section-3.2.1 ERP suite of Applications, Pg. No. 154	Suggestion	We request you to add criteria "The ERP OEM should offer 24X7 technical support". This shall ensure SI quotes standard products for which 24X7 OEM technical support is available.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
109	Volume-II, Section-3.1.4 City Integrated	Platform should be able to integrate, connect, and correlate information from various	1-2) Please specify the workload throughput from these various applications (both IT and non-IT) and what	MSI to propose a Technical Solution and an Integrated System Architecture to

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	Operations Platform, CIO-PI 2.2, Pg. No. 89	applications, and other IT & non-IT systems, providing rule-based information drawn from various sub-systems for alert generations.	is the peak throughput that needs to be considered ?	cater to the Functional requirements and the scope of work shared in RFP.
110	Volume-II, Section-3.1.4 City Integrated Operations Platform, CIO-PI 2.11, Pg. No. 90	Should have out of box support for multitenant environments to provide support for multiple departments using a single deployment while ensuring that each tenant user can access only the data that they are authorized to use and super tenant can use all the data.	1-2) Please elaborate whether multi-tenant environments require a separate runtime instances or separate workflow processes on the same runtime instance for different departments ?	MSI to propose a Technical Solution and an Integrated System Architecture to cater to the Functional requirements and the scope of work shared in RFP.
111	Volume-II, Section-3.1.4 City Integrated Operations Platform, CIO-RE 4.8, Pg. No. 91	System should support multitenancy access	1-2) Please elaborate further on this requirement ?	Multitenancy over here means that a single instance of the CIOP software and its supporting/related infrastructure should be able to support multiple customers/users. Also all the logged in users should be able to share the application and the database associated to the same.
112	Volume-II, Section-3.1.4 City Integrated	The system should be able to be deployed across multiple sites and	1-2) Please elaborate whether this requirement is pure-cloud or a hybrid	ERP system would be hosted at GSDC considering

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	Operations Platform, CIO-RE 4.12, Pg. No. 91	on cloud for operations and disaster recovery purposes	option (cloud+on-premises) is also possible ?	the current scenario but in future, in case DICDL is setting up DR then the same setup may be hosted on cloud, the same needs to be considered by MSI.
113	Volume-II, Section-3.1.4 City Integrated Operations Platform, CIO-API 5.7, Pg. No. 92	System should support multi-type API gateways	1-2) Please elaborate further on this requirement ? 3) Clarification: Please clarify on what is multi-type API gateway or did you mean System should support multiple type API gateways?	As per the Functional requirements and the Scope of work mentioned in the RFP, proposed system should be able to support API gateways of multiple applications/systems for exchange of data between them, for seamless integration. Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
114	Volume-II, Section-3.1.4 City Integrated Operations Platform, CIO-UR 13.3, Pg. No. 96	The platform should support unlimited simultaneous user access	1-2) Please elaborate whether this is simultaneous unlimited user access i.e. multiple logins at the same time from the same user id ? 3) Clarification: Recommend to provide a number for the concurrent users. This helps in providing optimized server sizing	Please consider the number of users for each application/module as below; - Accounts/Finance : 4 users - Project Management : 10 users

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			than to cater for unlimited users which might not be required in real time.	<ul style="list-style-type: none"> - Procurement/ Material Management :3 users - Asset Management : 5 users - BI/Analytics (top Management and IT : 8 users - CRM : 15 users - Utilities Services : 8 users - Document Management System : 50 users (for all users) - HRMS/ESS : 50 users (Permanent + Contractual) Payroll : 50 users Email : 50 users - Command Control Centre: 18-24 users External users/Citizens who would be using the website to login and request/access various services to be considered around 500 (max).
115	Volume-I, Section-2.2.1 Pre-Qualification Criteria, Pg. No. 20	Additional Notes to PQ / TQ: Standard clause for allowing bidders to used Parent Company Experience.	A standard clause that allows bidders to use Parent / Subsidiary / Sister Concern in all major Smart city RFP's is missing this this RFP. Few of such tenders are Agartala, Patna, Aligarh, Biharsharif,	Please refer Sr. No. 184-188 of Addendum-6

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			<p>Saharanpur. We request DICDL to include the following clause that allows bidders to use Parent / Subsidiary / Sister Concern experience.</p> <p>In case the experience shown is that of the bidder's parent / subsidiary /sister concern company, than the following additional documents are required:</p> <ul style="list-style-type: none"> • Certificate signed by the Company Secretary/statutory Auditor/2 Board of Directors of the bidder certifying that the entity whose experience is shown is parent/subsidiary/sister concern Company. • Shareholding pattern of the bidding entity as per audit reports. <p>For the purpose of evaluations, bidders are allowed to submit experience in terms of financial and technical qualification of their holding (parent) company or subsidiary company or Sister Concern only.</p> <p>a. a 'holding company', in relation to one or more other companies, means a company of which such companies are subsidiary companies; and</p> <p>b. a 'subsidiary company' in relation to</p>	

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			<p>any other company (that is to say the holding company), means a company in which the holding company— (a) controls the composition of the Board of Directors; or (b) exercises or controls more than one-half of the total share capital at its own</p> <p>c. a 'sister concern' in relation to Bidder Company, means a company whose holding company is same as bidder's holding company and holding company (a) controls the composition of the Board of Directors; or (b) exercises or controls more than one-half of the total share capital at its own</p> <p>In case the experience shown is that of the bidder's parent / subsidiary /sister concern company, then the following additional documents are required:</p> <ul style="list-style-type: none"> • Certificate signed by the Company Secretary/statutory Auditor/2 Board of Directors of the bidder certifying that the entity whose experience is shown is parent/subsidiary/sister concern Company. 	
116	Volume-II, Section-3.8 Technical Specifications : Server	Minimum 16x 10G fiber ports with SFP	<p>1) Request to change to 16 x 10G/25G ports with SFP.</p> <p>The latest technology available is 25G enabled switches supporting 1G and 10G</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Room WAN Switch, Sr. No. 1, Pg. No. 304		optic as well, for investment protections. 2) Here is our humble suggest to competent authority also mention higher rate 40G or 100G uplink interface as well here.	
117	Volume-II, Section-3.8 Technical Specifications : Server Room WAN Switch, Sr. No. 14, Pg. No. 304	Management using CLI, GUI using Web interface should be supported	Remove GUI and Web Interface or make it optional. Core / DC switches GUI/Web access are discaled as part of the hardening process, and hence not supported in next generation switches of enterprise OEM. Instead Third party automation Tools / API are used to managed the switches.	Please refer Sr. No. 75 of Addendum-6
118	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. B1.1, Pg. No. 308	a. 24 x 10G Multi Mode Fiber Interface	1) Request to change to 16 x 10G Multi Mode Fiber Interface The latest technology available is 25G enabled switches supporting 1G and 10G optic as well, for investment protections. 2-3) Please confirm if the uplink from Core to Server Access to be on 40/100G and optics should be provisioned for that. 4) Here is our humble suggestion to the competent authority that there should be some higher rate (like 40G or 100G) uplink interface as well here. It looks they are hide during excel to pdf conversion	1, 4) The conditions given in the RFQ cum RFP shall remain unchanged. 2, 3) Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.

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			because only sub clause "a" is here. So please clarify.	
119	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. E5, Pg. No. 309	Switch should support multi instance MPLS routing using VRF	1) Remove MPLS, Not Supported as this is enterprise class requirement, vendor specific 2) Request to remove MPLS routing from Core Switch. MPLS routing is not required on Core Switch. 3) Here is our humble request to remove MPLS requirement because generally MPLS is used in the transport network, but smart city network is like an enterprise environment hence it's not required/necessary. Hence requesting to competent authority for broader participation please remove this requirement.	Please refer Sr. No. 115 of Addendum-6
120	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. F3, Pg. No. 309	Switch should support For Fast Failure Detection as per RFC 5880	1) Remove this line, Not supported, vendor specific 2) Request to change to 'Fast Failure Detection as per RFC 5880 or equivalent'	Please refer Sr. No. 88 of Addendum-6
121	Volume-II, Section-3.8 Technical Specifications : SA Distribution	The device should be modular in architecture and should have redundant Power Supply and	1) Request to make it Modular / TOR 1U form factor Chassis is not supported. Same port density can be managed using 1 U TOR	Please refer Sr. No. 67 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Device/Switch, Sr. No. B1, Pg. No. 314	should support redundant supervisor	switches with better performance 2) Here requesting to competent authority that only power & fan are as modular please confirm. Also we suggest this switch should be stackable with atleast 100G of stacking port to increase the port. As clause C4 is asking scalability upto 6x10G port in the same way also need to scale 1G interfaces hence stacking is required. 3) Request to remove 'should support redundant supervisor'. Redundant supervisor engine functionality is available in Chassis based Switches whereas what is asked here is Modular Switch. The device should be modular in architecture and should have redundant Power Supply	
122	Volume-II, Section-3.8 Technical Specifications : SA Distribution Device/Switch, Sr. No. C4, Pg. No. 315	The device should have at least 4 x 10G ports from day 1 and scalable to 6 x 10G Ports	1) Remove scalable to 6 x 10G ports 2) Request to reduce the interface requirement to 2 x10G ports from day 1 and scalable to 4 x 10G ports in future. The device should have at least 2 x 10G ports from day 1 and scalable to 4 x 10G Ports	The conditions given in the RFQ cum RFP shall remain unchanged.
123	Volume-II, Section-3.8 Technical Specifications : SA	Should support RIPv2, OSPF, IS-IS and BGPv4, LDP, BFP, MPLS routing protocols & IP multicast routing	1) Remove IS-IS, MPLS, BFP, RIPv2. Not supported 2) This switch will used in distribution	Please refer Sr. No. 51 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Distribution Device/Switch, Sr. No. D1, Pg. No. 315	protocols: PIM , IGMP and Layer 2 circuits	<p>layer and user want to connect this with the MPLS network switch will work as CE, which does not required MPLS feature over distribution layer on the switch. We request for L3 features will use by user. Generally MPLS is used in the transport network. So our humble request to remove MPLS requirement because smart city network is like an enterprise environment hence it's not required/necessary.</p> <p>Hence requesting to competent authority for broader participation please remove this requirement.</p> <p>3) Request to remove RIPv2,IS-IS,MPLS routing protocols</p> <p>Should support OSPF and BGPv4, LDP, BFP routing protocols & IP multicast routing protocols: PIM , IGMP and Layer 2 circuits</p> <p>4) D1.Should support RIPv2, OSPF, IS-IS and BGPv4, LDP, BFP/BFD, MPLS routing protocols & IP multicast routing protocols: PIM , IGMP and Layer 2 circuits/EoMPLS/EVPN</p> <p>5) Not sure about BFP. Pls remove as it is not routing protocol</p>	
124	Volume-II, Section-3.8 Technical Specifications : SA	The device should support congestion management and	<p>1) make it or equivalent, WRED, LLQ, are vendor specific</p> <p>2) Request to remove LLQ and change to</p>	Please refer Sr. No. 68 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Distribution Device/Switch, Sr. No. E2, Pg. No. 315	queuing techniques like Priority Scheduling, WRED, LLQ, etc.	WRED/LLQ /Deficit Weighted Round Robin (DWRR) or Queuing mechanisms The device should support congestion management and queuing techniques like Priority Scheduling, WRED/LLQ /Deficit Weighted Round Robin (DWRR) or Queuing mechanisms	
125	Volume-II, Section-3.8 Technical Specifications : SA Access Switch (POE+), Sr. No. 6, Pg. No. 315	It should have static IP routing, RIP, RIPnG, OSPF, OSPFv3, PIM and vrf lite from day 1	1) Remove RIP, RIPnG, or make it optional OSPF equivalent efficient protocol is used. 2) Request to remove RIP, RIPng and VRF lite It should have static IP routing, OSPF, OSPFv3, PIM from day 1 3) pls remove vrf lite as WAN switch is required for L2 connectivity	Please refer Sr. No. 69 of Addendum-6
126	Volume-II, Section-3.8 Technical Specifications : SA Access Switch (POE+), Sr. No. 24, Pg. No. 316	The Switch should be EAL3/ NDPP certified.	1) Remove EAL/NDPP certification Vendor specific and are relaxed/removed by DIT 2) Requesting to competent authority to allow TEC/ EAL3/NDPP certificated from the requirement. EAL3/ NDPP clause restricting to domestic OEMs for the participation in the tender, kindly allow TEC approved product also. 3) Request to remove EAL3/NDPP Certification from SA Access Switch for wider participation.	Please refer Sr. No. 50 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
127	Volume-II, Section-3.8 Technical Specifications : Backup Solution, Sr. No. 7, Pg. No. 319	The software must provide flexibility to backup to different media. These include disk-to-tape, disk-to-disk and interoperability.	The software must provide flexibility to backup to different media. These include disk-to-tape, disk-to-disk and interoperability and should offer Virtual appliance solution for backup and physical Appliance integration as envisaged for future scalability . This will enable DICDL to have scalable solution being offered as part of this RFP. Ensuring bes TCO/ROI.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
128	Volume-II, Section-3.8 Technical Specifications : Unified Storage, Sr. No. 1, Pg. No. 321	Storage should be supplied with 1 PB of usable space upgradable upto 4 PB excluding all overhead configuration like RAID single parity, dual parity, stripping and mirroring) configuration, formatting and hot spare disk. All capacity is to be provide with SAS, SSD Disk drives. Should support latest technology SSD, SAS, NL-SAS/SATA Drives	1) Storage should be supplied with 1 PB of usable space (10% SSD, 10% SAS and 80% on NL-SAS drives) upgradable upto 4 PB excluding all overhead configuration like RAID single parity, dual parity, stripping and mirroring) configuration, formatting and hot spare disk. All capacity is to be provide with SAS, SSD Disk drives. Should support latest technology SSD, SAS, NL-SAS/SATA Drives. The capacity addressable as NAS share in the solution must be 750TB or more with single file system of 256TB or more in the current capacity and must scale upto 3PB of total capacity asked, keeping in mind the project scalability. We request DICDL to clarify the break up different disk types like capacity on SAS/SSD and NL-SAS drive out of this 1PB	1) Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly. 2) The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>usable capacity. Also capacity break as NAS addressable capacity would make it easy for OEM to choose right product to position.</p> <p>2) Request to change to : Storage should be supplied with 1 PB of usable space upgradable upto 4 PB in a single file system excluding all overhead configuration like RAID single parity or dual parity, striping and mirroring) configuration, formatting and hot spare disk. All capacity is to be provide with SAS, SSD Disk drives. Should support latest technology SSD/ SAS, NL-SAS/SATA Drives"</p> <p>Justification: Single File System will enable vendors to offer for Scale Out NAS and the same is better than SAN storage for safe city use cases like Video surveillance and as well ensure for faster & successful deployments ..</p>	
129	Volume-II, Section-3.8 Technical Specifications : Unified Storage, Sr. No. 6, Pg. No. 321	Storage should have minimum 8 FC ports (8 Gbps or higher) and 8x10 Gb SFP+ for host connectivity.	<p>1) Storage should have minimum 8 FC ports (8 Gbps or higher) and 8x10 Gb SFP+ for host connectivity. 10Gbps Ports should support both iSCSI and NAS (SMB/NFS) protocols for capacity scalability asked in clause 1 from day one, Any hardware or software needed</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>to enable capacity scalability for all protocols should be offered day</p> <p>We request DICDL to incorporate suggested modification for higher flexibility of configuration and utilization of protocols on storage.</p> <p>2) Request to Change the clause to : Storage should have minimum 8 FC ports (32 Gbps or higher) or 8x25 Gb SFP+ for host connectivity.</p> <p>Justification: The current industry standard for FC is 32 Gbps and 10/25 Gbps for Ethernet .. This is supported by all reputed vendors and would also ensure for faster performance & total investment protection for coming years</p>	
130	Volume-II, Section-3.8 Technical Specifications : Unified Storage, Sr. No. 7, Pg. No. 321	The storage system should have minimum 384 GB DRAM cache per controller.	<p>1) The storage system should have minimum 384 GB DRAM cache memory per controller. The array should support SSD/Flash based cache memory for application performance and minimum of 5TB or more, SSD Cache as well should be used for optimizing both Read and Writes IOs.</p> <p>We request DICDL to incorporate the modification suggested as this will bring in capability to adapt to any workload , which may come up during or port</p>	Please refer Sr. No. 32 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			<p>deployment to have flexibility and TCSO /ROI of the investment in this project.</p> <p>2) Request you to change the statement as follows, for Hitachi Unified Storage to qualify for this project, since The Hitachi architecture of mirroring only Write Cache would also ensure no compromise on Cache availability: The storage system should have minimum 350 GB DRAM cache per controller.</p> <p>3a) We understand that higher cache improves the performance of the system, cache offered by majority of the OEM in a enterprise class storage is in multiple of 256 GB cache, we request you to increase the cache to minimum of 512 GB per controller.</p> <p>3b) Flash Cache can also be provided by using SSD etc, request you to clarify if SSD cache is acceptable for this requirement.</p> <p>4) Request to rephrase the DRAM Cache Memory requirement as DRAM Cache Global Cache for proposed Storage system as 384GB across Controllers. Different Storage vendors have different Storage Architecture like Dual-Controller & Multi-Controller. We support Multi-Controller Architecture thereby providing 99.9999% data availability guarantee</p>	

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			<p>across Quad-Controllers and Controller DRAM Global Cache is spread across Quad-Controllers.</p> <p>The storage system should have minimum 384 GB DRAM Cache Global Cache for proposed Storage Array</p> <p>5) Request to Change the clause to : The storage system should have minimum 384 GB DRAM cache per controller/Storage node.</p> <p>Justification: Different storage vendors have different architecture to achieve at least similar or better functionaiity .. This change will enable larger partcipation for storage vendor of repute.</p>	
131	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 10, Pg. No. 323	The storage should have traditional/similar raid group provisioning for Storage allocation to hosts.	<p>The storage should have native capability for Virtual/thin provisioning for Storage allocation to hosts.</p> <p>Traditional allocation are no more offered by OEMs . Hence the cahnge suggested to incorporate thin provisioning, as this brings in efficinecy in capacity utilization.</p>	The conditions given in the RFQ cum RFP shall remain unchanged.
132	Volume-II, Section-3.8 Technical Specifications :	The storage should have traditional/similar raid group provisioning for Storage allocation to hosts.	<p>The storage should have native capability for Virtual/thin provisioning for Storage allocation to hosts.</p> <p>Traditional allocation are no more offered by OEMs . Hence the cahnge suggested to</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Unified Storage, Sr. No. 10, Pg. No. 322		incorporate thin provisioning, as this brings in efficiency in capacity utilization.	
133	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 1, Pg. No. 322	Storage should be supplied with 250 TB of usable space upgradable upto 1 PB excluding all overhead configuration like RAID single parity, dual parity, striping and mirroring) configuration, formatting and hot spare disk. All capacity is to be provide with SAS, SSD Disk drives. Should support latest technology SSD, SAS, NL-SAS/SATA Drives .	We request DICDL to clarify on disk type break up to provide the Capacity for backup as asked.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
134	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 6, Pg. No. 316	Chassis should have sufficient number of redundant 10gb based converged modules to provide a minimum FCOE uplink bandwidth of 20Gbps per blade server and 10Gbps sustained per blade server (with 1 module failure)for a fully populated chassis for LAN & SAN Traffic.	1) Chassis should have sufficient number of redundant 10/ 25GB based converged modules to provide a minimum FCOE uplink bandwidth of 20Gbps per blade server and 10Gbps sustained per blade server (with 1 module failure)for a fully populated chassis for LAN & SAN Traffic. Request you to add 10/25Gb Converged Ports, because only 10G Ports are End of life not available in new generation blades across all OEM 2) Request to change to redundant interconnect modules to provide redundant 10GbE Ethernet connectivity and redundant 16Gb FC/FCoE connectivity per blade server to sustain one	Please refer Sr. No. 113 of Addendum-6

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			switch/module failure (each for Ethernet & FC/FCoE) for a fully populated Chassis for LAN & SAN traffic. Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	
135	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 13, Pg. No. 316	TOR Unified Port Switch	1) TOR Unified Port Switch / Switches within chassis Because TOR Unified Port switch will qualify to single OEM (Cisco) and Switch within Chassis will common to all OEM, request to add this point 2) Request change to Redundant interconnects for Ethernet & FC/FCoE Connectivity	Please refer Sr. No. 25 of Addendum-6
136	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 14, Pg. No. 317	Vendor must quote pair of TOR FCoE enabled switch and having minimum ports to support connectivity of set of 32 Blades. FCoE TOR switch must in turn connect to existing LAN core / Aggregation switch using 10 Gig SFP+/ 40 Gig SFP+ connectivity and	1) Vendor must quote pair of Switches within chassis/ TOR FCoE enabled switch and having minimum ports to support connectivity of set of 32 Blades. FCoE TOR/ Switches within chassis switch must in turn connect to existing LAN core / Aggregation switch using 10/ 25Gig SFP+/ 40/ 100G SFP+ connectivity and SAN core	Please refer Sr. No. 26 of Addendum-6

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		SAN core director switch using line rate 16 Gbps FC ports.	<p>director switch using line rate 16 Gbps FC ports.</p> <p>Request to Add TOR/Switches within chassis FCOE Enable switch for Blades 32 Blade Server ,TOR Unified will qualify to single OEM (Cisco) 10G Ports are End of life on Blades Server request to add 10/25G/100G Ports for current and future upgrade requirement.</p> <p>2) Request to change to redundant interconnect modules to provide redundant 10GbE Ethernet connectivity and redundant 16Gb FC/FCoE connectivity per blade server to sustain one switch/module failure (each for Ethernet & FC/FCoE) for a fully populated Chassis for LAN & SAN traffic.</p> <p>Chassis should have 40G QSFP+ uplinks to choose Ethernet & FC uplinks as needed.</p> <p>Chassis should support Fiber Channel SAN Switches / Converged Interconnects with at least 8 x 16Gb FC uplinks and also at least 16Gb downlinks to all server bays.</p> <p>Switch should support trunking to external SAN switches at 128Gb/s per trunk</p>	
137	Volume-II, Section-3.8 Technical Specifications : Blade	Vendor should quote dual FCoE TOR switch for every 32 servers	1) Vendor should quote dual FCoE Switches within Chassis / TOR switch for every 32 servers or more Servers	Please refer Sr. No. 27 of Addendum-6

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	Chassis and Management, Sr. No. 15, Pg. No. 317		FCoE TOR Switch for every 32 Server will qualify to single OEM request you to add TOR / Switches within chassis for every 32 servers or More, Because TOR Unified Port switch will qualify to single OEM (Cisco) 2) Request to change to Redundant Interconnects for all Blade Servers in each Blade Chassis	
138	Volume-II, Section- 3.8 Technical Specifications : Blade Servers, Sr. No. 7, Pg. No. 317	It should have 40 Gb connectivity per server with a minimum of 2 ports , which is expandable to 80 Gb connectivity per server	1) It should have 40/50 Gb connectivity per server with a minimum of 2 ports , which is expandable to 80/100GB connectivity per server Request to add 40/50Gb connectivity per blade with minimum of 2 ports server expandable to 100 Gb per server / Mentions Point qualify to Single OEM vendor, 10G Ports are End of life not available in new generation blades across all OEM 2) Request to change to redundant 10Gb/20Gb Ethernet connectivity per server and redundant 16Gb/32Gb Fiber Channel/FCoE connectivity per server.	Please refer Sr. No. 15 of Addendum-6
139	Volume-II, Section- 3.8 Technical Specifications : Blade	It should have two adapters per server to support above for card level redundancy	It should have two adapters per server to support above for card / Switch within chassis / TOR Unified Switch for all level redundancy	Please refer Sr. No. 28 of Addendum-6

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	Servers, Sr. No. 8, Pg. No. 317		As per solution we must require redundancy across all level , Pair Switch Within Chassis / Pair TOR Unified , Pair Network Adaptor, Ports. Card level redundancy will only provide on Cards but also overhead on single pair of TOR /switch within chassis, as per best practice on blades Solution, we should configured redundancy across all level from NIC ports, card level to Switch level with no-overheads.	
140	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 34, Pg. No. 306	The proposed solution must support on appliance Per policy SSL decryption for both inbound and outbound traffic.	Request you to please clarify if both SSL and SSH decryption need to be supported on the device	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
141	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Performance Requirement, Sr. No. 1, Pg. No. 307	The proposed solution should support at least 40 Gbps Firewall Throughput with 8 Gbps NGFW Throughput including Firewall, application control, IPS. Solution should also support Anti-Virus, Anti-malware, Geo Protections and Anti-bot with all latest signatures enabled from day 1. The OEM must publish performance claims on	1) 8 Gbps is 80% drop in the performance on enabling the services asked. Request you to please amend to standard based real time throughput so that you can get predictable consistent performance and leading OEMs are on level play. Please amend to : The proposed solution should support at least 40 Gbps Next Generation Firewall Throughput with 20 Gbps Throughput including Firewall, application control, IPS,	The conditions given in the RFQ cum RFP shall remain unchanged.

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		public domain like websites, datasheets. Letter head performance claims will not be entertained.	<p>Anti Virus enabled on Enterprise mix/ Application mix throughput performance. Solution should also support Anti-Virus, Anti-malware, Geo Protections and Anti-bot with all signatures enabled. The OEM must publish performance claims on public domain like websites, datasheets. Letter head performance claims will not be entertained.</p> <p>2) Please change the clause to The proposed solution should support at least 40 Gbps stateful Firewall Throughput with 8 Gbps NGFW Throughput including Firewall, application control, IPS and should be scalable to 25 Gbps of NGFW throughput in future. Solution should also support Anti-Virus / Anti-malware / Zero-Day protection, Geo Protections and Anti-bot with all signatures enabled. The OEM must publish performance claims on public domain like websites, datasheets. As per our understanding appliance required should support 6 Gbps of NGFW throughput currently however it should be such that it should scale to 25Gbps of NGFW in future and hence requesting change</p> <p>3, 5, 6) Considering huge amount of traffic would be coming, we suggest that</p>	

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			<p>Firewall throughput is very less, it should be minimum of 150Gbps, so request you to please amend the clause as : The proposed solution should support at least 80 Gbps Firewall Throughput with 15 Gbps NGFW Throughput including Firewall, application control, IPS. Solution should also support Anti-Virus, Anti-malware, Geo Protections and Anti-bot with all latest signatures enabled from day 1. The OEM must publish performance claims on public domain like websites, datasheets. Letter head performance claims will not be entertained.</p> <p>4) The proposed solution should support at least 40 Gbps Firewall Throughput with 8 Gbps NGFW Throughput including Firewall, application control, IPS. Solution should also support Anti-Virus, Anti-malware, Geo Protections and Anti-bot with all latest signatures enabled from day 1. The OEM must publish performance claims on public domain like websites, datasheets. Letter head performance claims will not be entertained.</p> <p>Justification --> The proposed solution should support at least 40 Gbps Firewall Throughput with 8 Gbps NGFW Throughput including Firewall, application</p>	

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			control, IPS. Solution should also support Anti-Virus, Anti-malware, Geo Protections and Anti-bot with signatures enabled from day 1. The OEM must publish performance claims on public domain like websites, datasheets. Letter head performance claims will not be entertained.	
142	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Performance Requirement, Sr. No. 3, Pg. No. 307	Solution should be supplied with high availability and redundant power supply from day one. The performance must be measured using Data Center Environment with all Traffic enabled (not just internet traffic).	1) Request you to please clarify if separate redundant hot swappable Fan trays need to be provided for High availability from day-1 2) Please confirm whether proposed appliance should have redundant and hot-swappable fan tray/module This ensure low MTTR and high availability of perimeter appliance	Considering the performance as Data Center Environment, solution should be supplied with high availability and redundant power supply from day one. Please refer the detailed Technical Specifications Section-3.8 and the scope of work for the specific module shared in the RFP. The conditions given in the RFQ cum RFP shall remain unchanged.
143	Volume-II, Section-3.8 Technical Specifications : Network Firewall	The proposed solution must support at least 200,000 new session per second	1) 200,000 New sessions is too low for 40 Gbps device. It should be atleast 275K or higher. Please amend to:	Please refer Sr. No. 14 of Addendum-6

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	(NGFW), Performance Requirement, Sr. No. 5, Pg. No. 307		The proposed solution must support at least 275,000 new session per second on HTTP transaction. 2-4) In any setup of a smart city the new connection per second is the key to handle this all the existing with new connection and 200K is a very less number, this should be minimum of 600K, hence request you to please amend the clause as : The proposed solution must support at least 600,000 new session per second	
144	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Performance Requirement, Sr. No. 6, Pg. No. 307	The solution must provide 8X 10/100/1000 RJ45, 8x10G with SFP /SFP+, 400GB storage for System	1) 400 GB is too less for a smart City NGFW. The storage should be atleast 2TB and in RAID1 Also 40 Gig device should hgave support for 40/100 Gig interfaces to address current and future requirements. This will give extended life to the solution as the routers have been asked for 100Gig ready. Request you to please change to: The solution must provide 8X 10/100/1000 RJ45, 12 SFP /SFP+ , 4X QSFP28 and at least 2TB in RAID1 local storage " Extra ports for HA, Console , out of band management should aslo be provisioned. 2) Please change the clause "The solution must provide 8x 10G SFP+ (including	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>short range transceivers) and expandable upto 6 x 40 Gig in future.</p> <p>Considering 5 year growth and flexibility, proposed platform should support higher number of interfaces</p> <p>3, 5, 6) Mentioning 8*10G means SFP+, hence please clarify and number of port does not talk about future scalability as well, hence please amend the clause as :</p> <p>The solution must provide 10X 10/100/1000 RJ45, 8x10G with SFP+, 400GB storage for System from day one. same hardware should have future scalability to add 40G ports as well.</p> <p>Minimum of 3 ports of 40G QSFP+ should be possible.</p> <p>4a) The solution must provide 8X 10/100/1000 RJ45, 8x10G with SFP /SFP+, 400GB storage for System. Also it must be scalable for 2*40G interface for future use. Justification --> 40G interfaces may be required in future use. Firewall must support it considering it must not be a bottle neck in future requirements</p> <p>4b) Must offer on-appliance Logging/Reporting feature with capacity of at least 100Gb of logs/day & 3K events/logs per second. The solution must be from same Firewall OEM. Justification -</p>	

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			-> Logging/Reporting must be there for better visibility	
145	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Performance Requirement, Sr. No. 8, Pg. No. 307	OEM must be EAL4/ ICSA/ FIPS 4.0 certified.	1) Please clarify if the proposed device should be certified for all the asked certifications 2) Please change the clause to "OEM must be EAL4/ ICSA/ FIPS 4.0 certified / NDPP Different OEM follow different certification and hence requesting change 3-5) We recommend to add Common criteria as well in the same, hence please amend the clause as :OEM must be EAL4/ ICSA/ FIPS 4.0/Common Criteria certified.	Please refer Sr. No. 17 of Addendum-6
146	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Pg. No. NA	Missing important security features required to address current day attacks	Expolits is the main technique used by the hackers to intrude and hack and it shold be addressed. Please add: Solution should detect probable exploit kit activity targeted at a host on the network. Exploit kits should be identified by a vulnerability exploit or exploit kit landing page signature, combined with either a malware download signature or a known command-and-control signature.	The conditions given in the RFQ cum RFP shall remain unchanged.
147	Volume-II, Section-3.8 Technical Specifications :	Missing important security features required to address current day attacks	2FA is an important aspect of any infrastrcuure and is required to be integrated with the NGFW.	The conditions given in the RFQ cum RFP shall remain unchanged.

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	Network Firewall (NGFW), Pg. No. NA		Please add: Should support Authentication Policy and Multi-Factor Authentication to enforce 2FA on any application or site in an organization, regardless of whether an application natively supports 2FA.	
148	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Pg. No. NA	Missing important security features required to address current day attacks	Phishing attacks is the most common used techniques by the hackers and need ot be addressed. Please add: The device should be capable to identify and prevent in-progress phishing attacks by controlling sites to which users can submit corporate credentials based on the site's category thus blocking users from submitting credentials to untrusted sites while allowing users to continue to submit credentials to corporate and sanctioned sites.	The conditions given in the RFQ cum RFP shall remain unchanged.
149	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Pg. No. NA	Missing important security features required to address current day attacks	Security is the utmost important for any government organization and should be taken from the leaders to ensure quality and effectiveness of the solution. Please add: OEM must be in the leaders quadrant of the enterprise firewall report for the last five years and the proposed vendor must have "Recommended" rating with min	The conditions given in the RFQ cum RFP shall remain unchanged.

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			97% Evasion proof capability and min 97% Security Effectiveness as per 2019 NSS Labs Next Generation Firewall comparative Test Report.	
150	Volume-II, Section-3.1.6.2 Hosting on ABCD Server room, Next Generation Firewall, Pg. No. 133	Next-generation firewall Identifies unknown malware, zero-day exploits, and advanced persistent threats (APTs) through static and dynamic analysis in a scalable, virtual environment, and automatically disseminates updated protections globally in near-real time.	There is mention of APT in the solution, but details are missing. Please clarify if the APT need to talk to the proposed perimeter security device NGFW and should have the following. The APT device should be on premise from the same OEM as of NGFW for ease of integration and should have upto 30VM, can scan upto 6000 files per day and should have RPS and 2TB in RAID 1 with option for atleast 4 extra bays for future. The on premise should also support clustering upto 20 devices for scalability,	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
151	Volume-II, Section-3.1.9 Information Security, Infrastructure Security, Pg. No. 142	The solution is about detecting and blocking malware by continuously analyzing for malware, and getting retrospective alerts. The dedicated advanced endpoint protection solution to stop APT threats and should not be subset of Antivirus or HIPS or traditional end point solution.	There is mention of APT in the solution, but details are missing. Please clarify if the APT need to talk to the proposed perimeter security device NGFW and should have the following. The APT device should be on premise from the same OEM as of NGFW for ease of integration and should have upto 30VM, can scan upto 6000 files per day and should have RPS and 2TB in RAID 1	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.

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			with option for atleast 4 extra bays for future. The on premise should also support clustering upto 20 devices for scalability,	
152	Volume-II, Section-3.1.9 Information Security, Pg. No. NA	Suggestion Missing important Component Threat Analysis Tool. TAT tool is a mandatory for security operations for high-fidelity intelligence, correlation, context and automated prevention workflows needed to identify and respond to events in real time.	Please refer TAT sheet for basic features of Threat Intelligence	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
153	Volume-II, Section-3.3.2 CIOC – Technical Specification for Control Room Interiors, Control desk, Pg. No. 219	Control Desk	<p><u>Control Desk is one of the most important aspect of control room because from these stations any kind of operation & monitoring shall be done. To ensure quality in the final product i.e Control Desk it is recommended to ADD below mentioned information and necessary documents, test certificates shall be submitted along with the bid.</u></p> <p>1. EPD :- The environmental product declaration of control desk must be verified in accordance with ISO 14025 (from UL/Intertek) for Impacts on Environment by Console. Valid report to</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>be submitted along with the bid.</p> <p>2. LCA :- The proposed console's life cycle should be assessed (from approved LCA consultant) for environmental impacts associated with all the stages of a product's life for cradle to grave analysis. Valid documents should be submitted along with the bid.</p>	
154	Volume-II, Section-3.3.2 CIOC – Technical Specification for Control Room Interiors, Control desk, Pg. No. 219	Control Desk	<p><u>This being the state of the art control room facility it is recommended to have following feature in the control room :-</u></p> <p>1. Dynamic Touch Screen: - The supervisor desk shall feature a touch screen with inbuilt software to view / control below parameters.</p> <p>1.1 Every desktop shall have inbuilt illuminated indication on the work-surface which shall be connected with phone calls, messaging etc.</p> <p>1.2 Modular metal wall panels (at a height of 1.2 meters from floor) and peripheral metal ceiling tiles shall have integrated illuminated indicators. These indicators can be changed to different colours like blue, green and red during different control room scenarios viz. VIP visits, shift change and emergency respectively.</p> <p>1.3 Provide live data of Humidity &</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>temperature of the control room.</p> <p>1.4 Provide cabinet temperature of all CPU Cabinets to ensure safe & continuous operations.</p> <p>1.5 Two exhaust fans shall be provided in every cabinet. Both the fans shall automatically start upon crossing the threshold temperature. On/off alert shall be displayed on supervisor's touch screen.</p> <p>1.6 Supervisor's desk shall have a feature of 0 to 10-degree tilting with help of noise free mechanisms. The same shall be controlled through touch screen.</p>	
155	Volume-II, Section-3.3.2 CIOC – Technical Specification for Control Room Interiors, Control desk, Pg. No. 221	Designer Front Edging Option:- Front ergonomic edge shall be injection moulded polyurethane edge (minimum 50-60mm in depth) on the profiled	<p>To ensure reduced downtime because of maintenance & ensuring quality in the final product (i.e Control Desk) it is recommended to mention the below information:-</p> <p>Maintainability Feature:- UL audit certified design feature of High-density Poly Urethane Foam moulded on industrial grade aluminium core to form 50mm deep tapered edge to be installed on worktop. The Edge shall be mechanically replaceable within 30 minutes in case of damage or wear without opening or removing the worktop. UL audit certificate to be</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>enclosed with the bid.</p> <p>Justification :- The injection moulded Polyurethane (on profiled wooden core) is difficult to maintain. So to enhance this feature below mentioned text is recommended where modular Polyurethane edging solution is proposed where quality and modular feature shall be certified by UL.</p>	
156	Volume-II, Section-3.3.2 CIOC – Technical Specification for Control Room Interiors, Control desk, Pg. No. 221	<p>Monitor Arms/Arrays and Attachments</p> <p>Die cast mounted Aluminum arm; fixed firmly</p>	<p>To prevent generic compliances from unqualified manufacturers & ensure quick & easy maintenance & up-gradation it is recommended to use certified products from world's trusted labs. Therefore please mention below details instead of existing ones:-</p> <p>1. Up gradation - For quick & easy installation , maintenance and retrofitting it is recommended to define the Monitor Arm Assembly as mentioned below:- UL audit certified design feature of Monitor Arm Assembly shall have auto-lock, push & add/remove die-cast aluminium extendible arms of 150mm each with tool less addition / deletion feature to cater future requirements. Tool less addition / deletion in less than a minute. Valid UL</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>audit certificate to be enclosed along with the bid.</p> <p>2. Quick & Easy Maintenance - UL audit certified design feature of monitor arm assembly shall have auto lock, push & remove feature for quick release of VESA mounts and modular arm extensions for ease in maintenance and fixing of monitor by one technician within 30 seconds without using any tools.</p>	
157	Volume-II, Section-3.3.2 CIOC – Technical Specification for Control Room Interiors, Straight Metal Panelling, Pg. No. 223	<p>STRAIGHT METAL PANELLING</p> <p>A. Panel should comprise of perforation for making the cladding and</p>	<p>To ensure zero compromise on aesthetical appeal of the control room it is recommended to use Micro-perforated wall paneling tiles. It is recommended to consider the below information:-</p> <p>1) Easy replacement - UL audit certified design feature of Modular wall Paneling tile having secure locking arrangement for equidistant mounting. Locking arrangement to enables easy replacement without using any tool within 20 seconds. The feature shall provide easy flexibility of locking all tiles in one column through gravity. Valid UL audit certificate to be submitted along with the technical bid</p> <p>2) Load bearing capacity- UL audit certified design feature of Load bearing capacity of Paneling:- Paneling structure</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>shall have load carrying capacity of 300 Kg to hold any display unit on clamp having minimum length of 750mm. UL audit certificate to be submitted along with the technical bid.</p> <p>3) Micro-perforated : Modular Wall paneling tiles shall have UL audited design feature of clean perforations. The tile shall have 5000 holes of (less than 0.8 mm diameter each) per square feet per side of the tile. Valid UL audit certificate to be submitted along with the bid.</p>	
158	Volume-II, Section-3.3.2 CIOC – Technical Specification for Control Room Interiors, False Flooring, Pg. No. 233	<p>False Flooring</p> <p>Mandatory: Top Surface Shall be Green Guard (UL) certified to avoid VOC.....inside rooms shall be antistatic as per spec. The test certificates to be provided before commencement of the job.</p>	<p>To ensure a healthy air quality in the control room it is recommended to mention below information instead of existing specifications :</p> <p>1. False flooring : Top surface shall finish with Acoustic Laminate Flooring. The flooring should be manufactured of particle board having edges finished with PVC edge band and top surface should be finished with durable & environment friendly acoustic laminate with special glue. The acoustic laminate should be made up of twin-layer linoleum built up from 2mm Laminate.</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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159	Volume-I, Section- 2.2.1 Pre-Qualification Criteria, Sr. No. 11 OEM Criteria, Pg. No. 22	MSI should propose and supply the products (Networking devices at aggregation & data centre layer, Storage, Servers, network Firewall/ NGFW), who are amongst the top 7 in terms of Market share World-wide or amongst top 3 Indian companies in terms of market share	<p>1) This clause is ambiguous as there are no certain criteria to prove the leadership in the market for OEMs. There can be different significance for being claimed as market leaders. Hence we request to delete this clause.</p> <p>2) Kindly remove the condition of top 5 for World-wide Market as per the respective/relevant latest Gartner/Forrester report. Gartner reports are global reports with no or little consideration of Indian OEMs. Moreover this condition is against PMA policy of Make in India. Please find attached letter where such conditions are not required for Smart City projects.</p> <p>3) Kindly Help us with Period / Year / Quarter. The List Revsied in Every Quarter.</p> <p>4) IDC Worldwide Report represents Market Share (Revenue) and Shipment Data whereas Gartner Magic Quadrant Report implies Technology, Vision and Ability to Execute of the rated OEM(s). These TWO Reports have totally different purposes and these can't be intermixed or interchanged to ascertain and qualify OEM(s).</p> <p>Hence, we suggest that the OEM</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>Qualification Criteria to be refined as below:</p> <p>Proposed OEMs for Networking devices at aggregation & data centre layer, Storage, Servers, network Firewall/ NGFW should be amongst the top 7 for World-wide Market share in terms of revenue as per the latest world IDC Report AND should be placed in "Leader" position in latest published Gartner Magic Quadrant for Wired & Wireless LAN Access Infrastructure (Switching, Routing, AAA/NAC/BYOD), Modular Servers, Primary Storage, Secondary Storage, Enterprise Network Firewall, x86 Server Virtualization etc.</p> <p>5) Looking at criticality and size of project it is advisable to have technical sound product used for Core & Internet Routers, Core / Distribution / network switches / CIOC platform- as this platform will form a core base for overall ICT foundation, we kindly suggest you to revise this as "Networking devices at aggregation & data centre layer, Storage, Servers, network Firewall/ NGFW, CIOC" should be among the top 3 in term of world wide market share.</p> <p>6) As you requesting best in class OEMs of</p>	

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			products to be selected for Networking and data center devices, request you to also select best in class Products for Citizen Facing applications and E Governance Applications. Please change the clause as "MSI should propose and supply the products (Networking devices at aggregation & data centre layer, Storage, Servers, network Firewall/ NGFW), who are amongst the top 7 in terms of Market share World-wide or amongst top 3 Indian companies in terms of market share and for software components (Web Portal, Mobile App, DMS) to be from Gartner's leaders Magic quadrant for Digital Experience Platform"	
160	Volume-I, Section-1.3 Scope of Project, Pg. No. 8	Support Personnel Required Well trained, efficient and effective support personnel (Engineers) shall be provided by the MSI during the maintenance phase of the project. Any fault originating for the DSIR ICT components shall be addressed by the MSI support staff in the least time possible. The support staff shall work in a shift based system and provide full support coverage	As per BOM Manpower Support personnel are not included in Manpower. We request to include minimum no. of support personnel in the BOM.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the required line items in the BoQ as per the Technical solution.

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		and maintain the system as per the SLA's defined.		
161	Volume-I, Appendix-26 No Deviation Certificate, Pg. No. 86	APPENDIX 26: No Deviation Certificate	We understand, APPENDIX 26: No Deviation Certificate shall be submitted by Lead bidder only, on its 'company letterhead. Please confirm if understanding is correct.	MSI needs to submit the said letter on its letterhead signed by competent authority at the time of submission of bid.
162	Volume-II, Section-3 Scope of Work, Pg. No. 23 The DICDL shall only provide raw power for all the equipment.	We understanding recurring charges for electricity, water, DG fuel etc. shall be borne by DICDL during project tenure. Please confirm if understanding is correct.	MSI would be responsible for facilitating the necessary arrangement for provision of power from aggregation points to cameras. Power at CIOC/DC would be facilitated by DICDL. Procurement or provisioning of additional transformer (in the case may be), MSI needs to inform the same to DICDL and it would be furnished by DICDL. DG and respective fuel cost is not in scope of MSI. MSI needs to procure the required consumables during implementation as well as operation and maintenance phase, the

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				bills/invoice of the same needs to be submitted to DICDL for further processing.
163	Volume-II, Section-3 Eligible Good & Services and OEM Criteria, Pg. No. 41	The proposed OEM for Connectivity Bandwidth must possess necessary Telecom licensing required for providing leased network infrastructure or leased circuits as per TRAI/DOT regulations. The Bandwidth OEM must possess necessary ISP & NLD licenses (valid at the time of bidding) required for providing leased network infrastructure.	We understand bidder will lay dark fiber in this project and bandwidth provision via ISP is not a part of deliverable in this project. Hence please delete this clause.	Please refer the detailed Functional requirements and the scope of work for the specific modules shared in the RFP.
164	Volume-II, Section-3.1.1 Citywide Networks - Ducts & Dark Fiber & Network passive, Pg. No. 53	Technical specifications Fiber optic Cable:Internal fiber optic cables that run within a building will be of loose-tube construction and have a central strength member, will be fire retardant, and shall have LSZH sheath.	We understand Fiber cable (Fire retardant, LSZH) inside building is not under scope of the bidder of this project. Please confirm if understanding is correct.	Please refer the detailed Functional requirements and the scope of work for the specific modules shared in the RFP.
165	Volume-II, Section-3.1.1 Citywide Networks - Ducts &	Proposed ICT duct Bank allocation:	We understand bidder of this project need not to lay HDPE pipes and these pipes are already laid. We understand MSI will lay the FO cable in these pre installed	Please refer the detailed Functional requirements and the scope of work for

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	Dark Fiber & Network passive, Pg. No. 64		hdpe ducts. Please confirm if understanding is correct.	the specific modules shared in the RFP.
166	Volume-II, Section-3.1.6 Hosting: On Premise and Cloud, Pg. No. 128	3.1.6. Hosting: On premise and Cloud	We understand Cloud services will be provided by DICDL as the same is not part of BOM given in the RFP. Please confirm if understanding is correct.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
167	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), PTZ Camera (Surveillance) & Camera Type 3 - Dome Camera (Command Center), Pg. No. 337 & 338 & 344	Certifications/ Standards: EN, UL & BIS	1) Most reputed brand do not provide BIS certification. Hence we request to amend the clause as below: Certifications/ Standards: EN, UL & BIS 2) Certification - Purpose of En & UL in India. These were needed for Canada, US and Canada. FCC is universal and BIS is India specific that to be considered	The conditions given in the RFQ cum RFP shall remain unchanged.
168	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), PTZ Camera (Surveillance) & Camera Type 3 - Dome Camera (Command Center),	OEM of Camera should be in the business of supply of Cameras in India for the last 5 years or more. OEM should be a full member of ONVIF on the date of bid submission.	We request to amend the clause as below in order to allow the leading camera OEMs of the industry who started the business in India in last 3 years but are established in other countries. OEM of Camera should be in the business of supply of Cameras in India for the last 5 3 years or more. OEM should be a full	Please refer Sr. No. 145-147 of Addendum-6

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	Pg. No. 337 & 338 & 344		member of ONVIF on the date of bid submission.	
169	Volume-II, Section-3.8 Technical Specifications : Indoor LED display for Public, Pg. No. 342	Mandatory Indian Certification: BIS	We request to remove this certification in order to allow OEM of Global repute in this RFP.	The conditions given in the RFQ cum RFP shall remain unchanged.
170	Volume-II, Section-3.8 Technical Specifications : Variable Message Sign boards, Pg. No. 342	Outdoor Cabinet Air Conditioner, Network Switch & Router	Outdoor Cabinet Air Conditioner, Network Switch & Router are not part of Variable Message signboard system and OEM for VMS board does not supply these items. Now a days VMS boards are capable of working over wireless network and hence Network switches and routers need not to be provided for connectivity. Hence we request to delete these components from the specifications of Variable Message Signboards.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
171	Volume-II, Section-4.1.1 Asset Management Services, Pg. No. 352	e. The MSI shall use existing software for Asset Management Services with integration of DCIM tool, if possible.	Please provide the details of the existing Software, if any.	Currently the existing applications at DICDL are Land Management System, GIS system, etc. and details of which will be shared with the MSI during implementation phase MSI needs to integrate the

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				existing systems with API interface.
172	Volume-II, Section-5 Implementation Schedule (Activities, Milestones and Deliverables), Pg. No. 362	Scope of Work Page 362 5. IMPLEMENTATION SCHEDULE (ACTIVITIES, MILESTONES AND DELIVERABLES)	As per the given schedule we understand Implementation time period for this project is 15 Months and O&M period is 60 Months. Please confirm, if understanding is correct.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
173	Volume-II, Section-3 Scope of Work, Pg. No. 20	General Query	We understand bidder/MSI is not responsible for any kind of Interiors, Civil, electrical, Fire & Air condition work in the Control centre or any other place as a part of this project. Please confirm, if understanding is correct.	Interior of the CIOC center is in bidder's scope as defined in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose their solution accordingly. Please refer Section-3.3 for more clarity
174	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria, Sr. No. 3.5, Pg. No. 27	ERP and E- Governance Expert – Bachelor in Engineering (Information Technology/ Computer Engineering/ Electronics & Communication/ Computer Science)) and MCA/ M. Tech /M. E/M. S having minimum 10 years of experience in designing, implementing and integrating	1) Kindly change the criteria as below: ERP and E- Governance Expert – Bachelor in Engineering (Information Technology/ Computer Engineering/ Electronics & Communication/ Computer Science)) Or MCA/ M. Tech /M. E/M. S having minimum 10 years of experience in designing, implementing and integrating various ERP modules including finance,	Please refer Sr. No. 1 of Addendum-6

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		various ERP modules including finance, asset management, inventory management, utility billing and maintenance, etc. Must have at least five (5) relevant projects. ERP and e-Governance expert shall be a full-time employee of the MSI/Consortium Bidder.	2) Kindly amend the clause as below: ERP and E- Governance Expert – Bachelor in Engineering (Information Technology/ Computer Engineering/ Electronics & Communication/ Computer Science)) and MCA/ M. Tech /M. E/M. S having minimum 10 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 five (5) relevant projects. ERP and e-Governance expert shall be a full-time employee of the MSI/Consortium Bidder/Proposed OEM.	
175	Volume-II, Section-3.2.1 ERP suite of Applications, ERP-FI 1, Pg. No. 155	Multiple company codes assigned to the DICDL company each having a separate legal entity	How many company codes ? Legal entities are in scope?	Details shall be provided to the selected MSI during implementation phase.
176	Volume-II, Section-3.2.1 ERP suite of Applications, ERP-FI 47, Pg. No. 159	Functionality to integrate with various other DICDL applications for posting the FI/CO documents.	Kindly provide the list of other DICDL applications to be integrated	Details shall be provided to the selected MSI during implementation phase.
177	Volume-II, Section-3.2.1 ERP suite of	Lease / rental contracts	Is this related to real estate lease and contracts?	Please refer the detailed Functional requirements and the scope of work for

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	Applications, ERP-SD 09, Pg. No. 162			the specific module shared in the RFP.
178	Volume-II, Section- 3.2.1 ERP suite of Applications, ERP-SD 08, Pg. No. 162	Rebate agreements	Is Rebates relevant in DICDL?	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
179	Volume-II, Section- 3.2.1 ERP suite of Applications, ERP-HR 23, Pg. No. 164	Agreements typically include determining compensation scales or rates, benefits, working hours, overtime, health & safety, training, and grievance mechanisms. Where costs are involved, this can involve taking away proposals and determining the likely cost before agreements are reached	Is Environment, Health and Safety in scope?	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
180	Volume-II, Section- 3.2.1 ERP suite of Applications, ERP-PS 25, Pg. No. 168	Integration may be required with other Project Portfolio Management applications.	Kindly specify other Project management applications	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
181	Volume-II, Section- 3.2.1 ERP suite of Applications, ERP-PR 16, Pg. No. 172	Functionality to integrate with E-Procurement portal including e-bidding for tendering process and creation of Purchase order on	Kindly confirm that tendering and e-bidding will be in through the existing portal and is not part of scope.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.

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		allocation of the order to the Vendor.		
182	Volume-II, Section-3.2.1 ERP suite of Applications, CRM 2.1, Pg. No. 174	GIS TOID reference number	Is GIS to be integrated with CRM	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
183	Volume-II, Section-3.2.1 ERP suite of Applications, CRM 3.8, Pg. No. 175	Functionality to integrate with SMS/email gateway to send outbound communication and record the details of the outbound communication in CRM system	Kindly confirm that the gateways (email/sms) will be procured by DICDL	Yes, gateways (email/sms) will be procured by DICDL and shared with the MSI during implementation phase.
184	Volume-II, Section-3.2.1 ERP suite of Applications, CRM 3.9, Pg. No. 175	Functionality to integrate with digital signature for every inbound and outbound communication.	Kindly confirm that the Digital Signature will be procured by DICDL	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
185	Volume-II, Section-3.2.1 ERP suite of Applications, CRM 3.12, Pg. No. 175	Functionality to identify Asset / Property based on various inputs like but not limited to:	Is real estate also in scope?	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
186	Volume-II, Section-3.2.1 ERP suite of Applications, NFR 1.0, Pg. No. 177	Service Support	When is this SLA applicable? Is this for OEM or during O&M period of 5 years?	Please refer the detailed Functional requirements and the scope of work for

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				the specific module shared in the RFP.
187	Volume-II, Section- 3.2.1 ERP suite of Applications, NFR 1.0, Pg. No. 182	ERP,SRM,AM, CRM & ISU	ISU related functional requirement is not mentioned. Kindly provide the details	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
188	Volume-II, Section- 3.5 Training and capacity building, Pg. No. 285	Train the trainer: Training for all the courses on learning management system/platform needs to be provided by the MSI	Does a Learning platform also need to be developed for all trainings?	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
189	Volume-III, Section- 2.5.7 Advance Payment, Pg. No. 19	2.5.7.1. The Employer shall make an interest bearing advance payment @ Bank Rate + 5% per annum -(the "Advance Payment"), equal in amount to 10 (ten) percent of the Cluster A1 Contract Price, for mobilisation expenses and for acquisition of equipment. The advance Payment shall be made in three instalments	Request to change as below: The Employer shall make an interest free bearing advance payment @ Bank Rate + 5% per annum -(the "Advance Payment"), equal in amount to 10 (ten) percent of the Cluster A1 Contract Price, for mobilisation expenses and for acquisition of equipment. The advance Payment shall be made in three instalments	The conditions given in the RFQ cum RFP shall remain unchanged.
190	Volume-III, Section- 2.5.7 Advance Payment, Pg. No. 38	During performance of the Contract, the MSI shall offer to the Employer all new versions, releases, and updates of Standard Software, as well as related documentation	Since upgrade of ERP in itself is a project, it is not recommended to upgrade for every new version. Kindly restrict the upgrade of ERP to 2 during the contract period.	The conditions given in the RFQ cum RFP shall remain unchanged.

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		and technical support services, within thirty (30) days of their availability from the MSI to other Employers of the MSI in the Employer's Country, and no later than twelve (12) months after they are released in the country of origin. In no case will the prices for these Software exceed those quoted by the MSI in the Recurrent Costs tables in its bid.		
191	Volume-III, Section-3.1.1 Milestone Payment Schedule for Cluster A 1, Pg. No. 58	End to end successful Go live cluster A1 Covering all the components of City applications work package like ERP, integration with e - Governance, mobile app, web portal and associated city applications, fully integrated, 100% complete and fully functional	Kindly provide a separate milestone wise payment term for ERP	Please refer Sr. No. 166 of Addendum-6
192	Volume-II, Section-4 Operation & Maintenance Phase, Pg. No. 352	Annual Maintenance Support	Kindly specify if the consultants have to be deployed at onsite or can be deployed at SI's offshore location	Please refer the detailed Functional requirements and the scope of work along with details about project team/resource deployment shared in the RFP.

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193	Volume-II, Section-3 Scope of Work, Pg. No. 20	During implementation period	Kindly specify if the consultants have to be deployed at onsite or can be deployed at SI's offshore location	Please refer the detailed Functional requirements and the scope of work along with details about project team/resource deployment shared in the RFP.
194	Volume-I, Section 2.2.1 Pre-Qualification Criteria, Sr. No. 2 Company Financials & Profile, Pg. No. 20	The Lead Bidder should have average annual turnover of INR 180 Crores over last three years with minimum 50 crores from ICT services. Each consortium member in bid should have average annual turnover of minimum 30 crores over last three years.	1) The aggregate turnover of all bidders in case of the consortium should be 180 Crores over last three years with minimum 50 crores from ICT services. Each consortium member in bid should have average annual turnover of minimum 30 crores over last three years. 2) Kindly request you to amend the clause as follows The Lead Bidder should have average annual Standalone turnover of INR 500 Crores over last three years with minimum 50 crores from ICT services. Each consortium member in bid should have average annual turnover of minimum 30 crores over last three years. 3) The Lead Bidder should have average annual turnover of INR 500 Crores over last three years with minimum 200 crores from ICT services. Each consortium member in bid should have average annual turnover of minimum 50 crores over last three years.	Please refer Sr. No. 184 of Addendum-6

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			<p>The ICT Turnover of Bidder Should be double WRT Contract Value</p> <p>4) Request to modify the clause as The Lead Bidder should have average annual turnover of INR 45 Crores over last three years with minimum 20 crores from ICT services.</p> <p>Each consortium member in bid should have average annual turnover of minimum 20 crores over last three years.</p> <p>5) We request you to kindly allow participating MSME companies since many tenders floated in India are providing opportunity for MSME companies to participate in the bid. So we request the department to relax the turnover criteria for the Consortium partners up to 20 cr.</p> <p>6) Looking to the project cost spread over 5 years, asked turnover from Lead bidder seems to be high, we hereby request you to please change turnover Rs. 125 Crore from Lead bidder. Please consider clause as below .</p> <p>The Lead Bidder should have average annual turnover of INR 125 Crores over last three years with minimum 50 crores from ICT services.</p> <p>Each consortium member in bid should</p>	

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			have average annual turnover of minimum 30 crores over last three years.	
195	Volume-I, Section 2.2.1 Pre-Qualification Criteria, Sr. No. 8 Network, Pg. No. 21	The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least two (2) networking projects with minimum linear distance of 15 Km or 5 Sq. Km City-wide/Campus-wide/State-wide covering both Active and Passive components during last Seven (7) years.	<p>1) The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least two (2) networking projects with minimum linear distance of 10 Km or 5 Sq. Km City-wide/Campus-wide/State-wide covering both Active and Passive components during last Seven (7) years OR The bidder (any member in case of consortium) shall have successfully implemented and commissioned at least two (2) networking projects with aggregate minimum linear distance of 30 Km covering both Active and Passive components during last Seven (7) years</p> <p>2) We request to revise the clause as below.</p> <p>The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least One (1) networking projects with minimum linear distance of 15 Km or 5 Sq. Km City-wide/Campus-wide/State-wide covering both Active and Passive components during last Seven (7) years.</p> <p>3) The Bidder (any member in case of consortium) shall have successfully</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>implemented and commissioned at least two (2) networking projects covering both Active and Passive components during last Seven (7) years.</p> <p>4) We understand that 5sq km. is the effective area of the project which is being implemented, it does not deal with length of the optical fiber cable. Kindly confirm.</p> <p>5) The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least two (2) Underground citywide networking projects with minimum linear distance of 15 Km or 5 Sq. Km City-wide/Campus-wide/State-wide covering both Active and Passive components during last Seven (7) years. As Per RFP Scope the Network need to setup UG, So Please ask for only UG City wide Experience. Also RFP Should Consider only latest work orders, Means during last 5 Years.</p> <p>6) Since, the BOM of the RFP contains many field devices and Data Center components where the network connectivity/ network backbone shall be used, we request to relax the clause as follows, " The Bidder (any member in case of consortium) shall have successfully</p>	

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			<p>implemented and commissioned at least two (2) projects consisting of network connectivity/ network backbone to Smart devices/ IoT devices during last Seven (7) years."</p> <p>7) The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least one (1) networking project with minimum linear distance of 30 Kms / 5 sq. km or two (2) projects of 15 Kms/ 5 Sq. Kms. wide/Campus-wide/State-wide covering both Active and Passive components during last Seven (7) years.</p>	
196	Volume-I, Section-2.2.1 Pre-Qualification Criteria, Sr. No. 10 Integrated Operations Platform, Pg. No. 22	The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least 1 similar CIOC software comprising of Pre-Integrated Visualization layer & Normalization/Integrated operation platform at City/Utilities/PSU/ULB in India/Globally operational for more than six months with integration of minimum 2 city domains/ applications / use cases mentioned in the RFP cum RFQ.	<p>1) The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least 1 similar CIOC software comprising of Pre-Integrated Visualization layer & Normalization/Integrated operation platform at City/Utilities/PSU/ULB in India/Globally operational for more than six months with integration of minimum 2 city domains/ applications / use cases.</p> <p>2) The Bidder (any member in case of consortium) / OEM shall have successfully implemented and commissioned at least 1 similar CIOC software comprising of Pre-Integrated Visualization layer &</p>	Please refer Sr. No. 140 of Addendum-6

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			<p>Normalization/Integrated operation platform at City/Utilities/PSU/ULB in India/Globally operational for more than six months with integration of minimum 2 city domains/ applications / use cases mentioned in the RFP cum RFQ.</p> <p>3) The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least 1 similar CIOC software comprising of Pre-Integrated Visualization layer & Normalization/Integrated operation platform at City/Utilities/PSU/ULB in India/Globally operational for more than six months with integration of minimum 2 city domains/ applications / use cases mentioned in the RFP cum RFQ. Kindly explain the type of project definitions you are looking for</p> <p>4) As per the BOM provided in the Tender, all the smart elements like City Surveillance Cameras, Environmental Sensors, Variable Message Signboard and other smart solutions has to be integrated with the centralized system, we request the department to consider the same as experience criteria. The requested clause is as follows, "The bidder (or any consortium member) should have</p>	

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			<p>experience in executing projects for integration of following components with the Centralized Command & Control System in a single project - GIS system /Smart Parking /Street lighting / Environmental Sensors/ Optical Fiber/ CCTV Cameras/ Digitization & ERP/ SCADA/ ITMS or ATCS / Health & Telemedicine System/ Smart Library/Public Address System/Emergency Call Box/Solid Waste Management/Mobile App/ITS during last 7 years as on publication of the bid."</p> <p>5a) Suggestion: Proposed ICOC software should have min 1 deployment in cloud and min 1 deployment on-premises in India / Globally integrating at least two (2) different city/campus- wide applications from among the modules defined in this RFQ cum RFP.</p> <p>5b) Suggestion: The bidder's proposed OEM for ICOC software should submit their data sheet, ordering guide & API document available on the public domain.</p>	
197	Volume-I, Section-2.2.2 Technical Qualification cum	The Bidder (any member in case of consortium) shall have successfully integrated and commissioned at least two (2) projects related to implementation/integration and	1) The Bidder (any member in case of consortium) shall have successfully integrated and commissioned at least two (2) projects related to implementation/integration and support	Please refer Sr. No. 150 of Addendum-6

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	Evaluation Criteria, Sr. No. 1.3, Pg. No. 24	<p>support with existing application/ portal/ integrated operation centre of people centric governance applications integrating at least four (4) different services having a minimum value of INR 2 crores per project during last Seven (7) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =2: 4 Marks • 1 marks for each additional Project up to 3 projects 	<p>with existing application/ portal/ integrated operation centre of people centric governance/ service applications integrating at least four (4) different services having a minimum value of INR 2 crores per project during last Seven (7) years. Illustrative example of governance /services include - complaints management, license/ certificate/ ticket/ permission issuance, public information services, helpline services, workflow based requests delivery. Number of Projects:</p> <ul style="list-style-type: none"> • =2: 4 Marks • 1 marks for each additional Project up to 3 projects <p>2, 7) Work tendered is for implementation /integration and support with existing application/ portal/ integrated operation centre of people centric governance applications in Smart City. Hence bidders with relevant work experience in Smart Cities/ULBs can ensure with more sustainability and ensure project success. We also understand that this criteria is brought in as the scope is to integrate external eGovernance system. In current scenario, where most of the software application is open standard and many</p>	

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			<p>are open source, and many external integrations are being part of most of the projects, keeping such limited scope in this criteria may be relooked at. This should allow experience of integrating e-Governance services with back office modules (ERP). Such integration may be part of same project or for any existing applications.</p> <p>Hence we request DICDL to amend the clause as below:</p> <p>The Bidder (any member in case of consortium) shall have successfully integrated and commissioned at least two (2) projects related to implementation/ integrated operation centre of people centric governance applications integrating at least four (4) different services in any Smart Cities/ULBs and having a minimum value of INR 2 Crores per project during last Seven (7) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =2: 4 Marks • 1 marks for each additional Project up to 3 projects <p>3) • The Bidder (any member in case of consortium) shall have successfully integrated and commissioned at least two (2) projects related to</p>	

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			<p>implementation/integration and support with existing application/ portal/ integrated operation centre of people centric governance applications integrating at least four (4) different services having a minimum value of INR 2 crores per project during last Seven (7) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =2: 4 Marks • 1 marks for each additional Project up to 3 projects <p>Kindly Share More Clarity on this ask. which type of projects definitions you are looking for ?</p> <p>4) Please let us know the total number of consortium partners allowed</p> <p>The Bidder (any member in case of consortium) shall have successfully integrated and commissioned at least two (2) projects related to implementation/integration and support with existing application/ portal/ integrated operation centre of people centric governance, Surveillance ,Traffic related applications ,at least four (4) different services having a minimum value of INR 2 crores per project during last Seven (7) years.</p>	

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			<p>Number of Projects:</p> <ul style="list-style-type: none"> • =2: 4 Marks • 1 marks for each additional Project up to 3 projects <p>5) Smart city/ safe city/ City operation platform/ Integration with ICCC projects are in existence from the year 2016 and so we request the department to relax the number of project experience criteria. The requested criteria is as follow, "The Bidder (any member in case of consortium) shall have successfully integrated and commissioned at least two (2) projects related to implementation/integration and support with existing application/portal/ integrated operation centre of people centric governance applications integrating at least four (4) different services having a minimum value of INR 2 crores per project during last Seven (7) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =1: 3 Marks • =2: 5 marks • =3: 7 Marks" <p>6) As this bid ask for implementation of IOC/CIOC SoftwareWe Propose to change this clause as Proposed CIOC software comprising of Pre-Integrated Visualization</p>	

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			layer & Normalization/Integrated operation platform should be operational for more than six (6) months in at least 1 City/Utilities /PSU/ULB in India/Globally with minimum 2city domains/ applications / use cases mentioned in the tender.	
198	Volume-I, Section- 2.2.2 Technical Qualification cum Evaluation Criteria, Sr. No. 1.4, Pg. No. 24	The Bidder (any member in case of consortium) shall have successfully commissioned at least two (2) projects related to implementation of Networking projects with minimum linear distance of 15 Km. or 5 Sq. Km area City-wide/Campus-wide/State-wide covering both Active and Passive components during last Seven (7) years. Number of Projects: • =2: 2 Marks• 1 Mark for each additional project upto 3 projects.	1) The Bidder (any member in case of consortium) shall have successfully commissioned at least two (2) projects related to implementation of Networking projects with minimum linear distance of 10 Km. or 5 Sq. Km area City-wide/Campus-wide/State-wide covering both Active and Passive components during last Seven (7) years. Number of Projects: • =2: 2 Marks• 1 Mark for each additional project upto 3 projects. 2) We request to revise the clause as below. The Bidder (any member in case of consortium) shall have successfully commissioned at least One (1) projects related to implementation of Networking projects with minimum linear distance of 15 Km. or 5 Sq. Km area City-wide/Campus-wide/State-wide covering both Active and Passive components	1-8) The conditions given in the RFQ cum RFP shall remain unchanged. 4) Please refer the detailed Technical Qualification cum Evaluation Criteria where linear distance as well as area for implementation is mentioned in the RFP.

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			<p>during last Seven (7) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =1: 3 Marks • 1 Mark for each additional project upto 2 projects. <p>3) The Bidder (any member in case of consortium) shall have successfully commissioned at least two (2) projects related to implementation of Networking projects covering both Active and Passive components during last Seven (7) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =2: 2 Marks • 1 Mark for each additional project upto 3 projects. <p>4) We understand that 5sq km. is the effective area of the project which is being implemented, it does not deal with length of the optical fiber cable. Kindly confirm.</p> <p>5) The Bidder (any member in case of consortium) shall have successfully commissioned at least two (2) projects related to implementation of UG Networking projects with minimum linear distance of 15 Km. or 5 Sq. Km area City-wide/State-wide covering both Active and Passive components during last Seven (7) years.</p>	

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			<p>Number of Projects:</p> <ul style="list-style-type: none"> · =2: 2 Marks · 1 Mark for each additional project upto 3 projects. <p>The Scope of RFP is UG Network, So only UG & Citywide Networking Project should Considerd. Also the experiace should be Latest, Means with in 5Ys.</p> <p>6) Since, the BOM of the RFP contains many field devices and Data Center components where the network connectivity/ network backbone shall be used, we request to relax the clause as follows, " The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least two (2) projects consisting of network connectivity/ network backbone to Smart devices/ IoT devices during last Seven (7) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =1: 3 Marks • =2: 4 marks • =3: 5 Marks <p>7) Network has a significant portion in Work Package - 1. We request to consider the One project based on the size/value to allocate the marks.</p>	

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			8) We request you to ask for minimum value of 50 Cr for each project also	
199	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria, Sr. No. 1.5, Pg. No. 25	<p>The Bidder or any consortium member shall have successfully Commissioned at least two (2) projects related to implementation of citywide / campus wide outdoor CCTV surveillance system consisting of at least 250 IP based cameras with integrated Video Management System and recording during last seven (7) years. Video analytics should be running concurrently in at least 10 % cameras</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =2: 2 Marks • 1 Mark for each additional Project up to 3 projects 	<p>1) The Bidder or any consortium member shall have successfully Commissioned at least two (2) projects related to implementation of citywide / campus wide outdoor CCTV surveillance system consisting of at least 50 IP based cameras with integrated Video Management System and recording during last seven (7) years. Video analytics should be running concurrently in at least 10 % cameras</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =2: 2 Marks • 1 Mark for each additional Project up to 3 projects <p>2) We request to revise the clause as below.</p> <p>The Bidder or any consortium member shall have successfully Commissioned at least two (2) projects related to implementation of citywide / campus wide outdoor CCTV surveillance system consisting of at least 200 IP based cameras with integrated Video Management System and recording during last seven (7) years. Video analytics should be running concurrently in at least</p>	Please refer Sr. No. 151 of Addendum-6

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			<p>10 % cameras</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =2: 3 Marks • 1 Mark for each additional Project up to 2 projects <p>3) Looking at the project description and quantum of work, any consortium based bidder who has carried out project encompassing 75 to 100 camera based surveillance or command centre operations will also be at par to carry out the said work. Therefore, instead of seeking project eligibility of 250 camera should be relooked and change to 75 to 100 camera based projects. Kindly modify the same in order to attract more competitive consortium based bidding.</p> <p>4) The Bidder or any consortium member shall have successfully Commissioned at least two (2) projects related to implementation of citywide / campus wide outdoor CCTV surveillance system consisting of at least 250 IP based cameras with integrated Video Management System and recording during last seven (7) years. Video analytics should be running concurrently in at least 10 % cameras</p> <p>Number of Projects:</p>	

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			<ul style="list-style-type: none"> • =1: 2 Marks • =2: 4 Marks • =3: 5 Marks <p>5) The Bidder or any consortium member shall have successfully Commissioned at least two (2) projects related to implementation of citywide outdoor CCTV surveillance system consisting of at least 250 IP based cameras with integrated Video Management System and recording during last seven (5) years. Video analytics should be running concurrently in at least 10 % cameras</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> · =2: 2 Marks · 1 Mark for each additional Project up to 3 projects <p>The Scope is RFP is City wide so requesting consider only for City wide CCTV Project.also the experience should be with in last 5 Years.</p> <p>Kindly Expian the Camera with ANPR / RLVD will be considered under video analytics.</p> <p>6) We request you to consider this clause as The Bidder or any consortium member shall have successfully Commissioned at least two (2) projects related to</p>	

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			implementation of citywide / campus wide outdoor CCTV surveillance system consisting of at least 200 IP based cameras with integrated Video Management System and recording during last seven (7) years. Video analytics should be running concurrently in at least 10 % cameras	
200	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria, Sr. No. 1.7, Pg. No. 25	<p>The Bidder or any consortium member shall have successfully commissioned at least two (2) projects related to implementation of Utilities Management in a city / campus wide scenario during last seven (7) years.</p> <p>Number of Projects:=2: 2 Marks</p> <ul style="list-style-type: none"> • 1 Mark each for each additional project up to 3 projects 	<p>1) The Bidder or any consortium member shall have successfully commissioned at least two (2) projects related to implementation of Utilities Management in a city / campus wide scenario during last seven (7) years.</p> <p>Number of Projects:=2: 2 Marks</p> <ul style="list-style-type: none"> • 1 Mark each for each additional project up to 3 projects. Utility includes water, gas, municipal waste, transit, telecom, waste water, electricity <p>2) We understand that water SCADA & Power SCADA projects shall be considered "Utilities Management in a city / campus wide scenario" . Kindly Confirm.</p> <p>3) The Bidder or any consortium member shall have successfully commissioned at least four (4) solutions out of 5. Firewall in HA, Video Wall with Controller, Out door VMD, Load Balancer in HA , IoT Sensors. Implimentations in a city / State wide</p>	Please refer Sr. No. 152 of Addendum-6

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			<p>scenario during last Five (5) years. (1 Mark for Each Solution)</p> <p>Video wall, Firewall, IoT Sensor, VMD are part of the Scope but there is no PQ / TQ Asked related to these.</p> <p>Please Consider this ask as all above scope is very critical for RFP and the related experience is must.</p> <p>4) ITMS/Surveillance, Request to Modify the clause as</p> <p>The Bidder or any consortium member shall have successfully commissioned at least two (2) projects related to implementation of Utilities Management/ITMS/security & Surveillance in a city / campus wide scenario during last seven (7) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =2: 2 Marks • 1 Mark each for each additional project up to 3 projects <p>5) As per the BOM provided in the Tender, all the smart elements like City Surveillance Cameras, Environmental Sensors, Variable Message Signboard and other smart solutions has to be integrated with the centralized system, we request the department to consider the same as experience criteria. The requested clause</p>	

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			is as follows, "The bidder (or any consortium member) should have experience in executing projects for integration of following components with the Centralized Command & Control System in a single project - GIS system /Smart Parking /Street lighting / Environmental Sensors/ Optical Fiber/ CCTV Cameras/ Digitization & ERP/ SCADA/ ITMS or ATCS / Health & Telemedicine System/ Smart Library/Public Address System/Emergency Call Box/Solid Waste Management/Mobile App/ITS during last 7 years as on publication of the bid. • 1 mark for each integration up to a maximum of 5 marks "	
201	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 85	GIS CIOP should have the capability to generate as well as integrate with Geographic Information System (GIS component) to store, retrieve, manage, display, and analyze all types of geographic and spatial data related to Dholera. It should have the functionality to integrate with GIS software basemap, multiple layers and other graphic displays for analysis and presentation. GIS	<p>It is expected that GIS base map and all the GIS layers will be provided by Client. Please clarify.</p> <p>Whether Client will provide the GIS layers in the form of Service API or Shapelite/Geodatabase format and Bidder have to create services and publish data. Please Clarify</p>	GIS System implementation is not in current scope of work for the MSI. MSI needs to integrate GIS system which would be connected to various internal as well as external systems considering the scalability approach too where it can be easily integrated with other system to be designed and

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		should be provisioned to · Mapping where things are · Mapping Quantities · Mapping Densities · Finding what is inside · Mapping Events, etc.		implemented in future. Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
202	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 85	General	Requesting you to kindly elaborate the actual requirement for GIS scope	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
203	Volume-III, Section 3.1.1 Milestone payment Scheduled for Cluster A1, Pg. No. 58	Payment Terms: Request you to please decouple the following payment terms as the milestones will happen in parallel. 1. Network Infrastructure Work-Package: Detailed Engineering Design, Procurement Plan, & Acceptance Plan 2. City Application work-package: Detailed Engineering Design, Procurement Plan & Acceptance Plan 3. Integrated Operations Work-Package: Detailed Engineering Design, Procurement Plan & Acceptance Plan	1. Network Infrastructure Work-Package: Detailed Engineering Design, Procurement Plan, & Acceptance Plan - 1% 2. City Application work-package: Detailed Engineering Design, Procurement Plan & Acceptance Plan - 2% 3. Integrated Operations Work-Package: Detailed Engineering Design, Procurement Plan & Acceptance Plan - 2%	Please refer Sr. No. 166 of Addendum-6

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204	Volume-III, Section 3.1.1 Milestone payment Scheduled for Cluster A1, Pg. No. 58	<p>Payment Terms: Request you to please decouple the following payment terms as the milestones will happen in parallel.</p> <ol style="list-style-type: none"> 1. End to end and successful Go Live of Server room and connectivity between Datacenter and server room along with all associated equipment's like Active components, Switching, routing, Server, Storage, applications, HVAC, Access control, IBMS etc. 2. Submission of documentation for milestone deliverables as per applicable stages in this RFQ cum RFP and asked otherwise by ICT Consultant/Employer including Standard Operating Procedures and Training Manuals, testing, Commissioning etc., 3. Any other activities and items needed for the completeness of Basic Network Infrastructure work package related to the server room infrastructure 	<p>Payment Terms: Request you to please decouple the following payment terms as the milestones will happen in parallel.</p> <ol style="list-style-type: none"> 1. End to end and successful Go Live of Server room and connectivity between Datacenter and server room along with all associated equipment's like Active components, Switching, routing, Server, Storage, applications, HVAC, Access control, IBMS etc. - 4% 2. Submission of documentation for milestone deliverables as per applicable stages in this RFQ cum RFP and asked otherwise by ICT Consultant/Employer including Standard Operating Procedures and Training Manuals, testing, Commissioning etc., - 4% 3. Any other activities and items needed for the completeness of Basic Network Infrastructure work package related to the server room infrastructure - 2% 	Please refer Sr. No. 166 of Addendum-6
205	Volume-III, Section 2.2.9 Termination, 2.2.9.15, Pg. No. 13	<p>C. At Employer's Convenience</p> <p>2.2.9.15. The Employer may at any time terminate the Contract for any reason by giving the MSI a 30 days</p>	This is risk. The Company would be investing huge amount in the said project.	The conditions given in the RFQ cum RFP shall remain unchanged.

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		notice of termination that refers to this GCC Clause 2.2.9 C	Henceforth, we request to delete said clause.	
206	Volume-III, Section 2.6 Intellectual Property, Pg. No. 20	2.6.1. Copyright 2.6.1.1. The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights. 2.6.1.3. The Employer may assign, license, or otherwise voluntarily transfer its contractual rights to use the Standard Software or elements of the Standard Software, without the MSI's prior written consent, under the following circumstances:	This is risk. The Company would be investing huge amount in the said project. Henceforth, we request to delete said clause.	Pre-existing IPR of bidder will remain with the bidder during and after the completion of the project. However, the customization IPR of the solution would remain with DICDL which needs to be noted by all bidders.
207	Volume-II, Section- 3.1.10 Enterprise and Network Management System, ITSM, Pg. No. 333	Suggestion: Request to add "Automation feature in ITSM". This will help in reducing the workload of Support Resources during operations	The software will have the intelligence to categorize and classify a incident to the most appropriate category and set its impact, severity and priority levels automatically based on learnings from historical analysis	The conditions given in the RFQ cum RFP shall remain unchanged.
208	Volume-II, Section- 3.1.10 Enterprise and Network Management System, ITSM, Pg. No. 333	Suggestion: Request to add "Automation feature in ITSM". This will help in reducing the workload of Support Resources during operations	The software should be able to route a service request or incident automatically to the most appropriate analyst and workgroup, and the analyst selection will be learned by the system from historical data of past resolved incidents and time to resolve combined with analyst skills	The conditions given in the RFQ cum RFP shall remain unchanged.

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			levels, quality of resolution, current workload of the analyst, criticality of the ticket.	
209	Volume-II, Section-3.1.10 Enterprise and Network Management System, ITSM, Pg. No. 333	Suggestion: New Feature addition request - this feature will help operations team to easily change workflows and reduce dependencies	The software will include flexible orchestrations and workflows editor in order to help with easy customizations of processing logic, as well as automation of tasks and functions	The conditions given in the RFQ cum RFP shall remain unchanged.
210	Volume-II, Section-3.1.10 Enterprise and Network Management System, ITSM, Pg. No. 333	Suggestion: New Feature addition request - this feature will help operations team for easy customization of views for users	The software must support easy customization of the user interface using java scripting, in order for introducing custom logic for user input fields and corresponding actions, as well as easy customization of visual elements on the user interface	The conditions given in the RFQ cum RFP shall remain unchanged.
211	Volume-II, Section-3.1.10 Enterprise and Network Management System, Sr. No. 77, Pg. No. 333	For integrations with other EMS/NMS tools, various options for integration should be provided - APIs, web services, SDKs.	Request to change to "For Bi-Directional integrations with other EMS/NMS tools, various options for integration should be provided - APIs, web services, SDKs."	The conditions given in the RFQ cum RFP shall remain unchanged.
212	Volume-II, Section-3.1.10 Enterprise and Network Management System, ITSM, Pg. No. 333	New Point addition request	Solution must adhere to the best practices and be ITIL certified on at least 11 processes - Incident Management , Problem Management , Change Management , Service Level Management, Knowledge Management ,	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			Service Asset and Configuration Management, Request Fulfilment , Service Catalog Management , Release and Deployment , Availability Management, Service Portfolio Management	
213	Volume-II, Section-3.1.10 Enterprise and Network Management System, EMS-FR 1.8, Pg. No. 152	The EMS solution shall provide an insight into how various DSIR applications and services are performing both from the perspective of the end user and the infrastructure itself. The solution and its various integrations will allow the service & application owners to be proactively informed of any issues which can potentially impact the consumer and fix them beforehand.	Request you to remove this point.	The conditions given in the RFQ cum RFP shall remain unchanged.
214	Volume-II, Section-3.1.10 Enterprise and Network Management System, Pg. No. 153	Proposed EMS/NMS solution must be an industry standard, enterprise grade solution recognized by various organizations/leading analysts	Proposed EMS/NMS solution must be an industry standard, enterprise grade solution recognized by various organizations/leading analysts and ITSM Solution must adhere to the best practices and be ITIL certified on at least 11 processes - Incident Management , Problem Management , Change Management , Service Level Management, Knowledge Management , Service Asset and Configuration	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			Management, Request Fulfilment , Service Catalog Management , Release and Deployment , Availability Management, Service Portfolio Management	
215	Volume-II, Section-3.8 Technical Specifications : Industrial Ethernet Switch (Industrial Grade), Sr. No. 5, Pg. No. 323	Ethernet/IP/PROFINET and Modbus/TCP protocols for device management and monitoring	1-2) Why is Profinet Required?	Considering and industrial ethernet switch, Profinet is used exchange data between controllers and devices faster with more bandwidth.
216	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 6, Pg. No. 305	Solution must support Full tunnel, split tunnel and application specific tunnel for client to site VPNs. Solution must allow custom policies to control VPN traffic based on users, applications. It must allow different policies for different user's groups for threat (Viruses, vulnerabilities, malware) within VPN traffic.	1-2) Please modify this clause as - Solution must support Full tunnel, split tunnel and application specific tunnel for client to site VPNs. Solution must allow custom policies to control VPN traffic based on users, applications. It must allow different policies for different user's groups for threat (Viruses, vulnerabilities, malware) within VPN traffic. Or Pls advise use case for application specific tunneling and proposed solution should be able to achieve that use case. 3) Please remove this clause SmartCity network is closed network with	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			no roaming users and hence this clause should be optional	
217	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 20, Pg. No. 306	Solution must have at least 2 virtual systems. Every Virtual system must support individual separate configuration for separate DNS entries and other service routes for access to NTP, Syslog, SNMP, Proxy , AV, IPS etc. Every virtual system must support individual routes through virtual system specific interfaces to access all these services.	<p>1) Virtual Instance within firewall is required for running separate firewall within same device, This is typically required by Telecom kind of setup. But this does not have much relevance in the current situation. Request you to change this to "Every system must support configuration for DNS entries and other service routes for access to NTP, Syslog, SNMP, Proxy, AV, IPS etc</p> <p>2) This clause is specific to OEM. Please modify this as below for larger participation. Solution must have at least 2 virtual systems. Every Virtual system must support individual separate or GLOBAL configuration for separate / GLOBAL DNS entries and other service routes for access to NTP, Syslog, SNMP, Proxy , AV, IPS etc. Every virtual system must support individual routes through virtual system specific interfaces to access all these services.</p> <p>3, 5) OEM Specific, request you to please delete this clause</p> <p>4) Solution must have at least 2 virtual</p>	Please refer Sr. No. 22 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			<p>systems. Every Virtual system must support individual separate configuration for security services like AV, IPS, WCF. Every virtual system must support individual routes through virtual system specific interfaces to access all these services. Justification --> The point & feature asked is very specific to single OEM</p> <p>6a) This clause is specific to OEM. Please modify this as below for larger participation.</p> <p>Solution must have at least 2 virtual systems. Every Virtual system must support individual separate or GLOBAL configuration for separate / GLOBAL DNS entries and other service routes for access to NTP, Syslog, SNMP, Proxy , AV, IPS etc. Every virtual system must support individual routes through virtual system specific interfaces to access all these services.</p> <p>6b) OEM Specific, request you to please delete this clause</p>	
218	Volume-II, Section-3.8 Technical Specifications :	Compression on SSD, Snapshot, restore snapshot, Cloning and application & VM aware backup., Quality of Service, Software for IOPS/Response Time and	Request you to change the statement as follows, for Hitachi Unified Storage to qualify for this project, since every OEMs have different archichture:	Please refer Sr. No. 31 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Unified Storage, Sr. No. 19, Pg. No. 322	bandwidth. Should be supplied as per solution and requirement.	Compression on SSD/ Flash Drive, Snapshot, restore snapshot, Cloning and application & VM aware backup., Quality of Service, Software for IOPS/Response Time and bandwidth. Should be supplied as per solution and requirement.	
219	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 18, Pg. No. 323	Compression on SSD, Snapshot, restore snapshot, Cloning and application & VM aware backup. Quality of Service, Software for IOPS/Response Time and bandwidth. Should be supplied as per solution and requirement.	Request you to change the statement as follows, for Hitachi Unified Storage to qualify for this project, since every OEMs have different archichture: Compression on SSD/ Flash Drive, Snapshot, restore snapshot, Cloning and application & VM aware backup., Quality of Service, Software for IOPS/Response Time and bandwidth. Should be supplied as per solution and requirement."	Please refer Sr. No. 30 of Addendum-6
220	Volume-II, Section-3.8 Technical Specifications : Backup solution, Sr. No. 11, Pg. No. 320	Should have specific agents/API to perform "hot" backups for MS-SQL, Oracle RAC, MySQL, PostgreSQL, etc. on different platforms like Windows / Unix / Linux etc.	Should have specific agents/API/snapshot mechanism to perform "hot" backups for MS-SQL, Oracle RAC, MySQL, PostgreSQL etc. on different platforms like Windows/Unix/Linux etc.	The conditions given in the RFQ cum RFP shall remain unchanged.
221	Volume-II, Section-3.8 Technical Specifications : Network Access Control and	Proposed solution should support capability to customize TACACS+ or RADIUS Services by specifying customer TACACS+ or RADIUS port number	TACACS+ and Radius uses a standard port and its very unlikely for any other service to use the same port. And and port won't make any diference in the functionality. Hence, kindly remove this point.	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Authentication System, Sr. No. 19, Pg. No. 318			
222	Volume-I, Section-2.2.1 Pre-Qualification Criteria, Sr. No. 6 Integrated Operations Centre / Command and Control Centre, Pg. No. 20	The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least one (1) projects of minimum value of INR 3 Crores for each project (excluding Civil Works) during last 10 years integrating at least two (2) different city/campus-wide applications from among the modules defined in this RFQ cum RFP at the command and control centre.	<p>1a) There are various modules and sub-modules defined in the RFQ. We request to clarify the exact city/campus-wide applications to demonstrate the bidder's experience integrating with command and control center.</p> <p>1b) We request to revise the clause as below.</p> <p>The Bidder (any member in case of consortium) shall have successfully implemented and commissioned at least one (1) projects of minimum value of INR 2 Crores for each project (excluding Civil Works) during last 10 years integrating at least two (2) different city/campus-wide applications from among the modules defined in this RFQ cum RFP at the command and control centre.</p> <p>2) one (1) projects of minimum value of INR 10 Crores for each project (excluding Civil Works) during last 5 years integrating at least two (2) different city applications from among the modules defined in this RFQ cum RFP at the command and control centre.</p> <p>The City wide ICCC experience should be</p>	Please refer Sr. No. 148 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			Latest means with last 5 years; and ICCC experience should be min 10 Cr, excluding Civil work. Also campus wide experience can not considered for City wide RFP Scope.	
223	Volume-III, Section-1.5.8 Qualification Document and Technical Proposal Format, Pg. No. 9	(vi) Joint Bidding Agreement and Joint Venture/Consortium summary in the format set out in Appendix 9; The maximum number of Joint Venture Partners including the Lead Bidder is three.	We request to increase the number of consortum up to Five [5] include lead bidder.	The conditions given in the RFQ cum RFP shall remain unchanged.
224	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria, Sr. No. 1.6, Pg. No. 25	The Bidder or any consortium member shall have successfully Commissioned at least two (2) projects related to implementation of Data Centre / Data Recovery during last seven (7) years. Number of Projects: • =2: 2 Marks • 1 Mark for each additional Project up to 2 projects	1) We request to revise the clause as below. The Bidder or any consortium member shall have successfully Commissioned at least two (2) projects related to implementation of Data Centre / Data Recovery during last seven (7) years. Number of Projects: • =2: 3 Marks • 1 Mark for an additional One Project 2) Request to modify the clause as The Bidder or any consortium member shall have successfully Commissioned at least two (2) projects related to implementation of command control centre/ Data Centre / Data Recovery during last seven (7) years.	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			<p>Number of Projects:</p> <ul style="list-style-type: none"> • =2: 2 Marks • 1 Mark for each additional Project up to 2 projects <p>3) We request you to consider this clause as "The Bidder or any consortium member shall have successfully Commissioned at least two (2) projects related to implementation of Data Centre / Disaster Recovery during last seven (7) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =1 mark for each project maximum 5 projects <p>5 Marks should be kept for this qualification</p>	
225	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria, Sr. No. 1.1, Pg. No. 23	<p>The Bidder (any member in case of consortium) shall have successfully commissioned at least one (1) project related to implementation of Integrated Operations Centre/Command and Control Centre integrating at least two (2) different city/campus- wide applications at the command and control centre with a minimum value of INR 3 crores per project (excluding civil works) during last Ten (10) years.</p> <p>Number of Projects:</p>	<p>1) We request to revise the clause as below.</p> <p>The Bidder (any member in case of consortium) shall have successfully commissioned at least one (1) project related to implementation of Integrated Operations Centre/Command and Control Centre integrating at least two (2) different city/campus- wide applications at the command and control centre with a minimum value of INR 2 crores per project (excluding civil works) during last Ten (10) years.</p> <p>Number of Projects:</p>	Please refer Sr. No. 149 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
		<ul style="list-style-type: none"> • =1: 2 Marks • =2: 4 Marks • 1 Mark for each additional Project up to 3 projects 	<ul style="list-style-type: none"> • =1: 3 Marks • =2: 5 Marks • 1 Mark for each additional Project up to 2 projects <p>2) The Bidder (any member in case of consortium) shall have successfully commissioned at least one (1) project related to implementation of Integrated Operations Centre/Command and Control Centre integrating at least two (2) different city/campus- wide applications at the command and control centre with a minimum value of INR 3 crores per project (excluding civil works) during last Ten (10) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =1: 2 Marks • =2: 4 Marks • =3: 6 marks • =4: 7 marks <p>3) The Bidder (any member in case of consortium) shall have successfully commissioned at least one (1) project related to implementation of Integrated OR Network Operations Centre/Command and Control Centre integrating at least two (2) different city/campus- wide applications at the command and control centre with a minimum value of INR 10</p>	

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			<p>crores per project (excluding civil works) during last Five (5) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =1: 2 Marks • =2: 4 Marks • 1 Mark for each additional Project up to 3 projects <p>The Scope is City wide so please consider only City wide Experience, also the Value should be 10 Cr WRT RFP scope. The Exeperiance should be latest means with in 5Y.</p> <p>Also Requesting to please consider Telecom Network Operation Centers.</p> <p>4) Request to modify the clause as Project Experience</p> <p>1.1) The Bidder (any member in case of consortium) shall have successfully commissioned at least one (1) project related to implementation of Integrated Operations Centre/Command and Control Centre/ ITMS Project integrating at least two (2) different city/campus- wide applications/Surveillance & ITMS Application at the command and control centre with a minimum value of INR 3 crores per project (excluding civil works) during last Ten (10) years.</p> <p>Number of Projects:</p>	

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			<ul style="list-style-type: none"> • =1: 2 Marks • =2: 4 Marks • 1 Mark for each additional Project up to 3 projects <p>5) Smart city/ safe city/ City operation platform projects are in existence from the year 2016 and so we request the department to relax the number of project experience criteria. The requested criteria is as follow, "The Bidder (any member in case of consortium) shall have successfully commissioned at least one (1) project related to implementation of Integrated Operations Centre/Command and Control Centre integrating city/campus- wide applications at the command and control centre with a minimum value of INR 3 crores per project (excluding civil works) during last Ten (10) years.</p> <p>Number of Projects:</p> <ul style="list-style-type: none"> • =1: 3 Marks • =2: 5 marks • =3: 7 Marks" <p>6) We request you to consider experience of implementing Network Operation center also with experience of Integrated Operations Centre/Command and Control Centre expereince.As there are not much</p>	

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			Integrated Operations Centre/Command and Control Centre being implemented so addition of NOC as will be helpful to determine the technical experience of the bidder.	
226	General Query, Pg. No. NA	Budget	We request to clarify the Budget of this Project	The conditions given in the RFQ cum RFP shall remain unchanged.
227	Volume-I, Section-2.2.1 Pre-Qualification Criteria, Note, Pg. No. 22	Note -Experience claimed shall be as Lead Bidder or any member of a JV/Consortium only. No sub-contracting experience shall be considered for evaluation process. Projects completed Upto minimum 80% shall be considered with a client certificate for project implemented	1) We understand that here 80% complete means the project is Live, i.e. this 80% is relevant to implementation and not overall project. Normally the projects in Govt are with long O&M period and hence this 80% would not mean completion of 80% of O&M period. Please confirm that our understanding is correct. 2) Request you to amend the following Clause as, "Note -Experience claimed shall be as Lead Bidder or any member of a JV/Consortium only. No sub-contracting experience shall be considered for evaluation process. Projects completed upto minimum 80% of CAPEX works shall also be considered for evaluation as a client certificate for project implemented. Certificate from Chartered Accountant	Please refer Sr. No. 153 of Addendum-6

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			<p>(CA) or Self Certificate shall be submitted for such experience. "</p> <p>3a) Given note reg. "80% project completed can be considered as project implemented" is applicable for all projects i.e. experience mentioned in Sr. No. 6 to 10 in prequalification criteria. Please confirm.</p> <p>3b) Given note reg. "80% project completed can be considered as project implemented" is applicable for all projects i.e. experience mentioned in Sr. No. 1.1 to 1.7 in Technical / Qualification cum Evaluation criteria. Please confirm.</p> <p>4) We request you to please consider our request as below:-</p> <p>Note -Experience claimed shall be as Lead Bidder or any member of a JV/Consortium only. No sub-contracting experience shall be considered for evaluation process. Projects completed Upto minimum 60% shall be considered with a client certificate for project implemented</p>	
228	Volume-II, Section-3.2.5 City Applications - Web Portal, Pg. No. 197	MSI will be responsible for data collection, transition, data cleansing and data migration required for all the master and transaction data to be migrated to Production environment. MSI shall be	We understand that there are existing GoG eGovernance and ERP modules. Please provide details of existing GoG eGovernance and ERP module details (Technologies, Software Versions and Licenses) for data migration as below.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. Details of existing GoG

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		responsible for the reconciliation of the data. MSI shall provide the necessary templates for data collection to DICDL. All relevant documentation like Data migration strategy, data cleansing and migration plan, Data Model, etc. shall be provided by MSI.	<p>Further details may be given one the bidder is on-boarded however atleast below mentioned details will be must to work out effort estimate for this project at this bidding stage.</p> <ul style="list-style-type: none"> • Application Name • Application Provider/ Vendor • Year of Implementation(YYYY) • Application Function • Currently under use (Yes/ No) • Current Level of Usage (full usage, partial usage, not used) • Source Code Available (Yes/ No) • Size of data to be migrated (in GB) 	applications shall be provided to the selected MSI during implementation phase. MSI needs to cater to the said requirement by following requisite process for integration activities.
229	Volume-II, Section-3.5 Training and capacity building, Pg. No. 197	MSI shall be responsible for the training of trainers and end users and will provision for all the required documents and guides for training.	<p>We understand that training space, infrastructure etc. would be given by Dholera Smart City. Please confirm.</p> <p>The number of staff , number of locations and frequency of training sessions for training is not mentioned in the RFP. We request DICDL to provide following information. 1) Nos of resources for ERP and eGovernance. 2) % of resources for training 3) Frequency of training.</p>	Please refer Section-3.5 Training and Capacity building, details related to Training along with type of trainings, batch size, frequency, number of users, etc. is mentioned in RFP

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230	Volume-II, Section-3.2.2 Master data governance & Data Migration, Pg. No. 183	Master Data Management should provide people, processes, policies and technology to formally manage and protect structured and unstructured data assets to guarantee commonly understood, trusted and secure data throughout the enterprise. This will lead to simplification, reducing complexity, lowering cost and increasing integration across the enterprise for data management.	We have studied the requirements mentioned under FRS and Non-functional requirement of MDM. As understood by us MDM is a separate component altogether and not a part of ERP. Standard COTS offer this a separate tool and not as a part of core ERP. Hence we request DICDL that bidder should be allowed to propose a tool as felt relevant and not merge it with ERP modules. Including this as a part of ERP makes it OEM specific which would restrict competition	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.																
231	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 79	Architecture should address a new concept and a new model, which applies the new generation of information technologies, such as the internet of things, hybrid computing, Blockchain, Big data, Geographical information System integration, etc. to facilitate the planning, construction, management and smart services of DSIR.	Can you please clarify on Blockchain requirement in this architecture if any? <table><tr><th>Application Name</th><th>Application Provider/Vendor</th><th>Year of Implementation (Y/M)</th><th>Application Function</th><th>Currently Using (Yes/No)</th><th>Current Level of Usage (# of Users/Period Usage/Per Level)</th><th>Source Code Available (Yes/No)</th><th>Size of Data to be migrated (in GB)</th></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>	Application Name	Application Provider/Vendor	Year of Implementation (Y/M)	Application Function	Currently Using (Yes/No)	Current Level of Usage (# of Users/Period Usage/Per Level)	Source Code Available (Yes/No)	Size of Data to be migrated (in GB)									Blockchain implementation is not in current scope of work for MSI. Please refer the detailed Functional requirements and the scope of work for the specific modules shared in the RFP.
Application Name	Application Provider/Vendor	Year of Implementation (Y/M)	Application Function	Currently Using (Yes/No)	Current Level of Usage (# of Users/Period Usage/Per Level)	Source Code Available (Yes/No)	Size of Data to be migrated (in GB)													
232	Volume-II, Section-3.1.6 Hosting: On	DICDL shall provide the hosting infrastructure i.e. compute infrastructure at GSDC Gandhinagar for hosting all applications and	We understand that ERP & E-Governance services will be hosted on Cloud. So both DC & DR will be on cloud & these services will be provided by DICDL. We also	Please refer the detailed Functional requirements and the scope of work for																

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	Premise and Cloud, Pg. No. 128	services. All the software, OS, DB licenses required for successful hosting and running of the system for the contract duration is in MSI Scope . The following indicative systems (but not limited to) envisaged to be hosted on-cloud: ERP Industry specific solutions for Utilities eGovernance City Portal Social Media Website Citizen service mobile platform/applications	understand all network, security & connectivity on cloud will be managed by DICDL. Bidder needs to only provide DC & DR sizing considering performance and other future requirements. We request DICDL to confirm the same.	the specific module shared in the RFP.
233	Volume-III, Section- 2.6 Intellectual Property, Pg. No. 166	2.6. Intellectual Property 2.6.1. Copyright	In case of a Customized of the shelf Product Source Code is the bread and butter of the Company. The company will provide with Maintenance under contract for the period to enable the smooth Hand over of the functional capabilities of the Product. Under AMC any Product upgrade both functional and technical updates of Global nature will be forwarded to Customer as part of deliverables. We are coming up with a COTS product, so we are assuming IPR rights of COTS	Please refer Sr. No. 117 of Addendum-6 Pre-existing IPR of bidder will remain with the bidder during and after the completion of the project. However, the customization IPR of the solution would remain with DICDL which needs to be noted by all bidders.

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			solution will be with vendor. Source code of customized solution will be shared with tender authority. Source code of COTS product can be submitted in ESCROW arrangement. Please confirm	
234	Volume-II, Section-3 Scope of Work, Pg. No. 20	Number of users for each modules	Number of users accessing the system is not mentioned in the RFP. To estimate and provide better hardware sizing for solution hosting we need approx number of users who will access the system. Kindly mention number of users.	Please consider the number of users for each application/module as below; - Accounts/Finance : 4 users - Project Management : 10 users - Procurement/ Material Management : 3 users - Asset Management : 5 users - BI/Analytics (top Management and IT : 8 users - CRM : 15 users - Utilities Services : 8 users - Document Management System : 50 users (for all users) - HRMS/ESS : 50 users (Permanent + Contractual) Payroll : 50 users Email : 50 users - Command Control Centre:

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
				18-24 users External users/Citizens who would be using the website to login and request/access various services to be considered around 500 (max).
235	Volume-II, Section-3.2.1 ERP Suite of Applications, ERP-HR 45, Pg. No. 166	Functionality to enable employees to carryout self-service functions like but not limited to: 1. Change certain self HR data 2. Timesheet entry 3. Apply expense claims 4. Apply for travel request 5. Manage Appraisals	Number of employees accessing the system is not mentioned in the RFP. To estimate and provide better hardware sizing for solution hosting we need approx number of employess who will access the system. Kindly mention number of employess.	Please consider the number of users for each application/module as below; - Accounts/Finance : 4 users - Project Management : 10 users - Procurement/ Material Management :3 users - Asset Management : 5 users - BI/Analytics (top Management and IT : 8 users - CRM : 15 users - Utilities Services : 8 users - Document Management System : 50 users (for all users) - HRMS/ESS : 50 users (Permanent + Contractual) Payroll : 50 users

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
				Email : 50 users - Command Control Centre: 18-24 users External users/Citizens who would be using the website to login and request/access various services to be considered around 500 (max).
236	Volume-II, Section-4.1.10 Database management services, Pg. No. 356	4.1.10. Database management services	Do we have SQL Server or Oracle database license to create a instance for new system? Or do we have to buy new licenses?	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
237	Volume-II, Section-3.1.9 Information Security, Pg. No. 143	o On-box SSL decryption and re-encryption: Solution decrypts network traffic to detect attacks, applications, and malware. It also enables re-encryption after inspection where required.	Do we need to provide SSL Certificates? Do we have to do CERT-IN Performance testing?	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
238	Volume-II, Section-3 Scope of Work, Pg. No. 20	Implementation	For fast implementation, we prefer doing onsite implementation to meet the deadline . Will tender authority provide	Please refer the detailed Functional requirements and the scope of work along

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			desk space for implementation team? We are assuming that this is going to be a centralised implementatio at tender authority location. Please confirm. If not then please mention number of locations where solution needs to be implemented.	with details about project team/resource deployment shared in the RFP.
239	Volume-II, Section- 3.1.4 City Integrated Operations Platform, Pg. No. 85	Alerts/Notifications Should Trigger alerts based on threshold defined for devices using rule engines and notifies the concerned user through SMS, Call, Web Notify, Push Notification, Email.	Does tender authority have any existing SMS and Email subscription? If Yes then can we use the same in this system. If we don't have any existing subscription then can tender authority will do recharge as per need? Volume of the SMS will be very high and it's not feasible for a vendor to assume volume. We request tender authority to provide us SMS and Email subscriptions. Integration of the same will be done by selected vendor.	Email System implementation is not in current scope of work for MSI. Email Gateway would be provisioned by DICDL, integration of the same to cater to functional requirements and scope of work is to be carried out by MSI as shared in RFP. Please refer the detailed Functional requirements and the scope of work for the specific modules shared in the RFP.
240	Volume-II, Section- 3.1.9 Information Security, Pg. No. 145	Creation and maintaining the Information Security Training Program	We are assuming, tender authority will provide training infrastructure like training room, projector, table, chairs etc. Please confirm Approx number of users to train?	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
241	Volume-II, Section-4 Operation & Maintenance Phase, Pg. No. 352	Support timing and work days	What will be the support timing and work days?	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
242	Volume-II, Section-3.2.2 Master data governance & Data Migration , Pg. No. 183	Master data governance & Data Migration	Do we have to migrate any existing data? If Yes then please mention volume and format module wise.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. Data migration details shall be provided to the selected MSI during implementation phase. MSI needs to cater to the said requirement by following requisite process for migration activities.
243	Volume-II, Section-3.2.3 GIS Integration, Pg. No. 190	GIS Integration	For integration with all other systems we need their APIs, all the system APIs will be provided by tender authority to integrate. Please confirm Also mention systems which needs to be integrated.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
244	Volume-II, Section-3 Scope of Work, Pg. No. 20	Digitization	Does the bidder have also to do digitization of data for the solution? If so, please mention the number of documents	Scanning of citizen documents to be uploaded into the system will be under part of scope of work

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			to be digitized? Scanning documents will be out of scope. Please confirm	for MSI. Digitization of DICDL documents into Document Management System will be part of scope of MSI which will be a one time activity. Details for scanning of documents: A4/A3 documents - 50,000 nos.
245	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- SD-1.108, Pg. No. 118	The investigation mode must enable operators to synchronize video playback and export investigative playlists covering scenes of interest in forward or reverse at speeds from 8 times and above up to 128 times normal playback	Kindly accept : " The investigation mode must enable operators to synchronize video playback and export investigative playlists covering scenes of interest in forward or reverse at speeds from 8 times and above up to 64 times normal playback." 128 times is specific to 1-2 OEMs and not needed. 64x is more than sufficient in practical scenario.	Please refer Sr. No. 154 of Addendum-6
246	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- SD-1.98, Pg. No. 118	6) Fast forward video with speed 8X and above up to 128x	1) Kindly accept : " Fast forward video with speed 8X and above up to 64x " 128 times is specific to 1-2 OEMs and not needed. 64x is more than sufficient in practical scenario. 2) Kindly accept :	Please refer Sr. No. 155 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			" Fast forward video with speed 8X and above up to 64x "	
247	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- SD-1.99, Pg. No. 118	7) Rewind video with speed 8X and above up to 128x	1) Kindly accept : " Rewind video with speed 8X and above up to 64x " 128 times is specific to 1-2 OEMs and not needed. 64x is more than sufficient in practical scenario. 2) Kindly accept : " Rewind video with speed 8X and above up to 64x "	Please refer Sr. No. 156 of Addendum-6
248	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, CIO-VA-1.22, Pg. No. 239	Foreground area must be visible at a minimum contrast of 20% of the dynamic range of the image. For example, when assuming 256 gray levels, the contrast between the object and the background should be at least 50 gray levels.	This is a camera feature & not of Analytics - Kindly mention under camera Scope.	The conditions given in the RFQ cum RFP shall remain unchanged.
249	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, CIO-VMS-1.74, Pg. No. 246	The analytics software must be compatible with common Latest generation operating systems such as Linux, Microsoft Windows server, Windows, Mac OS, Unix, etc.	Kindly accept : As the software will run on any one platform i.e. either Linux or Microsoft or mac Kindly Consider: The analytics software must be compatible with common latest generation operating systems such as Ubuntu Linux/ Microsoft Windows server/Windows/ Mac OS.VMS Software	The conditions given in the RFQ cum RFP shall remain unchanged.

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			should be certified from any of the OS platform provider.	
250	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, CIO-APP-1.0, Pg. No. 238	The Client system must provide remote users with rich functionality and features as described below. Quickly searching selected areas of video recording for motion (also known as Smart Search). This application shall support any number of client workstations for viewing and managing events. All clients continuously receive updates from the server. Similarly, all permissions and notifications are also managed by the server.	1-2) Kindly accept : The Client system must provide remote users with rich functionality and features as described below. Quickly searching selected areas of video recording for motion (also known as Smart Search). This application shall support any number of client workstations for viewing and managing events. All clients continuously receive updates from the server. Similarly, all permissions and notifications are also managed by the server. The Software should have a "help" option where quick offline support and documentation of the operation of the software shall be available for the operator for any instant help or support,	The conditions given in the RFQ cum RFP shall remain unchanged.
251	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, CIO-VMS-1.50, Pg. No. 243	Digital zooming must be possible both on live view as well as on Replay view on Fixed as well as PTZ Cameras.	1-2) Kindly accept : Digital zooming must be possible both on live view as well as on replay view on Fixed as well as PTZ Cameras. There should be Virtual camera feature in the VMS software and up to 40 Virtual Cameras should support to view, record	The conditions given in the RFQ cum RFP shall remain unchanged.

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			and playback the virtual views from one single camera.	
252	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, CIO-VMS-1.54, Pg. No. 244	From the Client Viewer it must be possible to - Export recording (e.g. for use as evidence) in AVI or JPEG formats	1-2) Kindly accept : From the Client Viewer it must be possible to - Export recording (e.g. for use as evidence) in AVI, JPEG, SEF(secured export format) with password protection of up to 20 characters	The conditions given in the RFQ cum RFP shall remain unchanged.
253	Volume-I, Instruction to Bidders, Preparation and Submission of Bids, Pg. No. 5	j. Gartner/Forrester latest report for all the ICT components proposed by the bidder (MSI)	1) Kindly consider reports of other leading vendors such as IDC also. "Gartner/Forrester/IDC reports for critical ICT components proposed by the bidder(MSI)" 2) At page no. 5 you have asked Gartner/Forrester latest report for all the ICT components while as per eligibility criteria you have asked top 7 in terms of Market share World-wide or amongst top 3 Indian companies in terms of market share for Networking items, so please clarify the same which OEM Criteria bidders have to follow.	Please refer Sr. No. 110 of Addendum-6
254	Volume-II, Section-3.8 Technical Specifications : Network Firewall	The solution must provide detailed Change monitor.	1) We do not have separate alert for change monitor, but you can monitor the audit activities using Audit Logs. Request you to change this to "The	As mentioned in RFP there should be a detailed change monitor/audit logs related to policy.

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	(NGFW), Sr. No. 43, Pg. No. 307		<p>solution must provide detailed Change monitor OR monitor the audit activities using Audit Logs”</p> <p>2) Please remove this clause (duplicate) Duplication of clause 28</p> <p>3-5) Need clarity, does this mean Solution must provide work flow process ?</p>	
255	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 4, Pg. No. 336	Frame rate 25fps-30fps	<p>With better frame rates of cameras we can get better information of video, as number of images per second increases due to which information getting from cameras's video will be better.<u>So requesting to amend Frame rate main stream : 1080P @ 25fps; sub stream : CIF @ 25fps; third stream : 1080P @25 fps</u></p>	The conditions given in the RFQ cum RFP shall remain unchanged.
256	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 9, Pg. No. 336	External IR Illuminator External IR illuminator with visibility should be atleast 50Mtr. Illumination (color & b/w) should be sufficient to capture objects/faces at night time when there is not sufficient illumination at site.	<p>Camera having IR depending on external IR illuminator is out date, the performance is poor and creates depeendency on external device.We suggest to have camera with built in IR..<u>So requesting to amend IR visibility 50mts or better should be sufficient to capture objects/faces at night time when there is not sufficient illumination at site.</u></p>	The conditions given in the RFQ cum RFP shall remain unchanged.
257	Volume-II, Section-3.8 Technical Specifications : Box	Video Compression H.264 Baseline and Main Profile & Motion JPEG video compression	<p>1) We suggest to have H.265 for main profile,which is better for saving bandwidth and storage. <u>So request to</u></p>	Please refer Sr. No. 23 of Addendum-6

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	Camera (Surveillance), Sr. No. 15, Pg. No. 336		<u>ammned Video Compression H.264 Baseline and H.265 Main Profile & Motion JPEG video compression.</u> 2) Video Compression: Capable of H.265 Baseline, Main and High Profile & Motion JPEG video compression	
258	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 22, Pg. No. 337	Networking Protocols IPv4/v6, HTTP, HTTPSb, SSL/TLSb, QoS Layer 3 DiffServ, FTP, SFTP, CIFS/SMB, SNMPv1/v2c/v3, DNS, NTP, RTSP, RTP, TCP, UDP, IGMP, RTCP, ICMP, DHCP/Protocal should meet all functional requirement of project	1) <u>SSL/TLS</u> provides encryption to protect the transfer of data and information & <u>HTTPS</u> provide 'Secure communications between your browser and the website are encrypted. SSL/TLS & HTTPS are the protocol for cyber security. <u>So requesting to amend Networking Protocols IPv4/v6, HTTP, HTTPS, SSL/TLS, QoS Layer 3 DiffServ, FTP, SFTP, CIFS/SMB, SNMPv1/v2c/v3, DNS, NTP, RTSP, RTP, TCP, UDP, IGMP, RTCP, ICMP, DHCP/Protocal should meet all functional requirement of project</u> 2-3) Networking Protocols: IPv4, IPv6, HTTP, HTTPSb, SSL/TLSb, QoS Layer 3 DiffServ, FTP/SFTP, CIFS/SMB, SMTP, Bonjour, UPnP/TM, SNMPv1/v2c/v3, DNS, NTP, RTSP, RTP, TCP, UDP, IGMP, RTCP, ICMP, DHCP, PPPoE, ARP 4) Httpb? need of this requirement	Please refer Sr. No. 24 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
259	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 29, Pg. No. 337	Certifications/ Standards EN, UL & BIS	For EN,IEC there are so many stanards like IEC 61340, IEC 61850,EN55032, EN61000EN50130. <u>So requesting to amend Certifications/ Standards like CE,FCC,UL certification & BIS</u>	The conditions given in the RFQ cum RFP shall remain unchanged.
260	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 12, Pg. No. 337	Highest Image Resolution & FPS 1920x1080 or better with minimum image interval as 25FPS	With better frame rates of cameras we can get better information of video, as number of images per second increases due to which information getting from cameras's video will be better. PTZ is used for outdoor for tracking and patrolling. <u>So requesting to amend Highest Image Resolution & FPS 1920x1080 or better with minimum image interval as 50FPS</u>	The conditions given in the RFQ cum RFP shall remain unchanged.
261	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 29, Pg. No. 338	Certifications/ Standards EN, UL & BIS	For EN,IEC there are so many stanards like IEC 61340, IEC 61850,EN55032, EN61000EN50130. <u>So requesting to amend Certifications/ Standards like CE,FCC,UL certification & BIS</u>	The conditions given in the RFQ cum RFP shall remain unchanged.
262	Volume-II, Section-3.8 Technical Specifications : Camera Type 3 - Dome Camera (Command Center),	Certifications/ Standards EN, UL & BIS	For EN,IEC there are so many stanards like IEC 61340, IEC 61850,EN55032, EN61000EN50130. <u>So requesting to amend Certifications/ Standards like CE,FCC,UL certification & BIS</u>	The conditions given in the RFQ cum RFP shall remain unchanged.

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	Sr. No. 28, Pg. No. 344			
263	Volume-II, Section-3.1.2 City wide networks - Network Active, NET-1.47, Pg. No. 73	The network must be able to grow and scale 100% with respect to control-plane and forwarding plane capabilities. The Core and distribution routers should be 100G ready.	1-2) Please change the clause to " The network must be able to grow and scale 100% with respect to control-plane and forwarding plane capabilities. The Core routers should be 100G ready" Since there are no Distribution Routers please change the clause for Core Routers only.	Query not relevant as such content not mentioned in RFP. Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
264	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. C1, Pg. No. 297	C1. The router should support minimum 1000,000 IPv4 and IPv6 routes entries including multicast routes	1-2) We request to change the clause to " The router should support minimum 1000,000 IPv4 and IPv6 routes entries including 48K multicast routes" Since it's a Core Router and scale plays an important role. Quite a few application now a days run on multicast and scale of multicast become critical. We request to add this to avoid forklift upgrade. Secondly Multicast is a primary requirement As per Page no 72 NET 1.38, The network should have multicast capabilities with all the resiliency , traffic engineering parameters defined for the network	The conditions given in the RFQ cum RFP shall remain unchanged.

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265	Volume-II, Section-3.8 Technical Specifications : Internet Router, Pg. No. 301	Performance Requirement	1-2) We request to add the Routes scale as 750K IPV4 and IPV6 Routes with 32k Multicast Routes. The current internet routing table size is close to 700k, we request to have the scale to 750k Atleast to avoid suboptimal routing in future.	The conditions given in the RFQ cum RFP shall remain unchanged.
266	Volume-II, Section-3.8 Technical Specifications : Server Room WAN Switch, Sr. No. 2, Pg. No. 304	2. 1 U Rack mountable and should provide stacking functionality	1-2) Please suggest if the stacking bandwidth should be minimum 160Gbps From Day 1	The conditions given in the RFQ cum RFP shall remain unchanged.
267	Volume-II, Section-3.8 Technical Specifications : Server Room WAN Switch, Sr. No. 10, Pg. No. 304	10. Switch should support LLDP and LLDP-MED capabilities	1-2) Please change the clause to " Switch should support LLDP capabilities" The LLDP MED is primarily for PoE switch and not for Fiber switch. We request to remove LLDP MED.	The conditions given in the RFQ cum RFP shall remain unchanged.
268	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. B1, Pg. No. 311	B1.1 a. 24 x 10G Multi Mode Fiber Interface	1, 3) Please confirm if the uplink from Core to Server Access to be on 40/100G and optics should be provisioned for that. 2) Here is our humble suggestion to the competent authority that there should be some higher rate (like 40G or 100G) uplink interface as well here. It looks they are hide during excel to pdf conversion	As mentioned in the Technical specification MSI need to propose Server Room Access Switch with said functionality and loaded with SFP. Please refer the detailed Technical specifications and the scope of work for the

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			because only sub clause " a" is here. So please clarify.	specific component shared in the RFP.
269	Volume-II, Section-3.8 Technical Specifications : SA Distribution Device/Switch, Sr. No. B3, Pg. No. 314	B3. System throughput of minimum 160 Gbps from day 1	1, 3) System throughput of minimum 80 Gbps from day 1. The Asked interfaces performance including scalability come to 80Gbps (6 x 10G + 20 x 1G). Please change the clause for Wirespeed performance. 2) Requesting to competent authority that throughput need to increase as per stacking bandwidth	The conditions given in the RFQ cum RFP shall remain unchanged.
270	Volume-II, Section-3.1.1 Citywide Networks - Ducts & Dark Fiber & Network passive, Pg. No. 42-66	Specifications for Passive Network	We request you please provide the specifications for - cat 6 cables , Indoor, Ourdoor, face plates etc for passive material scope.	MSI need to propose and procure the Cat 6 cables, Indoor, Outdoor, Face plates, etc. for passive material as per the Functional requirements and detailed scope of the project shared in the RFP.
271	Volume-II, Section-3.1.3 City wide sensors (e.g. sensors network for utilities), Pg. No. 76	The Gas Sensing System shall conduct measurement of various gaseous parameters but not limited to like CO ₂ / CO / SO ₂ / NO ₂ / / O ₃ / H ₂ S / NH ₃ / CH ₄ / VOC/ PM 2.5/ PM 10/ HCL etc.	Have you decided any ranges for these gases? Our Suggestion : : Following parameters are not required to monitor City Air Pollution : CH ₄ , H ₂ S, NH ₃ , HCL, NO etc.	MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.

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272	Volume-II, Section-3.1.3 City wide sensors (e.g. sensors network for utilities), Pg. No. 77	Figure 16	<p>You have mentioned only Wind Speed Sensor.</p> <p>We suggest to include following weather parameters like : Temperature Humidity, Wind Speed, Direction, Rainfall.</p> <p>Range of the Water Level:?</p> <p>Where the water level sensor will be installed.</p> <p>Application / Location of Water Level Sensor.</p>	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly. Location for installation of various sensors would be shared with the MSI at the implementation phase.
273	Volume-II, Section-3.1.3 City wide sensors (e.g. sensors network for utilities), Pg. No. 76	A Digital Display Screen (DDS) shall also be installed at strategic locations across the City to display environmental parameters to the public.	<p>Do you want us supply Digital Display Screen (DDS)?</p> <p>Suggestions are as under -</p> <p>Size DDS : 8 ft x 6 ft</p> <p>Color of DDS : RED or Multicolor</p> <p>Pitch of DDS : P10</p>	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the required line items in the BoQ as per the Technical solution.
274	Volume-II, Section-3.8 Technical Specifications : Video	Resolution: 1920 x1200 (WUXGA)	Please note that favoring a single brand with a proprietary along with OEM criteria, specification increases the chances of exploitation for OEM's and	Please refer Sr. No. 189 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Wall Display/Screen, Sr. No. 4, Pg. No. 339		their preferred dealers/Distributors/Systems Integrators. We are requesting you to change the same accordingly for fair tendering. <u>Request to Change this Resolution : 1920 x 1080 (Full HD)</u>	
275	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen, Sr. No. 7, Pg. No. 339	Brightness Uniformity: >90%	Request to add on screen >90% ANSI 13 As ANSI13 defines no. of points on the screen to check brightness uniformity and helps to make uniform brightness and avoid dark corners	Brightness uniformity already asked in the technical specifications. The conditions given in the RFQ cum RFP shall remain unchanged.
276	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen, Sr. No. 9, Pg. No. 339	Redundant Dual power supply: Cube should be equipped with a built in dual redundant power supply	<u>Request to remove this clause</u> Please note that favoring a single brand with a proprietary along with OEM criteria, specification increases the chances of exploitation for OEM's and their preferred dealers/Distributors/Systems Integrators. We are requesting you to change the same accordingly for fair tendering.	Please refer Sr. No. 190 of Addendum-6
277	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen,	Remote: IR remote control should be provided for quick access	<u>Request to be deleted</u> As IP support is sufficient and have no range, selection issues. Please note that favoring a single brand with a proprietary along with OEM	Please refer Sr. No. 191 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Sr. No. 12, Pg. No. 339		criteria, specification increases the chances of exploitation for OEM's and their preferred dealers/Distributors/Systems Integrators. We are requesting you to change the same accordingly for fair tendering.	
278	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen, Sr. No. 16, Pg. No. 339	Cube Depth:<800mm	<u>To be deleted as its OEM specific or change it to as per OEM Design</u> Please note that favoring a single brand with a proprietary along with OEM criteria, specification increases the chances of exploitation for OEM's and their preferred dealers/Distributors/Systems Integrators. We are requesting you to change the same accordingly for fair tendering.	Please refer Sr. No. 192 of Addendum-6
279	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen, Sr. No. 18, Pg. No. 339	Inputs in the cube:DVI-2,HDMI-1,HDbase T-1, Display port	<u>DVI-2, as all Inputs are connected via controller so all other ports are not required, Two DVI ports are required for redundancy.</u> Please note that favoring a single brand with a proprietary along with OEM criteria, specification increases the chances of exploitation for OEM's and their preferred dealers/Distributors/Systems Integrators.	Please refer Sr. No. 193 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			We are requesting you to change the same accordingly for fair tendering.	
280	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen, Pg. No. 339	Suggestions	Additional point:- Brightness on screen: 350 Cd/m ² This will help to have brighter screen and not dull	High brightness causes operator eye fatigue. The conditions given in the RFQ cum RFP shall remain unchanged.
281	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen, Pg. No. 339	Suggestions	Additional point:- Brightness and color Calibration:Automatic real time brightness and color matching 24x7 This will help to have uniformity across the videowall throught its life even after replacement of any old projector/Led with new projector/LED	Bidder can offer this feature in there solution, but this is not a must as the brightness & color calibration is done by the Videowall controller normally. The conditions given in the RFQ cum RFP shall remain unchanged.
282	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen, Pg. No. 339	Suggestions	Additional point:- DVI Input Type:Dual-Link DVI Input with Frequency 24-62 Hz For Better Resolution depth comes	Bidder can offer this feature in there solution, but this is not a necessity in the Videowall solution as it does not improve performance visibly. The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
283	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen, Pg. No. 339	Suggestions	Additional point:- Power Consumption: 150w (Typ.)	Different OEMs have different power consumption based on their product design, we do not want to limit the OEM participation. The conditions given in the RFQ cum RFP shall remain unchanged.
284	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen, Pg. No. 339	Suggestions	Additional point:- Heat Dissipation: 510 BTU/Hr (Typ.)	Different OEMs have different heat dissipation based on their product design, we do not want to limit the OEM participation. The conditions given in the RFQ cum RFP shall remain unchanged.
285	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen, Pg. No. 339	Suggestions	Additional point:- Pixel Clock: 320 Mhz, For flicker free video wall video wall experience	We have asked for 160 HZ or more, bidder can provide 320 as well. The conditions given in the RFQ cum RFP shall remain unchanged.
286	Volume-II, Section-3.8 Technical Specifications : Video	8 Universal Inputs for each video wall (Should be able to accept at least 4 kinds of signals i.e.	Controller to control Video Walls in a matrix of 4x2 with required As other details mentioned in further	Please refer Sr. No. 108 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Wall Controller, Sr. No. 14, Pg. No. 339	DVI/RGB/Component Video) along with USB 3.0	specs and this is contradicting with them e.g point 14 says 8 i/p here it says 12	
287	Volume-II, Section-3.8 Technical Specifications : Video Wall Controller, Sr. No. 5, Pg. No. 339	RAID: RAID 0 configured with usable space of 500GB in each controller	<u>RAID 1 configured with usable space of 1TB in each controller</u> As RAID 1 helps to have mirror image of data and in case of one disc fails, it has backup to restore	The conditions given in the RFQ cum RFP shall remain unchanged.
288	Volume-II, Section-3.8 Technical Specifications : Video Wall Controller, Sr. No. 6, Pg. No. 339	Networking: Support for optical fiber interface adapter	<u>To be deleted as ethernet is their and i/p port is also available</u> Please note that favoring a single brand with a proprietary along with OEM criteria, specification increases the chances of exploitation for OEM's and their preferred dealers/Distributors/Systems Integrators. We are requesting you to change the same accordingly for fair tendering	Please refer Sr. No. 194 of Addendum-6
289	Volume-II, Section-3.8 Technical Specifications : Video Wall Controller, Sr. No. 19, Pg. No. 340	Video Wall should be mounted on stand with minimum height of 750 mm (two and half feet) with flexibility of 50 mm height	Video Wall should be mounted on stand and should be made as per available height of room at time of detailed engineering. Limiting the same is removing scope for reducing it and increasing it, leads to civil work	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
290	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.29, Pg. No. 252	Call-Servers in proposed solution should be able to support high volume of concurrent call (in multiple of ten thousand's) and there should not be a single point of failure. Each call processing server at different locations must support equivalent capacity.	1-2) As Per IP telephony Clause pg. 254, proposed solution is required to support 4 PRI's. 4 PRI's can support a maximum of 120 Concurrent calls. Kindly elaborate on use case of requirement of 10,000 concurrent calls. Moreover "each call processing server at different locations must support equivalent capacity". Please Clarify, Do we need to install different IP-PBX/contact centre server at each location	Please refer Sr. No. 118 of Addendum-6
291	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.36, Pg. No. 252	Language support for client user interfaces (Language specified Separately)	1-2) Please elaborate on use case scenario of this clause and the languages support required	MSI needs to propose and deploy a Collaboration Solution for Helpdesk where client/DICDL users can have language support for English as well as other regional languages as per the normal call center/helpdesk solutions.
292	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.111, Pg. No. 256	QOS	1-2) Please elaborate on this. As in IP Network QOS has to be managed by Firewall	Here QoS is to be used in application layer services of Collaboration Solution for Helpdesk to monitor and provide better quality helpdesk system.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
293	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.130, Pg. No. 257	Should be highly available with hot standby and seamless failover in case of main server failure. There should not be any downtime of Contact Center in case of single server failure.	1-2) We assume 1:1 HA is required at DC and 1:1 HA is required between DC and DR. Please elaborate on this	MSI needs to propose, design and implement a Collaboration Solution for Helpdesk as per the functional requirements mentioned in RFP. Collaboration Solution should work seamlessly even in case of server failure or any other reasons without any downtime.
294	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.138, Pg. No. 257	It is required the ACD should support active and standby server mode, where the server can be put in DC and DR. In case of Main server in the Data Centre fail the standby server in DR should take over seamlessly. ACD solution should support placing of Main and Standby server in DC and DR respectively	1-2) We assume 1:1 HA is required at DC and 1:1 HA is required between DC and DR. Please elaborate on this	Automatic Call Distribution or ACD shall handle large volume of inbound calls and the same would be dispersed to contact center agents with specific skills. MSI needs to design and propose Collaboration solution to meet the requirements of ACD as mentioned in RFP
295	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for	IVR should support VoiceXML for ASR, TTS, and DTMF call flows	1-2) ASR, TTS and DTMF call flows can be achieved without VoiceXML. This is a proprietary clause favouring a particular vendor. Hence request you to remove	Please refer Sr. No. 119 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Helpdesk, CM-CMS-1.142, Pg. No. 257		Voice XML clause to achieve ASR, TTS and DTMF call Flow.	
296	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.148, Pg. No. 258	Reporting platform to support custom reports using a combination of the Crystal Reports Developer's Toolkit and SQL stored procedures.	1-2) This is a propriety clause favouring a particular vendor. Hence request you to allow creation of custom report through platform independent Business intelligence tool	Please refer Sr. No. 120 of Addendum-6
297	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.149, Pg. No. 258	Export reports in a variety of formats, including PDF, RTF, XML, and CSV.	1-2) XLS is industry wide accepted standard for Reports as it supports formulas and Advance filters. Also RTF and PDF are formats, compliment each other. Request you to ammend the clause to allowed reports to be exported in PDF, .XLS and CSV.	The conditions given in the RFQ cum RFP shall remain unchanged. (XML format reports can be opened on any text editor whereas XLS files requires excel software.)
298	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.150, Pg. No. 258	Administrator should be able to assign one or more email addresses to a single Queue.	1-2) This is "Helpdesk" solution requirement and can not achieved from "Call Centre". Call Centre system can integrate with "Helpdesk" system to achieve end to end use case.	MSI needs to cater to the functional requirements as well as the scope of work and propose the Collaboration Solution accordingly.
299	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for	Email routing support integration with Microsoft Exchange 2003/2007/2010/above versions	1-2) This is "Helpdesk" solution requirement and can not achieved from "Call Centre". Call Centre system can integrate with "Helpdesk" system to achieve end to end use case.	MSI needs to cater to the functional requirements as well as the scope of work and propose the

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Helpdesk, CM-CMS-1.151, Pg. No. 258			Collaboration Solution accordingly.
300	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.152, Pg. No. 258	Agents should be able to automatically resume of e-mail processing on voice disconnect.	1-2) This is "Helpdesk" solution requirement and can not achieved from "Call Centre". Call Centre system can integrate with "Helpdesk" system to achieve end to end use case.	MSI needs to cater to the functional requirements as well as the scope of work and propose the Collaboration Solution accordingly.
301	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.153, Pg. No. 258	Agent should be able to save email draft response and resume at a later time.	1-2) This is "Helpdesk" solution requirement and can not achieved from "Call Centre". Call Centre system can integrate with "Helpdesk" system to achieve end to end use case.	MSI needs to propose and implement Collaboration solution which would be integrated with Email system.
302	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.154, Pg. No. 258	Agent should be able to re-queue email.	1-2) This is "Helpdesk" solution requirement and can not achieved from "Call Centre". Call Centre system can integrate with "Helpdesk" system to achieve end to end use case.	MSI needs to propose and implement Collaboration solution which would be integrated with Email system.
303	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, CM-CMS-1.155, Pg. No. 258	Supervisor should be able to access real-time reporting for Agent E-Mail mail volume by Queue	1-2) This is "Helpdesk" solution requirement and can not achieved from "Call Centre". Call Centre system can integrate with "Helpdesk" system to achieve end to end use case.	MSI needs to propose and implement Collaboration solution, which would be integrated with Email system.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
304	Volume-II, Section-3.3.5 CIOC - Collaboration Solution for Helpdesk, Contact Center and IVRS, Pg. No. 257	Agent Liscense and IVR Concurrency	1-2) Kindly provide required number of Call centre Agent liscense required and Concurrent IVR sessions required	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
305	Volume-I, Section-1.3 Scope of Project, Pg. No. 7	MSI shall be responsible for development and deployment of all software required to meet the requirements of the project. Some of the software may be COTS or may require bespoke development. MSI shall be fully responsible for developing, implementing and integrating all software required for the project.	As per the mentioned point on page no.7 stating that BESPOKE application is allowed. similarly, Page no. 283 , it is mentioned submission of application documents / deliverable related to bespoke solutions. But the same point which is mentioned on page no. 154 stating that BESPOKE or owned developed solution will not be considered and accepted. So, we are assuming that the point which is mentioned on page no. 154 is typo error. Therefore, we request your office to rectify the same.	As mentioned in the RFP Bespoke or owned developed solution will not be considered and accepted. Bespoke application mentioned elsewhere in the RFP is a typo error. Please ignore the same.
306	Volume-II, Section-3.4 Project deliverables / Documentation, Pg. No. 283	Design and development of bespoke application (if any)	As per the mentioned point on page no.7 stating that BESPOKE application is allowed. similarly, Page no. 283 , it is mentioned submission of application documents / deliverable related to bespoke solutions. But the same point	As mentioned in the RFP Bespoke or owned developed solution will not be considered and accepted. Bespoke application mentioned

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			which is mentioned on page no. 154 stating that BESPOKE or owned developed solution will not be considered and accepted. So, we are assuming that the point which is mentioned on page no. 154 is typo error. Therefore, we request your office to rectify the same.	elsewhere in the RFP is a typo error. Please ignore the same.
307	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria , Pg. No. 23	PQ and TQ General Query	<p>1) All the point in PQ and TQ cites that two projects of similarly nature of work is required to get qualified. But looking at the nature and size of the work that is to be submitted for eligibility according to us even one such project signifies the capability of vendor to carry out such work as is desired by your office. Further, by allowing single project base eligibility your office will also attract more competitive consortium based bidding, ultimately benefitting your office from the point of view of project expenditure.</p> <p>2) we sincerely request to consider experience of one decade in each of the key experts profile mentioned in the said RFP. It would genuinely suffice the capability of such profile to carry out the quantum of work as is desired by your office. Kindly modify the same in order to</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			attract more competitive consortium based bidding.	
308	Volume-I, Section- 2.2.2 Technical Qualification cum Evaluation Criteria, Sr. No. 3.2, Pg. No. 26	TQ - Key Expert:- Project Manager - Bachelor of Engineering degree (Information Technology/ Computer Engineering/ Electronics & Communication/ Computer Science) and preferably having MBA / M. Tech /MS with PMP/ PRINCE 2 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 centre). Project Manager shall be a full-time employee of the MSI/Consortium Bidder.	1) As is the general parlance based on the indian college education system, B.Tech (from an institution like IIT) is equivalent to MCA or M.E from (Non IIT) colleges. Kindly clarify the same, as we feel professionals with such merits should not be excluded. 2) Kindly amend the clause as below: Project Manager - Bachelor of Engineering degree (Information Technology/ Computer Engineering/ Electronics & Communication/ Computer Science) and preferably having MBA / M. Tech /MS/ PGDM/equivalent with PMP/ PRINCE 2 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 centre). Project Manager shall be a full-time employee of the MSI/Consortium Bidder/Proposed OEM.	Please refer Sr. No. 3 of Addendum-6
309	Volume-I, Section- 2.2.2 Technical Qualification cum	TQ - Key Expert:- Solution Architect – Bachelor of Engineering degree (Information Technology/	1) As is the general parlance based on the indian college education system, B.Tech (from an institution like IIT) is equivalent	Please refer Sr. No. 4 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Evaluation Criteria, Sr. No. 3.4, Pg. No. 27	Computer Engineering/ Electronics & Communication/ Computer Science) and M.E/M Tech/MS having more than 15 years of experience in designing and implementing Smart City projects similar to the project requirements. Must have at least three (2) relevant projects (Smart City Projects). Solution Architect shall be a full-time employee of the MSI/Consortium Bidder.	to MCA or M.E from (Non IIT) colleges. Kindly clarify the same, as we feel professionals with such merits should not be excluded. 2) Kindly amend the clause as below: Solution Architect – Bachelor of Engineering degree (Information Technology/ Computer Engineering/ Electronics & Communication/ Computer Science) and M.E/M Tech/MS having more than 15 years of experience in designing and implementing Smart City projects similar to the project requirements. Must have at least three (2) relevant projects (Smart City Projects). Solution Architect shall be a full time employee of the MSI/Consortium Bidder/Proposed OEM.	
310	Volume-II, Section-3 Eligible Good & Services and OEM Criteria, Pg. No. 39	The OEM for each products or technology quoted should be in the business of that product or solution or technology for at least 4 years as on the date of release of the RFP.	Please consider this clause for Global manufacturing presence.	Query not relevant as such content not mentioned in RFP
311	Volume-II, Section-3 Eligible Good & Services and OEM Criteria, Pg. No. 40	MSI should be supplying the application, database and related software, integration tools and describing the process to be followed for installing the same.	Request you to remove this clause as this is limiting the OEMs specially in Surveillance Solution.	Query not relevant as such content not mentioned in RFP

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
		Various platforms, COTS product/solution, ERP suite, RDBMS, Surveillance solution, and any other IT/ICT components as well as solutions proposed by MSI as part of the project should be from OEMs who are amongst the top 5 for World-wide Market share as per the respective/relevant latest Gartner/Forrester report.		
312	Volume-II, Section-3 Eligible Good & Services and OEM Criteria, Pg. No. 40	Additional Clause: OEM Criteria	<p>The OEM of the camera should not have been Banned / Blacklisted / Suspended from ONVIF Forum.</p> <p>Please add this point as ONVIF is common protocol used in all OEMs cameras for the seamless integration with 3rd party software.</p>	The conditions given in the RFQ cum RFP shall remain unchanged.
313	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- SD-1.158, Pg. No. 122	The HD video decoder must decode H.264 in High, Main, or Base profiles, and MPEG-4 encoded video streams.	The HD video decoder must decode H.265 in High, Main, or Base profiles, and MJPEG encoded video streams.	Please refer Sr. No. 10 of Addendum-6
314	Volume-II, Section-3.1.5 Basic Surveillance Solution,	The HD video decoder capability to decode up to sixteen 4CIF resolution, 30 images per second (IPs) MPEG-4 encoded video	The HD video decoder capability to decode up to sixteen 4CIF resolution, 30 images per second (IPs) MJPEG encoded video streams simultaneously, or up to	Please refer Sr. No. 11 of Addendum-6

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	CIO- SD-1.159, Pg. No. 122	streams simultaneously, or up to twelve H.264 Baseline, 4CIF resolution, 30 IPs video streams simultaneously, or up to four 1080p streams encoded in H.264 Baseline profile. Additional streams must be decoded using the network bandwidth consumption and CPU processing requirements by automatically subscribing to a lower resolution, lower bit-rate stream from a given camera depending on current load and screen configuration.	twelve H.265 Baseline, 4CIF resolution, 30 IPs video streams simultaneously, or up to four 1080p streams encoded in H.265 Baseline profile. Additional streams must be decoded using the network bandwidth consumption and CPU processing requirements by automatically subscribing to a lower resolution, lower bit-rate stream from a given camera depending on current load and screen configuration.	
315	Volume-II, Section- 3.1.5 Basic Surveillance Solution, CIO- Camera-1.2, Pg. No. 123	HD PTZ must support High-Profile H.264 compression, a vast improvement in quality over MPEG-4 and 20 times more efficient than M-JPEG.	HD PTZ must support High-Profile H.265 compression, a vast improvement in quality over MPEG-4 and 20 times more efficient than M-JPEG.	Please refer Sr. No. 9 of Addendum-6
316	Volume-II, Section- 3.1.5 Basic Surveillance Solution, CIO- Camera-1.5, Pg. No. 124	The camera must have video analytic built in with the camera and not limited to abandoned object, camera sabotage, directional motion, loitering detection, object counting, object removal & stopped vehicles.	The camera must have video analytic built in with the camera and not limited to abandoned object, camera sabotage, directional motion, loitering detection, object/people counting, object removal, motion detection, intrusion detection, Object Left, Audio Detection, Face detection & stopped vehicles.	Please refer Sr. No. 121 of Addendum-6

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
317	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- Camera-1.7, Pg. No. 124	Type 2: Outdoor 3 Megapixel IP Day/Night Bullet Camera	Type 2: Outdoor 4 Megapixel IP Day/Night Bullet Camera	The conditions given in the RFQ cum RFP shall remain unchanged.
318	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- Camera-1.7, Pg. No. 124	The network camera must offer dual video streams with up to 3 megapixel resolution (2048 x 1536) in progressive scan format.	The network camera must offer dual video streams with up to 4 megapixel resolution (2592 x 1520) in progressive scan format.	The conditions given in the RFQ cum RFP shall remain unchanged.
319	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- Camera-1.8, Pg. No. 124	The network camera must provide extended Wide Dynamic Range (WDR), low-light performance, and anti-bloom technology.	The network camera must provide extended Wide Dynamic Range (WDR), low-light performance, and anti-bloom technology.	Please refer Sr. No. 122 of Addendum-6
320	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- Camera-1.9, Pg. No. 124	The network camera must use a true WDR sensor that takes multiple exposures at the pixel level and has a rating for WDR of 120dB or higher.	The network camera must use a true WDR sensor that takes multiple exposures at the pixel level and has a rating for WDR of 120dB.	The conditions given in the RFQ cum RFP shall remain unchanged.
321	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- Camera-1.11, Pg. No. 124	Camera must support up to 128 GB Edge Storage with SD Card	Camera must support up to 256 GB Edge Storage with SD Card	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
322	Volume-II, Section- 3.1.5 Basic Surveillance Solution, CIO- Camera-1.15, Pg. No. 125	The network camera must offer dual video streams with up to 2 megapixel resolution (1920 X 1080) in progressive scan format.	The network camera must offer Triple video streams with up to 2 megapixel resolution (1920 X 1080) in progressive scan format.	The conditions given in the RFQ cum RFP shall remain unchanged.
323	Volume-II, Section- 3.1.5 Basic Surveillance Solution, CIO- Camera-1.25, Pg. No. 126	The network camera must provide advanced low-light capabilities with sensitivity down to 0.03 lux.	The network camera must provide advanced low-light capabilities with sensitivity down to 0.001 lux @ F1.6 (Colour).	The conditions given in the RFQ cum RFP shall remain unchanged.
324	Volume-II, Section- 3.8 Technical Specifications : Camera Type 3 - Dome Camera (Command Center), Sr. No. 6, Pg. No. 343	Illumination: Illumination capability for Color: 0.5 lux, B/W: 0.05lux or better	Illumination: Illumination capability for Color: 0.001 lux @ F1.6, B/W: 0Lux with IR ON or better	The conditions given in the RFQ cum RFP shall remain unchanged.
325	Volume-II, Section- 3.8 Technical Specifications : Camera Type 3 - Dome Camera (Command Center), Sr. No. 8, Pg. No. 343	FOV: FOV between given ranges for horizontal FOV: 36° to 82° , & Vertical FOV:20° to 50.6°	FOV: FOV between given ranges for horizontal FOV: 28° to 94° , & Vertical FOV:15° to 56°	Please refer Sr. No. 123 of Addendum-6

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
326	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 10, Pg. No. 336	Shutter speed: Shutter speed vary between range of given range as follows: 1/5 to 1/32000	Shutter speed: Shutter speed vary between range of given range as follows: 1s to 1/100000s	Query not relevant as such content not mentioned in RFP
327	Volume-II, Section-3.8 Technical Specifications : Camera Type 3 - Dome Camera (Command Center), Sr. No. 10, Pg. No. 343	Highest Image Resolution & FPS: As minimum to 1280x960 with minimum image interval as 30FPS	1-2) Highest Image Resolution & FPS: As minimum to 1920x1080 with minimum image interval as 30FPS 3) 1280x960 resolution is OEM specific, standard resolution is mostly 1280x720 which mostly used by major OEM. So requesting to amend Highest Image Resolution & FPS As minimum to 1280x720 with minimum image interval as 30FPS or better	The conditions given in the RFQ cum RFP shall remain unchanged.
328	Volume-II, Section-3.1.5 Basic Surveillance Solution, Fixed Indoor IR Dome Camera, Pg. No. 137	Edge analytics: Edge analytics like tampering alarm, insert/remove, Cross Line Detection internally or through Application Programmable Interface	Edge analytics: Edge analytics like tampering alarm, insert/remove, Cross Line Detection, Intrusion Detection, Object Left, Missing Object, Audio Detection, Scene change, Face detection, People counting, Defocus internally and through Application Programmable Interface	Query not relevant as such content not mentioned in RFP
329	Volume-II, Section-3.8 Technical Specifications :	Edge Recording: Capable of providing edge recording and support memory card slot (Can	Edge Recording: Capable of providing edge recording and support memory card slot (Can support up to 256GB or better	The conditions given in the RFQ cum RFP shall remain unchanged.

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Camera Type 3 - Dome Camera (Command Center), Sr. No. 13, Pg. No. 343	support up to 64GB or better support) for on board recording during non-availability of network connectivity	support) for on board recording during non-availability of network connectivity	
330	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 20, Pg. No. 337	Onvif Conformance: Profile S	Onvif Conformance: Profile S & G	Query not relevant as such content not mentioned in RFP
331	Volume-II, Section-3.8 Technical Specifications : Camera Type 3 - Dome Camera (Command Center), Sr. No. 22, Pg. No. 344	Networking Protocols: IPv4/v6, HTTP, HTTPSb, SSL/TLSb, QoS Layer 3 DiffServ, FTP, SFTP, CIFS/SMB, SMTP, Bonjour, UPnP TM, SNMPv1/v2c/v3, DNS, NTP, RTSP, RTP, TCP, UDP, IGMP, RTCP, ICMP, DHCP	1-2) Networking Protocols: IPv4, IPv6, HTTP, HTTPSb, SSL/TLSb, QoS Layer 3 DiffServ, FTP/SFTP, CIFS/SMB , SMTP, Bonjour , UPnP TM, SNMPv1/v2c/v3, DNS, NTP, RTSP, RTP, TCP, UDP, IGMP, RTCP, ICMP, DHCP, PPPoE, ARP 3) SSL/TLS provides encryption to protect the transfer of data and information & HTTPS provide 'Secure communications between your browser and the website are encrypted. SSL/TLS & HTTPS are the protocol for cyber security. So requesting to amend Networking Protocols IPv4/v6, HTTP, HTTPS, SSL/TLS, QoS Layer 3 DiffServ, FTP, SFTP, CIFS/SMB, SNMPv1/v2c/v3, DNS, NTP, RTSP, RTP, TCP, UDP, IGMP, RTCP, ICMP,	1-2) Query not relevant as such content not mentioned in RFP 3) Please refer Sr. No. 43 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			DHCP/Protocol should meet all functional requirement of project	
332	Volume-II, Section-3.1.5 Basic Surveillance Solution, Fixed Indoor IR Dome Camera, Pg. No. 138	Security methods/protocols: Password protection, IP address filtering, IEEE 802.1X network access control, user access log	Security methods/protocols: Password protection, IP address filtering, IEEE 802.1X network access control, user access log	Query not relevant as such content not mentioned in RFP
333	Volume-II, Section-3.8 Technical Specifications : Camera Type 3 - Dome Camera (Command Center), Sr. No. 25, Pg. No. 344	Dual Streaming: Support to at least dual streaming support with different combinations of resolutions and fps	1-2) Triple Streaming: Support to at least Triple streaming support with different combinations of resolutions and fps 3) With better frame rates of cameras & triple streams provide much more flexibility to users by allowing different data streams to be sent simultaneously we can get better information of video, as number of images per second increases due to which information getting from cameras's video will be better. So requesting to amend Tri Streaming Support to at least triple streaming support with different combinations of resolutions and fps like main stream : 1080P @ 25fps; sub stream : CIF @ 25fps; third stream : 1080P @25 fps	The conditions given in the RFQ cum RFP shall remain unchanged.
334	Volume-II, Section-3.1.5 Basic Surveillance Solution,	Certifications/ Standards: EN,UL & IEC	Certifications/ Standards: UL, CE-EN 55032:2015, EN 55024:2010+A1:2015, EN 61000-3-2:2014, EN 61000-3-3:2013, IEC	Query not relevant as such content not mentioned in RFP

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Fixed Indoor IR Dome Camera, Pg. No. 138		61000-6-4:2018, FCC Part 15, Sub part B:2017, EMC Directive 2014/30/EU, RoHS Directive 2011/65/EU	
335	Volume-II, Section-3.8 Technical Specifications : Camera Type 3 - Dome Camera (Command Center), Pg. No. 344	Additional Specs	<p>Management Features: Should be able to monitor and manage the uptime status of cameras and associated network accessories remotely. Should have options for managing SLA based on essential uptime status reports, to ensure maximum availability. The option should have following features:</p> <ol style="list-style-type: none"> 1. To monitor the uptime status of the cameras from locally and remotely. 2. To monitor Down-UP-reboot-not reachable alert of IP Camera/ Workstation/ Router/ Switch/ NVR. 3. Multilevel escalation of alerts. 4. Metrics with option to specify threshold. 5. Multiple preconfigured and customizable dashboard view. 6. Tree structure design with multiple folder drill down option. 7. User configurable folder name to specify Name, location etc. 8. Send alert via E-mail / SMS 	The conditions given in the RFQ cum RFP shall remain unchanged.

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
336	Volume-II, Section-3.1.5 Basic Surveillance Solution, Outdoor Integrated IR Box Camera, Pg. No. 138	OUTDOOR INTEGRATED IR BOX CAMERA	OUTDOOR INTEGRATED IR BOX/ BULLET CAMERA	Query not relevant as such content not mentioned in RFP
337	Volume-II, Section-3.1.5 Basic Surveillance Solution, Outdoor Integrated IR Box Camera, Pg. No. 138	Video compression: H.264 and MPEG simultaneously (dual encoder)	Video compression: H.265 and MJPEG simultaneously (dual encoder)	Query not relevant as such content not mentioned in RFP
338	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 6, Pg. No. 336	WDR & BLC: Off/Low/Mid/High	WDR & BLC: Off/Low/Mid/High (WDR: 120dB)	The conditions given in the RFQ cum RFP shall remain unchanged.
339	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 7, Pg. No. 336	Illumination: Color:0.3 lux & B/W:0.05lux	Illumination: Color:0.002 lux @ F1.6 & B/W:0 Lux with IR ON	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
340	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 8, Pg. No. 336	Iris: DC-Iris or better	Iris: DC-Iris/ Auto-Iris or better	The conditions given in the RFQ cum RFP shall remain unchanged.
341	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 8, Pg. No. 337	FOV: Horizontal FOV: 36° to 95° , & Vertical FOV:20° to 51°	FOV: Horizontal FOV: 28° to 94° , & Vertical FOV:15° to 56°	Please refer Sr. No. 124 of Addendum-6
342	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 10, Pg. No. 336	Shutter speed: Vary between range of given range as follows: 1/25 to 1/66500	Shutter speed: Vary between range of given range as follows: 1s to 1/100000s	The conditions given in the RFQ cum RFP shall remain unchanged.
343	Volume-II, Section-3.1.5 Basic Surveillance Solution, Outdoor Integrated IR Box Camera, Pg. No. 139	Edge analytics: Edge analytics like tampering alarm, insert/remove, Cross Line Detection internally or through Application Programmable Interface	Edge analytics: Edge analytics like tampering alarm, insert/remove, Cross Line Detection, Intrusion Detection, Object Left, Missing Object, Audio Detection, Scene change, Face detection, People counting, Defocus internally and through Application Programmable Interface	Query not relevant as such content not mentioned in RFP

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
344	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 16, Pg. No. 337	Edge Recording: Edge recording and support memory card slot for on board recording during non-availability of network connectivity	Edge Recording: Edge recording and support memory card slot (Can support up to 256GB or better support) for on board recording during non-availability of network connectivity	The conditions given in the RFQ cum RFP shall remain unchanged.
345	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 19, Pg. No. 337	Onvif Conformance: Profile S	Onvif Conformance: Profile S & G	Query not relevant as such content not mentioned in RFP
346	Volume-II, Section-3.1.5 Basic Surveillance Solution, Outdoor Integrated IR Box Camera, Pg. No. 139	Security methods/protocols: Password protection, IP address filtering, IEEE 802.1X network access control, user access log	Security methods/protocols: Password protection, IP address filtering, IEEE 802.1X network access control, user access log	Query not relevant as such content not mentioned in RFP
347	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Sr. No. 26, Pg. No. 337	Dual Streaming: Should support dual streaming	1-2) Triple Streaming: Should support Triple streaming 3) Triple streams provide much more flexibility to users by allowing different data streams to be sent simultaneously. Each stream has independent purposes: 3a) The first stream with high resolution and full frame rate can be used for main monitoring.	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			3b)The second stream with lower resolution can be used for mobile monitoring. 3c)The third stream with high, low, or dynamic resolution offers more flexible choices.So requesting to amend Tri Streaming Should support triple streaming	
348	Volume-II, Section-3.1.5 Basic Surveillance Solution, Outdoor Integrated IR Box Camera, Pg. No. 139	Certifications/ Standards: EN, UL & IEC	Certifications/ Standards: UL, CE-EN 55032:2015, EN 55024:2010+A1:2015, EN 61000-3-2:2014, EN 61000-3-3:2013, IEC 61000-6-4:2018, FCC Part 15, Sub part B:2017, EMC Directive 2014/30/EU, RoHS Directive 2011/65/EU	Query not relevant as such content not mentioned in RFP
349	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Pg. No. 336	Additional Specs	Lens: Varifocal lens with focal length 2.8mm-12mm	The conditions given in the RFQ cum RFP shall remain unchanged.
350	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Pg. No. 336	Additional Specs	Audio Connector: Jack for audio input and output minimum one-one each	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
351	Volume-II, Section-3.8 Technical Specifications : Box Camera (Surveillance), Pg. No. 336	Additional Specs	<p>Management Features: Should be able to monitor and manage the uptime status of cameras and associated network accessories remotely. Should have options for managing SLA based on essential uptime status reports, to ensure maximum availability. The option should have following features:</p> <ol style="list-style-type: none"> 1. To monitor the uptime status of the cameras from locally and remotely. 2. To monitor Down-UP-reboot-not reachable alert of IP Camera/ Workstation/ Router/ Switch/ NVR. 3. Multilevel escalation of alerts. 4. Metrics with option to specify threshold. 5. Multiple preconfigured and customizable dashboard view. 6. Tree structure design with multiple folder drill down option. 7. User configurable folder name to specify Name, location etc. 8. Send alert via E-mail / SMS 	The conditions given in the RFQ cum RFP shall remain unchanged.
352	Volume-II, Section-3.8 Technical Specifications : PTZ Camera	S/N ratio: 55 db	S/N ratio: >52 db	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	(Surveillance), Sr. No. 4, Pg. No. 337			
353	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 4, Pg. No. 337	Focal Length: 4.7mm-94mm	Focal Length : 4.5 +/- 0.2 mm ~ 135 +/- 6 mm As per 30x Optical Zoom	Query not relevant as such content not mentioned in RFP
354	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 6, Pg. No. 337	Illumination: Color: 0.2 lux, B/W 0.02 lux	Illumination: Color: 0.001 lux @ F1.5, B/W 0 lux with IR ON	The conditions given in the RFQ cum RFP shall remain unchanged.
355	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 7, Pg. No. 337	Pan/Tilt Rotation: Capability to have endless 360° Pan & 180° tilt rotation	Pan/Tilt Rotation: Capability to have endless 360° Pan & 90° (Auto Flip) tilt rotation	The conditions given in the RFQ cum RFP shall remain unchanged.
356	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 8, Pg. No. 337	FOV: Horizontal FOV: 59.5° to 2.1° , & Vertical FOV: 39.0° to 1.2°	FOV: Horizontal FOV: 56.7° to 2.3° , & Vertical FOV: 31.8° to 1.3°	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
357	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 9, Pg. No. 337	Shutter speed: 1/25 sec to 1/10000 sec	Shutter speed: 1 sec to 1/100000 sec	The conditions given in the RFQ cum RFP shall remain unchanged.
358	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 11, Pg. No. 337	Optical Zoom: 36x Optical Zoom or higher	Optical Zoom: 30x Optical Zoom & 16x Digital Zoom or higher	Query not relevant as such content not mentioned in RFP
359	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Pg. No. 337	Pan/Tilt Speed: 300°/Sec/ 200°/Sec or better	Pan/Tilt Speed: Manual Control Speed: (Pan) 0.1° to 240° /sec; (Tilt) 0.1° to 160° /sec & Preset Speed: (Pan) 300° /sec; (Tilt) 240° /sec	Query not relevant as such content not mentioned in RFP
360	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 14, Pg. No. 337	Video Compression: H.264, MJPEG (dual)	1-2) Video Compression: H.265, MJPEG (dual) 3) A recorder having better compression technology will record for many days and will take lesser space size to store data in HDD. Recorder having H.265 compression reduces regular recording data to half. So requesting to amend Video Compression H.265, H.264, MJPEG (dual)	Please refer Sr. No. 44 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
361	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 15, Pg. No. 337	Edge Recording: Edge recording and support memory card slot for on board recording during non-availability of network connectivity	Edge Recording: Edge recording and support memory card slot (Can support up to 256GB or better support) for on board recording during non-availability of network connectivity	The conditions given in the RFQ cum RFP shall remain unchanged.
362	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 19, Pg. No. 337	Onvif Conformance: Profile S	Onvif Conformance: Profile S & G	Query not relevant as such content not mentioned in RFP
363	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 21, Pg. No. 337	Networking Protocols: IPv4/v6, HTTP, HTTPSb, SSL/TLSb, QoS Layer 3 DiffServ, FTP, SFTP, CIFS/SMB, SMTP, Bonjour, UPnP TM, SNMPv1/v2c/v3, DNS, NTP, RTSP, RTP, TCP, UDP, IGMP, RTCP, ICMP, DHCP	1-2) Networking Protocols: IPv4, IPv6, HTTP, HTTPSb, SSL/TLSb, QoS Layer 3 DiffServ, FTP/SFTP, CIFS/SMB, SMTP, Bonjour, UPnP TM, SNMPv1/v2c/v3, DNS, NTP, RTSP, RTP, TCP, UDP, IGMP, RTCP, ICMP, DHCP, PPPoE, ARP 3) SSL/TLS provides encryption to protect the transfer of data and information & HTTPS provide 'Secure communications between your browser and the website are encrypted. SSL/TLS & HTTPS are the protocol for cyber security. So requesting to amend Networking Protocols IPv4/v6, HTTP, HTTPS, SSL/TLS, QoS Layer 3 DiffServ, FTP, SFTP, CIFS/SMB, SNMPv1/v2c/v3, DNS, NTP, RTSP, RTP,	Please refer Sr. No. 45 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			TCP, UDP, IGMP, RTCP, ICMP, DHCP/Protocal should meet all functional requirement of project	
364	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Pg. No. 337	Security methods/protocols: Password protection, IP address filtering, IEEE 802.1X network access control, user access log	Security methods/protocols: Password protection, IP address filtering, IEEE 802.1X network access control, user access log	Query not relevant as such content not mentioned in RFP
365	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 25, Pg. No. 338	Dual Streaming: Support to dual streaming	1-2) Triple Streaming: Support to Triple streaming 3) Triple streams provide much more flexibility to users by allowing different data streams to be sent simultaneously. Each stream has independent purposes: 3a)The first stream with high resolution and full frame rate can be used for main monitoring. 3b)The second stream with lower resolution can be used for mobile monitoring. 3c)The third stream with high, low, or dynamic resolution offers more flexible choices.So requesting to amend Tri Streaming Should support triple streaming	The conditions given in the RFQ cum RFP shall remain unchanged.
366	Volume-II, Section-3.8 Technical	Weight: Should not exceed 4.3kg (9lb 8oz)	1-2) Weight: Should not exceed 5.3kg (11lb 11oz)	Please refer Sr. No. 125 of Addendum-6

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	Specifications : PTZ Camera (Surveillance), Sr. No. 27, Pg. No. 338		3) Different OEM different construction of hardware, keeping specific weight limit makes it OEM specific. So requesting amend Weight Should not exceed 5kg (11lb 8oz)	
367	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Sr. No. 29, Pg. No. 338	Certifications/ Standards: UL & IEC	Certifications/ Standards: UL, CE-EN 55032:2015, EN 55024:2010+A1:2015, EN 61000-3-2:2014, EN 61000-3-3:2013, IEC 61000-6-4:2018, FCC Part 15, Sub part B:2017, EMC Directive 2014/30/EU, RoHS Directive 2011/65/EU	Query not relevant as such content not mentioned in RFP
368	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Pg. No. 337	Additional Specs	Audio Connector: Jack for audio input and output minimum one-one each	The conditions given in the RFQ cum RFP shall remain unchanged.
369	Volume-II, Section-3.8 Technical Specifications : PTZ Camera (Surveillance), Pg. No. 337	Additional Specs	Management Features: Should be able to monitor and manage the uptime status of cameras and associated network accessories remotely. Should have options for managing SLA based on essential uptime status reports, to ensure maximum availability. The option should have following features: 1. To monitor the uptime status of the cameras from locally and remotely.	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			<p>2. To monitor Down-UP-reboot-not reachable alert of IP Camera/ Workstation/ Router/ Switch/ NVR.</p> <p>3. Multilevel escalation of alerts.</p> <p>4. Metrics with option to specify threshold.</p> <p>5. Multiple preconfigured and customizable dashboard view.</p> <p>6. Tree structure design with multiple folder drill down option.</p> <p>7. User configurable folder name to specify Name, location etc.</p> <p>8. Send alert via E-mail / SMS</p>	
370	Volume-I, Appendix-21 Undertaking regarding availability of key expert, Pg. No. 78	If selected as the successful Bidder, we undertake that Key Experts mentioned above would be available and will provide their best services for the duration of the Contract, in accordance with the terms of the RFQ cum RFP and the Contract.	Request you to kindly amend the clause as : " If selected as the successful Bidder, we undertake that Key Experts mentioned above or similar profile would be available and will provide their best services for the duration of the Contract, in accordance with the terms of the RFQ cum RFP and the Contract. This modification is required as availability of proposed resource will depend on when the contract is signed and it is difficult for any organization to hold or put on bench any expert	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
371	Volume-III, Section 2.6 Intellectual Property, Pg. No. 20	Suggestions	Request you to kindly add clause for protecting the pre-existing IPE of the bidder: Pre-existing IPR of bidder will remain with the bidder during and after the completion of the project.	Pre-existing IPR of bidder will remain with the bidder during and after the completion of the project. However, the customization IPR of the solution would remain with DICDL, which needs to be noted by all bidders.
372	Volume-III, Section 3.1.1 Milestone payment Scheduled for Cluster A1, Pg. No. 58	CAPEX and OPEX Payment	Request that CAPEX to be made 80% of total project cost (i.e. CAPEX+OPEX for 5 years) for improved cash flow during project execution	The conditions given in the RFQ cum RFP shall remain unchanged.
373	Volume-III, Section 3.1.1 Milestone payment Scheduled for Cluster A1, Pg. No. 58	Payment for Inception Report, Project Schedule, Project Management Plan, Resource mobilization, Opening of Project office is 5% of TCV	Request you to kindly modify Payment for Inception Report, Project Schedule, Project Management Plan, Resource mobilization, Opening of Project office to 10%	Please refer Sr. No. 166 of Addendum-6
374	Volume-III, Section 3.1.1 Milestone payment Scheduled for Cluster A1, Pg. No. 58	Payment for Procurement, shipment and onsite delivery of all the products, hardware, software, licenses etc. for all work packages is 20% of TCV	Request you to kindly modify Payment for Procurement, shipment and onsite delivery of all the products, hardware, software, licenses etc. for all work packages to 30% of TCV	Please refer Sr. No. 166 of Addendum-6
375	Volume-III, Section 3.1.1 Milestone payment Scheduled	Payment for End to end Go Live and Operational acceptance of Basic Networks infrastructure (Passive	Request you to kindly modify Payment for End to end Go Live and Operational acceptance of Basic Networks	Please refer Sr. No. 166 of Addendum-6

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	for Cluster A1, Pg. No. 58	components) work package with its ICT components for cluster A1 including Distribution and Backbone network infrastructure is 2.5%	infrastructure (Passive components) work package with its ICT components for cluster A1 including Distribution and Backbone network infrastructure to 5%	
376	Volume-III, Section 2.2.2 Commencement of Contract, Pg. No. 7	The MSI shall submit in writing an acceptance of LOA and start the Project with Kick-off meeting no later than 30 (Thirty) Days from issuance of LOA.	Request you to kindly consider project start date as 30 days from date signing of contract.	The conditions given in the RFQ cum RFP shall remain unchanged.
377	Volume-I, Section-2.2 Eligibility and Qualifications, Documentary Evidence, Pg. No. 23	<p>Sole Bidder/any Member of Consortium:</p> <ul style="list-style-type: none"> • Work order/ Contract clearly highlighting the scope of work, Bill of Material and value of the contract/order; • Completion/Commission Certificate issued & signed by the competent authority of the Employer entity on the entity's Letterhead. <p>In case of large orders/orders with operations & maintenance phase, the completion certificate may specify successful execution and in-operation status of a part of the order meeting the requirement.</p>	<p>Sole Bidder/any Member of Consortium:</p> <ul style="list-style-type: none"> • Work order/ Contract clearly highlighting the scope of work, Bill of Material and value of the contract/order; • Completion/Commission Certificate issued & signed by the competent authority of the Employer entity on the entity's Letterhead. <p>or</p> <p>In case of large orders/orders with operations & maintenance phase, submit work order with the self certificate mentioning the phase completion</p>	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
378	Volume-I, Section-2.2 Eligibility and Qualifications, Pg. No. 20	Suggestions	Ongoing projects to be considered for evaluation in PQ & TQ	The conditions given in the RFQ cum RFP shall remain unchanged.
379	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- VA-1.20, Pg. No. 239	The overcrowding application monitors the crowd level (percentage of area occupied) in a specified area of interest (AOI). Alerts will be generated according to rules that were defined by the user. For example: generate an alert whenever the overcrowding level is higher than 80% during 5 minutes.	Kindly accept: The overcrowding application monitors the crowd level (speed, volume and height) in a specified area of interest (AOI). Alerts will be generated according to rules that were defined by the user.	The conditions given in the RFQ cum RFP shall remain unchanged.
380	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- VA-1.3, Pg. No. 238	According to this approach, a Background Model (BM) describes the scene when it is empty (without foreground pixels). The background model is learned and maintained online.	Suggest to have the back ground or Proprietary model calibrated and maintained on Premise itself.	The conditions given in the RFQ cum RFP shall remain unchanged.
381	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO-VA-1.10, Pg. No. 238	According to this approach, a Background Model (BM) describes the scene when it is empty (without foreground pixels). The background model is learned and maintained online.	Suggest to have the back ground or Proprietary model calibrated and maintained on Premise itself.	The conditions given in the RFQ cum RFP shall remain unchanged.

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382	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO-VA-1.32, Pg. No. 240	The background model is learned and maintained online. In each frame, the deviation of the current frame from the BM is measured. This deviation is analyzed the tracker, which is a higher-level process that searches and tracks foreground objects.	Suggest to have the back ground or Proprietary model calibrated and maintained on Premise itself.	The conditions given in the RFQ cum RFP shall remain unchanged.
383	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- VA-1.1, Pg. No. 238	Video analytics must help taking proactive action, which helps police department to take fast decisions.	Kindly accept : Video analytics must help taking proactive action, which helps police department to take fast decisions. The video analytics shall have an easy to use inbuilt 3D calibration tools and 40 zones.	The conditions given in the RFQ cum RFP shall remain unchanged.
384	Volume-II, Section-3 Scope of Work, Pg. No. 20	Additional Point	Since there is no PQ criteria for VMS and advanced analytics OEMs. Below is the minimum criteria asked in almost all safe and smart cities. Kindly request to add it. 1. The Software OEM should be a Certified partner of OS Provider like Microsoft for last 3 consecutive years till the date of tender release. 2,VMS and smart urban advanced analytics OEM should have ISO latest certificates : ISO 9001:2015 & ISO 14001:2015	The conditions given in the RFQ cum RFP shall remain unchanged.

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385	Volume-II, Section-3.3.3 CIOC - Surveillance & Video Analytics, CIO- VMS-1.1, Pg. No. 240	In that respect, VMS must already support IP cameras from various major vendors.. As such, it is mandatory for VMS to have ONVIF Profile S & G compliance.	Kindly accept: In that respect, VMS must already support IP cameras from various major vendors.. As such, it is mandatory for VMS to have ONVIF Profile S & G conformant compliance with contributor level or full member.	The conditions given in the RFQ cum RFP shall remain unchanged.
386	Volume-II, Section-3.3.3 CIOC - Surveillance & Video Analytics, CIO- VMS-1.74, Pg. No. 246	The analytics software must be compatible with common Latest generation operating systems such as Ubuntu Linux, Microsoft Windows server, Windows, Mac OS.	Kindly accept : As the software will run on any one platform i.e. either Linux or Microsoft or mac Kindly Consider: The analytics software must be compatible with common latest generation operating systems such as Ubuntu Linux/ Microsoft Windows server/Windows/ Mac OS. VMS Software should be certified from last 3 years of the OS platform provider	The conditions given in the RFQ cum RFP shall remain unchanged.
387	Volume-I, Section-2.3 General Terms for Submission, Opening and Evaluation, Pg. No. 34	7.3 The evaluation will be done through L1 (Lowest Cost) Method.	We request you to change the evaluation scheme from L1 Basis to Quality and Cost based Evaluation (QCBS) as the subject tender solution involves major components whose functional specifications are mentioned in RFP but not provided as part of the APPENDIX 24: PROPOSED BILL OF MATERIAL, which will enable to provide foremost solution.	The conditions given in the RFQ cum RFP shall remain unchanged.

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388	Volume-I, Appendix-10 Technical Qualification- Qualifying Projects, Pg. No. 59	13.Performance Ratings to be filled by the Employer on a scale of 1 to 10 (10 being best)	We understand that appreciation or satisfactory certificate or go-live certificate or completion certificate shall be provided as proof of performance rating by the employer since Client ratings shall not be in 1-10 scale in completion certificate given by client. Kindly Confirm.	Please refer Sr. No. 126 of Addendum-6
389	Volume-I, Appendix-8 Financial Qualification of the Bidder, Pg. No. 53	Name of Bidder or partner of a Joint Venture (if allowed):Annual Turnover & Net profit	We understand that Net profit of the bidder shall be "Profit After Tax". Kindly Confirm.	The net profit after tax of the Bidder and JV partner shall be considered
390	Volume-I, Section-1.3 Scope of Project, Pg. No. 7	MSI shall submit the prototype of all the material presented in the Detailed Design Report to the Employer or its representative for its review and approval	Since Factory Acceptance Test is already part of the RFP, Submission of Prototype of the Hardware for approval will delay the project timeline . Hence, request you to delete the clause	For all the software components like ERP, Webportal, Mobile app, CIOP and other solutions MSI shall also prepare and submit prototype of solution components in this design phase and get the required approvals from DICDL/ICT Consultants or its representatives.
391	Volume-I, Section-2.2.1 Pre-Qualification Criteria, Sr. No. 3 Company Financials, Pg. No. 20	The Lead Bidder/All Consortium/JV members should have a combined net worth of minimum INR 50 crore as on last date of latest audited financial year	1) Kindly request you to amend the clause as follows The Lead Bidder/All Consortium/JV members should have a combined net worth of minimum INR 100 crore as on	Please refer Sr. No. 187 of Addendum-6

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			<p>last date of latest audited financial year</p> <p>2) The Lead Bidder/All Consortium/JV members should have a combined positive net worth of minimum INR 50 crore as on last date of latest audited financial year. Also Lead Bidder / all Consortium should be profit making in last 3 Years. The Networth Should be Positive & All Bidding entities Should be Profitable in Last 3 years.</p> <p>3) Request to modify the clause as The Lead Bidder/All Consortium/JV members should have a combined net worth of minimum INR 30 crore as on last date of latest audited financial year</p>	
392	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria, Note:, Pg. No. 31	Each CV needs to have been recently signed by the key expert and/or countersigned by the authorized official of the Firm. At the time of submission of bid proposal, the scanned copies of the signature of key expert will be allowed but at the time of signing of contract, the original signature will be required.	We understand that manpower on the role of bidder or consortium partner to be provided for evaluation purpose. However, it shall be not necessary to deploy the same at the time of project execution and can be replaced by equivalent resource. Kindly confirm.	The conditions given in the RFQ cum RFP shall remain unchanged.

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393	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria, Documents Required, Pg. No. 23	<p><u>1 Project Experience (Documents Required):</u></p> <p>Sole Bidder/any Member of Consortium:</p> <ul style="list-style-type: none"> • Work order/ Contract clearly highlighting the scope of work, Bill of Material and value of the contract/order; • Completion/Commission Certificate issued & signed by the competent authority of the Employer entity on the entity's Letterhead. <p>In case of large orders/orders with operations & maintenance phase, the completion certificate may specify successful execution and in-operation status of a part of the order meeting the requirement.</p>	<p>Kindly amend the clause as below:</p> <p><u>1 Project Experience (Documents Required):</u></p> <p>Sole Bidder/any Member of Consortium:</p> <ul style="list-style-type: none"> • Work order/ Contract clearly highlighting the scope of work, Bill of Material and value of the contract/order; • Completion/Commission Certificate issued & signed by the competent authority of the Employer entity on the entity's Letterhead. <p>In case of large orders/orders with operations & maintenance phase, the completion certificate may specify successful execution and in-operation status of a part of the order meeting the requirement.</p> <p>OR</p> <p>Self-certificate from the bidder signed by the concerned project incharge of the bidder and counter signed by authorized signatory for this bid holding written special power of attorney along with the official contact details of the competent authority of the client entity along with Work Order. The Client reserves the right</p>	<p>The conditions given in the RFQ cum RFP shall remain unchanged.</p>

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			to contact the aforementioned competent authority.	
394	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria, Sr. No. 3.1, Pg. No. 26	Project Director - Bachelor of Engineering degree and preferably having MBA/M.Tech/MS and having more than 15 years of experience in implementation and management of similar IT/ ICT projects involved in complete project lifecycle. Must have at least five (5) relevant projects (Network, Datacentre ERP or command and control centre). Project Director shall be a full-time employee of the MSI/Consortium Bidder.	Kindly amend the clause as below: Project Director - Bachelor of Engineering degree and preferably having MBA/M.Tech/MS/ PGDM/equivalent and having more than 15 years of experience in implementation and management of similar IT/ ICT projects involved in complete project lifecycle. Must have at least five (5) relevant projects (Network, Datacentre ERP or command and control centre). Project Director shall be a full-time employee of the MSI/Consortium Bidder/ Proposed OEM.	Please refer Sr. No. 2 of Addendum-6
395	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria, Sr. No. 3.3, Pg. No. 27	Network & Security Architect - Bachelor of Engineering degree (Information Technology/ Computer Engineering/ Electronics & Communication/ Computer Science) or MCA having more than 10 years of experience in network design and implementation. Must have at least three (3) relevant projects (Data Centre and city-wide Network)	Kindly amend the clause as below: Network & Security Architect - Bachelor of Engineering degree (Information Technology/ Computer Engineering/ Electronics & Communication/ Computer Science) or MCA having more than 10 years of experience in network design and implementation. Must have at least three (3) relevant projects (Data Centre and city-wide Network)	The conditions given in the RFQ cum RFP shall remain unchanged.

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		Network & Security Architect shall be a full-time employee of the MSI/Consortium Bidder.	Network & Security Architect shall be a full-time employee of the MSI/Consortium Bidder/ Proposed OEM.	
396	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria, Sr. No. 3.6, Pg. No. 28	Integrated Operation Platform Expert – Bachelor in Engineering (Information Technology/ Computer Engineering/ Electronics & Communication/ Computer Science) and MCA/M.Tech/M. E/M.S. having more than 8 years of experience in integrating multiple sensors at the command and control centre at city-wide/ campus-wide deployment. Must have at least two (2) relevant projects. Integrated Operation Platform Expert shall be a full-time employee of the MSI/Consortium Bidder.	Kindly amend the clause as below: Integrated Operation Platform Expert – Bachelor in Engineering (Information Technology/ Computer Engineering/ Electronics & Communication/ Computer Science) and MCA/M.Tech/M. E/M.S. having more than 8 years of experience in integrating multiple sensors at the command and control centre at city-wide/ campus-wide deployment. Must have at least two (2) relevant projects. Integrated Operation Platform Expert shall be a full-time employee of the MSI/Consortium Bidder/ Proposed OEM.	Please refer Sr. No. 5 of Addendum-6
397	Volume-III, Section-3.1.1 Milestone Payment Schedule for Cluster A 1, Pg. No. 58	<u>3.1.1. Milestone Payment Schedule for Cluster A 1:</u> Inception Report, Project Schedule, Project Management Plan, Resource mobilization : D+1 month : 5% of TCV Detailed Engineering Design, Procurement Plan, & Acceptance Plan - Network Infra, City	As you would appreciate that the smart city projects involves multiple stake holders with dynamic technologies it is very much important for the project to have an healthy cash flow for successful completion and commissioning of the project. In this regard we request you to kindly amend the clause as below: Payment Terms & Milestones :	Please refer Sr. No. 166 of Addendum-6

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		<p>Application , Integrated Operation : D+2 months : 5% of TCV</p> <p>Procurement, shipment and onsite delivery of all the products, hardware /software, licenses etc. : D+4 months : 20% of TCV</p> <p>Go Live and Operational acceptance of Basic Networks infrastructure : D+6 months : 2.5% of TCV</p> <p>Go Live of Server room and connectivity between Datacenter, Disaster Recovery Centre and server room" : D+8 months 10% of TCV</p> <p>Go Live and Operational acceptance of City Applications : D+10 Months : 10% of CV</p> <p>Go Live and Operational acceptance of Smart City Work Package, Integrated operations work package with its ICT components : D+12 Months : 7.5% of TCV</p> <p>Go live and Parallel run (successful operations of all the ICT components) : D+15 months : 5% of TCV</p> <p>AMC (Quarterly Payment) : D + 75 months : 35% of TCV</p>	<p>Inception Report, Project Schedule, Project Management Plan, Resource mobilization : D+1 month : 10% of CV</p> <p>Detailed Engineering Design, Procurement Plan, & Acceptance Plan - Network Infra, City Application , Integrated Operation : D+2 months : 10% of TCV</p> <p>Procurement, shipment and onsite delivery of all the products, hardware /software, licenses etc. : D+5 months :40% of TCV (on prorata basis)</p> <p>Go Live and Operational acceptance of Basic Networks infrastructure : D+8 months : 5% of TCV</p> <p>Go Live of Server room and connectivity between Datacenter (On premise)Datacenter, Disaster Recovery Centre and server room" : D+10 months - 5% of CV</p> <p>Go Live and Operational acceptance of City Applications hosted on premise : D+12 Months : 5% of CV</p> <p>Go Live and Operational acceptance of Smart City Work Package, Integrated operations work package with its ICT components : D+15 Months : 2.5 % of CV</p> <p>Go live and Parallel run (successful operations of all the ICT components) : D+18 months : 2.5% of CV</p>	

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			AMC (Quarterly Payment) : D + 78 months : 20% of CV	
398	Volume-I, Appendix-10 Technical Qualification- Qualifying Projects, Pg. No. 59	8. The Bidder must also provide proof of payment for the deliverables for each of the above project	We understand that CA Certificate for proof of payment for deliverables for each of the above project shall suffice the requirement. Kindly Confirm.	As shared in Section-2.2.1 Pre-Qualification Criteria, Documentary Evidence: "A certificate from Chartered Accountant/ Statutory auditor/Director/CFO stating the amount received for the said work from the respective Client/Employer shall be accepted as proof of payment."
399	Volume-I, Appendix-5 Format of the EMD/Bid Security, Pg. No. 47	APPENDIX 5: FORMAT OF THE EMD/BID SECURITY 1. In consideration of you, ----- -----,having its registered office at ----- (hereinafter referred to as the "Employer" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) having agreed to receive the proposal of [Name of company], a company registered under the Companies Act, 1956 and having its	We understand that Lead partner undertakes to be severally responsible for all obligations and liabilities relating to the Project, hence we request you to remove the Consortium partner names in the Appendix 5 : Format of EMD/Bid Security. Kindly Modify the clause as below, 1. In consideration of you, ----- -----,having its registered office at --- ----- (hereinafter referred to as the "Employer" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) having agreed to	The conditions given in the RFQ cum RFP shall remain unchanged.

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		registered office at [registered address of company], [and acting on behalf of a Consortium comprising of [name of company], [name of company] and [name of company] (hereinafter referred to as the "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its successors and assigns), for appointment as Master System Integrator for [name of assignment] (hereinafter referred to as the "Project") pursuant to the RFQ cum RFP Document dated [date] issued in respect of the Project and other related documents including without limitation the draft contract for master system integration services (hereinafter collectively referred to as "RFQ cum RFP Documents"),	<p>receive the proposal of [Name of company], a company registered under the Companies Act, 1956 and having its registered office at [registered address of company], [and acting on behalf of a Consortium comprising of [name of company], [name of company] and [name of company] (hereinafter referred to as the "Bidder""</p> <p>2. Kindly confirm the Employer "Register office Details " to issue Bid Security as below Dholera Industrial City Development Limited, 6th Floor, Block No. 1 and 2, Udyog Bhavan, Sector-11, 'GH-4' Circle, Gandhinagar – 382017 Gujarat, India</p>	
400	Volume-I, Appendix-6 Format for Power of Attorney for Authorised Representative, Pg. No. 49	6. APPENDIX 6: FORMAT FOR POWER OF ATTORNEY FOR AUTHORISED REPRESENTATIVE "Know all men by these presents, We, [name of organization and address of the registered office] do hereby constitute, nominate,	<p>Since Organistaion has different practices and Structure , Request you to amend the clause as below"</p> <p>Know all men by these presents, We, [name of organization and address of the registered office] do hereby constitute,</p>	The option "to sub-delegate powers to any person, to do in our name" is an additional feature. The Bidders desiring deletion of striked off content can do

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		appoint and authorize Mr. / Ms. [name], son/ daughter/ wife of [name], and presently residing at [address], who is presently employed with/ retained by us and holding the position of [designation] as our true and lawful attorney (hereinafter referred to as the "Authorized Representative"), with power to subdelegate to any person, to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for an appointment"	nominate, appoint and authorize Mr. / Ms. [name], son/ daughter/ wife of [name], and presently residing at [address], who is presently employed with/ retained by us and holding the position of [designation] as our true and lawful attorney (hereinafter referred to as the "Authorized Representative"), with power to subdelegate to any person, to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for an appointment"	so and will be acceptable to Employer.
401	Volume-I, Appendix-23 Work Schedule, Pg. No. 79	23. APPENDIX 23: WORK SCHEDULE C. Completion and submission of Reports	We understand that Completion of report and Dates shall be provided after award of contract. Kindly Confirm.	MSI needs to submit the said letter on its letterhead signed by competent authority at the time of submission of bid.
402	Volume-I, Appendix-11 Guidelines of the department of disinvestment, Pg. No. 61	11. APPENDIX 11: GUIDELINES OF THE DEPARTMENT OF DISINVESTMENT In regard to matters other than the security and integrity of the country, any conviction by a Court	We understand that this clause only deals with criminal proceedings against bidder. Kindly confirm. We request you to mention regulatory	The conditions given in the RFQ cum RFP shall remain unchanged. The clause deals with all sort of proceedings and all

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		of Law or indictment/ adverse order by a regulatory authority that casts a doubt on the ability of the bidder to manage the public sector unit when it is disinvested, or which relates to a grave offence would constitute disqualification. Grave offence is defined to be of such a nature that it outrages the moral sense of the community. The decision in regard to the nature of the offence would be taken on case to case basis after considering the facts of the case and relevant legal principles, by the Government of India.	authority to be considered relating to the clause.	regulatory authorities as applicable.
403	Volume-I, Appendix-11 Guidelines of the department of disinvestment, Pg. No. 61	<p>11. APPENDIX 11: GUIDELINES OF THE DEPARTMENT OF DISINVESTMENT</p> <p>In regard to matters relating to the security and integrity of the country, any charge-sheet by an agency of the Government/ conviction by a Court of Law for an offence committed by the bidding party or by any sister concern of the bidding party would result in disqualification. The decision in</p>	<p>We understand that this clause only deals with criminal proceedings against bidder. We request you to mention any other category of "offences committed by bidder " which are to be considered. Kindly Confirm.</p>	<p>The conditions given in the RFQ cum RFP shall remain unchanged. The clause deals with all sort of proceedings pertaining to any / all offences and shall be decided case to case basis depending on merit of the case by Employer.</p>

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		regard to the relationship between the sister concerns would be taken, based on the relevant facts and after examining whether the two concerns are substantially controlled by the same person/ persons.		
404	Volume-I, Appendix-11 Guidelines of the department of disinvestment, Pg. No. 62	<p>11. APPENDIX 11: GUIDELINES OF THE DEPARTMENT OF DISINVESTMENT</p> <p>Henceforth, these criteria will be prescribed in the advertisements seeking Expression of Interest (EOI) from the interested parties. The interested parties would be required to provide the information on the above criteria, along with their Expressions of Interest (EOI). The bidders shall be required to provide with their EOI an undertaking to the effect that no investigation by a regulatory authority is pending against them. In case any investigation is pending against the concern or its sister concern or against its CEO or any of its Directors/ Managers/ employees, full details of such</p>	We understand that this clause only deals with criminal proceedings against bidder. Kindly confirm. We request you to mention regulatory authority to be considered relating to the clause.	The conditions given in the RFQ cum RFP shall remain unchanged. All regulatory authorities as applicable shall be considered on case to case basis depending on merit of case by the Employer.

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		investigation including the name of the investigating agency, the charge/ offence for which the investigation has been launched, name and designation of persons against whom the investigation has been launched and other relevant information should be disclosed, to the satisfaction of the Government. For other criteria also, a similar undertaking shall be obtained along with EOI.		
405	Volume-II, Section-3 Scope of Work, Pg. No. 33	The communication costs (Internet charges, telephone charges, 4G/GPRS connectivity charges) and any other incidental charges related to maintenance period shall be in the scope of the MSI and considered to be included in the proposal submitted by the MSI for the entire contract duration.	We understand that bandwidth is not in the scope of MSI. Hence communication cost shall be in the scope of DICDL. Kindly Confirm.	Communication costs (Internet charges, telephone charges, 4G/GPRS connectivity charges) and any other incidental charges to be provisioned for MSI's project team for total tenure of the project lies with MSI and the same need to be catered in the Project cost
406	Volume-II, Section-3.3.3 CIOC - Surveillance and	Min Surveillance System Infrastructure at field locations (not	We understand that its very difficult for the MSI to identify the number of junction box, ups , switches,poles etc. without specifying the exact location of the poles	Please refer the detailed functional requirements and Scope of work section of RFP.

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	video analytics, Pg. No. 235	limited to) Pole, junction box, LAN Switch, passive items, etc.	and other details. Hence we request you to remove the scope of junction box, UPS, Switches, poles from the scope of MSI. Kindly confirm.	Depending on the Functional requirements as well as detailed scope of work mentioned in RFP, MSI needs to propose and provide required quantity of the products/items to cater to the project requirements and solution proposed. Please refer Section-3.1.5 and 3.3.3 of RFP.
407	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, Pg. No. 235	Network Infrastructure: Between Server room and Gandhinagar Central Monitoring Command Control Center.	We understand that Connectivity is not the scope of MSI. Hence we request you to delete the clause: Between Server room and Gandhinagar Central Monitoring Command Control Center.	Connectivity between Server Room and Gandhinagar Central Monitoring Command Control Center is not in scope of MSI as the same would be provided by DICDL
408	Volume-II, Section-3.5 Training and Capacity building, Pg. No. 285	MSI shall be responsible for setting up of necessary demonstration environment including setup of required infrastructure, classrooms, internet connectivity to connect to staging/training server, Kiosk, etc. to conduct end user training.	We understand that only IBMS system is in the scope of the MSI. All the required setup for infrastructure, internet connectivity to connect to staging/training server, Kiosk, etc shall be the responsibility of the DICDL. Kindly confirm.	Please refer the detailed functional requirements and Scope of work section of RFP. Depending on the Functional requirements as well as detailed scope of work mentioned in RFP, MSI needs to propose and

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				provide required quantity of the products/items to cater to the project requirements and solution proposed. Please refer Section-3.1.5, 3.3.3, 3.2.6 and 3.5 of RFP.
409	Volume-II, Section-3.2.6 City Applications- Multi service kiosk, Pg. No. 199	MSI should submit the business model for Kiosk system for DSIR	We understand that supply of Kiosk is only in the scope of MSI. Hence we request you to delete the clause. MSI should submit the business model for Kiosk system for DSIR	Please refer Sr. No. 13 of Addendum-6
410	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, Pg. No. 235	Actual placement of pole & number of cameras at each location, type of cameras, fixation of height & angle for the cameras to ensure maximum coverage shall be done in consultation with the authority.	We understand that its very difficult for the MSI to identify the number of junction box, ups , switches,poles etc. without specifying the exact location of the poles and other details. Hence we request you to remove the scope of junction box, UPS, Switches, poles from the scope of MSI. Kindly confirm.	Please refer the detailed functional requirements and Scope of work section of RFP. Depending on the Functional requirements as well as detailed scope of work mentioned in RFP, MSI needs to propose and provide required quantity of the products/items to cater to the project requirements and solution proposed.

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				Please refer Section-3.1.5 and 3.3.3 of RFP.
411	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, Pg. No. 236	Each intersection shall be fitted with outdoor cabinets dimensioned to host all equipment necessary to operate enforcement systems and traffic surveillance systems as defined in this RFP. MSI shall reserve additional room in the intersection controller cabinet to accommodate the future system requirements. This cabinet shall house the electricity meter, online UPS system and the redundant power supply system.	We understand that its very difficult for the MSI to identify the number of junction box, ups , switches,poles etc. without specifying the exact location of the poles and other details. Hence we request you to remove the scope of junction box, UPS, Switches, poles from the scope of MSI. Kindly confirm.	Please refer the detailed functional requirements and Scope of work section of RFP. Depending on the Functional requirements as well as detailed scope of work mentioned in RFP, MSI needs to propose and provide required quantity of the products/items to cater to the project requirements and solution proposed. Please refer Section-3.1.5 and 3.3.3 of RFP.
412	Volume-II, Section-3.3.3 CIOC - Surveillance and video analytics, Pg. No. 237	It is recommended that MSI plans this requirement well in advance & submits the application to the concerned electricity distribution agency with requisite fees, as applicable. MSI shall carry out all the electrical work required for powering all the components of the system	We understand that provisioning of power till the location of the pole and respective location is the scope of MSI, and prices for the same would be reimbursed and will not be part of contract value.kindly Confirm.	Power at CIOC/DC would be facilitated by DICDL. Procurement or provisioning of additional transformer (in the case may be), MSI needs to inform the same to DICDL and it would be furnished by DICDL.

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413	Volume-II, Section-3.2.6 City Applications - Multi service kiosk - Solution Design, Pg. No. 198	Vibration and tilt monitors built in to monitor for vandalism, and temperature of unit, etc.	Kindly elaborate the requirement.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
414	Volume-II, Section-3.2.6 City Applications - Multi service kiosk - Solution Architecture, Pg. No. 200	MSI would be responsible for maintaining the physical cleanliness of the kiosk body as well of physical security of the same.	Request you to delete this clause , as to fulfill this requirement there will additional Manpower will required. If Manpower is required then please the share the qualification of Manpower.	The conditions given in the RFQ cum RFP shall remain unchanged.
415	Volume-II, Section-3.2.6 City Applications - Multi service kiosk, KSK-6.0, Pg. No. 200	The kiosk to have following hardware infrastructure essentially deployed, operate and maintained for Kiosk - <ul style="list-style-type: none"> - Camera - Emergency push button (Panic Button) - Mobile Charger with 1 or 2 ports - Keyboard for Input - Smart Card Reader - Speakers - Headphone inputs - Microphone - Credit/Debit card reader - QR code interface - Interface for accepting NFC (Near 	Smart Card Reader - Please share the detailed specification.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.

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		Field Communication) payments - Dropbox for Cheque/letters		
416	Volume-II, Section-3.2.6 City Applications - Multi service kiosk, KSK-6.1, Pg. No. 200	Kiosk to be integrated with any cameras and public surveillance CCTV systems	Please share the detail how other camera and public surveillance CCTV systems will be integrated with kiosk, do we need to connect these to kiosk unit. Please confirm. If yes - Please share the details of these devices and its required API detail for integration.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
417	Volume-II, Section-3.8 Technical Specifications : Multi-service kiosk, Sr. No. 3, Pg. No. 336	Printer: Receipt/acknowledgement printer. (Color printer)	As per the standard specification of receipt printers are not available with colour printing .So we request you to remove this requirement. Please confirm	Query not relevant as such content not present in RFP The conditions given in the RFQ cum RFP shall remain unchanged.
418	Volume-II, Section-3.1.1 Citywide Networks - Ducts & Duct Fiber & Network Passive, UTI-STL-1.1, Pg. No. 52	Supply and Installation of dedicated 144 F FO cable to all the street light poles on which CCTV are proposed to be mounted, is in the scope of roads and services vendor. supply and installation of smart street light poles with access panel with mounting arrangement for switches , Patch panels ,PDU'S, camera etc. Is in the scope of roads and services vendor .Also each pole will have a dedicated HH to facilitate	We understand provision of poles,UPS ,Switches & Junction boxes for installation of CCTV network for surveillance and traffic is not in the scope of this tender and same will be provided by roads and services vendor with mounting arrangements. Please confirm	Please refer the detailed functional requirements and Scope of work section of RFP. Depending on the Functional requirements as well as detailed scope of work mentioned in RFP, MSI needs to propose and provide required quantity of the products/items to cater to the project

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		Installation of cable and space for placing Joint closure and the same will be provided by roads and services vendor		requirements and solution proposed. Installation of CCTV cameras at field locations and deployment of surveillance solution along with other ancillary/miscellaneous items is under the scope of work of MSI as shared in RFP.
419	Volume-II, Section-3.1.6 Hosting: On Premise and Cloud, Pg. No. 128	DR (minimum production capacity)	1. As per RFP there is no surveillance requirement across DR . Kindly Clarify . 2. In case surveillance is required then kindly clarify whether it is 50% of storage(i.e. 15 days) or 50% of total cameras will be recorded for 30 days.	The conditions given in the RFQ cum RFP shall remain unchanged.
420	Volume-II, Section-3 Scope of Work, Pg. No. 20	A fully blown fiber connectivity will be provided by MSI from ABCD-1 building to the nearest Police Station.	Kindly Clarify the no of police station in ABCD area	There is only one Police Station nearest to ABCD-1 building.
421	Volume-II, Section-3 Scope of Work, Pg. No. 21	In this regard, all the ROWs will be provided by DICDL, MSI needs to facilitate and any further equipment needed are to be procured/provisioned by MSI. Any charges for ROW permission and	We undersatand that all the charges realated to RI/Row will be brone by DCIDL ,kindly confirm.	Processing and accomplishing of required RI/RoW during the project phase (implementation and O&M) will be carried out by DICDL.

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		approval will be borne by DICDL. MSI will provide all the equipment needed on both ends to make it functional.		
422	Volume-II, Section-3 Scope of Work, Pg. No. 22	MSI shall provide Disaster recovery, back-up solution, specify RTO (Recovery time objective), RPO (Recovery point objective), Clustering, Single sign on, proposed application uptime, proposed Application response time for various applications in scope, storage requirements over the implementation and O & M period;	As per Addendum -2 & Pre Bid Response, we understand that Cloud DC and DR will be provided by DICDL. The MSI has to mention the capability and configuration parameters required for Fail-Over from DC to DR. Kindly Confirm. Also We undertand that security compoents required for Cloud DC & DR shall be provided by cloud service provider selected by DICDL. MSI shall not be responsible for the same. Kindly Confirm.	Query not clear The conditions given in the RFQ cum RFP shall remain unchanged
423	Volume-II, Section-3 Scope of Work, Pg. No. 22	MSI is required to take complete ownership of data migration and also develop a detailed plan for data migration.	Kindly clarify the scope of Data Migration . And explain what are all the existing datas to be migrated and integrated with our proposed system and Scope of Bandwidth required for data migration shall be provided by DICDL. Kindly Confirm.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. Data migration details shall be provided to the selected MSI during implementation phase. MSI needs to cater to the said requirement by

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				following requisite process for migration activities.
424	Volume-II, Section-3 Scope of Work, Pg. No. 24	Stress and Load Testing: Comprehensive stress and load testing of the modules shall be conducted to demonstrate robustness and reliability of the system.	1. Kindly explain the Stress and Load testing . 2. Kindly share the Technical specification 3. Kindly add this in SOR line item	Please refer the detailed Functional requirements and the scope of work for the specific modules shared in the RFP.
425	Volume-II, Section-3.1.1 Citywide Networks, Pg. No. 44	In Accesses Network, Roads and services vendor will install optical fiber cable to street light poles, RTUs, Bus stations and utility buildings. However, termination, splicing, supply and installation of Patch panels, and patch chords including installation and testing for Wi-Fi and CCTV system are in the scope of MS and remaining is in the scope of Roads and services vendor.	As per RFP Clause we understand that Access Layer Networking like Switches and Field level JB's are part of Road Service Vendor . Kindly Confirm.	Please refer the detailed Functional requirements and the scope of work for the specific modules shared in the RFP. Depending on the Functional requirements as well as detailed scope of work mentioned in RFP, MSI needs to propose and provide required quantity of the products/items to cater to the project requirements and solution proposed. Please refer Section-3.1.5 and 3.3.3 of RFP.

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426	Volume-I, Section-1.5.14 Forfeiture of EMD, Pg. No. 12	(iv) fails to fulfil any other condition precedent to the execution of the Contract, as specified in the letter of award;	What are the condition precedents to be complied by the Bidder?	Please refer Sr. No. 158 of Addendum-6
427	Volume-I, Section-2.1.8 Joint Venture, Pg. No. 19	2.1.8. Joint Venture	It is construed that an unregistered JV/Consortium of two or three entities can participate and that the members are jointly and severally liable. Please confirm.	The conditions given in the RFQ cum RFP shall remain unchanged. Attention is also drawn to clause 1.5.8 of the RFP document which clearly states that bidder have to provide Joint Bidding Agreement and Joint Venture/Consortium summary in the format set out in Appendix 9.
428	Volume-I, Section-4 Bid Fact sheet, Sr. No. 17, Pg. No. 40	Infrastructure works at CIOC and POP facilities; If the work is sub-contracted, the sole responsibility of the work shall lie with the partner in charge. The partner in charge shall be held responsible for any delay/error/non-compliance etc. of its sub-contracted vendor. The details of the sub-contracting agreements (if any) between both the parties would be required to be	the member of the consortium engaging the Subcontractor shall be held responsible. Further, it is construed that the labor contracts and procurement/supply orders are not considered as "Subcontracting" under this Contract which would require prior approvals from Client. PI confirm.	Infrastructure works at CIOC and POP facilities; If the work is sub-contracted, the responsibility of the work shall lie primarily with the partner in charge and in association with JV Partner for any delay/error/non-compliance etc. of its sub-contracted vendor. Employer shall have sole right to determine & fix responsibility on partner

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		submitted to Client along with bid documents		incharge or/ and JV partner depending on merit of case and the Employer decision shall be final and binding. The details of the sub-contracting agreements (if any) between both the parties would be required to be submitted to Client along with bid documents.
429	Volume-I, Appendix-2 Letter Comprising the Technical Bid, Pg. No. 42	APPENDIX 2: Letter Comprising the Technical Bid	It is construed that these undertakings are positions of the entity as on date of the submission. Pl confirm	MSI needs to submit the said letter on its letterhead signed by competent authority at the time of submission of bid.
430	Volume-I, Appendix-9 Format of Joint Bidding Agreement and Joint Venture / Consortium Summary , Pg. No. 55) The Parties do hereby irrevocably constitute a consortium (the "Consortium") for the purposes of jointly participating in the selection process for the Project	to remove the words in red.	The conditions given in the RFQ cum RFP shall remain unchanged. However, in exceptional circumstances) during execution of contract the Lead partner of JV (successful in getting award) can approach the Employer for any change in "Consortium" explaining reasons for such change, including inductance of any new Partner if so proposed,

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				with justification of execution of balance works to entire satisfaction and discretion of Employer. The Employer decision shall be final in this regard
431	Volume-I, Appendix-9 Format of Joint Bidding Agreement and Joint Venture / Consortium Summary , Pg. No. 55	Partner in-charge: Without prejudice to the joint and severe liability of all the Parties, each Party agrees that it shall exercise all rights and remedies under the Contract through the Partner in Charge and the Employer shall be entitled to deal with such Partner in Charge as the representative of all Members.	What is the liability of the Lead Partner for the default of the other members of the JV/Consortium	All the members of the consortium are jointly and severally liable. Employer shall have right to determine & fix responsibility on partner incharge or/ and other partner depending on merit of case. In such instance the Employer decision shall be final and binding
432	Volume-I, General, Pg. No. NA	"charter documents"	Reference to charter documents means the board resolution or the POA pursuant to the Board resolution. Please confirm	Charter documents means the board resolution/ memorandum of association, which conveys that the person giving POA has the power to further delegate.
433	Volume-I, Appendix-13 Technical Proposal	We certify that in the last 3 (three) years, we have neither failed to perform on any contract, as	Expulsion and termination of the contracts shall only be termination due to default of the bidder entity and that	Expulsion and termination of the contracts shall only be termination due to

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	Submission Form, Pg. No. 64	evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.	which is not challenged and is final. pL confirm	default of the bidder entity as explained in the RFQ/ RFP clauses irrespective of whether challenged or not by Bidder.
434	Volume-I, Appendix-13 Technical Proposal Submission Form, Pg. No. 65	11. We further certify that no investigation by a regulatory authority is pending either against us or against our affiliates or against our CEO or any of our Directors/ Managers/ employees.	What are the "regulatory authorities" mentioned here and what is the nature of investigation. Is it pending proceedings of investigation of matters relating to security and integrity of the country?	The conditions given in the RFQ cum RFP shall remain unchanged. The RFQ conditions are clear in this respect
435	Volume-I, Appendix-13 Technical Proposal Submission Form, Pg. No. 65	12. We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by Employer in connection with the appointment of Master System Integrator or in connection with the selection process itself in respect of the above-mentioned Project	please delete this right to legal proceedings as the clause is void.	The conditions given in the RFQ cum RFP shall remain unchanged.

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436	Volume-I, Appendix-11 Guidelines of the Department of Disinvestment, Pg. No. 61	no investigation by a regulatory authority is pending against them. In case any investigation is pending against the concern or its sister concern or against its CEO or any of its Directors/ Managers/ employees, full details of such investigation including the name of the investigating agency, the charge/ offence for which the investigation has been launched, name and designation of persons against whom the investigation has been launched and other relevant information should be disclosed, to the satisfaction of the Government.	What are the "regulatory authorities" mentioned here and what is the nature of investigation. Is it pending proceedings of investigation of matters relating to security and integrity of the country?	The conditions given in the RFQ cum RFP shall remain unchanged. The RFQ conditions are clear in this respect
437	Volume-III, Section-1 Draft Contract agreement, Pg. No. 1	A. Contract Documents (Reference GCC Clause 2.1.1. (m)) The following documents shall constitute the Contract between the Employer and the MSI, and each shall be read and construed as an integral part of the Contract: (a) This Contract Agreement and the Appendices attached to the Contract Agreement; (b) General Conditions of Contract (c) Special Conditions of Contract; (d) Terms of Reference	the letter of award and all volumes of the RFP along with Corrienda/Addenda must be included.	Please refer Sr. No. 157 of Addendum-6

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		(e) The Bidder's bid and original Financial Proposal; (f) [Add here: any other documents].		
438	Volume-III, Section-1 Draft Contract agreement, Pg. No. 1	The Employer hereby agrees to pay to the MSI the Contract Price in consideration of the performance by the MSI of its obligations under the Contract.	Please clarify that any additional costs incurred by the Contractor due to change in taxes, levies, duties, cess etc or applicable law (statutory variations) and variations in the costs (WPI)- shall be reimbursed by the Employer.	The conditions given in the RFQ cum RFP shall remain unchanged. Further, any reduction in cost on such accounts shall be passed on to the Employer. It shall be responsibility of the Contractor to immediately notify the Employer along with complete details within reasonable time. The RFQ conditions are clear in this respect. Attention is drawn to clause 2.2.6 of Vol - III.
439	Volume-III, Section-1 Draft Contract agreement, Pg. No. 2	The time allowed for Design, supply, installation, and achieving Operational Acceptance of the System shall be determined from the date when all of the following conditions have been fulfilled	Please confirm that the entire access to site and required permits shall have been obtained by the Employer on the Effective date of commencement of the project. Any delays in the aforesaid activities / condition precedents by the Employer shall entitle the contractor for extension of time and costs.	Please refer clause 2.9.1 of Volume - III Conditions of Contract

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440	Volume-III, Section-2.10.10 Commissioning and Operational Acceptance, Pg. No. 46	Defect Liability Period" (also referred to as the "Warranty Period") means the period of validity of the warranties given by the MSI commencing at date of the Operational Acceptance Certificate of the System or Subsystem(s), during which the MSI is responsible for defects with respect to the System (or the relevant Subsystem[s]) as provided in GCC Clause 2.11.3. (Defect Liability).	The DLP shall commence from the date of take over or the date of commercial/intended use of the facility- whichever is earlier, either in whole or part. If in part, then the DLP for the same part shall commence from the date of partial take over. PI confirm	The conditions given in the RFQ cum RFP shall remain unchanged.
441	Volume-I, Section-2.1 General Terms, Pg. No. 6	Operational Acceptance Certificate" means a certificate issued by the Employer to the MSI upon the Employer's approval of the relevant Deliverable/milestone, which may be endorsed by the Employer in accordance with GCC Clause 2.10.10.3.	This shall be provided within 5 business days from the date of application for the same by the contractor. In the event the employer does not object within the said days to issue OAC, the OAC shall be deemed issued.	The conditions given in the RFQ cum RFP shall remain unchanged.
442	Volume-III, Section-2.2.2 Commencement of Contract, Pg. No. 7	The MSI shall submit in writing an acceptance of LOA and start the Project with Kick-off meeting no later than 30 (Thirty) Days from issuance of LOA.	This shall be deleted and the "effective date" shall be the date of commencement.	Please refer Sr.no. 131 of Addendum-6 Please refer Sr.no. 170 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
443	Volume-III, Section- 2.2.5.5 Employer Proposed Variation, Pg. No. 7	2.2.5.5. Employer Proposed Variation: 2.2.5.5.1. The Employer may, at any time during the term of the Contract, instruct the MSI, by issuing a written notice, to carry out a Variation (a Variation Order). Provided that, the Employer shall not propose a Variation which is not technically or financially feasible, such feasibility being determined in accordance with Good Industry Practice, or any Variation that constitutes unrelated work;	The Variation order shall not vary the contract price more than 5% of the original LOA contract price. Further the parties shall mutually agree for a varied contract price and the extended duration of the contract- in the event of any Variation order. PI confirm	The conditions given in the RFQ cum RFP shall remain unchanged.
444	Volume-III, Section- 2.2.8 Suspension, Pg. No. 10	2.2.8. Suspension	Please provide the option to suspend- by the contractor in the event of breach of the contract/failure to release payments by the Employer. Further, any suspension ordered not due to the default solely of the contractor, shall entitle the contractor for extension of time and costs. pl confirm	The conditions given in the RFQ cum RFP shall remain unchanged.
445	Volume-III, Section- 2.2.9.2, Pg. No. 11	Provided that, in case of occurrence of a MSI Event of Default set out in Clauses 2.2.9.1(ii), or 2.2.9.1. (iv), the Employer shall have the right to terminate the Contract immediately, without any obligation to provide a cure period.	please delete the immediate termination in the event of defaults under 2.2.9.1 (iv). Even in such case, a notice of cure/remedy to be provided. The notice of cure shall not be less than 45 days before issue of the termination notice. Pls confirm. Further the failure to make LD	The conditions given in the RFQ cum RFP shall remain unchanged.

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			payments are if they are undisputed payments.	
446	Volume-III, Section-2.2.9.4 (d), Pg. No. 11	(d) to the extent legally possible, assign to the Employer all right, title and benefit of the MSI to the System or Subsystems as at the date of termination, and, as may be required by the Employer, in any subcontracts concluded between the MSI and its Sub-contractors	Please delete.	The conditions given in the RFQ cum RFP shall remain unchanged.
447	Volume-III, Section-2 Contractual Conditions, Pg. No. 11	Reasonable costs for completing the Scope of Works	Shall not be deducted from the amounts payable to the contractor at the time of termination for default.	The conditions given in the RFQ cum RFP shall remain unchanged.
448	Volume-III, Section-2.2.9B By The MSI for Employer's Default, Pg. No. 12	2.2.9.11. If the Contract is terminated under GCC Clause 2.2.9.8, the Employer shall pay to the MSI all payments specified in GCC Clause 2.2.9.17, and reasonable compensation for all loss, except for loss of profit, or damage sustained by the MSI arising out of, in connection with, or in consequence of such termination.	The securities and undertakings from the contractor must be returned and reasonable costs for demobilisation be paid. Please confirm	The conditions given in the RFQ cum RFP shall remain unchanged.

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449	Volume-III, Section-2.2.9C At Employer's Convenience , Pg. No. 13	At Employer's Convenience	PI delete. Or the contractor must be provided minimum of 150 days of notice prior termination. Further additnal compensaiton, payment of all works performed till the date of terminaiton and reasonable costs for demobilisaiton	The conditions given in the RFQ cum RFP shall remain unchanged.
450	Volume-III, Section-2.2.10.1 MSI's Indemnity, Pg. No. 15	2.2.10.1. MSI's indemnity:	The indemnity shall be subject to: a) The Indemnified provides the notice of event entitling for indemnity hereunder, without any delay b) The events indemnified are caused due to a reason beyond the control of the Contractor including any defaults of the Owner or its other contractors. c) Sole control to defend the claims are provided to the Contractor. d) The costs actually incurred shall be indemnified and indirect and consequential losses are excluded from the indemnity	The conditions given in the RFQ cum RFP shall remain unchanged.
451	Volume-III, Section-2.2.10 Indemnity and limitation of liability, Pg. No. 15	Limitation of Liability	Neither Party shall be liable to the other Party for loss of profit, loss of anticipated damages, loss of any contract or for any indirect or consequential loss or damage which may be suffered by the other Party in connection with the Contract. The total liability of the Contractor in whatsoever	The conditions given in the RFQ cum RFP shall remain unchanged.

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			nature of shall not exceed 100% of the Contract Price	
452	Volume-III, Section-2.2.11 Settlement of Disputes, Pg. No. 16	e) The decision of the sole arbitrator or of a majority of the arbitrators (or of the third arbitrator if there is no such majority) shall be final and binding and shall be enforceable in any court of competent jurisdiction, and the Parties hereby waive any objections to or claims of immunity in respect of such enforcement.	Please confirm that all disputes in connection and/or under this Contract shall be amicably resolved first and if the amicable resolution fails, shall be referred to arbitraiton which shall be final and binding. Furhter, the arbitration appointment shall agreed. That is the sole arbitrator shall conduct the arbitraiton proceedings and shall be mutually appointed by the Parties.	The conditions given in the RFQ cum RFP shall remain unchanged.
453	Volume-III, Section-2.6 Intellectual Property, Pg. No. 20	Intellectual Property	It is constured that any pre-exisiting IP and / or any IP which are develop din the course of the performance of this agreement, shall be licensed to use to the Client.	Pre-existing IPR of bidder will remain with the bidder during and after the completion of the project. However, the customization IPR of the solution would remain with DICDL which needs to be noted by all bidders.
454	Volume-III, Section-2.6.3 Confidential Information, Pg. No. 22	Confidential Information	May be disclosed to the subcontractors, consultants, affilaites, employees, directors for the purpose of this Contract/RFP. Further, may be disclosed under legal/ regulaotry compulsion.	Please refer clause 2.6.3 and 2.7.3 of Vol-III for clause related to confidentiality.

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			Please confirm. Please clarify which clause applies? 2.7.3. Confidentiality	
455	Volume-III, Section-2.7.6 Accounting and Auditing, Pg. No. 28	2.7.6. Accounting and Auditing	Please delete audit rights of the employer.	The conditions given in the RFQ cum RFP shall remain unchanged.
456	Volume-III, Section-2.11.6 Intellectual Property Rights Indemnity, Pg. No. 45	2.11.6. Intellectual Property Rights Indemnity	Please delete this clause. As indemnity clause already covers this.	The conditions given in the RFQ cum RFP shall remain unchanged.
457	Volume-III, Section-2.11.2 Extension of Time for Achieving Operational Acceptance, Pg. No. 42	2.11.2.1. The time(s) for achieving Operational Acceptance specified in the Schedule of Implementation shall be extended if the MSI is delayed or impeded in the performance of any of its obligations under the Contract by reason of any of the following: (a) Any Change in the System as provided in GCC Clause 2.2.5. (Change in the Information System); (b) Any occurrence of Force Majeure as provided in GCC Clause 2.12.4. (Force Majeure); (c) Default of the Employer; or (d) Any other matter specifically mentioned in the Contract.	Suspension not due to contractor's default, any other event beyond the control of the contractor- to be added.	The conditions given in the RFQ cum RFP shall remain unchanged.

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458	Volume-III, Section-2.12.1 Transfer of Ownership, Pg. No. 46	2.12.1. Transfer of Ownership	This shall happen upon the entire contract price and all payments to the contractor as per the contract are paid.	Please refer Sr. No. 181 of Addendum-6
459	Volume-III, Section-2.14.3 Assignment, Pg. No. 50	2.14.3.2. The Employer shall be entitled to assign, transfer or novate its rights and obligations under the Contract or any part thereof to any third party or to an affiliate, without the requirement of any further consent from the MSI, provided that where such assignment is made to a third party, the Employer shall use its best efforts to ensure that the third party to whom the benefits and obligations under the Contract or any part thereof has been assigned, has the necessary financial capability to comply with the obligations under the Contract. 2	Please delete. Neither party shall assign without the consent of the other party	The conditions given in the RFQ cum RFP shall remain unchanged.
460	Volume-III, Section-4.3.1 Liquidated damages, Pg. No. 63	Liquidated Damages 4.3.1.1. Liquidated damages will be as per GCC Clause 2.11.1.	In any event including SLA penalties-the aggregate shall not exceed 5% of the Contract Price. LD shall be sole and exclusive remedy.	The conditions given in the RFQ cum RFP shall remain unchanged.

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461	Volume-III, Section-5 Appendix A Form of Bank Guarantee for Performance Security, Pg. No. 77	Notwithstanding anything contained herein above our liability under this guarantee is limited to Rs. [amount in figure and words] and it shall remain in force up to and including [date] and shall extend from time to time for such period(s) (not exceeding one year), as may be desired by M/s [name of MSI] on whose behalf this guarantee has been given. Date this [date in words] day [month] of [year in 'yyyy' format] at [place].	Please delete the words in red. The BG must have a certain validity	The conditions given in the RFQ cum RFP shall remain unchanged.
462	Volume-III, Section-6 Appendix B Form of Bank Guarantee against Advance , Pg. No. 79	This Guarantee shall come into force with immediate effect and shall remain in force and effect for up to the end **** month in the year ***** or until it is released earlier by the EMPLOYER pursuant to the provisions of the Agreement.	Please delete the words in red. The BG must have a certain validity	The conditions given in the RFQ cum RFP shall remain unchanged.
463	Volume-I, Section-4 Bid Fact sheet, Sr. No. 15, Pg. No. 39	Scope of work-Maximum increase or decrease limited to "30% of contract price"	1) Kindly request you to amend the clause as follows Scope of work-Maximum increase or decrease limited to "10 % of contract price" 2) Please limit increase or decrease variation in quantities maximum to 15%	The conditions given in the RFQ cum RFP shall remain unchanged.

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			as the unit rate will change drastically if you change quantities up to 30%.	
464	Volume-II, Section-3.1.8 Functional Requirement of Server room Non-IT Infrastructure setup, Pg. No. 137	During operations and maintenance phase, Consumables like Fuel Filter, Engine Oil & Fuel shall be procured by successful MSI with prior approval and agreed rate with DICDL and get reimbursed from DICDL. MSI to co-ordinate with respective vendor for arrangement of below mentioned consumables items.	We understand that all the recurring charges including Electricity / Water during Implementation and Operational phase will in DICDL scope.	Power at CIOC/DC would be facilitated by DICDL. Procurement or provisioning of additional transformer (in the case may be), MSI needs to inform the same to DICDL and it would be furnished by DICDL.
465	Volume-III, Section-2.5.7 Advance Payment, Pg. No. 19	Employer shall make an interest bearing advance payment @ Bank Rate + 5% per annum -(the "Advance Payment"), equal in amount to 10 (ten) percent of the Cluster A1 Contract Price, for mobilisation expenses and for acquisition of equipment. The advance Payment shall be made in three instalments.	Kindly request you to amend the clause as follows Employer shall provide interest Free advance payment equal in amount to 10 (ten) percent of the Cluster A1 Contract Price, for mobilisation expenses and for acquisition of equipment. The advance Payment shall be made in three instalments.	The conditions given in the RFQ cum RFP shall remain unchanged.
466	Volume-III, Section-4.16.4 Penalties, Pg. No. 76	Two consecutive quarterly deductions equal to or more than 25 % of the applicable fee on account of any reason will be deemed to be an event of default.	Kindly request you to delete the Termination clause associated to penalties.	The conditions given in the RFQ cum RFP shall remain unchanged.

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		Hence, Employer shall apply clauses of termination as per GCC.		
467	Volume-III, Section-2.11.1 Operational Acceptance and Time Guarantee, Pg. No. 42	MSI shall pay to the Employer liquidated damages at the rate assessed at 1.0 percent per week of Total Milestone Payment during implementation and DLP phase	Kindly request you to amend the clause as follows MSI shall pay to the Employer liquidated damages at the rate assessed at 0.01% percent per week of the unfinished work of the Total Milestone Payment during implementation and DLP phase	The conditions given in the RFQ cum RFP shall remain unchanged.
468	Volume-III, Section-4.6 Implementation Phase SLA's, Pg. No. 65	Team Mobilization & commencement of work Penalty beyond 6 days beyond scheduled Timeline will be 0.5% per week	Since LD is already applicable during the Implementation Phase, Kindly request you to remove the Penalty Clause	Please refer Sr. No. 182 of Addendum-6
469	Volume-III, Section-4.6 Implementation Phase SLA's, Pg. No. 66	Design, Development, Procurement and implementation of the required solution Penalty beyond 6 days beyond scheduled Timeline will be 0.5% per week	Since LD is already applicable during the Implementation Phase, Kindly request you to remove the Penalty Clause	Please refer Sr. No. 182 of Addendum-6
470	Volume-III, Section-4.6 Implementation Phase SLA's, Pg. No. 66	Sharing of system/user documents Penalty beyond 6 days will be 0.5% per week	Since LD is already applicable during the Implementation Phase, Kindly request you to remove the Penalty Clause	Please refer Sr. No. 182 of Addendum-6

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471	Volume-III, Section-4.6 Implementation Phase SLA's, Pg. No. 66	Imparting Training to resources Penalty beyond 6 days will be 0.5% per week	Since LD is already applicable during the Implementation Phase, Kindly request you to remove the Penalty Clause	Please refer Sr. No. 182 of Addendum-6
472	Volume-III, Section-3.1.1 Milestone Payment Schedule for Cluster A 1, Pg. No. 58	End to End Go Live and Operational Acceptance of Basic Networks Infra (Passive Components)	Kindly request you to mention in detail / Definition of Go-Live of the respective Systems	Please refer Sr. No. 166 of Addendum-6
473	Volume-III, Section-2.14.3 Assignment, Pg. No. 49	Assignment Clause	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 manage our fund requirements for execution of the project, we request you to accept the same. 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	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>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).</p> <p>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 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)”.</p>	
474	Volume-II, Section-3.1.6.1 Hosting on GSDC Cloud at Gandhinagar, Pg. No. 130	<p>Following are the cybersecurity components that will be provided by GSDC Gandhinagar through shared services. MSI must provide the quantity of licenses for software solutions and throughput for hardware appliances to GSDC.</p> <ul style="list-style-type: none"> · Firewall Analyzer –reports will be 	<p>Understood that MSI have to provide the requirement of licenses for the mentioned security solutions, GSDC will provide the components?</p> <p>If yes, then NGFW & Antivirus specifications are given in this RFP. But it is said that GSDC will provide these</p>	Please refer the detailed Functional requirements, Server Room (SPV Building) Network Architecture and the scope of work for the specific module shared in the RFP.

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		provided as an when requested · Secure Sockets Layer (SSL) · Perimeter and Internal Firewall · Intrusion Prevention System (IPS) · Web Application Firewall (WAF) · Antivirus and Anti-Malware · Host Intrusion Prevention System (HIPS) · Email Security · Security information · DNS security	through shared services. Kindly clarify whether MSI to procure NGFW & Antivirus or utilise the Firewall & AV provided by GSDC?	
475	Volume-II, Section-3.1.6.1 Hosting on GSDC Cloud at Gandhinagar, Pg. No. 130	Following are the cybersecurity components that will be provided by GSDC Gandhinagar through shared services. MSI must provide the quantity of licenses for software solutions and throughput for hardware appliances to GSDC.	Does shared services mean that the components will be utilised by GSDC and MSI can simultaneously use them as per the requirement?	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
476	Volume-II, Section-3.2.2 Master Data governance & Data Migration, Application Software Certification, Pg. No. 187	MSI shall undertake testing and certification of the Software by the Standardization Testing and Quality Certification (STQC) Directorate or any other CERT-In empaneled IT Security Auditors from functional and security perspective.	STQC/Cert-In certification shall be provided before Go-Live as per page 189 of RFP. We assume that will suffice this requirement.	3rd Party Audit by STQC/Cert-In certified agency needs to be carried out for all the systems defined in RFP by MSI before Go-Live.

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477	Volume-II, Section-3.2.2 Master Data governance & Data Migration, Testing and Acceptance Criteria, Security Testing (including Penetration and Vulnerability testing), Pg. No. 189	Solution should also pass web application security testing for the portal, mobile app and other systems and security configuration review of the infrastructure.	At what interval (Annually/Bi-Annually) is the Web application security testing to be performed?	3rd Party Audit by STQC/Cert-In certified agency needs to be carried out for all the systems defined in RFP by MSI before Go-Live. After Golive regular periodic audits will be taken care by GSDC team. However, fixing of any Vulnerability is in MSI scope
478	Volume-II, Section-3.2.2 Master Data governance & Data Migration, Testing and Acceptance Criteria, Security Testing (including Penetration and Vulnerability testing), Pg. No. 189	Third part auditors would be involved to monitor/validate/review the security testing carried out by the MSI. Cost for such audits would be paid by MSI	Is Third Party Audit required at Maintenance period also? If yes, At what interval (Annually/Bi-Annually) is the Third Party Audit to be performed?	3rd Party Audit by STQC/Cert-In certified agency needs to be carried out for all the systems defined in RFP by MSI before Go-Live. After Golive regular periodic audits will be taken care by GSDC team. However, fixing of any Vulnerability is in MSI scope
479	Volume-II, Section-3.4 Project deliverables / Documentation, Pg. No. 283	3rd party Auditor/Testing reports and certification (STQC/Cert-In)	Understood that 3rd party Audit by STQC/Cert-in to be done before G-Live. But the Audit scope is reflected twice in project deliverables. Kindly clarify whether it is to be done partly at different	3rd Party Audit by STQC/Cert-In certified agency needs to be carried out for all the systems defined in RFP by MSI before Go-Live.

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			stages or once for the project before Go-Live	After Golive regular periodic audits will be taken care by GSDC team. However, fixing of any Vulnerability is in MSI scope
480	Volume-II, Section-3.4 Project deliverables / Documentation, Pg. No. 284	STQC/Cert-In Certificate for application as well as security testing by 3rd party auditor		3rd Party Audit by STQC/Cert-In certified agency needs to be carried out for all the systems defined in RFP by MSI before Go-Live.
481	Volume-II, Section-4.1.12 Security Administration and Management Services, Pg. No. 357	Ensuring that latest patches/workarounds for identified vulnerabilities are applied immediately. Any up-gradation of software such as antivirus signatures etc. in the Data Center/server room shall be the responsibility of the MSI during the entire period of FMS. MSI shall enforce update/upgrade management	Kindly include Patch Management solution in BOQ line item.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the required line items in the BoQ as per the Technical solution.
482	Volume-I, Section-4.14.2 Operational Reports and Reporting Procedure, Pg. No. 72	100% incidents to be reported to Employer within 60 minutes with the details of services affected, cause, action and remedy.	Kindly increase the 60 mins time period to 3 days. Ideally it will be difficult to achieve this in 60 mins time period.	The conditions given in the RFQ cum RFP shall remain unchanged.

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483	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 40, Pg. No. 307	Solution must not require cloud connectivity to detect and control any application	Kindly include that Reputation and database can be downloaded at frequent time intervals.	The conditions given in the RFQ cum RFP shall remain unchanged.
484	Volume-II, Section-3.1.9 Information Security, Functional requirement for Network access control:, Pg. No. 143	Proposed solution should include two appliances to be configured in Active/Standby	Kindly include NAC appliance of 2 Nos in BOQ line item	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the required line items in the BoQ (Section-3.7) as per the Technical solution.
485	Volume-II, Section-3.1.5 Basic Surveillance Solution, Pg. No. NA	Not given in RFP	No of cameras in future (approx. for server sizing) {indoor/outdoor} This will allow to create sizing capacity	MSI to design a scalable architecture where the increase in number of cameras can be accumulated by addition of respective hardware and ancillary systems
486	Volume-II, Section-3.1.5 Basic	Not given in RFP	List of analytics functions is missing. Listing analytics will enable suitable solution and also will be value add to the	Please refer the detailed Functional requirements and the scope of work for

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	Surveillance Solution, Pg. No. NA		whole surveillance ecosystem including advanced and have room for future technology	the specific module shared in the RFP.
487	Volume-II, Section-3.1.5 Basic Surveillance Solution, Pg. No. NA	Not given in RFP	Storage capacity (1 month, or 1 year etc.,) needed to perform the server sizing	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
488	Volume-II, Section-3.1.5 Basic Surveillance Solution, Pg. No. NA	Not given in RFP	VMS Operating system not mentioned but should be all types. Using Open source platforms may lack in future update. Usually the customer has to spend more money for any future upgrades or to release another tender that will be specific to single vendor.	MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
489	Volume-II, Section-3.8 Technical Specifications : Box Camera & PTZ Camera (Surveillance), Pg. No. 337-338	OEM of Camera should be in the business of supply of Cameras in India for the last 5 years or more. OEM should be a full member of ONVIF on the date of bid submission.	Purpose of OEM being 5 years to be relaxed, to be considered as value add with new features and government should take advantage of progressive technologies.	The conditions given in the RFQ cum RFP shall remain unchanged.
490	Volume-II, Section-3.8 Technical Specifications : Video	Seamless Videowall of DLP Cubes. Each cube size to be 70" (Inches diagonally) or more with complete configuration of 4x2 and 6x3 configuration. All cubes have to be	To consider as solution in whole to be competent. The best of video wall screens to be adopted hence screens	All cubes of screen have to be of same size and are available with multiple OEMs. The conditions given in the

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	Wall Display/Screen, Sr. No. 1, Pg. No. 338	of the exactly same size, configuration and model wise mandatorily. The wall to be installed in curved fashion with all required support system like Controller / stand for DLP Cubes / Interfaces / Connecting cables. Videowall Solution should be from Single OEM	could be different and top branded. Single vendor becomes monopoly.	RFQ cum RFP shall remain unchanged.
491	Volume-II, Section-3.8 Technical Specifications : Video Wall Display/Screen, Sr. No. 21, Pg. No. 339	The proposed OEM make/model of display cube should have been successfully running for at least 1 year in at least 1 Smart City project in India.	Relaxing this clause will get to explore new technologies and advanced features.	The conditions given in the RFQ cum RFP shall remain unchanged.
492	Volume-I, Section-2.2.1 Pre-Qualification Criteria, Sr. No. 5 Local Presence, Pg. No. 23	Local Presence proof: List and address of office in Dholera/Ahmedabad/Gandhinagar;(Shop act License or Gumastha to be provided) OR · Undertaking from authorized signatory to open office in Ahmedabad/ Dholera / Gandhinagar within forty-five days of being declared as the successful bidder.	Proof for local office Other option of valid certificates e.g. GST Registration Certificate etc. needs to be allowed	Yes, GST Registration Certificate is allowed as proof of local presence.

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493	Volume-I, Section-1.5 Preparation of Proposal, 1.5.13.6, Pg. No. 14	The EMD of a Joint Venture/Consortium (if allowed) shall be issued in the name of the Joint Venture submitting the bid provided the Joint Venture has legally been constituted, or else it shall be issued on the name of Partner in charge of the JV/Consortium proposed for the bid.	EMD is acceptable from partner in charge only. Provide the EMD exemption to MSME Registered firm.	The conditions given in the RFQ cum RFP shall remain unchanged.
494	Volume-III, Section-3.1.1 Milestone Payment Schedule for Cluster A 1, Pg. No. 58	Payment milestone, it ranges from 1 month to 75 months	Considering the project cost, payment milestone needs to be revised as under; 60% on delivery in phased manner 20% Installation in phased manner 20% quarterly during the project period	Please refer Sr. No. 166 of Addendum-6
495	Volume-III, Section-5 Appendix A Form of Bank Guarantee for Performance Security, Pg. No. 81	Form of Bank Guarantee for Performance Security	Clarification is required for PBG period : 77 Months ? Further, it shall be allowed on yearly basis with renewal clause. In case of non renewal, Authority is entitled to encash the BG. This will save over all project cost and the bidder to whom contract is awarded can change the bank and BG during the project tenure as required	Total requirement of PBG is for 77 months and may require extension till requirement is specified in RFQ/RFP. The PBG validity may be kept initially for 36 months and can be extended with minimum period of 12 months each time. However, the returned PBG must reach the Employer in acceptable

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			without impacting the Authority's interest.	form as per Contract atleast 30 days prior to the validity in absence of which The Employer shall have full rights to lodge claim for PBG encashment without any reference to the Contractor. Prior to that the contractor shall intimate the Employer that he has taken action for extension of same and shall submit in time as above.
496	Volume-III, Section-5 Appendix A Form of Bank Guarantee for Performance Security, Pg. No. 81	Form of Bank Guarantee for Performance Security	<p>Performance Bank Guarantee: PBG is open ended i.e Guarantee will extend from time to time</p> <p>Guarantee time line needs to be fixed to get to approved through Bank</p>	Total requirement of PBG is for 77 months and may require extension till requirement is specified in RFQ/RFP. The PBG validity may be kept initially for 36 months and can be extended with minimum period of 12 months each time. However, the returned PBG must reach the Employer in acceptable form as per Contract atleast 30 days prior to the validity in absence of which The Employer shall have full

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				rights to lodge claim for PBG encashment without any reference to the Contractor. Prior to that the contractor shall intimate the Employer that he has taken action for extension of same and shall submit in time as above
497	Volume-I, Section-2.2.2 Technical Qualification cum Evaluation Criteria, Sr. No. 1.2, Pg. No. 26	Project Experience 1.2) 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 in India operational for more than one year as on bid submission date including HR, Payroll, finance, Projects & Works Management utility billing, asset management modules, Contracts & Inventory Management, Industry specific solutions for utilities, CRM, Process workflow, Master Data Governance (with at least 3 of these modules) having a minimum value of INR 1 crores per project during last Seven (7) Years.	1) Request to modify the clause as 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 /ITMS/AI Analytics in India operational for more than one year as on bid submission date including HR, Payroll, finance, Projects & Works Management utility billing, asset management modules, Contracts & Inventory Management, Industry specific solutions for utilities, CRM, Process workflow, Master Data Governance ITMS solutions and Related software's (with at least 3 of these modules) having a minimum value of INR 1 crores per project during last Seven (7) Years. Number of Projects:	The conditions given in the RFQ cum RFP shall remain unchanged.

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		<p>Number of Projects:</p> <ul style="list-style-type: none"> • =2: 4 Marks • 1 marks for each additional Project up to 3 projects 	<ul style="list-style-type: none"> • =2: 4 Marks • 1 marks for each additional Project up to 3 projects <p>2) We request you to consider experience of implementing e-Governance applications as well</p>	
498	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. A3, Pg. No. 308	Server room Core Switch: A3) Switch support in-line hot insertion and removal of interface modules/ should not require switch reboot and disrupt the functionality of the system	<p>Requesting to competent authority please confirm here modules means " Power supply, FAN modules & SFP that can be add & remove without rebooting the switch.</p> <p>Here as per interface requirement fixed configuration switch can suffice the requirement, please confirm</p>	The conditions given in the RFQ cum RFP shall remain unchanged.
499	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. A3, Pg. No. 311	Server room access Switch: A3) Switch support in-line hot insertion and removal of interface modules/ should not require switch reboot and disrupt the functionality of the system	<p>Requesting to competent authority please confirm here modules means " Power supply, FAN modules & SFP that can be add & remove without rebooting the switch.</p> <p>Here as per interface requirement fixed configuration switch can suffice the requirement, please confirm.</p>	The conditions given in the RFQ cum RFP shall remain unchanged.
500	Volume-II, Section-3.2.1 ERP suite of Applications, Pg. No. 154	Proposed ERP System should be open-source with enterprise support for 5 years from the date of Go-Live	Please let us know the total number of named users who will use the ERP System	<p>Please consider the number of users for each application/module as below;</p> <p>- Accounts/Finance : 4 users</p>

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				<ul style="list-style-type: none"> - Project Management : 10 users - Procurement/ Material Management :3 users - Asset Management : 5 users - BI/Analytics (top Management and IT : 8 users - CRM : 15 users - Utilities Services : 8 users - Document Management System : 50 users (for all users) - HRMS/ESS : 50 users (Permanent + Contractual) Payroll : 50 users Email : 50 users - Command Control Centre: 18-24 users External users/Citizens who would be using the website to login and request/access various services to be considered around 500 (max).

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501	Volume-II, Section-3.2.1 ERP suite of Applications, ERP-PS 25, Pg. No. 168	ERP-PS 25 - Integration may be required with other Project Portfolio Management applications.	Please provide the list of application which will be integrated with the ERP	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
502	Volume-II, Section-3.2.7 City Applications- Mobile applications, Pg. No. 201	it has been envisaged to develop the required mobile applications for various platforms (android, iOS, etc.)	Please confirm whether the mobile app will be developed for Android and iOS platform only.	Please refer the detailed functional requirements and scope of work for Mobile app mentioned in RFP
503	Volume-II, Section-3.2.7 City Applications- Mobile applications, Pg. No. 201	it has been envisaged to develop the required mobile applications for various platforms (android, iOS, etc.)	Can we use cross-platform mobile development technologies for the development of mobile apps?	Please refer the detailed functional requirements and scope of work for Mobile app mentioned in RFP
504	Volume-II, Section-3.2.7 City Applications- Mobile Applications, MOB-1.8, Pg. No. 202	Mobile application should support multilingual functionality as well as it should be Unicode compliant.	Which are the languages to be used for the development?	Please refer the detailed functional requirements and scope of work for Mobile app mentioned in RFP
505	Volume-II, Section-3.8 Technical Specifications, Pg. No. NA	Suggestions as well as Technical Specifications of the security components to be included in RFP	Technical Specifications for ADC+WAF, DDoS, SSLi	The conditions given in the RFQ cum RFP shall remain unchanged.

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506	Volume-I, Section-2.2.1 Pre-Qualification Criteria, Documentary Evidence, Pg. No. 20	<p>Sole Bidder/any Member of Consortium:</p> <ul style="list-style-type: none"> • Completion / Commission Certificate issued & signed by the competent authority of the Employer entity on the entity's Letterhead. In case of large orders/orders with operations & maintenance phase, the completion certificate may specify successful commissioning and in operation status of a part of the order meeting the requirement. 	<p>Since the Smart City projects, Safe City projects, e-Governance projects consists of many components for the Integration and Implementation as a scope of work which shall be finished in simultaneous manner we request the department to consider the Ongoing project experience where the System Integrator has to complete at-least 80% of CAPEX part. This clause is most common on all smart city tenders. The requested point is as follows, "• Work order / Contract / Completion certificate clearly highlighting the scope of work, Bill of Material and value of the contract/order. Completion Certificate shall be issued & signed by the authorized signatory of the client entity on the entity's Letterhead • In case project is on-going a certificate from Client/ Chartered Accountant/Statutory Auditor/Company Secretary has to be provided, mentioning that at least 80% of the Capex work has been completed."</p>	The conditions given in the RFQ cum RFP shall remain unchanged.
507	Volume-III, Section-3.1.1 Milestone Payment Schedule for Cluster A 1, Pg. No. 58	Table 3.1.1	<p>Requesting to amend the payment as follows (for Hardware products and Software licenses as in the RFP): 1. On Delivery :::: 80% of the basic cost + 100% of the tax value upon successful delivery</p>	Please refer Sr. No. 166 of Addendum-6

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			of the products 2. Balance 20% of the basic cost against successful installation	
508	Volume-I, Section-2.1.8. Joint Venture, Pg. No. 19	2.1.8. Joint Venture 2.1.8.1. The composition or constitution of the Joint Venture/ Consortium shall not be altered without the prior consent of the Employer. 2.1.8.2. The maximum number of Joint Venture Partners including the Lead Bidder is three (Lead +2 JV members).	We understand that Joint Venture or Consortium both options are allowed here, please confirm.	Any consortium partner shall be treated as Joint venture partner and has to fulfill all requirement's accordingly
509	Volume-I, Section-2.2.1 Pre-Qualification Criteria, Sr. No. 9 SEI CMMI level, Pg. No. 21	You have asked the CMMi level 5 certification from the bidder, - But have not asked for ISO 270001 & ISO 200000 certification of bidder.	Authority wants the entire set-up to be ISO 27001 & 20000 certificated (Financial bid has a line item), In this reference we would highlight the fact the bidder (implementor) should also ISO 27001 & 20000 certified to implement the said pocesses. - We hereby request Authority to kindly amend the bidder's certification requirement as, Bidder should be a CMMi level 5, ISO 27001 & ISO 20000 certified company.	The conditions given in the RFQ cum RFP shall remain unchanged.

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510	Volume-I, Annexures (Financial Proposal - Online Only), Pg. No. 80	ANNEXURES (Financial Proposal - Online Only)	<p>1) You have defined indicating quantity while bidders have to mentioned proposed quantity, in this reference, we would like to mention here that normally in this kind of tenders, the authority always define the approx quantity, while during execution - in the system study the final BoQ is submitted by the vendor, supply & billing is done as per the actual consumption, Hence we would request you to consider the same and amend it accordingly. Else it would be difficult to bring all the bidders at par for Financial bid comparision.</p> <p>2) Request you to also share the Financial bid format and Bill of materials (BoM / BoQ) of this tender in XLS format, - This would be submitted as unpriced BoM in Technical bid..</p>	As mentioned in the RFP Section-3.7 Bill of Quantity, Bidders are required to mention the details of the make/brand and model against each line item. In the said section indicative Bill of Quantity work package wise is enlisted, where MSI is required to assess the exact requirement based on entire scope mentioned in the RFQ cum RFP and the draft form of contract, location wise, for all the proposed solution components and shall accordingly provide requisite quantities and size the hardware and software infrastructure requirement within the total bid price, without any additional cost to employer.
511	Volume-III, Section-4.6 Implementation	4.6. Implementation Phase SLAs	We consider that upper limit of penalty for Implementation Phase SLAs would be capped at 10% of the CAPEX Cost as per	Please refer Sr. No. 183 of Addendum-6

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	Phase SLA's, Pg. No. 66		clause 4.7. Post Implementation SLAs. Please confirm.	
512	Volume-III, Section-3.1.1 Milestone Payment Schedule for Cluster A 1, Pg. No. 62	3.1.1. Milestone Payment Schedule for Cluster A 1	<p>Given payment terms are too complicated, stringent and difficult for all bidders and it will affect financial burden on the bidders hence we would request you to make it simplify. Suggested payment terms as below kindly amend it.</p> <ol style="list-style-type: none"> 1. 10% payment should be mobilized advance against equivalent amount of additional BG. 2. 50% payment on delivery of all the products, hardware, software, licenses etc. 3. 10% on Detailed Engineering Design, Procurement Plan & Acceptance Plan 4. 10% should be on Go-live of the project. 5. Rest 20% payment should be released in QGR (1% per QGR) 	Please refer Sr. No. 166 of Addendum-6
513	Volume-III, Section-2.5.7 Advance Payment, Pg. No. 20	2.5.7.1. The Employer shall make an interest bearing advance payment @ Bank Rate + 5% per annum -(the "Advance Payment"), equal in amount to 10 (ten) percent of the Cluster A1 Contract Price, for mobilisation expenses and for	Given Advance payment MODEL is practically not workable solution. Here we would request you to please release advance payment on submission of additional BG of equivalent amount, Secondly, reconsiling the Advance in 20% of the payment is also not workable,	The conditions given in the RFQ cum RFP shall remain unchanged.

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		acquisition of equipment. The advance Payment shall be made in three instalments.	because this 20% is towards supply. (within 4 months only), hence the Advance should be adjusted against the O&M / AMC of 5 years. Lastly - does interest bearing means Authority is asking for the Interest on the proposed Advance ? like a Loan.	
514	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. A1, Pg. No. 297	Solution Requirement: The router architecture should be based on hardware based forwarding and switching. System should be multi-processor based architecture for enhanced performance	Request to change to Multi-Core Processor based Architecture in place of Multi-Processor based Architecture. The router architecture should be based on hardware based forwarding and switching. System should be multi-core processor based architecture for enhanced performance.	Please refer Sr. No. 52 of Addendum-6
515	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. B8, Pg. No. 297	Hardware and Interface Requirement: Router should support for different logical interface types like loopback, GRE and IPIP tunnel, VLAN etc.	1) Request to change to IPIP tunnel OR IPsec Tunnel. Router should support for different logical interface types like loopback, GRE and IPIP tunnel OR IPsec tunnel , VLAN etc. 2-3) We request to change the clause to " Router should support for different logical interface types like loopback, GRE and IPIP tunnel, VLAN and 2000 IPsec Tunnel etc from Day 1. Since it's a Core Router and there may be	Please refer Sr. No. 53 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			a requirement of IPSec which is missing in the Specs. we request to add this.	
516	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. C9, Pg. No. 297	Performance Requirement: j. IP V.6 host and IP V.6 routing	Request to change to Ipv6 host or IPv6 Neighbor Discovery and IPv6 routing. j. IPv6 host OR IPv6 Neighbour Discovery and IPv6 routing	Please refer Sr. No. 54 of Addendum-6
517	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. D1.7, Pg. No. 298	Layer 3 Features: h. Should be compliant to RFC 4760 Multiprotocol Extensions for BGP-4 (Desirable)	Request to change to RFC 4760 Multiprotocol Extensions for BGP-4 (Desirable) or RFC 2283 Multiprotocol Extensions for BGP-4. h. Should be compliant to RFC 4760 Multiprotocol Extensions for BGP-4 (Desirable) OR RFC 2283 Multiprotocol Extensions for BGP-4.	Please refer Sr. No. 55 of Addendum-6
518	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. D6.3, Pg. No. 298	Layer 3 Features: MBGP, DVMRP or equivalent	Request to remove 'DMVRP or equivalent'. DVMRP (Distance Vector Multicast Routing Protocol) is the oldest routing protocol that has been used to support multicast data transmission over networks. The protocol sends multicast data in the form of unicast packets that are reassembled into multicast data at the destination.	Please refer Sr. No. 56 of Addendum-6

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			Currently PIM is used for multicast routing protocol	
519	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. E2, Pg. No. 298	Availability: Router should automatically failover of primary interface status change or remote network not reachable to the secondary link connectivity using real time parameters (IP SLA)	Request to change to using real time parameters (IP SLA) or equivalent. Router should automatically failover of primary interface status change or remote network not reachable to the secondary link connectivity using real time parameters (IP SLA) OR equivalent	Please refer Sr. No. 57 of Addendum-6
520	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. E3, Pg. No. 298	Availability: Router should provide gateway level of redundancy in IPV4 and IPV6 using HSRP/VRRP & NHRP/equivalent for VPN	Request to remove 'NHRP/equivalent for VPN'. NHRP protocol is OEM specific Next Hop Resolution Protocol (NHRP) is a resolution protocol that allows a Next Hop Client (NHC) to dynamically register with Next Hop Servers (NHSs). With the Dynamic Multipoint Virtual Private Network (DMVPN) design the NHC is the spoke router and the NHS is the hub router. Once all clients are registered, spoke routers can discover other spoke routers within the same non-broadcast multiple access (NBMA) network.	Please refer Sr. No. 58 of Addendum-6
521	Volume-II, Section-3.8 Technical Specifications : Server	Quality of Service: Router should support for packet classification and fragmentation for	Request to remove 'Fragmentation'. Router should support for packet	Please refer Sr. No. 59 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Room Core Router, Sr. No. F6, Pg. No. 299	providing end to end QoS treatment	classification for providing end to end QoS treatment	
522	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. F7, Pg. No. 299	Quality of Service: Router should support hierarchical QoS for providing granular policy per application basis for providing bandwidth provisioning and management	Request to remove 'per application basis'. Router should support hierarchical QoS for providing granular policy for providing bandwidth provisioning and management	Please refer Sr. No. 60 of Addendum-6
523	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. H1, Pg. No. 299	Manageability: Router should support for sending logs to multiple centralized syslog server for monitoring and audit trail	Request to remove 'multiple' Router should support for sending logs to centralized syslog server for monitoring and audit trail	Please refer Sr. No. 61 of Addendum-6
524	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. H3, Pg. No. 299	Manageability: Solution should support for capturing packets for identifying application performance using remote port mirroring for packet captures or should support netflow/Jflow	Request to change to netflow/jflow/sflow. Solution should support for capturing packets for identifying application performance using remote port mirroring for packet captures or should support Netflow/Jflow/Sflow	Please refer Sr. No. 62 of Addendum-6
525	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router,	Manageability: Router should support for management and monitoring status using different type of Industry standard NMS using:	Request to change to 'SNMP MIB'. Router should support for management and monitoring status using different type of Industry standard NMS using: a. SNMP V1 and V.2	Please refer Sr. No. 63 of Addendum-6

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Sr. No. H4, Pg. No. 299	a. SNMP V1 and V.2 b. SNMP V.3 c. Filtration of SNMP using Access list d. SNMP MIB support for QoS	b. SNMP V.3 c. Filtration of SNMP using Access list d. SNMP MIB	
526	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. H6, Pg. No. 299	Manageability: Router should support central time server synchronization using Network Time Protocol NTP V3 and V.4	Request to remove 'NTP v4'. Router should support central time server synchronization using Network Time Protocol NTP V3.	Please refer Sr. No. 64 of Addendum-6
527	Volume-II, Section-3.8 Technical Specifications : Server Room Core Router, Sr. No. I9, Pg. No. 300	IPv6 Features: Router should support for IP V.6 different type of application usage like: a. HTTP b. HTTPS c. ICMP d. TCP/UDP e. DNS lookup f. DHCP	Request to remove 'HTTPS' Router should support for IP V.6 different type of application usage like: a. HTTP c. ICMP d. TCP/UDP e. DNS lookup f. DHCP	Please refer Sr. No. 65 of Addendum-6
528	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. A1, Pg. No. 300	Solution Requirement: The router architecture should be based on hardware based forwarding and switching. System should be multi-processor based	Request to change to Multi-Core Processor based Architecture in place of Multi-Processor based Architecture. The router architecture should be based on hardware based forwarding and switching. System should be multi-core	Please refer Sr. No. 94 of Addendum-6

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
		architecture for enhanced performance	processor based architecture for enhanced performance.	
529	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. B8, Pg. No. 301	Hardware and Interface Requirement: Router should support for different logical interface types like loopback, GRE and IPIP tunnel, VLAN etc.	Request to change to IPIP tunnel OR IPsec Tunnel. Router should support for different logical interface types like loopback, GRE and IPIP tunnel OR IPsec tunnel , VLAN etc.	Please refer Sr. No. 95 of Addendum-6
530	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. C5, Pg. No. 301	Performance Requirement: j. IP V.6 host and IP V.6 routing	Request to change to Ipv6 host or IPv6 Neighbor Discovery and IPv6 routing. j. IPv6 host OR IPv6 Neighbour Discovery and IPv6 routing	Please refer Sr. No. 96 of Addendum-6
531	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. D2.7, Pg. No. 302	Layer 3 Features: h. Should be compliant to RFC 4760 Multiprotocol Extensions for BGP-4 (Desirable)	Request to change to RFC 4760 Multiprotocol Extensions for BGP-4 (Desirable) or RFC 2283 Multiprotocol Extensions for BGP-4. h. Should be compliant to RFC 4760 Multiprotocol Extensions for BGP-4 (Desirable) OR RFC 2283 Multiprotocol Extensions for BGP-4.	Please refer Sr. No. 97 of Addendum-6
532	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. D7.3, Pg. No. 302	Layer 3 Features: MBGP, DVMRP or equivalent	Request to remove 'DMVRP or equivalent'. DVMRP (Distance Vector Multicast Routing Protocol) is the oldest routing protocol that has been used to support multicast data transmission over networks. The protocol sends multicast	Please refer Sr. No. 98 of Addendum-6

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			data in the form of unicast packets that are reassembled into multicast data at the destination. Currently PIM is used for multicast routing protocol	
533	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. E2, Pg. No. 302	Availability: Router should automatically failover of primary interface status change or remote network not reachable to the secondary link connectivity using real time parameters (IP SLA)	Request to change to using real time parameters (IP SLA) or equivalent. Router should automatically failover of primary interface status change or remote network not reachable to the secondary link connectivity using real time parameters (IP SLA) OR equivalent	Please refer Sr. No. 99 of Addendum-6
534	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. E3, Pg. No. 302	Availability: Router should provide gateway level of redundancy in IPV4 and IPV6 using HSRP/VRRP & NHRP/equivalent for VPN	Request to remove 'NHRP/equivalent for VPN'. NHRP protocol is OEM specific Next Hop Resolution Protocol (NHRP) is a resolution protocol that allows a Next Hop Client (NHC) to dynamically register with Next Hop Servers (NHSs). With the Dynamic Multipoint Virtual Private Network (DMVPN) design the NHC is the spoke router and the NHS is the hub router. Once all clients are registered, spoke routers can discover other spoke	Please refer Sr. No. 100 of Addendum-6

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			routers within the same non-broadcast multiple access (NBMA) network.	
535	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. F6, Pg. No. 302	Quality of Service: Router should support for packet classification and fragmentation for providing end to end QoS treatment	Request to remove 'Fragmentation'. Router should support for packet classification for providing end to end QoS treatment	Please refer Sr. No. 101 of Addendum-6
536	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. F7, Pg. No. 302	Quality of Service: Router should support hierarchical QoS for providing granular policy per application basis for providing bandwidth provisioning and management	Request to remove 'per application basis'. Router should support hierarchical QoS for providing granular policy for providing bandwidth provisioning and management	Please refer Sr. No. 102 of Addendum-6
537	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. H1, Pg. No. 303	Manageability: Router should support for sending logs to multiple centralized syslog server for monitoring and audit trail	Request to remove 'multiple'. Router should support for sending logs to centralized syslog server for monitoring and audit trail	Please refer Sr. No. 103 of Addendum-6
538	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. H3, Pg. No. 303	Manageability: Solution should support for capturing packets for identifying application performance using remote port mirroring for packet captures or should support netflow/Jflow	Request to change to netflo/jflow/sflow. Solution should support for capturing packets for identifying application performance using remote port mirroring for packet captures or should support Netflow/Jflow/Sflow	Please refer Sr. No. 104 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
539	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. H4, Pg. No. 303	Manageability: Router should support for management and monitoring status using different type of Industry standard NMS using: a. SNMP V1 and V.2 b. SNMP V.3 c. Filtration of SNMP using Access list d. SNMP MIB support for QoS	Request to change to 'SNMP MIB'. Router should support for management and monitoring status using different type of Industry standard NMS using: a. SNMP V1 and V.2 b. SNMP V.3 c. Filtration of SNMP using Access list d. SNMP MIB	Please refer Sr. No. 105 of Addendum-6
540	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. H6, Pg. No. 303	Manageability: Router should support central time server synchronization using Network Time Protocol NTP V3 and V.4	Request to remove 'NTP v4'. Router should support central time server synchronization using Network Time Protocol NTP V3.	Please refer Sr. No. 106 of Addendum-6
541	Volume-II, Section-3.8 Technical Specifications : Internet Router, Sr. No. I9, Pg. No. 304	IPv6 Features: Router should support for IP V.6 different type of application usage like: a. HTTP b. HTTPS c. ICMP d. TCP/UDP e. DNS lookup f. DHCP	Request to remove 'HTTPS' Router should support for IP V.6 different type of application usage like: a. HTTP c. ICMP d. TCP/UDP e. DNS lookup f. DHCP	Please refer Sr. No. 107 of Addendum-6

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
542	Volume-II, Section-3.8 Technical Specifications : Server Room WAN Switch, Sr. No. 8, Pg. No. 304	It should have static IP routing, RIP, RIPnG, OSPF, OSPFv3, PIM and vrf lite from day 1	1) Request to remove RIP, RIPng and VRF lite since these protocols will not be required on WAN Switch. 2) Remove RIP and RIPnG or make it optional these are legacy non scalable routing protocol not supported as part of the Layer-3 stack, instead next Generation protocol like OSPF, BGP are used. 3) pls remove vrf lite as WAN switch is required for L2 connectivity	Please refer Sr. No. 70 of Addendum-6
543	Volume-II, Section-3.8 Technical Specifications : Server Room WAN Switch, Sr. No. 11, Pg. No. 304	Should support IP source guard & DAI	Request to change to ' Should support IP source guard & DAI /Dynamic ARP protection '	Please refer Sr. No. 71 of Addendum-6
544	Volume-II, Section-3.8 Technical Specifications : Server Room WAN Switch, Sr. No. 20, Pg. No. 304	IEEE 802.3 10BASE-T specification	Request to remove 10Base-T. As the switch will have 10G connectivity for both downlinks and uplinks, 10/100 Base-T is not required.	Please refer Sr. No. 72 of Addendum-6
545	Volume-II, Section-3.8 Technical Specifications : Server Room WAN Switch,	IEEE 802.3u 100BASE-TX specification	Request to remove 100Base-TX. As the switch will have 10G connectivity for both downlinks and uplinks, 10/100 Base-T is not required.	Please refer Sr. No. 73 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Sr. No. 21, Pg. No. 305			
546	Volume-II, Section-3.8 Technical Specifications : Server Room WAN Switch, Sr. No. 24, Pg. No. 305	The Switch should be EAL3/ NDPP certified	<p>1) Request to remove EAL3/NDPP Certification from WAN Switch for wider participation.</p> <p>2) Remove or make it optional for EAL3/NDPP these certification of specific OS dependant and removed/relaxed by DIT of India.</p> <p>3) Requesting to competent authority to allow TEC/ EAL3/NDPP certificated from the requirement. EAL3/ NDPP clause restricting to domestic OEMs for the participation in the tender, kindly allow TEC approved product also.</p>	Please refer Sr. No. 74 of Addendum-6
547	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. C1, Pg. No. 308	Performance Requirement: The switch should support 50,000 IPv4 and IPv6 routes entries in the routing table and multicast routes 8,000	<p>1) Request to reduce the multicast routes requirement to 2000 for wider participation. The switch should support 50,000 IPv4 and IPv6 routes entries in the routing table and multicast routes 2,000</p> <p>2) Modify 8000 multicast routes to 4000 routes</p>	Please refer Sr. No. 85 of Addendum-6
548	Volume-II, Section-3.8 Technical Specifications : Server	Layer2 Features: Switch should support minimum 90,000 no. of MAC addresses	1) Request to reduce the MAC address requirement to 29,000 for wider participation.	The conditions given in the RFQ cum RFP shall remain unchanged.

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Room Core Switch, Sr. No. D4, Pg. No. 308		Switch should support minimum 29,000 no. of MAC addresses 2) D4.Switch should support minimum 80,000 no. of MAC addresses Justification : Request to change to 80K for multiple OEM participation	
549	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. D8, Pg. No. 309	Layer2 Features: Support for broadcast, multicast and unknown unicast storm control to prevent degradation of switch performance from storm due to network attacks and vulnerabilities	Request to change to 'Support for broadcast, multicast OR unknown unicast storm control' Support for broadcast, multicast OR unknown unicast storm control to prevent degradation of switch performance from storm due to network attacks and vulnerabilities	The conditions given in the RFQ cum RFP shall remain unchanged.
550	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. E3.3, Pg. No. 309	Layer3 Features: c. ISIS using MD5 Authentication	1) Request to remove IS-IS protocol requirement from Core Switch. ISIS protocol is not widely used in enterprise Datacenter. 2) Remove ISIS Not supported, as equivalent OSPF is supported 3) ISIS is not protocol of choice, Instead OSPF is used. Pls remove this point	Please refer Sr. No. 86 of Addendum-6
551	Volume-II, Section-3.8 Technical Specifications : Server	Switch should provide multicast traffic reachable using: a. PIM-SM	Request to change to PIM-SSM or PIM-DM Switch should provide multicast traffic	Please refer Sr. No. 87 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Room Core Switch, Sr. No. E7, Pg. No. 309	b. PIM-SSM c. Support RFC 3618 Multicast Source Discovery Protocol (MSDP) d. IGMP V.1, V.2 and V.3	reachable using: a. PIM-SM b. PIM-SSM OR PIM-DM c. Support RFC 3618 Multicast Source Discovery Protocol (MSDP) d. IGMP V.1, V.2 and V.3	
552	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. G2, Pg. No. 309	Quality of Service: Switch should support for different type of QoS features for real time traffic differential treatment using a. Weighted Random Early Detection b. Strict Priority Queuing	1) Request to change to ' Weighted Random Early Detection /Deficit Weighted Round Robin (DWRR) or Queuing mechanisms ' 2) make it or equivalent this is vendor specific	Please refer Sr. No. 89 of Addendum-6
553	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. I4, Pg. No. 310	Manageability: Switch should support for management and monitoring status using different type of Industry standard NMS using: a. SNMP V1 and V.2 b. SNMP V.3 with encryption c. Filtration of SNMP using Access list d. SNMP MIB support for QoS	1) Request to change to SNMP MIB Switch should support for management and monitoring status using different type of Industry standard NMS using: a. SNMP V1 and V.2 b. SNMP V.3 with encryption c. Filtration of SNMP using Access list d. SNMP MIB 2) pls amend to Filtration of SNMP using Access list or equivalent	Please refer Sr. No. 90 of Addendum-6
554	Volume-II, Section-3.8 Technical Specifications : Server	Manageability: Switch should support central time server synchronization using	1) Request to change to NTP/NTPv4/PTP Switch should support central time server synchronization using Network Time Protocol NTP/NTPv4/PTP	Please refer Sr. No. 91 of Addendum-6

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Room Core Switch, Sr. No. I6, Pg. No. 310	Network Time Protocol NTP V.4/PTP	2) pls amend this point to Switch should support central time server synchronization using Network Time Protocol NTP V.4/PTP/NTP	
555	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. C1, Pg. No. 311	Performance Requirement: The switch should support 50,000 IPv4 and IPv6 routes entries in the routing table and multicast routes 8,000	Request to change to 10,000 IPv4 and IPv6 route entries in the routing table and multicast routes to 2,000. The switch should support 10,000 IPv4 and IPv6 routes entries in the routing table and multicast routes 2,000	Please refer Sr. No. 76 of Addendum-6
556	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. C3, Pg. No. 312	Performance Requirement: Switch should support multiple VRF instances	Request to remove VRF instances requirement as VRF is not required at Access Switch Layer.	The conditions given in the RFQ cum RFP shall remain unchanged.
557	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. D4, Pg. No. 312	Layer2 Features: Switch should support minimum 90,000 no. of MAC addresses	1) Request to reduce the MAC address requirement to 29,000 for wider participation. Switch should support minimum 29,000 no. of MAC addresses 2) D4.Switch should support minimum 80,000 no. of MAC addresses Justification : Request to change to 80K for multiple OEM participation	The conditions given in the RFQ cum RFP shall remain unchanged.

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
558	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. D5, Pg. No. 312	Layer2 Features: Switch should support 8 Nos. of link or more per Port channel (using LACP) and support 48 port channels or more per switch	1) Request to change to 8 port channels or more per switch for wider participation. At the Access Switch such a higher port channel is not required. Switch should support 8 Nos. of link or more per Port channel (using LACP) and support 8 port channels or more per switch 2) D5.Switch should support 8 Nos. of link or more per Port channel (using LACP) Justification : Being 24 Port switch, Will be almost no usecase to have 48 Port channels or more per switch.	Please refer Sr. No. 128 of Addendum-6
559	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. D8, Pg. No. 312	Layer2 Features: Support for broadcast, multicast and unknown unicast storm control to prevent degradation of switch performance from storm due to network attacks and vulnerabilities	Request to change to 'Multicast OR unknown Unicast Storm Control' Support for broadcast, multicast OR unknown unicast storm control to prevent degradation of switch performance from storm due to network attacks and vulnerabilities	The conditions given in the RFQ cum RFP shall remain unchanged.
560	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. E3.3, Pg. No. 312	Layer3 Features: c. ISIS using MD5 Authentication	1) Request to remove IS-IS protocol requirement from Access Switch. 2) ISIS is not protocol of choice, Instead OSPF is used. Pls remove this point	Please refer Sr. No. 77 of Addendum-6

REQUEST FOR QUALIFICATION (RFQ) CUM REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT OF MASTER SYSTEM INTEGRATOR FOR DESIGN, SUPPLY, INSTALL, TEST, INTEGRATE, COMMISSIONING, OPERATION AND MAINTENANCE OF ICT COMPONENTS IN CLUSTER A1 OF ACTIVATION AREA

Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
561	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. E5, Pg. No. 312	Layer3 Features: Switch should support multi instance MPLS routing using VRF	1) Request to remove MPLS routing from Access Switch. MPLS routing is not required on Access Switch. 2) Why is MPLS required? VRF is supported. 3) This switch will used to connect server room device connectivity and no interoperability happening on that layer, MPLS feature over VRF layer on the switch is not required. We request for L3 features will use by user. Generally MPLS is used in the transport network. So our humble request to remove MPLS requirement because smart city network is like an enterprise environment hence it's not required/necessary. Hence requesting to competent authority for broader participation please remove this requirement.	Please refer Sr. No. 116 of Addendum-6
562	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. E6, Pg. No. 312	Layer3 Features: Switch should be capable to work as DHCP server and relay	Request to remove DHCP server. At Access Switch DHCP server is not required	Please refer Sr. No. 78 of Addendum-6
563	Volume-II, Section-3.8 Technical Specifications : Server	Switch should provide multicast traffic reachable using: a. PIM-SM	Request to change to PIM-SSM or PIM-DM Request to remove Multicast Source	Please refer Sr. No. 79 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Room Access Switch, Sr. No. E7, Pg. No. 312	b. PIM-SSM d. Support RFC 3618 Multicast Source Discovery Protocol (MSDP) e. IGMP V.1, V.2 and V.3	Discovery Protocol (MSDP) as MSDP is not required at Access Switch Switch should provide multicast traffic reachable using: a. PIM-SM b. PIM-SSM OR PIM-DM d. IGMP V.1, V.2 and V.3	
564	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. F3, Pg. No. 313	Availability: Switch should support For Fast Failure Detection as per RFC 5880	Request to change to ' Fast Failure Detection as per RFC 5880 or equivalent '	Please refer Sr. No. 80 of Addendum-6
565	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. G2, Pg. No. 313	Quality of Service: Switch should support for different type of QoS features for real time traffic differential treatment using: a. Weighted Random Early Detection b. Strict Priority Queuing	Request to change to ' Weighted Random Early Detection /Deficit Weighted Round Robin (DWRR) or Queuing mechanisms '. Switch should support for different type of QoS features for real time traffic differential treatment using: a. Weighted Random Early Detection /Deficit Weighted Round Robin (DWRR) or Queuing mechanisms b. Strict Priority Queuing	Please refer Sr. No. 81 of Addendum-6
566	Volume-II, Section-3.8 Technical Specifications : Server	Manageability: Switch should support for sending logs to multiple centralized syslog server for monitoring and audit trail	Request to remove 'multiple' Switch should support for sending logs to centralized syslog server for monitoring and audit trail	Please refer Sr. No. 82 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Room Access Switch, Sr. No. I1, Pg. No. 313			
567	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. I4, Pg. No. 313	Manageability: Switch should support for management and monitoring status using different type of Industry standard NMS using: a. SNMP V1 and V.2 b. SNMP V.3 with encryption c. Filtration of SNMP using Access list d. SNMP MIB support for QoS	1) Request to change to SNMP MIB Switch should support for management and monitoring status using different type of Industry standard NMS using: a. SNMP V1 and V.2 b. SNMP V.3 with encryption c. Filtration of SNMP using Access list d. SNMP MIB 2) pls amend to Filtration of SNMP using Access list or equivalent	Please refer Sr. No. 83 of Addendum-6
568	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. I6, Pg. No. 314	Manageability: Switch should support central time server synchronization using Network Time Protocol NTP V.4/PTP	1) Request to change to NTP/NTPv4/PTP Switch should support central time server synchronization using Network Time Protocol NTP/NTPv4/PTP 2) pls amend this point to Switch should support central time server synchronization using Network Time Protocol NTP V.4/PTP/NTP	Please refer Sr. No. 84 of Addendum-6
569	Volume-II, Section-3.8 Technical Specifications : SA Distribution Device/Switch, Sr. No. C8, Pg. No. 315	Interfaces: The device should support minimum 30,000 MAC addresses.	Request to reduce the MAC address requirement to 25,000 for wider participation. The device should support minimum 25,000 MAC addresses	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
570	Volume-II, Section-3.8 Technical Specifications : SA Access Switch (POE+), Sr. No. 1, Pg. No. 315	Minimum 48 ports of 10/100/1000 Base-T PoE+ ports and 4 x 10G ports.	Request to reduce the uplink ports requirement to 2 x 10G ports Minimum 48 ports of 10/100/1000 Base-T PoE+ ports and 2 x 10G ports.	The conditions given in the RFQ cum RFP shall remain unchanged.
571	Volume-II, Section-3.8 Technical Specifications : SA Access Switch (POE+), Sr. No. 4, Pg. No. 315	Support for at least 4k VLANs & 30k MAC address	1) Request to reduce MAC address requirement to 25,000 for wider participation Support for at least 4K VLANs & 25K MAC address 2) 4.Support for at least 4k VLANs & 16k MAC address Justification : Request to Change value to 16K , which will be sufficient for access switches.	Please refer Sr. No. 49 of Addendum-6
572	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 5, Pg. No. 316	Chassis connectivity: Converged Module	Request to change to Redundant interconnects for Ethernet & FC/FCoE Connectivity Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	Please refer Sr. No. 114 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
573	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 9, Pg. No. 316	Management: Supports a server identity is created by the administrator who defines the server BIOS version, MAC ID, NIC firmware version, WWPN , FC-HBA firmware version , Adapter QoS , Management module firmware version, Server Boot Policies, KVM IP etc.	Request to change to auto-discovery of Compute, Memory, Storage and Fabrics within an enclosure or on multiple connected enclosures. Software-defined intelligence for configuring profiles to provision compute, storage, fabrics and images. Firmware and OS Driver updates for the servers using profile templates to monitor, flag, and remediate. Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.	The conditions given in the RFQ cum RFP shall remain unchanged.
574	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 10, Pg. No. 316	Management: Must support the ability to rollback firmware from current active versions to the previous version for the Server BIOS, Adapter firmware and bootcode versions , individual server management chips from the same console.	Request to change to ability to rollback compromised firmware from current active versions to previous version. Individual Blade Server resource auto-discovery like CPU, Memory, HBA's, Interconnect Modules within the Chassis and across multiple Enclosures.	The conditions given in the RFQ cum RFP shall remain unchanged.
575	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 17, Pg. No. 317	Licensing: Should support up to 50 primary VLANs per pair of switches	Request to remove this clause as this requirement is for ToR Switch and not for Chassis Interconnect Modules Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for	Please refer Sr. No. 33 of Addendum-6

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			providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	
576	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 18, Pg. No. 317	Licensing: Should support up to 1000 secondary VLANs per pair of switches	Request to remove this clause as this requirement is for ToR Switch and not for Chassis Interconnect Modules Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	Please refer Sr. No. 29 of Addendum-6
577	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 19, Pg. No. 317	Licensing: Should support up to 2000 active VLANs and VSANs per pair of switches	Request to remove this clause as this requirement is for ToR Switch and not for Chassis Interconnect Modules Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	Please refer Sr. No. 34 of Addendum-6

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578	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 20, Pg. No. 317	Licensing: Supports up to 12 uplink port channels per switch module	Request to remove this clause as this requirement is for ToR Switch and not for Chassis Interconnect Modules Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	Please refer Sr. No. 35 of Addendum-6
579	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 21, Pg. No. 317	Licensing: Supports up to 16 member interfaces per port channel	Request to remove this clause as this requirement is for ToR Switch and not for Chassis Interconnect Modules Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	Please refer Sr. No. 36 of Addendum-6
580	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and	Licensing: Supports up to 16 interfaces per FCoE port channel	Request to remove this clause as this requirement is for ToR Switch and not for Chassis Interconnect Modules Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches	Please refer Sr. No. 37 of Addendum-6

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	Management, Sr. No. 22, Pg. No. 317		and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	
581	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 23, Pg. No. 317	Licensing: Supports up to 4 SAN port channels	Request to remove this clause as this requirement is for ToR Switch and not for Chassis Interconnect Modules Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	Please refer Sr. No. 38 of Addendum-6
582	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 24, Pg. No. 317	Licensing: Supports up to 16 port channel members per SAN port channel	Request to remove this clause as this requirement is for ToR Switch and not for Chassis Interconnect Modules Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	Please refer Sr. No. 39 of Addendum-6

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583	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 25, Pg. No. 317	Licensing: Supports up to 16 native FC uplinks	Request to remove this clause as this requirement is for ToR Switch and not for Chassis Interconnect Modules Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	Please refer Sr. No. 40 of Addendum-6
584	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and Management, Sr. No. 26, Pg. No. 317	Licensing: Supports a maximum of 4 active SPAN session per switch	Request to remove this clause as this requirement is for ToR Switch and not for Chassis Interconnect Modules Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	Please refer Sr. No. 41 of Addendum-6
585	Volume-II, Section-3.8 Technical Specifications : Blade Chassis and	Licensing: It should support the direct connection to FC , FCoE enabled storage arrays and NAS , iSCSI based arrays	Request to remove this clause as redundant external FC switches have been asked in the RFP for providing FC/FCoE connectivity for Block Data. File level access to Storage for NAS and iSCSI	Please refer Sr. No. 42 of Addendum-6

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	Management, Sr. No. 27, Pg. No. 317		will be provided through redundant ToR Switch / Core Switch.	
586	Volume-II, Section-3.8 Technical Specifications : Blade Servers, Sr. No. 6, Pg. No. 317	Network: The Blade server should support Converged Network Adapter , which aggregates both the Ethernet and FC connectivity on a single controller	Request to change to redundant Ethernet and FC/FCoE connectivity via redundant HBA's/NIC's for each & every server in the Blade Chassis. Different Blade Chassis OEM's have different Architecture wherein some OEM's have separate Ethernet Switches and Fiber Channel / FCoE Switches for providing uplink and downlink connectivity outside and within the Chassis whereas some do it through Converged Module.	The conditions given in the RFQ cum RFP shall remain unchanged.
587	Volume-II, Section-3.8 Technical Specifications : Network Access Control & Authentication System, Sr. No. 12, Pg. No. 318	The Solution should have capability to collect endpoint attribute data via passive network telemetry, querying the actual endpoints, or alternatively from the infrastructure via device sensors on switches.	Request to kindly remove this point for wider participation	Please refer Sr. No. 66 of Addendum-6
588	Volume-II, Section-3.8 Technical Specifications : Network Access Control &	Proposed solution should be able to create TACACS+ or RADIUS authorization policy for device administrator containing specific lists of commands a device admin	Request to remove 'Command sets should support; exact match, case sensitive, (any character), * (matches any), etc. and support stacking as well' from the requirement for wider	Please refer Sr. No. 48 of Addendum-6

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
	Authentication System, Sr. No. 22, Pg. No. 319	can execute. Command sets should support; exact match, case sensitive, (any character), * (matches any), etc. and support stacking as well	participation. Proposed solution should be able to create TACACS+ or RADIUS authorization policy for device administrator containing specific lists of commands a device admin can execute.	
589	Volume-II, Section-3.8 Technical Specifications : Unified Storage, Sr. No. 18, Pg. No. 322	Protocol Support: SNMP, LDAP, NFS, CIFS, FC-SCSI/iSCSI, SMB and NTP Synchronization	Request to amend the protocol requirement to FC, iSCSI, CIFS, NFS v4, SMB 3.0, FCoE, FTP/FTPS since these are the industry standard protocols used in all datacenter environments globally.	The conditions given in the RFQ cum RFP shall remain unchanged.
590	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 7, Pg. No. 323	DRAM Cache Memory: The storage system should have minimum 64 GB DRAM cache per controller	1) Request to rephrase the DRAM Cache Memory requirement as DRAM Cache Global Cache for proposed Storage system as 128GB across Controllers. Different Storage vendors have different Storage Architecture like Dual-Controller & Multi-Controller. We support Multi-Controller Architecture thereby providing 99.9999% data availability guarantee across Quad-Controllers and Controller DRAM Global Cache is spread across Quad-Controllers. The storage system should have minimum 128 GB DRAM Cache Global Cache for proposed Storage Array	Please refer Sr. No. 132 of Addendum-6

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591	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 17, Pg. No. 323	Protocol Support: SNMP, LDAP, NFS, CIFS, FC-SCSI/iSCSI, SMB and NTP Synchronization	<p>1) Request to amend the protocol requirement to FC, iSCSI, CIFS, NFS v4, SMB 3.0, FCoE, FTP/FTPS since these are the industry standard protocols used in all datacenter environments globally.</p> <p>2) Request to Change the clause to : SNMP/LDAP, NFS, CIFS, S3/ FC-SCSI/iSCSI, SMB/NTP Synchronization</p> <p>Justification: Different storage vendors have different architecture to achieve at least similar or better functionality ..This will also enable vendors to offer for Scale Out NAS and the same is better than SAN storage for safe city use cases like Video surveillance and as well ensure for faster & successful deployments .. This change will enable larger participation for storage vendor of repute.</p>	The conditions given in the RFQ cum RFP shall remain unchanged.
592	Volume-II, Section-3.1.6 Hosting: On Premise and Cloud, Pg. No. 128	Suggestion : DNS Security	DNS plays the critical services of Infrastructure to access any application / Services as the first point of interaction between client and application/services. with emerging threat like malware, ransomware, Botnet, DNS Tunneling uses DNS protocol to execute malicious activity and critical data exfiltration . DNS Security should be essential part of Security in Smart city project.	The conditions given in the RFQ cum RFP shall remain unchanged.

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			<p>In A TYPICAL SMART CITY , IOT while the IoT looks likely to revolutionize the way we live, work, travel and play, it could also represent a threat to the IT networks that support it.</p> <p>The IOT Devices infected by malware that could cause a form of DDoS attack to network and applications</p> <p>Repeated and frequent DNS queries from IOT Device – most of which were related to Application/ Services – being sent, if the IOT devices are infected they may overloading the servers, and causing its IT network to become slow and unresponsive.</p> <p>Requesting you to consider DNS Security and On-Premise Solution</p>	
593	Volume-II, Section-3.1.2 City wide networks - Network Active, NET-1.12, Pg. No. 71	Network should provide sub 50 msec of recovery and re convergence at all levels. Should able to support thousands of VPN's for different services with traffic engineering defined	Kindly change "all level" to Access layer and Core Layer .	The conditions given in the RFQ cum RFP shall remain unchanged.
594	Volume-II, Section-3.1.2 City wide networks - Network Active, Pg. No. 69	Fig. Shown Smart Pole	Kindly add Smart Pole Qty in BOM.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.

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				Supply and installation of Smart Pole/Street Light pole is not in scope of MSI as shared in RFP
595	Volume-II, Section-3.1.1 Citywide Networks - Ducts & Dark Fiber & Network passive, Pg. No. 48	MSI Shall install Access Control ,Fire detection and suppression system of POP facility	Kindly add Access Control, Fire Detection and Fire Suppression system in BOM.	MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
596	Volume-II, Section-3.7 Bill of Quantity, Pg. No. 289	Power cable is not considered in BOQ	Please include.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the required additional line items in the BoQ as per the Technical solution.
597	Volume-II, Section-3.1.5 Basic Surveillance Solution, Pg. No. 110	Surveillance Camera Location	Pl. provide the details of camera location	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional

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				requirements as well as the scope of work and propose the required line items in the BoQ as per the Technical solution.
598	Volume-II, Section-3.7 Bill of Quantity, Pg. No. 289	Referring RFP BOM there are 20 Nos. industrial switch will install outside for Surveillance camera and VMS.	Please confirm	Please refer the detailed Functional requirements, City Wide Area Network and Integration Points and the scope of work for the specific module shared in the RFP.
599	Volume-II, Section-3.7 Bill of Quantity, Pg. No. 289	Refer tender RFP vol.2 page no. 255 is asking primary and secondary storage but as BOM there have one storage box having capacity of 1 PB.	Please confirm	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
600	Volume-II, Section-3.1.5 Basic Surveillance Solution, Pg. No. 110	Camera License & Video Analytics Qty and licenses are missing	Please include.	MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
601	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 93	GIS	We assume that DSIR will provide the Base Map of the city. Please clarify.	GIS System implementation is not in current scope of work for the MSI. MSI needs to integrate GIS system which would be

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				connected to various internal as well as external systems considering the scalability approach too where it can be easily integrated with other system to be designed and implemented in future. Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
602	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 93	The CIOP shall provide operators and city administrators	Please provide the user licenses required for	Query not clear The conditions given in the RFQ cum RFP shall remain unchanged
603	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 93	The platform shall provide the day to day operations and	Please provide the number of ICCO operators	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
604	Volume-III, Section-1 Draft Contract agreement, Pg. No. 1	The following documents shall constitute the Contract between the Employer and the MSI, and each shall be read and construed as an integral part of the Contract: (a)	Special conditions should prevail over general conditions, hence order need to be changed	Please refer Sr. No. 157 of Addendum-6

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		This Contract Agreement and the Appendices attached to the Contract Agreement; (b) General Conditions of Contract (c) Special Conditions of Contract; (d) Terms of Reference (e) The Bidder's bid and original Financial Proposal; (f) [Add here: any other documents]. In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.A (Contract Documents) above, provided that Appendix 5 shall prevail over all provisions of the Contract Agreement and the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in Article 1.1 above		
605	Volume-III, Section-2.2.2 Commencement of Contract, Pg. No. 7	The MSI shall submit in writing an acceptance of LOA and start the Project with Kick-off meeting no later than 30 (Thirty) Days from issuance of LOA.	Kick-off meeting should be no later than 30 days from Effective Date i.e. signing of contract	The conditions given in the RFQ cum RFP shall remain unchanged

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606	Volume-III, Section-2.2.5.11, Pg. No. 9	The unit rates as indicated in the Contract shall be fixed during the MSI's performance of the Contract and shall not subject to increase on any account for any variation order during the currency of the Contract	The unit rates should be allowed to get changed due to any increase in statutory/duties	Please refer clause 2.2.6 of Vol-III Conditions of Contract.
607	Volume-III, Section-2.2.8 Suspension, Pg. No. 10	The Employer may, by written notice of suspension to the MSI, suspend all payments to the MSI hereunder if the MSI fails to perform or is in breach of any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension: (i) shall specify the nature of the failure or breach, and (ii) shall request the MSI to remedy such failure within a period not exceeding thirty (30) calendar days after receipt by the MSI of such notice of suspension	The suspension should come into effect only when the breach has crossed all permissible limits for the relevant action, as given in contract	The conditions given in the RFQ cum RFP shall remain unchanged
608	Volume-III, Section-2.2.9 Termination, 2.2.9.11, Pg. No. 13	If the Contract is terminated under GCC Clause 2.2.9.8, the Employer shall pay to the MSI all payments specified in GCC Clause 2.2.9.17, and reasonable compensation for all loss, except for loss of profit, or damage sustained by the MSI	Employer shall also pay the Late Payment Interest, if the contract is terminated due to breach in terms of payment as stated in 2.2.9.8 (i)	The conditions given in the RFQ cum RFP shall remain unchanged

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		arising out of, in connection with, or in consequence of such termination		
609	Volume-III, Section- 2.2.9 Termination, 2.2.9.15 , Pg. No. 13	The Employer may at any time terminate the Contract for any reason by giving the MSI a 30 days notice of termination that refers to this GCC Clause 2.2.9 C.	This kind of termination is unfair for MSI hence should be removed. Such terminations lead to disputes on claims, timing etc.	The conditions given in the RFQ cum RFP shall remain unchanged
610	Volume-III, Section- 2.2.10.1 MSI's Indemnity, Pg. No. 15	The MSI must indemnify and hold harmless the Employer and the Employer's staff, their Affiliates and directors of their Affiliates (each a "Employer Indemnified Party") from and against any and all claims and losses suffered or incurred by the Employer Indemnified Party, including claims by a third party, arising out of - (viii) infringement of the Intellectual Property Rights of any third party by the MSI under the Contract.	Indemnities for performance and damage to property are not given in any commercial contract. PLEASE AMEND THIS CLAUSE AS MSI cannot be responsible for IP infringement as OEM and Licensors give such Indemnities for their products and MSI can only pass through the same on AS-IS BASIS, If SI gives its own manufactured goods, it shall give such Indemnity and open ended liability. The Indemnity for Goods be checked on a back to back basis with OEM, and the Service Porivoder will pass-through this Indemnity on AS-IS BASIS.	The conditions given in the RFQ cum RFP shall remain unchanged
611	Volume-III, Section- 2.5.2 Taxes and Duties, 2.5.2.4, Pg. No. 18	If any Tax rates are increased or decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the	"Tax " should be replaced by "Tax and Duty"	Please refer Clause 2.1.1. Definitions (ww) taxes.

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		course of the performance of the Contract, which was or will be assessed on the MSI, its Subcontractors, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be		
612	Volume-III, Section-2.5.4 Securities, 2.5.4.1, Pg. No. 18	The MSI shall, within ten (10) days of the notification of Contract award, provide a security for the due performance of the Contract in the amount and shall be denominated in the currency of the contract for an amount equal to 10 percent of the Contract Price	The MSI shall, within ten (15) days of signing of contract provide securities for the due performance of the Contract in the amount and shall be denominated in the currency of the contract (a) 1st Security - for an amount equal to 6.5% percent of the Contract Price for period of 15 months (b) 2nd Security - for an amount equal to 3.5% percent of the contract price for period of 60 months deposited before expiry of 1st security	The conditions given in the RFQ cum RFP shall remain unchanged. Also refer response at Sr. No.633 of the response to queries.
613	Volume-III, Section-2.7.4 Liability of the MSI, Pg. No. 27	The overall liability of the MSI and the Employer under this Contract shall not exceed the Contract Price, provided that this limitation shall not apply to any obligation of the MSI to indemnify the Employer with	The total liability of MSI, regardless of the form of claims, is restricted to and shall be limited to charges payable by Customer to MSI within the remaining duration of the contract term from the day the claim is received; and MSI is not responsible for	The conditions given in the RFQ cum RFP shall remain unchanged

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		respect to intellectual property rights infringement.	any third party claims. Neither Party; nor its subsidiaries or its affiliates will be liable to the other Party, whether in contract, tort (including negligence), strict liability or otherwise, for loss of business, date, revenue, profits, loss of goodwill or reputation; or indirect, consequential, or special loss, arising in connection with any order, product, service, related documentation, information and/or the intended use thereof, even if a Party has been advised, knew or should have known of the possibility of such damages.	
614	Volume-III, Section-2.11.7 Limitations of Liability, Pg. No. 46	Provided the following does not exclude or limit any Liability of either Party in ways not permitted by applicable law: (a) the MSI shall not be liable to the Employer, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the MSI to pay liquidated damages to the Employer; and (b) the aggregate liability of the MSI to the Employer, whether under the Contract, in tort	The total liability of SI, regardless of the form of claims, is restricted to and shall be limited to charges payable by Customer to SI within the remaining duration of the contract term from the day the claim is received; and SI is not responsible for any third party claims. Neither Party; nor its subsidiaries or its affiliates will be liable to the other Party, whether in contract, tort (including negligence), strict liability or otherwise, for loss of business, data, revenue, profits, loss of goodwill or reputation; or indirect, consequential, or special loss, arising in connection with any order, product, service, related documentation, information and/or the	The conditions given in the RFQ cum RFP shall remain unchanged

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		or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the MSI to indemnify the Employer with respect to intellectual property rights infringement.	intended use thereof, even if a Party has been advised, knew or should have known of the possibility of such damages	
615	Volume-II, Section-3.8 Technical Specifications : Industrial Ethernet Switch (Industrial Grade), Sr. No. 24, Pg. No. 324	Industrial Ethernet Switch (Industrial Grade) 24. IGMPv1/v2/v3, GMRP/MVR or equivalent , GVRP/VTP or equivalent, SNMPv1/v2c/v3, DHCP Server/Client, DHCP Option82, BootP, TFTP, SNTP/NTP, SMTP/SNMP RARP , , HTTP, HTTPS, Telnet, SSH, Syslog, Ethernet/PROFINET/IP, Modbus/TCP, LLDP, IEEE 1588, IPv6, NTP	1) Request to change to Industrial Ethernet Switch (Industrial Grade) 24. IGMPv1/v2/v3, GMRP/MVR/IGMP Snooping or equivalent, GVRP/VTP or equivalent, SNMPv1/v2c/v3, DHCP Server/Client, DHCP Option82, BootP, TFTP, SNTP/NTP, SMTP/SNMP , HTTP, HTTPS, Telnet, SSH, Syslog, Ethernet/PROFINET/IP, Modbus/TCP, LLDP, IEEE 1588, IPv6, NTP Justification : Both MVR and IGMP Snooping features are similar and used for multicast bandwidth and security reasons. Remove RARP: Reverse Address Resolution Protocol (RARP) is an obsolete computer networking protocol 2) 1588 is not required for smart city	Please refer Sr. No. 46 of Addendum-6

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			installations. Remove RARP as it is not used and obsolete. Amend HTTPS/SSH	
616	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. D5, Pg. No. 308	Server Room Core Switch D5.Switch should support 8 Nos. of link or more per Port channel (using LACP) and support 48 port channels or more per switch	D5.Switch should support 8 Nos. of link or more per Port channel (using LACP) Justification : Being 24 Port switch, Will not have usecase to have 48 Port channels or more per switch.	Please refer Sr. No. 127 of Addendum-6
617	Volume-II, Section-3.8 Technical Specifications : SA Distribution Device/Switch, Sr. No. F1, Pg. No. 315	SA Distribution Device/Switch F1.Should have software Upgrades N-1	Request to change to F1.Should have software Upgrades Justification : Most of time software's are only upgraded.	The conditions given in the RFQ cum RFP shall remain unchanged.
618	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 1, Pg. No. 305	Network Firewall (NGFW) 1 The proposed solution must allow policy rule creation for application control, user based control, host profile, threat prevention, Anti-virus, file filtering, content filtering, QoS and scheduling using single dashboard.	1) The proposed solution must allow policy rule creation for application control, user based control, host profile, threat prevention, Anti-virus/Anti-Malware, file filtering, content filtering and QoS Different OEM have different mechanism to achieve the functionality requirement and hence requested change 2-4) What does host profile mean ? If it refers to collecting information from the endpoint and basis that the rules can be	Please refer Sr. No. 18 of Addendum-6

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			created, then we request you to please amend the clause as The proposed solution must allow policy rule creation for application control, user based control, host check based on endpoint, threat prevention, Anti-virus, file filtering, content filtering, QoS and scheduling using single dashboard. The license for the same should not be based on the user/endpoints	
619	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 8, Pg. No. 305	8 The solution must support Firewall, Application visibility and control, IPS, Anti-virus, Anti-malware from day one and support for URL Filtering and should be supplied with required licences	Please change the clause to "The solution must support Firewall, Application visibility and control, IPS, Antivirus / Anti-malware / Zero day protection from day one and support for URL Filtering." Different OEM have different mechanism to achieve the functionality requirement and hence requested change. Some uses AV based solution while other user APT based	The conditions given in the RFQ cum RFP shall remain unchanged.
620	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 9, Pg. No. 305	9 The solution must have always on access to the firewall. The Firewall should have inbuilt/separate hardware/Software resources for firewall access and management at all times, and must be available irrespective of load.	Request for change to "The solution must have always on access to the firewall. The Firewall Should have dedicated management interface. Different vendor have different solution to achieve the functionality	The conditions given in the RFQ cum RFP shall remain unchanged.

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621	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 10, Pg. No. 305	10 The administrator must be able to view report on the CPU usage	1) Please change the clause to "The administrator must be able to view report on the CPU usage. As per our understanding objective is to view the total utilization of CPU 2-4) Each OEM has it own way of showing the usage of the appliance, hence request you to please amend this clause as : The administrator must be able to view report on the basis of load on the Firewall	As per the functionality there should be a facility in Network Firewall (NGFW) where an Administrator should be able to get a report on the utilization/usage of Firewall. Please refer Sr. No. 19 of Addendum-6
622	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 12, Pg. No. 305	12 Firewall solution should support Active/Active and Active/Passive HA and must support synchronization of the following for HA: Sessions Certificates VPN Security Associations IPS and AV sessions Threat and application signatures FIB Tables	Please change the clause to : "Firewall solution should be offered in HA and should support Active/Active and Active/Passive HA and must support synchronization And Active/Active deployment should increase the overall performance in terms of throughput, connections and connections per seconds Objective of A/A is to improve the overall performance and hence requested change	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. The conditions given in the RFQ cum RFP shall remain unchanged.
623	Volume-II, Section-3.8 Technical Specifications : Network Firewall	14 The proposed solution must support Customized DoS protection rules.	Please remove this clause Since dedicated anti-ddos has already been asked in RFP	The conditions given in the RFQ cum RFP shall remain unchanged.

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	(NGFW), Sr. No. 14, Pg. No. 306			
624	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 17, Pg. No. 306	17 Solution should support Session based or packet based differentiated services code point (DSCP) classification.	Please remove this clause This is function of L2 infrastructure and hence requestec change and firewall is perimeter security appliance and hence DSCP is not required	The conditions given in the RFQ cum RFP shall remain unchanged.
625	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 19, Pg. No. 306	19 Solution must support SNMP counters for logical interfaces e.g. L2/L3 sub interfaces, tunnel interfaces, LAG (802.3ad), Loopback.	Please change the clause to "Solution must support SNMP counters for logical interfaces e.g. L2/L3 sub interfaces / tunnel interfaces / LAG (802.3ad) / Loopback. For this particular requirement, mostly it will be physical interface and hence requesting change	The conditions given in the RFQ cum RFP shall remain unchanged.
626	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 26, Pg. No. 306	26 Solution must provide change control and baseline deviation mechanisms. It must provide visibility in traffic pattern changes in last one hour, one day and compare this with last one day, one week and one month traffic patterns.	1) Please change the clause to "Solution must provide change control and baseline deviation mechanisms. It must provide visibility in traffic pattern changes in last one hour, one day and one week and one month traffic patterns." Firewall shows the historic record of traffic and events associated and hence requested change 2-4) OEM Specific, request you to please delete this clause	Please refer Sr. No. 20 of Addendum-6

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			5) Request for Removal: Justification --> OEM specific Point	
627	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 27, Pg. No. 306	27 Solution should support dedicated on premises sandboxing for zero day and unknown malware with real time protection from day one without any additional license and the solution shall be able to provide automated signature generation for discovered zero-day threats. The solution must be able to sandbox different sizes of files as per organization needs. Solution should support file types, including: Adobe PDF, Microsoft Word, Excel, PowerPoint, Executables (EXE, COM, SCR), JAVA (Jar) etc.	<p>Please change the clause to : "Solution should support sandboxing for zero day and unknown malware with real time protection from day one with or without any additional license and the solution shall be able to provide automated signature generation (300 seconds) for discovered zero-day threats. The solution must be able to sandbox different sizes of files as per organization needs. Solution should support file types, including: Adobe PDF, Microsoft Word, Excel, PowerPoint, Executables (EXE / COM / SCR), JAVA(Jar) etc."</p> <p>Different OEM have different licensing structure. As per our understanding license has to be included for entire duration of project and hence requested change</p>	The conditions given in the RFQ cum RFP shall remain unchanged.
628	Volume-II, Section-3.8 Technical Specifications : Network Firewall	28 The proposed solution shall support DNS-based signatures to detect specific DNS lookups for hostnames that have been associated with malware	Please change the clause to "The proposed solution shall support DNS-based signatures or equivalent mechanism to detect specific domains that have been associated with malware	The conditions given in the RFQ cum RFP shall remain unchanged.

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	(NGFW), Sr. No. 28, Pg. No. 306		As per our understanding objective is to block the bad domains and hence requested change	
629	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 29, Pg. No. 306	29 The solution must support minimum four level of decompression/decoding for any combination of decoding: ZIP, gzip, base64, chunked, uuencode.	The solution must support minimum three level or more of decompression/decoding for any combination of decoding: ZIP, gzip, base64, chunked, uuencode. Generally 2-3 level of zip itself an indication of malware and hence to be changed accordingly	The conditions given in the RFQ cum RFP shall remain unchanged.
630	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 31, Pg. No. 306	31 The proposed solution be able to support simultaneous deployment with interfaces servicing Layer 3, Layer 2, Transparent and Tap modes	The proposed solution be able to support deployment either Layer 3 or Layer 2 / Transparent Different OEM use different terminology and hence requesting change	The conditions given in the RFQ cum RFP shall remain unchanged.
631	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 32, Pg. No. 306	32 The proposed solution must support the ability to lock configuration while modifying it, avoiding administrator collision when there are multiple people configuring the appliance	Please change the clause to "The proposed solution must support the ability to lock configuration / inform other user accessing GUI, avoiding administrator collision when there are multiple people configuring the appliance" While most solution support Role-Based	The conditions given in the RFQ cum RFP shall remain unchanged.

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			Access Control, have same privilege access is not recommended	
632	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Performance Requirement, Sr. No. 4, Pg. No. 307	4 The proposed solution must support at least 5,000,000 concurrent sessions. The session count must be TCP connections..	Please change the clause to "The proposed solution must support at least 15,000,000 concurrent sessions with AVC on. The session count must be active TCP connections. The concurrent sessions must not drop while enabling all requested features." considering 30 Gbps of firewall throughput and internal positioning of firewall, hence requesting change	The conditions given in the RFQ cum RFP shall remain unchanged.
633	Volume-II, Section-3.1.4 City Integrated Operations Platform, IoT Building Blocks, Pg. No. 87	IoT core services Layer IoT core service layer must play an orchestration role in CIOP to manage devices, enables secure connection, logs device activity, controls device operations like FOTA/COTA.	Request to remove "controls device operations like FOTA/COTA." FOTA/COTA is OEM specific and OEM controlled.	Please refer Sr. No. 8 of Addendum-6
634	Volume-II, Section-3.1.4 City Integrated Operations Platform, IoT Building Blocks/Workflow Management, Pg. No. 85	<ul style="list-style-type: none"> • Rebalancing Dynamic Works • Exactly once processing 	Kindly define functional requirement & requirement brief for Rebalancing Dynamic Works and Exactly once processing,	Dynamic work distribution and processing & sending of messages/action items to the intended recipient only once is the brief understanding respectively

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635	Volume-II, Section- 3.1.4 City Integrated Operations Platform, IoT Building Blocks, Pg. No. 96	<p>The WE should provide for each user defined range, the following camera movement capability</p> <ul style="list-style-type: none"> · Dynamic aim to event coordinates (without presets) · Move to the closest preset · Move to a specific preset · Start a specific tour · Snap camera to closest N,E,S,W direction after user defined delay · Zoom functions adjustable based on user defined scale and event type 	<p>It is requested to relook at these specifications and only keep ICCC platform functionalities in this section and thus would request you to include these capabilities under the section "Video Management System"</p> <p>Video Management System(VMS) is supposed to provide these functionalities, these capabilities being very specific to the cameras. Detailed VSM specifications have already been defined in the Section "Safety and Surveillance". ICCC gives a common platform to integrate multiple Smart City Use Cases and is not only used for Video Surveillance capabilities as listed in this section.</p>	<p>The said functionality is related to an integrated system development for monitoring of Surveillance Camera's, Video Management System and GIS system and depicting the same on GIS map.</p>
636	Volume-II, Section- 3.1.4 City Integrated Operations Platform, Pg. No. 79	<p>Architecture should address a new concept and a new model, which applies the new generation of information technologies, such as the internet of things, hybrid computing, Blockchain, Big data, Geographical information System integration, etc. to facilitate the planning, construction, management and smart services of Dholera.</p>	<p>Can you please clarify on Blockchain requirement in architecture? Also, on construction management relevance to the architecture.</p> <p>Our understanding is CIP should provide API for new application in future. Pls Confirm.</p>	<p>Blockchain implementation is not in current scope of work for MSI. Please refer the detailed Functional requirements and the scope of work for the specific modules shared in the RFP. The platform should have the capability for future scalability to avoid major changes in the platform as</p>

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				well as cater to requirements.
637	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 82	<p>Data Lake: Data lake should be a central repository of integrated data from one or more disparate sources from Dholera. Data Lake should allow to persist vast amounts of relational and non-relational data that has been generated from heterogeneous data sources in Dholera without transformation or schema definition. Data lake should allow to handle high volumes of small writes at low latency, is optimized for massive throughput, and well suited for event streams in IoT scenarios.</p> <p>Complex Event Processing (CEP) CEP in CIOP should support to identifies the most meaningful events and patterns from multiple data sources, analyze their impacts, and act on them. The main objective of a CEP engine should detect the occurrence of event patterns on the incoming streaming data. CEP should facilitate real time event</p>	<p>Please clarify on the data size requirements for data lake? Data retention period? Expected I/O transaction speeds. Assuming CEP does processing of non-video data only.</p>	<p>Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.</p>

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		detection, correlation and notification of alerts		
638	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 108	System to have a facility to; - Enable the law enforcement to identify the area of security concerns - Forecast the man power required for surveillance in high risk area - Identify hidden areas of security concerns - Profile each area based on the type of predominant crime	Please clarify if an integration with Police database is required to get crime data. Also, please clarify on hidden areas of security concerns	Integration with various Government system is required as shared in RFP. Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
639	Volume-II, Section-3.1.4 City Integrated Operations Platform, Pg. No. 83	Streaming Data Analytics – Provides capabilities to process, filter, transform, and score (with the help on analytical model) millions of events per second.	Please clarify if millions of events per second hardware has to be considered on day one? Or after go live? As this seems pretty high based on the scope of work.	Please refer Sr. No. 129 of Addendum-6
640	Volume-II, Section-3.1.4 City Integrated Operations Platform, CIO-AS 1.15, Pg. No. 88	The architecture adopts an end-to-end security model that protects data and the infrastructure from malicious attacks, theft, hacks, natural disasters etc. Platform provision for security of field equipment as well as protection of the software applications, services from hackers and other threats.	Request for Change: Some of the points related to the protection of field devices from theft, natural disasters etc doesn't come under CIOP platform. Please move them to corresponding field equipments section.	Functionality mentioned over here asks for System/Information Security in terms of ICT domain and not physical security of field components. Please refer the detailed Functional requirements and the scope of work for

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
				the specific module shared in the RFP.
641	Volume-II, Section-3.1.4 City Integrated Operations Platform, CIO-NAA 10.1, Pg. No. 95	System should generate Notification, Alert and Alarm messages that should be visible within the Dashboard and the Field Responder Mobile App if required.	Request for Change: Please include min below features field responder mobile app specifications ; a) Platform should provide a responder mobile app for the field staff to view real time events, manage their tasks, assign tasks, report incidents and collaborate with back-office and other field officers to address a SOP task b) Responder mobile application should only display events and tasks based on pre-configurable access rules based on department and region c) Responder mobile application should support escalation hierarchy of the tasks or events are not redressed with-in a defined SLA d) Responder mobile application should provide an ability to track field officers e) Responder mobile application should provide collaboration with the app for field officers and other staff to coordinate f) Responder mobile application should be available on iOS and Android latest versions	Please refer Sr. No. 130 of Addendum-6

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642	Volume-II, Section-3.1.4 City Integrated Operations Platform, CIO-DBR 16.27, Pg. No. 99	System should support embedding Dashboard with the applications	Clarification: Assuming this point is about embedding other web applications within the CIOP Dashboard. Please confirm. Usually, CIOP dashboard is not embedded to other applications.	MSI needs to design an integrated system where Dashboard will be front end system to monitor and have details about various systems deployed, so CIOP dashboard needs to be integrated with all ICT system/applications at DSIR. Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
643	Volume-II, Section-3.1.4 City Integrated Operations Platform, CIO- SD-1.46, Pg. No. 114	The IP video management system will support Analytics at no additional licensing cost.	Clarification: Recommend to provide detailed specifications of the Video Analytics separately so that the best solution can be provided based on the specific need instead of the basic ones that comes with VMS platform by default.	MSI needs to cater to the detailed functional requirements as well as scope of work and accordingly propose complied products in their Technical solution document. The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
644	Volume-II, Section-3.8 Technical Specifications : Unified Storage, Sr. No. 3, Pg. No. 321	RAID Support : The Storage should support RAID single parity, RAID dual parity, RAID stripping, mirroring	Request to Change the clause to : The Storage should support RAID or equivalent single parity/ dual parity/ stripping/mirroring: Justification: This change in RAID support will enable vendors to offer for Scale Out NAS and the same is better than SAN storage for safe city use cases like Video surveillance and as well ensure for faster & successful deployments ..	The conditions given in the RFQ cum RFP shall remain unchanged.
645	Volume-II, Section-3.8 Technical Specifications : Unified Storage, Sr. No. 4, Pg. No. 321	Controller : Single Micro code for SAN & NAS functionality. Minimum Dual Storage controllers/Nodes configured in Active-Active with automatic failover.	Request to Change the clause to : Single Micro code for SAN/NAS functionality. Minimum four Storage controllers/Nodes configured in Active-Active with automatic failover. Justification: This change will enable vendors to offer a robust and highly available Scale Out NAS Storage to ensure utmost uptime for critical deployment	The conditions given in the RFQ cum RFP shall remain unchanged.
646	Volume-II, Section-3.8 Technical Specifications : Unified Storage, Sr. No. 5, Pg. No. 321	Hot Spare - Storage System should have Sufficient Hot spare disk provided and should be above the usable capacity i.e. 1 PB.	Request to Change the clause to : Storage System should have Sufficient Hot spare disk or additional 5% capacity provided and should be above the usable capacity i.e. 1 PB Justification: This change will enable vendors to offer a	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
			robust and highly available Scale Out NAS Storage to ensure utmost uptime for critical deployment	
647	Volume-II, Section-3.8 Technical Specifications : Unified Storage, Sr. No. 8, Pg. No. 321	Data Protection : The storage should have protection of cache data during a power down either scheduled or unexpected power outage by battery backup for at least 4 hours OR by de-staging the data in cache to non-volatile Disk.	Request to Change the clause to : The storage should have protection of cache data during a power down either scheduled or unexpected power outage by battery backup or disk de-stage for at least 4 hours OR by de-staging the data in cache to non-volatile Disk. Justification: Different storage vendors have different architecture to achieve at least similar or better functionality .. This change will enable larger participation for storage vendor of repute.	The conditions given in the RFQ cum RFP shall remain unchanged.
648	Volume-II, Section-3.8 Technical Specifications : Unified Storage, Sr. No. 14, Pg. No. 322	Storage Management Features : Storage management software should provide interface/wizards to perform configuration operations like create LUNs present LUNs to host, set LUN attributes etc.	Request to Change the clause to : Storage management software should provide interface/wizards to perform configuration operations like create LUNs/volumes present LUNs/NAS Volumes to host, set LUN/Volume attributes etc. Justification: Different storage vendors have different architecture to achieve at least similar or better functionality ..This will also enable vendors to offer for Scale Out NAS and	The conditions given in the RFQ cum RFP shall remain unchanged.

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			the same is better than SAN storage for safe city use cases like Video surveillance and as well ensure for faster & successful deployments .. This change will enable larger participation for storage vendor of repute.	
649	Volume-II, Section-3.8 Technical Specifications : Unified Storage, Sr. No. 17, Pg. No. 322	Operating System and Virtualization Support: The storage solution should support all latest operating system and cluster environments. The unified storage solution should support virtual infrastructure. Should have capabilities for booting VMs from the SAN. Should be supplied with virtualization aware APIs for provisioning and managing the storage array from the virtual infrastructure.	Request to Change the clause to : The storage solution should support all latest operating system and cluster environments. The unified storage solution should support virtual infrastructure. Should have capabilities for booting VMs from the SAN/NAS. Should be supplied with virtualization aware APIs for provisioning and managing the storage array from the virtual infrastructure. Justification: Different storage vendors have different architecture to achieve at least similar or better functionality ..This will also enable vendors to offer for Scale Out NAS and the same is better than SAN storage for safe city use cases like Video surveillance and as well ensure for faster & successful deployments .. This change will enable larger participation for storage vendor of repute.	The conditions given in the RFQ cum RFP shall remain unchanged.

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Sr. No.	(Volume No., Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought	Response
650	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 1, Pg. No. 321	Storage Size & Tiering - Storage should be supplied with 1 PB of usable space upgradable upto 4 PB excluding all overhead configuration like RAID single parity, dual parity, stripping and mirroring) configuration, formatting and hot spare disk. All capacity is to be provide with SAS, SSD Disk drives. Should support latest technology SSD, SAS, NL-SAS/SATA Drives	Request to change to : Storage should be supplied with 1 PB of usable space upgradable upto 4 PB in a single file system excluding all overhead configuration like RAID single parity or dual parity, stripping and mirroring) configuration, formatting and hot spare disk. All capacity is to be provide with SAS, SSD Disk drives. Should support latest technology SSD/ SAS, NL-SAS/SATA Drives" Justification: Single File System will enable vendors to offer for Scale Out NAS and the same is better than SAN storage for safe city use cases like Video surveillance and as well ensure for faster & successful deployments ..	Not able to differentiate the query as there has been duplicate queries shared for same functionality.
651	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 3, Pg. No. 322	RAID Support : The Storage should support RAID single parity, RAID dual parity, RAID stripping, mirroring	Request to Change the clause to : The Storage should support RAID or equivalent single parity/ dual parity/ stripping/mirroring: Justification: This change in RAID support will enable vendors to offer for Scale Out NAS and the same is better than SAN storage for safe city use cases like Video surveillance	The conditions given in the RFQ cum RFP shall remain unchanged.

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			and as well ensure for faster & successful deployments ..	
652	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 4, Pg. No. 322	Controller : Single Micro code for SAN & NAS functionality. Minimum Dual Storage controllers/Nodes configured in Active-Active with automatic failover.	Request to Change the clause to : Single Micro code for SAN/NAS functionality. Minimum four Storage controllers/Nodes configured in Active-Active with automatic failover. Justification: This change will enable vendors to offer a robust and highly available Scale Out NAS Storage to ensure utmost uptime for critical deployment	The conditions given in the RFQ cum RFP shall remain unchanged.
653	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 5, Pg. No. 321	Hot Spare - Storage System should have Sufficient Hot spare disk provided and should be above the usable capacity i.e. 1 PB.	Request to Change the clause to : Storage System should have Sufficient Hot spare disk or additional 5% capacity provided and should be above the usable capacity i.e. 1 PB Justification: This change will enable vendors to offer a robust and highly available Scale Out NAS Storage to ensure utmost uptime for critical deployment	The conditions given in the RFQ cum RFP shall remain unchanged.
654	Volume-II, Section-3.8 Technical Specifications : Unified Backup	Connectivity - Storage should have minimum 8 FC ports (8 Gbps or higher) and 8x10 Gb SFP+ for host connectivity.	Request to Change the clause to : Storage should have minimum 8 FC ports (32 Gbps or higher) or 8x25 Gb SFP+ for host connectivity. Justification:	The conditions given in the RFQ cum RFP shall remain unchanged.

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	Storage, Sr. No. 6, Pg. No. 322		The current industry standard for FC is 32 Gbps and 10/25 Gbps for Ethernet .. This is supported by all reputed vendors and would also ensure for faster peerformance & total investment protection for coming years	
655	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 8, Pg. No. 323	Data Protection : The storage should have protection of cache data during a power down either scheduled or unexpected power outage by battery backup for at least 4 hours OR by de-staging the data in cache to non-volatile Disk.	Request to Change the clause to : The storage should have protection of cache data during a power down either scheduled or unexpected power outage by battery backup or disk de-stage for at least 4 hours OR by de-staging the data in cache to non-volatile Disk. Justification: Different storage vendors have different architecture to achieve at least similar or better functionality .. This change will enable larger participation for storage vendor of repute.	The conditions given in the RFQ cum RFP shall remain unchanged.
656	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 14, Pg. No. 322	Storage Management Features : Storage management software should provide interface/wizards to perform configuration operations like create LUNs present LUNs to host, set LUN attributes etc.	Request to Change the clause to : Storage management software should provide interface/wizards to perform configuration operations like create LUNs/volumes present LUNs/NAS Volumes to host, set LUN/Volume attributes etc. Justification: Different storage vendors have different	The conditions given in the RFQ cum RFP shall remain unchanged.

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			architecture to achieve at least similar or better functionality ..This will also enable vendors to offer for Scale Out NAS and the same is better than SAN storage for safe city use cases like Video surveillance and as well ensure for faster & successful deployments .. This change will enable larger participation for storage vendor of repute.	
657	Volume-II, Section-3.8 Technical Specifications : Unified Backup Storage, Sr. No. 16, Pg. No. 323	Operating System and Virtualization Support: The storage solution should support all latest operating system and cluster environments. The unified storage solution should support virtual infrastructure. Should have capabilities for booting VMs from the SAN. Should be supplied with virtualization aware APIs for provisioning and managing the storage array from the virtual infrastructure.	Request to Change the clause to : The storage solution should support all latest operating system and cluster environments. The unified storage solution should support virtual infrastructure. Should have capabilities for booting VMs from the SAN/NAS. Should be supplied with virtualization aware APIs for provisioning and managing the storage array from the virtual infrastructure. Justification: Different storage vendors have different architecture to achieve at least similar or better functionality ..This will also enable vendors to offer for Scale Out NAS and the same is better than SAN storage for safe city use cases like Video surveillance and as well ensure for faster & successful deployments .. This change will enable	The conditions given in the RFQ cum RFP shall remain unchanged.

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			larger participation for storage vendor of repute.	
658	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 16, Pg. No. 306	Solution should be capable to identify and prevent URLs that typically arrive in emails and are established only to steal information to users (Phishing attack).	1-3) This is email security solution feature and not a Firewall feature, hence request you to please delete this clause	As per the functionality there should be a facility to identify and prevent opening malicious links (URL's) emerging from any source.
659	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 21, Pg. No. 306	Solution should correlate and detect hosts that have received malware, and have also exhibited command-and-control (C2) network behavior corresponding to the detected malware.	OEM Specific, request you to please delete this clause	The conditions given in the RFQ cum RFP shall remain unchanged.
660	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 22, Pg. No. 306	Solution should correlate and detect hosts that have exhibited command-and-control (C2) network behavior corresponding to malware elsewhere on the network.	OEM Specific, request you to please delete this clause	The conditions given in the RFQ cum RFP shall remain unchanged.
661	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 23, Pg. No. 306	Solution should correlate and detect a host involved in a sequence of activity indicating remote compromise, starting with scanning or probing activity, progressing to exploitation, and	OEM Specific, request you to please delete this clause	The conditions given in the RFQ cum RFP shall remain unchanged.

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		concluding with network contact to a known malicious domain.		
662	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 36, Pg. No. 306	The proposed solution shall support block and continue (i.e. allowing a user to access a web-site which potentially violates policy by presenting them a block page with a warning with a continue option allowing them to proceed for a certain time)	This feature is part of dedicated Web Security solution and never part of a Firewall, hence request you to please remove this clause.	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
663	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 38, Pg. No. 307	The proposed solution shall support packet captures based on: Applications, IP any threat/port/protocol data-filters	1-3) Each OEM has its own way of doing packet captures, hence this clause should be deleted or made generic as The Proposed shall support packet captures to troubleshoot the issues and bring the operations back to normal 4) The proposed solution shall support packet captures based on: -Applications/IP : Justification --> Request for changes	Please refer Sr. No. 21 of Addendum-6
664	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 39, Pg. No. 307	The solution should support Data Loss Prevention from day 1.	DLP is a separate solution which helps to protect the confidential data going out and can never be part of a firewall, hence request you to please remove this clause	Please refer Sr. No. 109 of Addendum-6

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665	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Performance Requirement, Sr. No. 7, Pg. No. 307	The proposed solution must have 5Gbps of VPN throughput and should support at least 100 IPSec VPN 200 SSL VPN Users from Day one.	This clause should be amended to accommodate heigher VPN throughput : The proposed solution must have 15Gbps of VPN throughput and should support at least 1000 IPSec VPN 500 SSL VPN Users from Day one. Solution should have not have any license dependency on the number users connecting via VPN in future as well	Please refer Sr. No. 16 of Addendum-6
666	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Pg. No. NA	Suggestions/New points for additions	Shared a few specifications to be added in the technical specifications for Network Firewall (NGFW)	The conditions given in the RFQ cum RFP shall remain unchanged.
667	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- SD-1.6, Pg. No. 111	Support megapixel video cameras up to 28 Megapixel resolution	IT Hardware sizing is calculated on the basis on 28 Megapixel ?	Please refer Sr. No. 137 of Addendum-6
668	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- SD-1.12 , Pg. No. 112	The system must be built upon open, industry standards and facilitates integration with IT infrastructures and other digital and analog systems. Towards this, the system provides an API/SDK that is capable of being used at a level consistent with a full-featured	RS-232 ASCII interface ?	Please refer Sr. No. 12 of Addendum-6

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		gateway. The gateway provides a RS-232 ASCII interface, Ethernet interface, and the ability to create custom plug-ins to the system user interface.		
669	Volume-II, Section- 3.1.5 Basic Surveillance Solution, CIO- SD-1.51, Pg. No. 114	Client software will utilize an Investigation mode which enables operators to synchronize video playback and export investigative playlists covering scenes of interest in forward or reverse at speeds up to 128 times normal playback.	why 128 times faster?	Please refer Sr. No. 138 of Addendum-6
670	Volume-II, Section- 3.1.5 Basic Surveillance Solution, CIO- SD-1.55 , Pg. No. 115	Client Software to allow multiple monitor support for up to 6 displays per client workstation, providing virtual matrix functionality with the use of enhanced decoders.	Any specific region for 6 monitors	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.
671	Volume-II, Section- 3.1.5 Basic Surveillance Solution, CIO- SD-1.66 , Pg. No. 116	5. On screen 6. not on screen	??	Query Not clear The conditions given in the RFQ cum RFP shall remain unchanged.
672	Volume-II, Section- 3.1.5 Basic Surveillance Solution,	For live view, cells 1/4 the size of the tab or larger will use the primary stream from a video source, and cells smaller than 1/4	??	Query Not clear The conditions given in the RFQ cum RFP shall remain unchanged.

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	CIO- SD-1.85, Pg. No. 117	the size the tab must use the secondary video stream.		
673	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- SD-1.113 , Pg. No. 119	An operator must be able to create and export a JPG snapshot image of the current frame of video in a cell.	??	Query Not clear The conditions given in the RFQ cum RFP shall remain unchanged.
674	Volume-II, Section-3.1.5 Basic Surveillance Solution, CIO- SD-1.140, Pg. No. 121	Patented six-degrees-of-freedom (6DoF) sensor – Intuitively and precisely navigate digital models or camera positions in 3D space.	??	Query Not clear The conditions given in the RFQ cum RFP shall remain unchanged.
675	Volume-II, Section-3.2.1 ERP suite of Applications, Pg. No. 170	MSI shall be responsible for the training of trainers and end users and will provision for all the required documents and guides for training.	<p>We understand that training space, infrastructure etc. would be given by Dholera Smart City. Please confirm.</p> <p>The number of staff , number of locations and frequency of training sessions for training is not mentioned in the RFP. We request DICDL to provide following information. 1) Nos of resources for ERP and eGovernance. 2) % of resources for training 3) Frequency of training.</p>	Please refer Section-3.5 Training and Capacity building, details related to Training along with type of trainings, batch size, frequency, number of users, etc. is mentioned in RFP
676	Volume-III, Section-3.1.1 Milestone Payment Schedule	As per tender documents	<p>We request you to please modify payment terms as below to make cash flow positive.</p> <p>Inception Report, Project Schedule,</p>	Please refer Sr. No. 166 of Addendum-6

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	for Cluster A 1, Pg. No. 58		<p>Project Management Plan, Resource mobilization, Opening of Project office - D+1 month - 10%</p> <p>Network Infrastructure Work-Package: Detailed Engineering Design, Procurement Plan, & Acceptance Plan - D+2 months - 5%</p> <p>Procurement, shipment and onsite delivery of all the products, hardware, software, licenses etc. for all work packages - D+4 Months - 25%</p> <p>End to end Go Live and Operational acceptance of Basic Networks infrastructure (Passive components) work package with its ICT components for cluster A1 including Distribution and Backbone network infrastructure - D+6 Months - 2.5%</p> <p>End to end and successful Go Live of Server room and connectivity between Datacenter and server room along with all associated equipment's like Active components, Switching, routing, Server, Storage, applications, HVAC, Access control, IBMS etc. - D+8 months - 10%</p> <p>End to end Go Live and Operational acceptance of City Applications Work Package with its ICT components - D+10 Months - 10%</p>	

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			<p>End to end and successful Go Live of cluster A1 as part of Integrated Operations Work Package like city's dash board along with city wide integration, operational optimization, controls, monitoring / display, (including SCADA systems of various services) and city wide sensors and actuators for complete Activation Area and associated installations such as Water Treatment Plant (WTP), Sewage Treatment Plant (STP), Common Effluent Treatment Plant (CETP), Raw Water Transmission Line Mains (RWTM), Road & Services (R&S) in activation area, ABCD Building, Variable message sign boards - D+12 Months** - 5%</p> <p>Successful Go Live in integrated manner of end to end covering Basic Networks infrastructure work package like Active Network Infrastructure and video surveillance, Variable Messaging System, sensors etc. for Cluster A1 of Activation Area and associated installations - D+12 Months** - 2.5%</p> <p>Parallel run (successful operations of all the ICT components) of all work packages - D+15 months - 5%</p> <p>Successful Operation and Maintenance</p>	

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			for 1st year - D+27 months - Total 5% (1% at the end of every Qtr.) Successful Operation and Maintenance for 2nd year - D+39months - Total 5% (1% at the end of every Qtr.) Successful Operation and Maintenance for 3rd year - D+51 months - Total 5% (1% at the end of every Qtr.) Successful Operation and Maintenance for 4th year - D+63months - Total 5% (1% at the end of every Qtr.) Successful Operation and Maintenance for 5th year - D+75months - Total 5% (1% at the end of every Qtr.)	
677	Volume-II, Section-3 Scope of Work, Pg. No. 29	MSI shall furnish all special tools, training videos, self-learning tools , equipment, training aids, and any other materials required to train course participants, for use during training courses.	As per RFP, It has been asked for self-learning tools. Request you to consider an E-Learning solution as it provides much more effective features which helps for effective learning. Please change the clause to " MSI shall furnish all special tools, training videos, e-learning tools, equipment, training aids, and any other materials required to train course participants, for use during training courses. "	The conditions given in the RFQ cum RFP shall remain unchanged
678	Volume-II, Section-3.1.6 Hosting: On	The following indicative systems (but not limited to) envisaged to be hosted on-cloud:	Request you to provide tentative concurrent users for each of the systems	Please consider the number of users for each application/module as

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	Premise and Cloud, Pg. No. 128	<ul style="list-style-type: none"> · ERP · Industry specific solutions for Utilities · eGovernance · City Portal · Social Media · Website · Citizen service mobile platform/applications 	mentioned, This is required for computing the sizing and cost.	below; - Accounts/Finance : 4 users - Project Management : 10 users - Procurement/ Material Management : 3 users - Asset Management : 5 users - BI/Analytics (top Management and IT : 8 users - CRM : 15 users - Utilities Services : 8 users - Document Management System : 50 users (for all users) - HRMS/ESS : 50 users (Permanent + Contractual) Payroll : 50 users Email : 50 users - Command Control Centre: 18-24 users External users/Citizens who would be using the website to login and request/access various services to be considered around 500 (max).

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679	Volume-II, Section-3.1.6.1 Hosting on GSDC Cloud at Gandhinagar, Pg. No. 130	MSI is required to quote, supply, install and maintain the required OS, Database and other software licenses. Considering the 7 years of growth if more compute infrastructure and storage will be required than it will be provided by the employer. However, during project life for user count staying same if hardware sizing needs enhancement due to performance issues then we will not pay extra for any licenses.	Request you to provide percentage of growth to be considered for calculating the infrastructure compute and storage	MSI needs to propose an integrated ICT system to cater to the Functional requirements and scope of work shared in the RFP. MSI needs to design Solution architecture which should be scalable for a considerable increase of users during total project tenure
680	Volume-II, Section-3.2.5 City Applications - Web Portal, WBP-POR 25.1, Pg. No. 193	Portal to be equipped with dual authentication allowing citizens access to the portal and to request services	Request you to please clarify what dual authentication	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
681	Volume-II, Section-3.2.5 City Applications - Web Portal, Pg. No. 196	Requirements that cannot be delivered as standard out of the box functionality or with configuration needs to be agreed with the design authority. If it is envisaged by	Request you to please provide the scope for POC and also inform when the POC needs to be demonstrated	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP.

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		design authority a prototype or proof of concept shall be provided by MSI		PoC details shall be provided to the selected MSI during implementation phase.
682	Volume-II, Section-2.2 Architecture Principles, ARP-ARP-09, Pg. No. 17	All documents are stored in DICDL DMS solution- Documents are a critical asset and should be stored in the system that is designed for their storage and management.	Do you have any existing DMS solution or MSI need to propose a new DMS solution	MSI needs to proposed the solution as per the functional requirements and scope of work as defined in RFP
683	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 5, Pg. No. 305	Solution must not have Application specific chips like ASICs that doesn't allow future firmware and feature expansions on the same hardware. Solution must not use proprietary ASIC chips.	Request for Removal: Justification --> The clause is just to Keep 1 Gartner Leader OEM out of bid. Also ASIC is always used to boost the performance & don't limit the future scalability of any product. Request you to remove this clause & make bid open.	Please refer Sr. No. 133 of Addendum-6
684	Volume-II, Section-3.8 Technical Specifications : Network Firewall (NGFW), Sr. No. 15, Pg. No. 306	Solution should support Session based or packet based load sharing over multiple equal cost paths. It should work with both static and dynamic routing	Solution should support Session based or packet based load sharing over multiple equal cost paths. It should work with both static and dynamic routing. . It must support link failover based link Performance – Packet Loss & Latency parameters. Justification --> Advance SLA based routing is the need of the hour. Products can offer the same. Request you to ask it. Said feature is use case any client in todays WAN requirements	The conditions given in the RFQ cum RFP shall remain unchanged.

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685	Volume-II, Section-3.8 Technical Specifications : End Point Security Solution (Enterprise), Sr. No. 15, Pg. No. 326	Remediation at endpoints for incident response should include (and not limited to): - Track and capture files on suspected machine with option for lookups on suspected devices - Block of files / process / services that are showing malicious behaviors - Dropper detection and blocking of downloads via URL / sites - Submit suspected malicious files for further analysis	Remediation at endpoints for incident response should include (and not limited to): - Track and capture files on suspected machine with option for lookups on suspected devices - Block of files / process / services that are showing malicious behaviors - Submit suspected malicious files for further analysis: Justification --> Request to remove OEM specific point	Please refer Sr. No. 134 of Addendum-6
686	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. B8, Pg. No. 308	Switch should support Configuration roll-back and check point	Config rollback is supported, pls remove checkpoint	Please refer Sr. No. 111 of Addendum-6
687	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. J4, Pg. No. 311	Switch should support for monitoring and management using different versions of SNMP in IP V.6 environment such as: SNMPv1, SNMPv2c, SNMPv3 , b. SNMP over IP V.6 with encryption support for SNMP Version 3	pls amend to IPV6 support for SNMP	The conditions given in the RFQ cum RFP shall remain unchanged.

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688	Volume-II, Section-3.8 Technical Specifications : Server Room Core Switch, Sr. No. J7.3, Pg. No. 311	VTY for IPV6	pls remove as VTY is specific to an OEM	Please refer Sr. No. 92 of Addendum-6
689	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. B8, Pg. No. 311	Switch should support Configuration roll-back and check point	Config rollback is supported, pls remove checkpoint	Please refer Sr. No. 112 of Addendum-6
690	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. J4, Pg. No. 314	Switch should support for monitoring and management using different versions of SNMP in IP V.6 environment such as: SNMPv1, SNMPv2c, SNMPv3 , b. SNMP over IP V.6 with encryption support for SNMP Version 3	pls amend to IPV6 support for SNMP	The conditions given in the RFQ cum RFP shall remain unchanged.
691	Volume-II, Section-3.8 Technical Specifications : Server Room Access Switch, Sr. No. J7.3, Pg. No. 314	VTY for IPV6	pls remove as VTY is specific to an OEM	Please refer Sr. No. 93 of Addendum-6

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692	Volume-II, Section-3.8 Technical Specifications : Industrial Ethernet Switch (Industrial Grade), Sr. No. 12, Pg. No. 324	Automatic warning by exception through email/relay output	warning alert will be generated by switch, however email will be triggered by NMS. PLS REMOVE EMAIL/RELAY	Warning alert should be generated by switch as well as it should trigger a mail to respective officials as a notification for which said functionality is asked for. The conditions given in the RFQ cum RFP shall remain unchanged.
693	Volume-II, Section-3.8 Technical Specifications : Industrial Ethernet Switch (Industrial Grade), Sr. No. 26, Pg. No. 324	Priority Queues 4	more queues are required for QoS to cater different applications. Pls amend to 8	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the scope of work and propose the solution accordingly.
694	Volume-II, Section-3.8 Technical Specifications : Industrial Ethernet Switch (Industrial Grade), Sr. No. 27, Pg. No. 324	IGMP/Multicast Groups 200 and above	Multicast groups are required for scaling of traffic. Pls amendn groups to 1000	Please refer the detailed Functional requirements and the scope of work for the specific module shared in the RFP. MSI needs to cater to the functional requirements as well as the

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				scope of work and propose the solution accordingly.
695	Volume-II, Section-3.8 Technical Specifications : Industrial Ethernet Switch (Industrial Grade), Sr. No. 30, Pg. No. 324	Min. Number of Available VLANs 200	pls amend to 1000 for network scalability	The conditions given in the RFQ cum RFP shall remain unchanged.
696	Volume-II, Section-3.8 Technical Specifications : Industrial Ethernet Switch (Industrial Grade), Sr. No. 39, Pg. No. 325	Rail Traffic: EN 50121-4	pls remove the following as they are not required for smart city	Please refer Sr. No. 47 of Addendum-6
697	Volume-II, Section-3.8 Technical Specifications : Industrial Ethernet Switch (Industrial Grade), Sr. No. 39, Pg. No. 325	Mechanical shock standards should be complied with (Viz. IEC 60068-2-27/IEC 60255-21-2) or equivalent	pls remove the following as they are not required for smart city	Please refer Sr. No. 135 of Addendum-6
698	Volume-II, Section-3.8 Technical Specifications : Industrial Ethernet	Vibration shock standards should be complied (Viz. IEC 60068-2-6/IEC	pls remove the following as they are not required for smart city	Please refer Sr. No. 136 of Addendum-6

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	Switch (Industrial Grade), Sr. No. 39, Pg. No. 325	60255-21-1/IEC 60068-2-64) or equivalent		
699	Volume-II, Section-3.8 Technical Specifications : Industrial Ethernet Switch (Industrial Grade), Sr. No. 40, Pg. No. 325	MTBF: More than 5 years	pls amend this to 25 years	The conditions given in the RFQ cum RFP shall remain unchanged.
700	Volume-II, Section-3.8 Technical Specifications : Industrial Ethernet Switch (Industrial Grade), Sr. No. 41, Pg. No. 325	OEM Should have installation base of 500 Industrial Switches in India since past 10 years	pl amend this to 300 switches to allow maximum vendors to participate	The conditions given in the RFQ cum RFP shall remain unchanged.
701	Volume-II, Section-3 Training, Pg. No. 28	Post the system integration, MSI shall train DICDL team and their representatives to operate the implemented systems and to conduct any routine diagnostics and routine maintenance work. Training shall be done during Pilot Deployment and before Final Deployment. The period of training	Where will be the training conducted? Is it at the project site or other client location?	Please refer the detailed Functional requirements and the scope of work for the specific modules shared in the RFP. Training will be conducted at project site only. (DSIR)

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		shall be mutually agreed upon by DICDL and MSI.		
702	Volume-III, Section-3.1.1 Milestone Payment Schedule for Cluster A 1, Pg. No. 58	Successful Go Live in integrated manner of end to end covering Basic Networks infrastructure work package like Active Network Infrastructure and video surveillance, Variable Messaging System, sensors etc. for Cluster A1 of Activation Area and associated installations : D + 12 months - Milestone payment - 60% of total payment done	D + 15 months, 65% on supply, 10% on installation and remaining 25% of total payment shall be done in 20 equated installments done at the end of every quarter of 5 years O&M.	Please refer Sr. No. 166 of Addendum-6