



Corrigendum:
Request for Proposals
for

**Appointment of an Agency for Design, Supply, Installation,
Commissioning, Operations and Maintenance of
Mass Information Collaboration System,
Government of Meghalaya**

Tender No: MPA.2/2011/55

Dated: 16.12.2011

**Directorate of Information and Public Relations (DIPR)
Lower Lachumiere, Shillong – 793001, Meghalaya**



Introduction

The Pre-Bid Conference for Request for Proposal issued by DIPR for Appointment of an Agency for Design, Supply, Installation, Commissioning, Operations and Maintenance of Mass Information Collaboration System was held as scheduled on 28th December 2011. The prospective bidders participated in the conference. The bidders were requested to send in their queries on the RFP in the prescribed format mentioned in the RFP latest by 26th December 2011.

Committee reviewed the queries raised by the prospective bidders. Based on the critical analysis the necessary amendments to the RFP are hereby made. Responses to all the queries are also placed in the subsequent section for information of all.



1. Amendments to the RFP

1.1 Section 7: Specification of the components

DIPR needs IVRS in the Central Control Centre in addition to the existing components. Inbound calls would be handled by IVR system first and would be taken by call centre operators later.

1) IVRS

The minimum specification of the proposed IVRS for Central Control Centre is follows:

- 8 line IVRS system
- Provision to incorporate multiple business rules and to create personalized call handling mechanisms.
- Multi lingual (English, Hindi, etc.) system support
- Easily customizable GUI interface
- Fully compatible with the proposed Voice logger system

1.2 Voice Logger System

The proposed system should provision for back-up of recordings / call details for a minimum of 1 year.

1.3 Section 7.2: LED Display Panel (Video)

The specification of the LED Display Panel (video) stands amended as:

Feature	Orginal Specification	Proposed Specification
Size (minimum)	3 Meters X 2 Meters	3 Meters X 2.25 Meters

1.4 Section 8.4 Penalties

The original clause “The total deduction should not exceed 20% of the QGR” stands amended as “The total deduction should not exceed 30% of the QGR”.

The original clause “**Three consecutive quarterly deductions of more than 20% of the applicable fee on account of any reasons will be deemed to be an event of default and termination**” stands amended as “**Three consecutive quarterly deductions of more than 30% of the applicable fee on account of any reasons will be deemed to be an event of default and termination**”.

1.5 Section 9.18.2 Criteria for Evaluation and Comparison of Technical Bids

Notes: **(iii) Bids will be summarily rejected in case the proposed solution fails to meet the technical requirements as specified in the RFP.**

1.6 Section 13.2 Format 2 – Breakdown of Cost Components

a. **Bidders should cost for all tools (Hardware/Software) for measurement of SLAs.**



- b. BOM and requirements defined are the minimum requirement and in case a bidder feels addition is required to meet the SLAs, the same need to be taken into account

1.7 In between clauses 9.10.2 and 9.10.3 “Section XIII- Format 2 : Breakdown of Cost Components.....” be amended as “Section XIII – Format 2: However, should there be a change in the applicable taxes DIPR reserves the right to negotiate with the Bidder.”

1.71. Under Clause 9.13, the word “refunded’ be substituted by the word ‘released’.

1.8 Section 13.2.3.1 Physical Infrastructure & Software Cost Table (Pilot Phase)

The table stands amended as

S. No	Description	Total Size (sq. feet) / No. of Units	Per Sq. Feet Cost or Unit Price (Rs.)	Total Cost (A)	Tax(B)	Grand Total (INR) A + B
Central Control Center (Hardware)						
1.	Personal Computers	7				
2.	Multi Function Device	1				
3.	16 Port Switch	1				
4.	Digital Signal Processor	1				
5.	Amplifier	1				
6.	Amplified Speakers (2.1 Stereo)	1				
7.	5 KVA UPS	1				
8.	7.5 KVA DG Set (Silent Type)	1				



S. No	Description	Total Size (sq. feet) / No. of Units	Per Sq. Feet Cost or Unit Price (Rs.)	Total Cost (A)	Tax(B)	Grand Total (INR) A + B
9.	DVD /VCD/ CD Player	1				
10.	Voice Logger System (8 Port)	1				
11.	IVRS System (8 Line)	1				
12.	Audio –Video Cables and LAN Cables	As Required				
Site Preparation for Central Control Center						
13.	Central Control Room (513 sq. feet) Site Preparation Items (Give per square feet cost) Floor Carpeting Plastic Paint Doors Signage Lights Partitioning (glass) Blinds Any other item	513 Sq. feet				
14.	Two Rooms of 196 sq. feet each	392 Sq.				



S. No	Description	Total Size (sq. feet) / No. of Units	Per Sq. Feet Cost or Unit Price (Rs.)	Total Cost (A)	Tax(B)	Grand Total (INR) A + B
	Site Preparation Items (Give per square feet cost) Floor Carpeting Plastic Paint Doors Signage Lights Partitioning (glass) Blinds Any other item	feet				
15.	Miscellaneous area (300 Sq. feet) Floor Carpeting Plastic Paint Signage Blinds Any other item	300 Sq. feet				
16.	Furniture (Per Unit Cost) Table (s) for 8 persons of reputed Make & Quality	8				
17.	Furniture (Per Unit Cost) Chair (s) of reputed	25				



S. No	Description	Total Size (sq. feet) / No. of Units	Per Sq. Feet Cost or Unit Price (Rs.)	Total Cost (A)	Tax(B)	Grand Total (INR) A + B
	Make & Quality					
Central Control Center (Software)						
18.	PA Software	1				
19.	Video Management Software for Central Control Centre with 7 Client Licenses	1				
20.	LED Text Display Panel Solution for Central Control Centre with 10 Client Licenses	1				
21.	Productivity Software (Office Suite etc. Control Centre Management PC)	1				
Audio Solution at 119 Locations						
22.	Horn Loudspeaker	357				
23.	Mounting Arrangement	119				
24.	Digital Signal Processor	119				



S. No	Description	Total Size (sq. feet) / No. of Units	Per Sq. Feet Cost or Unit Price (Rs.)	Total Cost (A)	Tax(B)	Grand Total (INR) A + B
25.	Amplifier	119				
26.	Rack	119				
27.	UPS	115				
28.	Cables for Audio and LAN	As required				
Video Solution at 7 Locations						
29.	LED Display for Video	7				
30.	Mounting Arrangement	7				
31.	UPS	7				
32.	Audio –Video Cables and LAN Cables	As required				
Text Display Solution at 10 Locations						
33.	LED Text Panel	10				
34.	Mounting Arrangement	10				
35.	UPS	10				
36.	Cables for Connectivity	As required				



S. No	Description	Total Size (sq. feet) / No. of Units	Per Sq. Feet Cost or Unit Price (Rs.)	Total Cost (A)	Tax(B)	Grand Total (INR) A + B
Mobile Van						
37.	DVD Player (Including CD & VCD Play)	1				
38.	LED Display for Video	1				
39.	Horn Loud Speaker	3				
40.	Amplifier	1				
41.	UPS	1				
42.	2KVA DG Set (Silent type)	1				
43.	Cables for Connectivity	As required				
Connectivity cost for remote Audio locations (Non-SWAN)*						
44.	MSWAN RF Towers	21				
45.	Broadband Cost	51				
46.	BSNL WIMAX Cost	24				
Other Cost						
47.	Call Center (4 Seater)	Lump sum				



S. No	Description	Total Size (sq. feet) / No. of Units	Per Sq. Feet Cost or Unit Price (Rs.)	Total Cost (A)	Tax(B)	Grand Total (INR) A + B
48.	Training & Capacity Building (15 personnel for 3 days)	Lump sum				

Note

* Out of 119 locations, 23 locations are on MSWAN. Hence Bidders has to cost for 96 locations only.

** Connectivity through MSWAN RF (Including Towers and CPE) to be provided by DIPR. However, Bidders should factor for any additional cost that they foresee.

1.9 Section 13.2.3.2 Physical Infrastructure & Software Cost Table (Rollout Phase)

The table stands amended as

S. No	Description	Total Size (sq. feet) / No. of Units	Per Sq. Feet Cost or Unit Price (Rs.)	Total Cost (A)	Tax(B)	Grand Total (INR) A + B
Audio Solution at 338 Locations						
1.	Horn Loudspeaker	1014				
2.	Mounting Arrangement	338				
3.	Digital Signal Processor	338				
4.	Amplifier	338				
5.	UPS	287				
6.	Rack	338				
7.	Cables for Audio and LAN	As required				



S. No	Description	Total Size (sq. feet) / No. of Units	Per Sq. Feet Cost or Unit Price (Rs.)	Total Cost (A)	Tax(B)	Grand Total (INR) A + B
Video Solution at 11 Locations						
8.	LED Display for Video	11				
9.	Mounting Arrangement	11				
10.	Audio –Video Cables and LAN Cables	As required				
Text Display Solution at 30 Locations						
11.	LED Text Panel	30				
12.	Mounting Arrangement	30				
13.	Cables for Connectivity	As required				
Connectivity Solution for Remote Audio Nodes* (Non SWAN/CSC Locations-151)						
14.	Broadband Set up cost	As per proposed solution				
15.	WiMax Set Up Cost (entire solution)	As per proposed solution				
16.	VSAT Set up cost (entire solution)	As per proposed solution				
17.	GSM/CDMA/3G Rate per node	As per proposed				



S. No	Description	Total Size (sq. feet) / No. of Units	Per Sq. Feet Cost or Unit Price (Rs.)	Total Cost (A)	Tax(B)	Grand Total (INR) A + B
		solution				

Note:

1. *Remote locations may have VSAT / WIMAX / GSM / CDMA / 3G / Broadband as connectivity options in the technical solution Section.
2. Operational cost for all the connectivity options proposed in the above table should be mentioned in the operational cost table.
3. Bidder needs to provision for connectivity at Non-SWAN/CSC locations. Hence the Bidder needs to cost for 151 locations only [Total locations (338) - SWAN/CSC locations (187)].

1.10 Annexure 1 : Consortium Criteria

Original Clause - If the bidder (All members of consortium) is a bidder, it should be registered under company's act 1956. Partnership and Proprietor firm are not allowed

Amended Clause - The bidder (Prime Bidder) should be registered under company's act 1956. One of the members may be a Partnership / Proprietor firm registered under relevant Partnership / Proprietorship laws in India. The bidders will provide all relevant documents for last two years, in support of financial soundness of such a partner.



2. Clarification to queries by Bidders

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Clarifications to the queries submitted by Bidders						
S. No	Company Name	Clause No.	Page No.	Actual Clause as in the RFP	Clarification Sought	DIPR's Response
1	IL&FS	4.1.1 Connectivity Options	19	The connectivity options represented in the above diagram beyond MSWAN are indicative in nature. The bidders are free to propose the most appropriate techno commercial solution suitable for the project.	Request to provide the Lat.-Long. / exact postal address with the pin code for all SWAN POPs and the CSC.	List of locations have been provided in the annexure. Bidders are requested to identify the Latitude/Longitude/ Pin code based on the list.
2	IL&FS	4.2.2 System Components	32	e) Grievance Call Center Setup at the Central Control Center Components of the Call Center: Manpower: The call center will be manned by 4 experienced call center operators working in two shifts (8:00 AM to 8:00 PM) from Monday to Saturday.	How many operators are required? 2 per shift and total of 4 or 4 per shift and total of 8.	It is clarified that a minimum of 2 Operators per shift shall be required from 8 AM to 8 PM. However DIPR also has future plans of scaling up of operations. Additional manpower, if required, shall be deputed as per the man-month rates quoted by the IA in the Table 13.2.3.3.
3	IL&FS	4.2.2 System Components	32	Components of the Call Center: Computer systems: There will be three computer systems manned by the 2 call center operators. These systems will be running the Grievance Redressal software which would be used to	It should be either two or four why three? What is the basis?	It is clarified that 4 computer systems would be required. Please refer BoM for Central Control Centre (Hardware Requirement)

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S. No	Company Name	Clause No.	Page No.	Actual Clause as in the RFP	Clarification Sought	DIPR's Response
				<p>register and retrieve Grievance information.</p> <p>Toll-free telephone line: A toll-free number will be procured from a telecom operator with three lines used simultaneously by the three operators.</p>		
4	IL&FS	5.1.4 Training	36	Application use training - Mass Information Dissemination System 3days (IA) for 15 DIPR personnel	Is the IA expected to do only one time training for the DIPR as part of the implementation?	It is clarified that Implementation Agency would be required to conduct one time training for DIPR Personnel.
5	IL&FS	5.1.4 Training	36	Refresher courses for the DIPR Personnel every quarter post implementation	Will the further refresher training every quarter be handled by DIPR trained resources? Please clarify.	Refresher course post implementation is the responsibility of IA as per requirement of the DIPR.
6	IL&FS	Section VI , Bill of Material	49	under Central Control Centre (Software Requirement) ,	Is open office acceptable?	Implementation Agency has to propose a solution which meets the requirements of DIPR as detailed in the RFP.
7				Productivity Software (Office Suite etc. Control Centre Management PC)	Is open office acceptable?	
8	IL&FS	Section VIII, Service Level Agreement	67	The Latency on the Mass Information Collaboration System shall be maintained at 120 milliseconds or less for the sites connected other than by MSWAN/CSC	<p>(a) Incase of VSAT connectivity the latency shall be more than 150 msec.</p> <p>(b) Incase of wireless broadband again this is out of the control of the IA as the packet is flowing on the</p>	<p>(a) Agreed.</p> <p>(b) Agreed.</p>

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					public network. This will be managed on the best effort basis.	
9	IL&FS	Section IX instructions to the bidders , Point 9.9.2 (Bid Prices)	75	Technical specifications, Equipment sizing etc.	Please share the workload calculations based on which the sizing of the no. of call center employees, no. of online connections for the online grievance redressal system portal and the toll free lines has been done. This shall be helpful for Baselineing the proposal from all the bidders.	Minimum requirements / specifications have been specified in the RFP. The bidder is free to propose better solution.
10	IL&FS	Section I: Invitation for bids	7	The invitation to bid is for "Design, Site Preparation, Supply, Installation, Commissioning, and Operation & Maintenance of Mass Information Collaboration System (MICS), Govt. of Meghalaya, on BOT basis for a period of 3 years from date of acceptance of MICS system.	Please make BOT/BOOT/PPP experience as part of Pre-qualification criteria . Bidder must have successful experience of implementing project in BOT/BOOT/PPP model for at least 1 year in India.	No change.
11	IL&FS	Section II: Eligibility Criteria	11	The bidder (any one member of the Consortium or jointly) must have successfully executed Public Address system / Mass Information Communication project at least one of the following:	The bidder (any one member of the Consortium or jointly) must have successfully executed e-governance project at least one of the following: <ul style="list-style-type: none"> • 1 project of minimum 25 remote nodes • 2 projects of minimum 15 	The clause may be read as "The bidder (any one member of the Consortium or jointly) must have successfully executed Public Address system / Mass Information Communication /ICT

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S. No	Company Name	Clause No.	Page No.	Actual Clause as in the RFP	Clarification Sought	DIPR's Response
				<ul style="list-style-type: none"> • 1 project of minimum 25 remote Audio nodes • 2 projects of minimum 15 remote Audio nodes • 3 projects of minimum 10 remote Audio nodes 	<ul style="list-style-type: none"> • 3 projects of minimum 10 remote nodes 	<p>project with at least one of the following:</p> <ul style="list-style-type: none"> • 1 project of minimum 25 remote Audio nodes • 2 projects of minimum 15 remote Audio nodes • 3 projects of minimum 10 remote Audio nodes”. <p>Experience in implementation of system with Audio Nodes is a mandatory criterion.</p>
12	IL&FS	5.5 Resources Required (minimum) during O & M Phase	43	Technicians – 7 One for each District Will maintain the equipments installed at remote stations. One Technician would be required to be stationed at Central Control Centre at all times	Requirement of Technician should be defined per 10 equipments and not as per districts	Minimum requirements / specifications have been specified in the RFP. The bidder is free to propose better solution.
13	IL&FS	5.1.2 Procurement and Installation	35	Establishing connectivity at the remote locations	Equipment and distances for Last mile connectivity distance is not defined in the RFP. A very large assumption will Same should be defined in the RFP have to be taken for arriving at final price.	Bidders have to factor such cost in their technical and commercial solutions as requirements for last mile connectivity will vary for each location.
14	BARIX-BNA	Section IV- Solution	Page No.31	e) Grievance all Center Setup at the Central Control Center. Central Control Centre shall also receive public grievances through a pre-	The scope of work specified includes provisioning of furniture, partition for reception area and call center	IA has to make provision for collection of grievances in physical form. Bidders need to quote

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S. No	Company Name	Clause No.	Page No.	Actual Clause as in the RFP	Clarification Sought	DIPR's Response
		4.2.2. System Components		designated and publicized e-mail address and in physical form	area. It is also stated in page No.31 that Central Control Centre shall also receive public grievances through a pre-designated and publicized e-mail address and in physical form. This center will be manned by personnel supplied from the Implementing Agency." Please clarify if the Reception area will be taken care by Meghalaya Govt. employees or to be taken care by implementing agency. If so, the manpower proposed for call centre will not be in a position to handle the Reception area also.	man-month rate for additional resources incase required.
15	BARIX-BNA	Section V- Scope of Work 5.1.2 Procurement and Installation Page No.35	35	a) Site Preparation, Procurement and Installation at Central Control Centre vi. Procurement and Installation of Internet Bandwidth at Central Control Centre	As per DOT / BSNL guidelines, broadband internet connectivity is provided only to customers having DOT/BSNL land line and telephone land line can be obtained only with residential proof of document. Since the Control Center building space is in the name of Meghalaya Govt., Telephone land line and broadband internet connectivity to be procured and paid directly by Meghalaya Govt. to BSNL and it is	IA to procure the connectivity in the name of DIPR. DIPR will facilitate the process, by providing all necessary documentation. IA will be reimbursed on actual.

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S. No	Company Name	Clause No.	Page No.	Actual Clause as in the RFP	Clarification Sought	DIPR's Response
					not possible for the implementing agency to procure the telephone land line and then broadband internet connectivity on behalf of Govt. of Meghalaya for the Control Center building premises.	
16	BARIX-BNA	Section V- Scope of Work 5.1.2 Procurement and Installation	Page No.35	a) Site Preparation, Procurement and Installation at Central Control Centre viii. Procurement and installation Toll-Free number at Central Control Centre	As per DOT / BSNL guidelines, telephone land lines can be obtained only with residential proof of document. Since the Control Center building space is in the name of Meghalaya Govt., toll-free telephone number with three lines to be procured and paid by directly by Meghalaya Govt. to BSNL and it is not possible for the Implementing agency to procure the toll-free telephone line on behalf of Govt. of Meghalaya for the call center requirements.	IA to procure the connectivity in the name of DIPR. DIPR will facilitate the process, by providing all necessary documentation. IA will be reimbursed on actual.
17	BARIX-BNA	5.3 Roles and Responsibilities Summary of Roles and Responsibilities	Page No.38	table Point No.7. Providing the required bandwidth for connecting the Central Control Centre to SWAN and Remote Locations	It is stated in Page No.37 that DIPR would provide space for Central Control Centre Setup and Remote Locations equipments. As per DOT / BSNL guidelines, broadband/WIMAX/Cellular /VSAT internet connectivity is provided only to customers who own or rent the premises can be obtained only with residential proof of document. Since the Remote locations space is in the name of	IA to procure the connectivity in the name of DIPR. DIPR will facilitate the process, by providing all necessary documentation. IA will be reimbursed on actual.

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					Meghalaya Govt., broadband/WIMAX/Cellular /VSAT internet connectivity to be procured and paid directly by Meghalaya Govt. to BSNL and it is not possible for the implementing agency to procure the broadband/WIMAX/Cellular /VSAT internet connectivity connectivity on behalf of Govt. of Meghalaya for the Remote locations where MSWAN facility is not available.	
18	BARIX-BNA	5.3 Roles and Responsibilities Summary of Roles and Responsibilities	Page No.39	table Point No.10 Recurring expenditure like electricity and diesel during Operation and Maintenance Phase	It is stated in Page No.37 that DIPR would provide space for Central Control Centre Setup and Remote Locations equipments. As per Electricity Board guidelines, the bill will be generated to the specific electricity meter installed at the Remote location and since the space rent for remote location is being paid by Meghalaya Govt.. it is requested that electricity bill payment also made by the Govt. to the Electricity Board directly. We also understand that some of the remote locations are shared spaces and sub-electricity meter for separate electricity metering using for IP audio video equipments may not be available.	DIPR will make available the raw power at Central Control Centre as well at all remote locations. There will be no requirement of installing separate electricity meters at any location by the IA. All other arrangements in terms of suitable plugs, sockets, conduits and wires etc. will be arranged by the IA at every place. The IA will also have to cater for Diesel consumption which will be reimbursed on actual basis.

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						Reimbursements will happen on submission of Bills and other relevant computations in consultation with DIPR.
19	BARIX-BNA	Section V- Scope of Work 5.4 Estimated Timelines	Page No.42	A.Pilot Phase 1.Contract Signing & Project Kickoff = T	In Time Line ,Contract Signing & Project Kickoff =T should be considered from the date of Govt. of Meghalaya DIPR handing over the dust /rain free space with raw power along with broadband /wimax /Cellular/VSAT/SWAN/ Extended cable SWAN at the central control centre and as well as at all remote location premises and accordingly penalty if any for the delay to be calculated. This is due to implementing agency unable to procure the internet connectivity on behalf of the Meghalaya Govt. as mentioned above.	No change
20	BARIX-BNA	5.4 Estimated Timelines	A.Pilot Phase Page No.42	3. Delivery of Equipments at Central Control Centre and all Remote Locations for Pilot Phase	Delivery time estimated timeline i.e. 1 month from contract signing & Project Kick off = T is very less for 119 locations and required to be changed to 2 months and penalty for any delayed delivery should be applicable beyond this 2 months delivery time for pilot phase.	No change

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S. No	Company Name	Clause No.	Page No.	Actual Clause as in the RFP	Clarification Sought	DIPR's Response
21	BARIX-BNA	5.4 Estimated Timelines	B. Roll Out Phase Page No.42	2.Delivery and Installation of Equipments/ Devices at all remote locations identified for rollout	Delivery time estimated timeline i.e. 1 month from Establishing desired / applicable connectivity at all remote locations identified for rollout is very less for 358 locations and need to be changed to 3 months and penalty for any delayed delivery should be applicable beyond this 3 months delivery time for Roll out phase.	No change
22	BARIX-BNA	5.5 Payment Schedule	(a)Payment Schedule during Pilot Phase: Page No.44	Payment Schedule mentioned for CAPEX in Sl.No.1, 2 & 3 i.e., 15% as Mobilization advance. 15% on Installation and Commissioning 20% on Successful Final Acceptance Testing and Go Live for Pilot Phase 50 % of the remaining CAPEX (of Pilot) would be paid as 14 equally distributed quarterly payments	It is requested to modify the payment schedule as below:- 15% as Mobilization advance 20% on delivery of equipments 15% on Installation and Commissioning 20% on Successful Final Acceptance Testing 30 % of the remaining CAPEX (of Pilot) would be paid as 14 equally distributed quarterly payments This is due to the fact that the bidder(with a annual turnover of say Rs.10 crores) will have difficulty in such huge CAPEX investments and also 20% BG costs for 3.5 years and to keep some stand by equipments for quick uptime.	No change

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S. No	Company Name	Clause No.	Page No.	Actual Clause as in the RFP	Clarification Sought	DIPR's Response
23	BARIX-BNA	5.6 Payment Schedule	(b) Payment Schedule during Roll out Phase: Page No.44	Sl.No.1, 2 & 3 i.e. 15% as Mobilization advance. 15% on System Testing, User Acceptance Testing at Central Control Centre & Remote Locations 20% on Successful Final Acceptance Testing 50 % of the remaining CAPEX (of Rollout) would be paid as 12 equally distributed quarterly payments	It is requested to modify the payment schedule as below:- 15% as Mobilization advance 20% on delivery of equipments 15% on Installation and Commissioning 20% on Successful Final Acceptance Testing 30 % of the remaining CAPEX (of Rollout) would be paid as 12 equally distributed quarterly payments This is due to the fact that the bidder(with a annual turnover of say Rs.10 crores) will have difficulty in such huge CAPEX investments and also 20% BG costs for 3.5 years and to keep some stand by equipments for quick uptime.	No change
24	BARIX-BNA	Section VII- Specification of Components	Section VII- Specification of Components Page No.58 & Page No.59	11) 7.5 KVA Silent Generator – Diesel 12) UPS (5 KVA online UPS with 2 hours min back up)	We presume that 7.5 KVA silent diesel generator and 5 KVA UPS with 2 hours min. back up on full load is only for equipments installed by the selected bidder at the Central Control Centre and not for all other existing servers, SAN etc.	Bidder's understanding is correct.
25	BARIX-BNA	Section VII- Specification of Components	7.2 End User Equipments Page No.62	1) Horn Loud Speakers Sound Pressure Level 80 to 90 dB at 100 meters	The standard specifications are 70 dB and not 80 to 90 db are at the distance of 100 meters.	The clause may be read as "Sound Pressure Level 70 dB (minimum) at 100 meters". The Bidder needs

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						to provision for all equipments/devices to test the equipments during acceptance testing at their own cost.
26	BARIX-BNA	Section VIII- Service Level Agreement	8.2 Category of SLAs 8.2.1 Implementation on Service Levels Page No.66	Table 1: Implementation Service Levels System Integration Services for Final Acceptance Testing (for both Pilot and Roll out) A Penalty as 2% per week for first two weeks, 4% per week for every subsequent week. Subject to a maximum of 20%. Penalty will be computed on CAPEX value of contract.	Penalty clause typically is undertaken to ensure quality of service. By no means it is linked to the investment made by the selected bidder. It is imperative that the Department penalises the defaulting bidder's revenue for that particular service, proportionate to the degrade in the quality of service so as to ensure that the bidder works appropriately to give a better quality of service. It is requested to modify the that the Penalty as 1% per week for first two weeks, 2% per week for every subsequent week. Subject to a maximum of 10%. Penalty will be computed on CAPEX value of contract.	No Change.
27	BARIX-BNA	Section VIII- Service Level Agreement	8.2.5 Call Center Operations Page No.68	Table 5: Call Center Operations Service Levels SLA 1. Call Center Operations Availability < 99% or 95.00% Medium/Critical 2% or 5% of the QGR	Since the tender specifies only three call center positions, the SLA will be determined by the number of seats. In the sense, if the three calls are serviced by three operators beyond which all the incoming calls will go to IVR. The IVR will handle additional	Please refer corrigendum. IVR will be provisioned by IA as part of the solution.

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					three lines which will handle three more callers with the IVR. This will be the limitation of the call center and capacity beyond this cannot be subjected to any penalty clause.	
28	BARIX-BNA	Section IX- Instruction to Bidders	9.28 Concessions permissible under statutes Page No..90	Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under Central Sale Tax Act, 1956, failing which it will have to bear extra cost where Bidder does not avail concessional rates of levies like customs duty, excise duty, sales tax, etc. DIPR will not take any responsibility towards this. However, DIPR may provide necessary assistance, wherever possible, in this regard.	Please clarify the following :- (a) Whether Meghalaya State Government can provide FORM-D i.e. 2% against inter-state invoice from the bidder? (b) Being the end user of the equipment does Meghalaya State Government has concessional excise duty and concessional customs duty can be availed? (c) Will there be any deduction of WCT (works contract tax) on project payment on a/c of state VAT rules? (d) Whether all the areas in the state of Meghalaya border are out side the scope of Octroi./Entry tax? If no, please provide the application rate of Octroi /Entry tax details, area wise.	Please find the clarifications as below: (a) Form D is abolished, all applicable taxes have to be paid and appropriately included in the bid. (b) State Government has no provision for Custom Excise Concession. (c) Deduction on account of WCT has to be paid by IA (d) Meghalaya has no Octroi or Entry Tax
29	BARIX-BNA	Additional point not specified in RFP tender document	NA	NA	Not specified in the RFP tender document about security for remote site equipments. What about the security of the equipments are to be installed in Schools, Govt. offices etc. Will a	Security will be the responsibility of DIPR, post acceptance. IA has to ensure that all equipments are housed in appropriate lockable cabinets and are

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					separate room will be provided with a lock and key for each and every remote location? How about theft, damages due to some riots etc. Insurance for the equipments to be taken by whom and where the cost is to be included?	insured. Please refer section 10.14 on Insurance.
30	BARIX-BNA	Additional point not specified in RFP tender document	NA	NA	Penalty for SLA are not leviable for any service delivery shortage partially or fully due to failure on MSWAN, Wimax, Broadband, VSAT or long power outage.	Penalty will not be levied for locations impacted due to MSWAN connectivity failure. IA would be required to sign MoU with other service providers to maintain SLA as specified in the RFP.
31	BARIX-BNA	Additional point not specified in RFP tender document	NA	NA	In the list of hardware required at central control center, audio server and video server not listed.	Minimum requirement / specification are specified in the RFP. The bidder is free to propose better solution.
32	BARIX-BNA	Additional point not specified in RFP tender document	NA	NA	Any service partially or fully dependant on use of products/services from the clients/NIC will not be covered for calculating penalty on SLA.	Agreed.
33	BARIX-BNA	Additional point not specified in RFP tender document	NA	NA	Priority should be provided over the MSWAN over the VPN for the proposed audio + video service.	Agreed. Can be provisioned in MSWAN

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34	BARIX-BNA	Additional point not specified in RFP tender document	NA	NA	Since the equipments are to be installed for disaster management, it is recommended that the redundancy equipments are to be factored at the central control center in the hardware requirement specifications in a different location.	Minimum requirement / specification is specified in the RFP. The bidder is free to propose better solution.
35	BARIX-BNA	7.2	61	Size (Minimum) : 3 Meters X 2 meters	<p>(a). In Page No.51 of your RFP in Video solutions, you have mentioned "LED Display for Video (3 Meter X 1 Meter)"</p> <p>(b). In page No.158 and Page No.159 of your RFP in Video solutions, you have mentioned "LED Display for Video (55") "</p> <p>Please clarify, if you need LED display panels for day time use and for outdoor purpose? Also, the aspect ratio for LED display for video purposes i.e. 3 meter x 1 meter is not correct as it will not display the full and clear picture. The aspect ratio for LED video panel should be 4:3 i.e. 4 meter x 3 meter for video.</p> <p>The cost of multi color LED video panels 4 meter x 3 meter is very high as compared to the cost of TVs.</p>	<p>(a) Outdoor Multicolor LED Display Panels are required for display of video during both day and night, as per requirement.</p> <p>(b) The minimum specification mentioned in the RFP is 3 meters x 2 meters. The specification mentioned at page 61-62 represents the minimum specification (Section VII: Specification of components). To maintain the aspect ratio the bidders can quote 3 Meters X 2.25 Meters or above.</p>

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36	Affinity Telecom Private Limited	Section II: Eligibility Criteria	11	The Prime bidder should have positive net worth and turnover of more than Rs. 10 Crores for each of the last two Financial Years.	We request to consider Bank Guarantee of reasonable amount in place of turnover	No Change
37	Affinity Telecom Private Limited	Section II: Eligibility Criteria	11	The bidder successfully executed remote audio nodes 25, 15 ,10 no	We suggest to put successful installation of video display units/audio in any reputed organization without any minimum no. criteria in the RFP	No Change
38	Affinity Telecom Private Limited	Section II: Eligibility Criteria	12	The bidder (any one member of the Consortium or jointly) must have completed at least one network involving converged services (Voice, Video, Data) with minimum of 10 nodes	We request to put the experience in the field of Wide Area Networking/data network as that is the base of whole network .	No Change
39	Affinity Telecom Private Limited	Section II: Eligibility Criteria	12	Minimum no. of persons on roll over 25 no.	We request to put minimum no. of persons on payroll criteria for roll out phase	No Change. Please refer section 5.5 Resources Required (minimum) during O & M Phase.
40	AREA 27	7.2	62	Specification of Horn Loudspeakers	The normal horn speakers ranges with in few hundred meters. But whereas our Horn speaker throws the sound for more than a kilometer. We understand that for this kind of solution that DIPR is looking for must opt for the horn speaker with long throw capability. We request you to give your	Minimum requirement / specification are specified in the RFP. The bidder is free to propose better solution.



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					suggestion in this matter so that we can propose you the right solution.	