

TAMIL NADU TEXTBOOK AND EDUCATIONAL SERVICES CORPORATION

Supply, Installation, Integration, Testing, Commissioning, Maintenance and Project Management (SIITCM&PM) of Smart Classes in Government Schools and Command & Control Centre (CCC) in Tamil Nadu

Response to Pre-bid queries

Technical Queries: Sl. 1 to 211; Non-Technical Queries: Sl. 212 to 399

Date: 30-01-2023

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
1.	3	1.XI	DR - Replication	II. Overview The tentative solution architecture for the work defined above is as shared below: Diagram - Disaster Recovery (DR) shows only AWS & Azure Cloud.	Pl. include Google Cloud (GCP) also as an option along with AWS & Azure Cloud	Corrigendum updated - any MeitY cloud service
2.	4	1.IV.e	General Query	All system software or any other application licenses procured by the Successful Tenderer under this project will be in the name of the CoSE on a perpetual basis and should be genuine. The original copy of the same shall be deposited by the Successful Tenderer at the CoSE office after signing of the contract and before the installation of the software at any of the schools	Perpetual licenses will be a challenge for the bidder if the software OEM will not support under perpetual conditions. Hence, please remove this clause and all licenses shall be supplied as per the OEM terms	No Change.
3.	4	1.V.a	General Query	The Tenderer shall have to furnish Manufacturer's Authorization Form (MAF) from the Principal Manufacturer of OEM with Make & Model for the items Sl. No. 1 to 5 (For School) and Sl. No. 1 to 13 (For CCC) of Chapter 7 of this document and providing support for Warranty & Extended Warranty Periods#. The Tenderer is required to provide necessary legally valid documents. If the Tenderer itself is the Principal Manufacturer/ OEM then MAF is not required. # Warranty period shall be the same as the Project Duration and Extended Warranty Period shall be the same as the Extended project Duration.	We understand that MAF in the format provided (As Annex-II) on the Letter head of OEM duly signed by their Authorized Signatory will suffice the purpose and will considered legally valid document. Please confirm.	No Change.
4.	4	1.III.a	General Query	Command control centre	Command control centre implementation is part of scope of work & BOM of both the tenders (Tender for Hi tech labs & tender for smart classes). Is there 2 different CCC are to be setup or single CCC. Kindly clarify the same. And we understood that its 2 different CCC with sub systems	Yes, these are 2 different systems
5.	4	1.IV.b	Internet	The internet connectivity shall be provided by the CoSE. The Connection will be landed at identified	Kindly confirm that any MPLS link, Internet Leased Line, Wired/Wireless	No Change.

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				site. Further distribution of internet connectivity in the Hi-tech lab and the proper utilization of bandwidth is to be ensured by the Tenderer	Broadband link shall be provided to the MSI as a WAN link that can be terminated in SD-WAN Edge Device.	
6.	4	1.IV.b	Internet	b) The internet connectivity shall be provided by the CoSE. The connection will be landed at identified site. Further distribution of internet connectivity in the Smart Classes and the proper utilization of bandwidth is to be ensured by the tenderer.	Request to kindly clarify what kind of Internet connectivity will be provided by CoSE, either it is ILL or MPLS or Broadband	No Change.
7.	4	1.IV.b	Internet	The internet connectivity shall be provided by the CoSE. The connection will be landed at identified site. Further distribution of internet connectivity in the Smart Classes and the proper utilization of bandwidth is to be ensured by the tenderer.	The internet connection should be landed at the smart classes by the department. Kindly share who is/are the internet service provider/s and what is the dedicated bandwidth available at school level?	No Change.
8.	4	1.IV.b	Internet	The internet connectivity shall be provided by the CoSE. The connection will be landed at identified site	If internet connectivity at site is provided by the CoSE, in that case does the Tenderer have to make provision for internet leased line connectivity of at least 5000 Mbps at CCC via Fiber along with redundant connectivity. 5000 Mbps is minimum bandwidth, as per clause IX (j)	No Change.
9.	4	1.IV.b	Internet	The internet connectivity shall be provided by the CoSE. The connection will be landed at identified site	In-case of 4G connectivity, the sim-card for 4G / 5G will be provided by CoSE and the contract / payment for the required connectivity at Site will be done directly by CoSE with ISP / TSPs. Is our understanding correct?	No Change.
10.	4	1.IV.b	Internet	The internet connectivity shall be provided by the CoSE. The connection will be landed at identified site	If 4G SIM cards / internet connectivity at site is provided by CoSE, then in that case the SLA for Network in System uptime (Clause XIV, (c)) should be in the scope of CoSE, as the tenderer will not be guarantee the uptime.	No Change.
11.	5	VII.a	Integrating and Networking the Hardware, & Other Relevant Physical Infrastructure to the Command Control Center (CCC)	Each Smart Class will be considered to be commissioned only after completion of integration with the Command Control Center Environment equipment	N/A	Telecomm Service Provider identified by CoSE shall provide internet connectivity for Schools and Command Control Centre. Appropriate network solution and required devices will be provided by the TSP. The System integrator should work closely with TSP to connect with Hi-tech Labs proposed at Schools from the central locations and provision to handle the components at schools such as Desktop Computers and other items. The integration of Smart Class and CCC alone shall be treated as commissioning of Smart Class.

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12.	5	VIII.b.f.(points I to ix)	CCC-Infrastructure	<ul style="list-style-type: none"> i. Design, Supply, Installation, Testing, Commissioning and Maintenance of Helpdesk environment equipment like Workstations, Civil, Furniture, Cooling, Electrical, 2 x 2 55" Videowall Solutions with Audio Video Data controller, monitoring System and Wall management Software, hardware along with necessary setting up of accessories. ii. CCC Infrastructure design should be implemented for 10-Seater operations considering scalability of solutions. iii. The Tenderer should provide Videowall of 3X2 55 inch (Diagonally) Ultra-Thin Bezel Gap with smart Calibration or Higher Model. iv. The full HD Video Wall to be designed for 24x7 operation and should provide enhanced productivity and user-friendly operation in terms of new product and technology. v. Video wall should have video wall processor and engine which can have the flexibility to show or display the different sources with layout flexibility, drag drop facility and desktop sharing features etc. vi. Audio & Video System should ensure that speech & Video program are equally intelligible in all parts. vii. The large full HD video wall display should be usable for multiple applications such as presentation, HD Video, Contain Satellite TV display etc. Video wall should have the flexibility for viewing many images or have an edge to enlarge few images as required. viii. The high-end video wall engine cum software should give user-friendly layout in terms of watching different sources on the video wall and with the highest resolutions. Audio-Visual application software should allow user to have GUI interface to enhance the design. ix. The tenderer must supply and install the necessary licenses, software and meet the specifications of the RFP. The cost of such licenses should be included in Video wall system cost and even after completion of contract period, CoSE will not pay any additional cost/ charges for the same for utilization. 		<p>It has been decided to delete the Video Wall and Workstations from the procurement. The Workstations shall be provided by the CoSE, but shall be maintained by the vendor. In light of the above, the following modification is made:</p> <ul style="list-style-type: none"> i. Design, Supply, Installation, Testing, Commissioning and Maintenance of Helpdesk environment equipment like, Civil, Furniture, Cooling, Electrical, monitoring System, hardware along with necessary setting up of accessories. ii. CCC Infrastructure design should be implemented for 10-Seater operations considering scalability of solutions. iii. The tenderer must supply and install the necessary licenses, software and meet the specifications of the RFP. The cost of such licenses should be included and even after completion of contract period, CoSE will not pay any additional cost/ charges for the same for utilization. <p>Note: Relevant changes as a consequence of the above shall also be made in the Service Level Agreement to be signed with the finalized bidder.</p>
13.	6	1.VIII.b.f.II	CCC-Infrastructure	<ul style="list-style-type: none"> f) (ii) CCC Infrastructure design should be implemented for 10-Seater operations considering scalability of solutions. 6) Workstation along with display, keyboard, mouse & OS- 4 no. 	As we understand from clause nos 1(Viii)(B)(f) & 7(ii)(6) that the bidder have to provide CCC infra for 10 Nos seating arrangements but the supply of workstation qty as per BOQ is 4 Nos for CCC Kindly confirm	Please refer to the revised requirements of CCC as provided in Annexure XVI – Minimum Bill of Quantities, table II – BOQ for CCC in the Corrigendum.

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						The requirement of workstations and video wall is dispensed with.
14.	6	1.VIII.e.III	CCC-Infrastructure	The infra should have all safety and security systems like fire detection and suppression, CCTV, access control etc.	The term 'all' & 'etc.' can mean many things request you to kindly specify or else remove the words.	No Change.
15.	7	1.VIII.g.i.a	CCC-Application	(v) Any upgradation requirement related to CCC Enterprise Solutions Software in future should be carried out with no additional cost.	Request you to confirm that the upgradation refers to the patch upgrades of CCC Enterprise Management System.	No Change.
16.	7	1.VIII.g.i.a	CCC-Application	a. Enterprise Management System to be provided for ITSM, Network Management, Asset Management, Knowledge Base, SLA monitoring on all IT equipment, Security Management of all school firewalls and reporting system.	Please confirm what all the process of ITSM is required? Can current Enterprise Management System details be shared with us for better understanding?	No Change.
17.	7	1.VIII.g.i.b	CCC-Application	b. Proposed control center should be able to manage all the IP enabled IT components from the central locations such as SD-Wan device, Switches and Desktop systems.	Suggest replacing the clause with the following The IP version will be aligned to the latest Government of India / Tamil Nadu standards relevant to the same	No Change.
18.	7	1.VIII.g.ii	CCC-Application, Helpdesk management systems	a. Proposed control center should provide helpdesk functionality to log the calls, monitor the network, resolve the issues, manage OEM and report to CoSE on Utilizations, Availabilities, Issues and complete MIS information. It should reflect on the Dashboard of CCC. b. Helpdesk should be reachable through Mobile-based contact center solutions, E-Mail, Web based applications. SMS Based ticketing and status update solutions should be available.		The following clauses replace the existing clause: a. Proposed control center should provide helpdesk functionality to log the calls, monitor the network, resolve the issues, manage OEM and report to CoSE on Utilizations, Availabilities, Issues and complete MIS information. It should reflect on the Dashboard of CCC. b. The Helpdesk Management System shall operate through Ticketing Software, to be procured and provided by the CoSE. c. The vendor will map the Device IDs across schools to the Ticketing Software for easy logging of complaints and resolution. d. All schools will call the assigned toll-free number as identified by CoSE only. Based on ticket raised, the respective vendor will resolve issue as per SLAs. The individuals that log their complaints should be able to track their complaint resolution status, and real-time complaint resolution dashboard shall be made available to the CoSE. e. Severity level of issue will be marked in the ticket against which the vendor can update a separate field for vendor assigned severity level. f. The vendor's MIS shall track each issue/complaint until resolution and update the status of resolution as per SLA.

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						<p>g. The vendor shall escalate the issues/ complaints to the CoSE, as per the escalation matrix defined in discussion with 'CoSE' and provide feedback periodically with an analysis of complaints.</p> <p>h. The vendor shall create a knowledge base based on FAQs to aid the users of the IT infrastructure at the schools.</p> <p>i. The Ticketing Software will allow tickets to be raised through Mobile, E-Mail, Web based applications, and Social media. SMS based ticketing and status update solutions would also be available.</p> <p>j. Vendor must provide the manpower for the Help Desk.</p>
19.	7	1.VIII.g.ii	CCC-Application	e) Helpdesk should be reachable through Mobile based contact center solutions, E-Mail, Web based applications, and Social Media.	Request you to confirm that the Mobile contact center solutions refers to Whatsapp chatbot based solution	Please refer to Response as shown in Sl. 17
20.	7	1.VIII.g.II.a	CCC-Application	a. Proposed control center should provide helpdesk functionality to log the calls, monitor the network, resolve the issues, manage OEM and report to CoSE on Utilizations, Availabilities, Issues and complete MIS information. It should reflect on the Dashboard of CCC.	Kindly confirm the number of concurrent users for Helpdesk tool.	Please refer to Response as shown in Sl. 17
21.	7	1.VIII.g.II.b	CCC-Application	b. Helpdesk should be reachable through Mobile-based contact center solutions, E-Mail, Web based applications. SMS Based ticketing and status update solutions should be available.	Kindly confirm that the SMS solution to be designed and customised to trigger automated SMS alerting to Authorities for the following scenarios: 1. New Ticket 2. Unattended Ticket 3. Closure of Ticket 4. Alert of approaching SLA breach 5. Alert on SLA breach Please confirm the no. of Authorities to be alerted for each of the above scenarios.	Please refer to Response as shown in Sl. 17
22.	7	1.VIII.g.II.b	CCC-Application	b. Helpdesk should be reachable through Mobile-based contact center solutions, E-Mail, Web based applications. SMS Based ticketing and status update solutions should be available.	Is there a requirement for mobile apps for helpdesk?	Please refer to Response as shown in Sl. 17
23.	41	1.VIII.g.II.b	CCC-Application	The Tenderer shall provide help desk service which will serve as a single point of contact for all ICT related incidents and service requests. The service will provide a Single Point of Contact (SPOC) and resolution of incidents.	Please confirm if helpdesk support is required only in English or in English and Tamil?	No Change.
24.	7	1.VIII.g.III	CCC-Application	(iii) Content Management Systems	Request to provide Number of concurrent users and application sizing to consider the compute requirement	No Change.

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25.	7	1.VIII.g.III.b	CCC-Application	b. Hosting of Digital teaching learning material on CCC private cloud, the content that is available should be such that it assists the teaching learning process in an effective and simple manner. The modules should have pause, play, fast forward, and rewind options. Movement from one module to other (e.g.: one chapter to another or from animation module to assessment module) should also be easy, quick and user friendly. The setup of hardware and software should allow additional multimedia content in the form of video, lectures, animations, pictures, 2D/ 3D videos and additional questions in to the repository with ease. It should be possible to play the content in the offline mode once the download of this content is done on an OPS of the Interactive Display panel.	Kindly confirm the scope of providing Digital Teaching Material and Digital Content Library	No Change.
26.	7	1.VIII.g.III.b	CCC-Application	Hosting of Digital teaching learning material on CCC private cloud, the content that is available should be such that it assists the teaching learning process in an effective and simple manner. The modules should have pause, play, fast forward, and rewind options. Movement from one module to other (e.g.: one chapter to another or from animation module to assessment module) should also be easy, quick and user friendly. The setup of hardware and software should allow additional multimedia content in the form of video, lectures, animations, pictures, 2D/ 3D videos and additional questions into the repository with ease. It should be possible to play the content in the offline mode once the download of this content is done on an OPS of the Interactive Display panel.	Kindly clarify if Digital teaching learning material upload will be owned by TNT&ESC.	No Change.
27.	7	1.VIII.g.III.c	CCC-Application	Any upgradation requirement related to CCC Enterprise Solutions Software in future should be carried out with no additional cost.	We request to relook into this requirement as growth of IT equipment will mean tech/capacity upgrade. Request department to fulfill this on mutual agreed terms when the need arises.	No Change.
28.	7	1.VIII.g.I.b	General Query	g. CCC Applications(i) Enterprise Management Systems c. Solution should be designed to monitor, manage, facilitate IT equipment of all 12,500 Schools and should be scalable to handle 20,000 schools without upgrading hardware (Network, Firewall) components.	Kindly clarify that what is day1 license / Total Scholl consider (12500 School OR 20000 School - License) for Enterprise Management System	No Change.
29.	7	1.VIII.g.II.b	General Query	g. CCC Applications (ii) Helpdesk Management Systems b. Helpdesk should be reachable through Mobile-based contact center solutions, E-Mail, Web based applications. SMS Based ticketing and status update solutions should be available.	We assume that SMS & Email services would be provided by Purchaser.	No Change.

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30.	8	1.XI	DR - Replication	Solution architecture	Need clarity on the following 1. Can CoSE elaborate on the decision to have DC on private cloud while DR on public cloud 2. Can DC private cloud be on shared cloud infra or this needs to be dedicated 3. Is there any geographic restriction for public cloud hosting	Corrigendum updated - any MeitY cloud service
31.	8	1.XI	DR - Replication	XI. DR on Cloud The tentative solution architecture for the work defined above is as shared below:	As per shared solution architecture AWS/ Azure cloud is shown we assume that it is indicative and bidder / tenderer will choose any other suitable cloud provider to suffice RFP requirement. Kindly clarify	Corrigendum updated - any MeitY cloud service
32.	8	1.XI	DR - Replication	XI. DR on Cloud	Kindly provide minimum resources to be consider at DR site by all the bidder	No Change.
33.	8	1.XI	DR - Replication	XI. DR on Cloud	Request you to share the specifications of SDWAN device cum Firewall for DR/Cloud	No Change.
34.	8	1.XI	DR - Replication	Provision to made in Public Cloud to have complete the content and it should be activated in the event of failure at CCC	We notice that the DR to be set up on the cloud. We notice that there are no additional specifications/criteria specified for selecting the Cloud Service Provider. Since the data of all the schools along with critical applications would reside on the cloud, we urge the department to consider including some more details as criteria so that all major Public Cloud service providers can cater. Since all major cloud service providers has stringent security apparatus in place as stipulated by Government of India , this would ensure solution providers who offer the highest level of service availability with utmost security would qualify. • The CSP shall be MeitY empaneled & STQC audited as per Ministry of Electronics and Information Technology (MeitY) as on bid submission date for both virtual private cloud and government community cloud • The CSP must be operating at least two (2) Data Centre / Disaster Recovery Centre Facilities in India at time of submission of the bid. Proposed DC & DR site should be in different seismic zone. CSP should be able to provide both DC & DR services together without any limitations as per	Corrigendum updated - any MeitY cloud service

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					MeitY guidelines. • The CSP should provide all variants of cloud services: Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS). • The CSP should have following ISO Certification: ISO 9001:2015, ISO 27001:2013, ISO/IEC 27701:2019. • Cloud service should support a policy validator to automatically examine non-compliant access control policies. • Cloud Service should also provide native Database Activity Monitoring (DAM) and alternate processes for continuity in monitoring of processes in case of failure of DAM. • Certified for all 3-SOC1, SOC2, and SOC3. • Auto-scaling to 10X of compute resources in real time without human intervention: Evaluate on ability to auto-scale; ease of configuring the auto-scaling rules, breadth of parameters for configuring auto-scaling (e.g., min/max/parameters on which threshold levels can be set/wait time), availability of multiple auto-scaling scenarios (e.g., based on threshold levels, scheduled, recurring)	
35.	8	1.IX	IT Infra Solutions	The Tenderer shall have to make provision for internet leased line connectivity of at least 5000 Mbps at CCC via Fiber along with redundant connectivity. 5000 Mbps is minimum bandwidth, however tenderer should size the bandwidth based on their solution and quote for the same.	We request you to kindly remove this scope as this can be provided by telecom service provider only. The bidder for the said RFP cannot deliver the same without executing the tripartite agreement. Hence to streamline the project delivery and reduce complexity we request to kindly take Internet BW separately.	No Change.
36.	8	1.IX.g	IT Infra Solutions	Tenderer should ensure the smooth and reliable function of Control center and if in case of any additional hardware required same should be supplied at free of cost to the CoSE. Tenderer should furnish the solution and sizing sheet.	Request to link this with the defined SLAs	No Change.
37.	8	1.IX.h	IT Infra Solutions	Back-to-Back OEM support should be available for the maintenance, support, replacement, upgradation, vulnerabilities assessment based on periodic patches issued by the OEM during the Project period.	Please confirm if this is referring to replacement arrangement to be done in each of the sites by the OEM	No Change.
38.	8	1.IX.j	IT Infra Solutions	The Tenderer shall have to make provision for internet leased line connectivity of at least 5000 Mbps at CCC via Fiber along with redundant	We understand that the internet connectivity shall be provided by the CoSE. Only the distribution of internet	No Change.

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				connectivity. 5000 Mbps is minimum bandwidth, however tenderer should size the bandwidth based on their solution and quote for the same.	connectivity in the Smart Classes and the proper utilization of bandwidth is to be ensured by the tenderer. Please confirm	
39.	8	1.IX.j	IT Infra Solutions	j) The Tenderer shall have to make provision for internet leased line connectivity of at least 5,000 Mbps at CCC via Fiber along with redundant connectivity. 5,000 Mbps is minimum bandwidth, however Tenderer should size the bandwidth based on their solution and quote for the same.	Kindly confirm whether the 5 Gbps leased line connectivity at CCC refers Symmetric 1:1 connectivity	No Change.
40.	8	1.X.a	Security Solutions	a. The Tenderer must ensure that the architecture provides an end- to-end security of data at both application and network layers by design.	Kindly confirm if Web Security — URL and web content, Video and Secure DNS Filtering, and Anti-Spam to be offered in school firewall?	No Change.
41.	8	1.X.b	Security Solutions	b) The Tenderer must carry out resolutions/remediate issues from Vulnerability Assessment, PT Compliance, Application Audit, Penetration testing etc. on a periodic basis.	Request you to confirm the scope of VAPT test and the frequency for conducting VAPT test	No Change.
42.	8	1.X.c	Security Solutions	Unauthorized access to application, database, servers, and network should be prevented.	What is the current access management system through which student activities can be tracked – active directory etc.? Are you expecting vendor to provision a new IAM (Identity and Access Management) solution or integrate with existing one through SSO (Single Sign On)?	Should follow Standard Norms
43.	9	1.XII.b	Operations and Maintenance Services	c) The Tenderer shall provide & maintain software updates, security patches & any other patches directly from the OEM / Principal manufacturer for software like operating system, database, antivirus security, productivity suite software etc. for the entire project maintenance period of contract from time to time at no additional cost to the Government to meet the requirements of security and quality of system software.	Kindly confirm the scope and requirement of Antivirus scope. If yes request you to include in BoQ	Corrigeendum update - Anti Virus included
44.	9	1.XII.b	Operations and Maintenance Services	c) The Tenderer shall provide & maintain software updates, security patches & any other patches directly from the OEM / Principal manufacturer for software like operating system, database, antivirus security, productivity suite software etc. for the entire project maintenance period of contract from time to time at no additional cost to the Government to meet the requirements of security and quality of system software.	Please confirm that any video conferencing software and office suite solution is excluded from Bidder's scope.	No Change.
45.	9	1.XII.i	Operations and Maintenance Services	All hardware warranty shall start only after Integration and commissioning in the ICT Smart Class has been completed.	As few of the BOQ components doesn't come with more than 3 years warranty, it will be quite difficult for tenderers to offer warranty of all the items for the entire project period.	No Change.

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					Request you to limit the warranty to be offered up to 3 years only which is standard warranty terms sought in other similar projects / tenders.	
46.	10	1.XII.i	Operations and Maintenance Services	XII. Operations and Maintenance Services The Tenderer must facilitate a support team placed at CCC through a tollfree number/ WhatsApp chatbot based contact center solutions, E-Mail, Web based applications integrated with Education-MIS of the Department as required.	We assume that tenderer has to provide manpower / support team at CCC, purchaser will provide WhatsApp Chatbot, Toll Free Number, Email Service etc which will integrate with Education-MIS application Kindly clarify	No Change.
47.	12	1.XV	General Query	Chapter 8 provides the minimum hardware & technical specifications for the IT infrastructure requirements of Smart Classes at Schools and for CCC technical specifications. In case the Tenderer feels that higher specifications/ additional hardware is required to meet the complete project requirements from the viewpoint of the software applications, functions to be carried out, services to be delivered, connectivity, future growth, operations and maintenance, desired service levels as mentioned in this Tender Document, the same shall have to be proposed at the bidding stage. In case after winning the contract, the Tenderer is not able to maintain the mentioned agreement due to improper judgment of IT infrastructure requirements on its part, the Tenderer shall have to provide the additional hardware/ same specification hardware as mentioned in tender at no additional cost to CoSE.	To understand and provide the exact / suitable hardware & technical specifications for the IT infrastructure requirements of Smart Classes at Schools and for CCC , bidder should be allowed to choose and visit the sites randomly. Request you to please share contact details of concerned authorities who can facilitate tenderers for the pre-bid survey.	No Change.
48.	12	1.XVI	General Query	Site Readiness	It is understood that at each school customer will provide the room with Power point to tap the UPS input power and also internet connectivity to connect with Edge device. All necessary work including cabling etc. to provide UPS input power and internet connectivity till school room will be in customer scope. Please confirm.	No Change.
49.	13	1.XX	Warranty	Warranty a) The warranty of the Interactive Display Panel & Accessories and Network assets supplied by the Successful Tenderer shall be for the project period, from the date of installation of the same at the schools in Tamil Nadu. The Successful Tenderer shall replace the defective Interactive Display Panel & Accessories supplied by him with new ones at his cost at the designated points during the period of Warranty. Also, the same procedure must be adapted for the further extended warranty	As few of the BOQ components doesn't come with more than 3 years warranty, it will be quite difficult for tenderers to offer warranty of all the items for the entire project period. Request you to limit the warranty to be offered up to 3 years only which is standard warranty terms sought in other similar projects / tenders.	No Change.

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				of the extended project period. It is applicable to both Smart class at Schools and CCC.		
50.	37	6(X)(e.)	Operations and Maintenance Services	All hardware warranty shall start only after commissioning of the smart classes & related accessories has been completed and after Go-Live.	As few of the BOQ components doesn't come with more than 3 years warranty, it will be quite difficult for tenderers to offer warranty of all the items for the entire project period. Request you to limit the warranty to be offered up to 3 years only which is standard warranty terms sought in other similar projects / tenders.	No Change.
51.	42	6	General Query	XVI. Other Terms & Conditions: k. The Tenderer shall provide & maintain software updates, security patches & any other patches directly from the OEM/ Principal manufacturer for software like operating system, database, Antivirus security, productivity suite software etc. for the entire project maintenance period of contract (10 Years) from time to time at no additional cost to the Government to meet the requirements of security and quality of system software	Kindly amend clause as per below as total contract period is 5+2 Years and some components given in clause is not part of supply i.e. Antivirus, Database etc. k. The Tenderer shall provide & maintain software updates, security patches & any other patches directly from the OEM/ Principal manufacturer for software like operating system, database, Antivirus security, productivity suite software etc. for the entire project maintenance period of contract (5 + 2 40 Years) from time to time at no additional cost to the Government to meet the requirements of security and quality of system software	No Change.
52.	47	7 (II)	CCC-Application	3) CCC Applications consists of EMS, Helpdesk Management, Content Management System and Learning Management as per functional requirement	Kindly confirm whether Content Management System and Learning Management applications will be provided by customer or not. If bidder has to consider these applications, then please provide the specifications/requirements of these applications.	No Change.
53.	47	ii	CCC-Application	CCC Applications consists of EMS, Helpdesk Management, Content Management System and Learning Management as per functional requirement	Request to amend as "CCC Applications consists of EMS, Helpdesk Management along with Contact Center, Content Management System and Learning Management as per functional requirement" as mobile contact center solutions are asked along with Helpdesk.	No Change.
54.	47	F & E II	CCC-Infrastructure	f)(ii) CCC Infrastructure design should be implemented for 10-Seater operations considering scalability of solutions. 6) Workstation along with display , keyboard , mouse & OS- 4 no.	As we understand from clause nos 1(Viii)(B)(f) & 7(ii)(6) that the bidder have to provide CCC infra for 10 Nos seating arrangements but the supply of workstation qty as per BOQ is 4 Nos for CCC Kindly confirm	Please refer to the revised requirements of CCC as provided in Annexure XVI – Minimum Bill of Quantities, table II – BOQ for CCC in the Corrigendum.

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55.	47	7 (II)	Diesel Generator Set	13) 125 KVA - Generator – DG Set	Kindly confirm whether diesel during O&M period (60 months) will be provided by customer or not. If bidder has to consider the diesel then please provide the avg running hours per month to calculate the diesel requirement.	No Change.
56.	47	7 (II)	DR - Replication	4) DR – Replication content on Cloud (Activation on demand)	Kindly confirm whether bidder has to consider 50% or 100% DC at DR. Also, please confirm whether bidder has to quote for 60 months cost of DR	Corrigendum updated - 100% in DR cloud service
57.	47	7	Network Switch	7) Layer 3 48 Port 1/10G Switch with HA --- 1 No's 8) Layer 2 48 port 1G POE Switch -- 1 No's	Request you to share the exact requirement of Network Switches in CC along with DC area, considering redundancy.	No Change.
58.	47	7	Network Switch	7) Layer 3 48 Port 1/10G Switch with HA --- 1 No's 8) Layer 2 48 port 1G POE Switch -- 1 No's	Please provide the specification of the L3 Switches. For 1/10G port Switch -Number of transceivers (Fiber/Copper) and if Fiber modules kindly clarify whether Multi-mode or Single mode modules	No Change.
59.	48	8.1.a	Interactive Display Panel & OPS	Support for - Windows10/ Windows8/ Windows7/ Windows XP/ Linux/ Mac/ Android/ Chrome	Please confirm the version of Android to be factored and supported?	No Change.
60.	48	8.1.a	Interactive Display Panel & OPS	Response time - Less Than or Equal to 9 MS	5ms. Request to change the same for better performance.	No Change.
61.	48	8.1.a	Interactive Display Panel & OPS	Brightness with glass (min) - 300cd/ m2	400cd/ m2 Request to change the same for better performance.	Corrigendum updated - 400 cd/m2 or higher
62.	48	8.1.a	Interactive Display Panel & OPS	Life time - 30,000 Hours	50000 Hrs. Request to change the same for better performance.	No Change.
63.	48	8.1.a	Interactive Display Panel & OPS	20 points touch	20-point touch and 20 points write. Request to change the same for better performance.	Corrigendum updated - 20 points touch & write
64.	48	8.1.a	Interactive Display Panel & OPS	Minimum object size- 3mm	1mm. Request to change the same for better performance.	Corrigendum updated - 3mm or less
65.	48	8.1.a	Interactive Display Panel & OPS	Surface Hardness - Toughened glass Level 7 MOHS Std.	Level 9 MOHS Std. Request to change the same for better performance.	No Change.
66.	48	8.1.a	Interactive Display Panel & OPS	Response time - Less Than or Equal to 9 MS	5ms. Higher Performance	No Change.
67.	48	8.1.a	Interactive Display Panel & OPS	Brightness with glass (min)- 300cd/ m2	400cd/ m2 Higher Performance	Corrigendum updated - 400 cd/m2 or higher
68.	48	8.1.a	Interactive Display Panel & OPS	Life time - 30,000 Hours	50000 Hrs. Higher Performance	No Change.
69.	48	8.1.a	Interactive Display Panel & OPS	20 points touch	20-point touch and 20 points write. Higher Performance	Corrigendum updated - 20 points touch & write
70.	48	8.1.a	Interactive Display Panel & OPS	Minimum object size -3mm	1mm. Higher Performance	Corrigendum updated - 3mm or less

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
71.	48	8.1.a	Interactive Display Panel & OPS	Surface Hardness - Toughened glass Level 7 MOHS Std.	Level 9 MOHS Std. Higher Performance	No Change.
72.	48	8.1.a	Interactive Display Panel & OPS	Life time - 30,000 hours	50,000 hours. As using IPS panel which is best in the industry, for the long lasting of product use hence minimum life of panel should be 50,000 hours	No Change.
73.	48	8.1.a	Interactive Display Panel & OPS	Surface Hardness - Toughened glass Level 7 MOHS Std.	4mm toughened glass with 9 MoHS scale. It will provide better safety of the device in the school and reduce chances of damages	No Change.
74.	48	8.1.a	Interactive Display Panel & OPS	20 points touch	No - 4 drawing (Internal) 10 touch (External). Please change to "10 touch (External) or above"	Corrigendum updated - 20 points touch & write
75.	48	8.1.a	Interactive Display Panel & OPS	Surface Hardness- Toughened glass Level 7 MOHS Std.	No - 3.2THeat Semi- Strengthened Glass. Samsung touch displays has Heat Semi- Strengthened Glass only. Please change to "Toughened glass / Heat Semi- Strengthened Glass"	No Change.
76.	48	8.1.a	Interactive Display Panel & OPS	Brightness with glass (min) 300cd/m2	Prebid query: 300cd/m2 brightness is not suitable for classroom scenario, it's suggested to change to minimum 400cd/m2. Since this a classroom 300CD/M2 is not enough, so request to increase up to min of 400CD/M2	Corrigendum updated - 400 cd/m2 or higher
77.	48	8.1.a	Interactive Display Panel & OPS	Life Time 30,000 Hours	Request to increase the lifetime from 30000 hours to 50000 hours. Since the project is of 5 years. Request to increase the lifetime from 30000 hours to 50000 hours. Since the project is of 5 years	No Change.
78.	48	8.1.a	Interactive Display Panel & OPS	Touch 20 points touch	Prebid query: 20 points touch is not enough for class using, it's suggested to change to more than 30 points. Request to increase the touch points for Android 30 points touch / 40 points touch for Windows	Corrigendum updated - 20 Points touch & write
79.	48	8.1.a	Interactive Display Panel & OPS	Minimum object size - 3mm	Prebid query: what's the meaning of this object. Request to revise up to 3mm	Corrigendum updated - 3mm or less
80.	48	8.1.a	Interactive Display Panel & OPS	Surface Hardness. Toughened glass Level 7 MOHS Std.	Prebid query: does this item need testing report or not? Any designated testing agencyRequest to change up to MOHS level 7 or Equivalent OEM standard to follow.	No Change.
81.	49	8.1.b	Interactive Display Panel & OPS	In Built Processor - Dual Core CPU or Higher	Quad Core. Request to change the same for better performance.	No Change.
82.	49	8.1.b	Interactive Display Panel & OPS	In Built RAM - 2 GB Ram	4GB or Higher. Request to change the same for better performance.	Corrigendum updated - 4 GB RAM or Higher

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
83.	49	8.1.b	Interactive Display Panel & OPS	In Built Flash Drive - 8 GB	32GB or Higher. Request to change the same for better performance.	Corrigendum updated - 32 GB or Higher
84.	49	8.1.b	Interactive Display Panel & OPS	Preloaded OS - Android - with free update support	Android 11 or Higher. Request to change the same for better performance.	No Change.
85.	49	8.1.c	Interactive Display Panel & OPS	OPS RAM - 8GB DDR4, Expandable upto 16GB	Expandable to 32GB or Higher. Request to change the same for better performance.	Corrigendum updated - 8GB DDR4, Expandable upto 32GB
86.	49	8.1.c	Interactive Display Panel & OPS	OPS - SSD - 128GB	256 GB SSD or Higher. Request to change the same for better performance.	Corrigendum updated - 256 GB or higher
87.	49	8.1.b	Interactive Display Panel & OPS	In Built Processor - Dual Core CPU or Higher	Quad Core. Higher Performance	No Change.
88.	49	8.1.b	Interactive Display Panel & OPS	In Built Ram - 2 GB Ram	4GB or Higher. Higher Performance	Corrigendum updated - 4 GB RAM or Higher
89.	49	8.1.b	Interactive Display Panel & OPS	In built Flash Drive - 8 GB	32GB or Higher. Higher Performance	Corrigendum updated - 32 GB or Higher
90.	49	8.1.b	Interactive Display Panel & OPS	Preloaded OS - Android - with free update support	Android 11 or Higher. Higher Performance	Corrigendum updated - Anroid 8 or higher
91.	49	8.1.c	Interactive Display Panel & OPS	OPS RAM - 8GB DDR4, Expandable upto 16GB	Expandable to 32GB or Higher. Higher Performance	Corrigendum updated - 8GB DDR4, Expandable upto 32GB
92.	49	8.1.c	Interactive Display Panel & OPS	OPS SSD - 128GB	256 GB SSD or Higher. Higher Performance	Corrigendum updated - 256 GB or higher
93.	49	8.1.b	Interactive Display Panel & OPS	In built RAM - 2 GB Ram	Has to be increased to minimum 4GB, as 2GB will make the booting of the panel, apps, on screen annotating very slow	Corrigendum updated - 4 GB RAM or Higher
94.	49	8.1.b	Interactive Display Panel & OPS	In built Flash Drive - 8 GB	Has to be increased to minimum 32GB, as casting/whiteboard app/ other apps itself will occupy more than 8GB	Corrigendum updated - 32 GB or Higher
95.	49	8.1.b	Interactive Display Panel & OPS	Preloaded OS - Android - with free update support	Android version should be mentioned. We recommend to go with latest Android Version is 11.0	Corrigendum updated - Anroid 8 or higher
96.	49	8.1.b	Interactive Display Panel & OPS	In built RAM - 2 GB Ram	4 GB For high speed & better performance	Corrigendum updated - 4 GB RAM or Higher
97.	49	8.1.b	Interactive Display Panel & OPS	In Built Flash Drive - 8 GB	32GB Better Usage & convinence with more storage	Corrigendum updated - 32 GB or Higher
98.	49	8.1.b	Interactive Display Panel & OPS	Preloaded OS - Android - with free update support	Android 11 Latest OS & upgraded features	Corrigendum updated - Anroid 8 or higher
99.	49	8.1.b	Interactive Display Panel & OPS	Preloaded OS - Android - with free update support	No – Tizen. Request to change to "Android / Tizen"	Corrigendum updated - Anroid 8 or higher
100.	49	8.1.b	Interactive Display Panel & OPS	Processor or Higher. Dual Core CPU	Prebid query: dual core is not suitable for all education related app's. Request to change to 4- core.	No Change.
101.	49	8.1.b	Interactive Display Panel & OPS	In Built RAM - RAM. 2 GB Ram	Prebid query: 2 GB RAM is hard to run the APP requirement; it's suggested to	Corrigendum updated - 4 GB RAM or Higher

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					change to 4GB RAM. Request to increase up to 4GB	
102.	49	8.1.c	Interactive Display Panel & OPS	OPS - Processor - Intel Core i5 processor.	<p>Option-1 12th Generation Intel® Core™ i3 12100 (3.30 GHz Base Frequency, 4 High Performance Cores, 12MB Smart Cache) / 5000 Series AMD Ryzen™ 3 5300G (4.00 GHz Base Frequency, 4 High Performance Cores, 10MB Cache) or Higher.</p> <p>Option-2 12th Generation Intel® Core™ i5 12600 (3.30 GHz Base Frequency, 6 High Performance Cores, 18MB Smart Cache) / 5000 Series AMD Ryzen™ 5 5600G (3.90 GHz Base Frequency, 6 High Performance Cores, 19MB Cache) or Higher.</p> <p>Option-3 12th Generation Intel® Core™ i7 12700 (2.10 GHz Base Frequency, 8 High Performance Cores, 25MB Smart Cache) / 5000 Series AMD Ryzen™ 7 5700G (3.80 GHz Base Frequency, 8 High Performance Cores, 20MB Cache) or Higher.</p>	Corrigendum updated - Intel i5/ Equivalent AMD Processor
103.	49	8.1.c	Interactive Display Panel & OPS	OS Compatible - Windows 10 or higher, Latest version of Linux	Windows 11 or Higher / Linux Compatible. Request to change the same for better performance.	No Change.
104.	49	8.1.c	Interactive Display Panel & OPS	OPS - OS Compatible - Windows 10 or higher, Latest version of Linux	Windows 11 or Higher / Linux Compatible. Higher Performance	No Change.
105.	49	8.1.c	Interactive Display Panel & OPS	OPS Preloaded OS - Windows 10 or Higher – Home Edition	Should mentioned validity of Windows Licience. Our suggestion is that Life time validate of the windows Licience	No Change.
106.	49	8.1.c	Interactive Display Panel & OPS	OS Compatible - Windows 10 or higher, Latest version of Linux	IOT/PRO	No Change.
107.	49	8.1.c	Interactive Display Panel & OPS	CPU Module (For OPS Support	Supports thin client PC Bidder Scope. No In-built OPS. Supports thin client PC Request to change to "OPS / External PC"	No Change.
108.	49	8.1.c	Interactive Display Panel & OPS	Microsoft products	Microsoft has discount program for Windows Education devices, Govt Dept can have price benefit which Bidder can't avail from the Microsoft. Hence request you to buy Windows /	No Change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					OS/ MS Office or any Microsoft product directly from the Microsoft that will save the huge project cost	
109.	49	8.1.c	Interactive Display Panel & OPS	OPS Preloaded OS - Windows 10 or Higher – Home Edition	<i>Request you to kindly consider including Windows Operating System by availing SHAPE THE FUTURE program and include M365 productivity tool. Additional details along with the request were shared earlier</i>	No Change.
110.	49	8.1.d	Interactive Display Panel & OPS	Audio Amplifier In-Built, TI Based Amplifier 2 Channel output	Remove Inbuilt Speakers are available	Corrigendum updated - In Built
111.	49	8.1.d	Interactive Display Panel & OPS	Output Power 20 W x 2	15Wx2 As per industry standard 15W x 2 are enough for classroom solutions	Corrigendum updated - 10 W x 2
112.	49	8.1.d	Interactive Display Panel & OPS	Output Power 20 W x 2	Built in Speaker (10W x 2). 20 W output will be enough for a class room. Additional speakers, if needed can be connected to the display. Request to change as "Built in Speaker (10W x 2)" or above	Corrigendum updated - 10 W x 2
113.	49	8.1.e	Interactive Display Panel & OPS	USB 5 (3 No's of USB 3.0 & 2 No's of USB 2.0)	Minimum 6 ports (4x3.0, 2x2.0). Request to change the same for better performance.	Corrigendum updated - Minimum 5 Ports (3 Nos. of USB 3.0 & 2 No's of USB 2.0)
114.	49	8.1.e	Interactive Display Panel & OPS	USB 5 (3 No's of USB 3.0 & 2 No's of USB 2.0)	Minimum 6 ports (4x3.0, 2x2.0). Higher Performance	Corrigendum updated - Minimum 5 Ports (3 Nos. of USB 3.0 & 2 No's of USB 2.0)
115.	49	8.1.e	Interactive Display Panel & OPS	VGA IN - 1	Remove VGA IN is an obsolete Technology compared to HDMI	Corrigendum updated - Point removed
116.	49	8.1.e	Interactive Display Panel & OPS	Mic Inbuilt	Remove , available in OPS MIC will be available Thru OPS, Kindly add the same in OPS & remove from IFP.	Corrigendum updated - Point removed
117.	49	8.1.e	Interactive Display Panel & OPS	HDMI IN - 3	2. Additional HDMI inputs can be connected thru Thin client Please change "Minimum HDMI 2Nos. or above"	No Change.
118.	49	8.1.e	Interactive Display Panel & OPS	HDMI Out - 1	HDMI Out Not available. Wireless Screen Out is available. Request to change as Video Out- "HDMI / Wireless Screen Out"	No Change.
119.	49	8.1.e	Interactive Display Panel & OPS	5 (3 No's of USB 3.0 & 2 No's of USB 2.0)	No - USB 2.0(1). Since a thin client / OPS is available, Connections will happen via that. Request to change it as "Supports Bluetooth"	Corrigendum updated - Minimum 5 Ports (3 Nos. of USB 3.0 & 2 No's of USB 2.0)
120.	49	8.1.e	Interactive Display Panel & OPS	Touch Out - 2	1 At a time only one external Device can be connected to the interactive display. Request to change as "Touch Out-1 No"	No Change.
121.	50	8.1.e	Interactive Display Panel & OPS	Bluetooth - 4.2	Minimum 5.0. Request to change the same for better performance.	No Change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
122.	50	8.1.e	Interactive Display Panel & OPS	Wifi - Intel IEEE 802.11 a/ g/ n 2.2G and 5.0G	Minimum Wifi 6. Request to change the same for better performance.	No Change.
123.	50	8.1.e	Interactive Display Panel & OPS	Bluetooth - 4.2	Minimum 5.0. Higher Performance	No Change.
124.	50	8.1.e	Interactive Display Panel & OPS	Wifi - Intel IEEE 802.11 a/ g/ n 2.2G and 5.0G	Minimum Wifi 6. Higher Performance	No Change.
125.	50	8.1.e	Interactive Display Panel & OPS	Input/ Output Points: Mic- Inbuilt	We would request you to kindly clarify, if the Mic is requested f inbuilt in the Panel or it is just a microphone Port.	Corrigendum updated - Point removed
126.	50	8.1.e	Interactive Display Panel & OPS	Input/ Output Points: Mic- Inbuilt	Inbuilt Mic with minimum 8 mic array. Because single mic cannot capture the Teacher's voice. We need a mic array to record the session or conduct any online/VC calls	Corrigendum updated - Point removed
127.	50	8.1.e	Interactive Display Panel & OPS	Bluetooth - 4.2	4.0 or higher. There is no 4.2 Bluetooth	No Change.
128.	50	8.1.e	Interactive Display Panel & OPS	Wifi - Intel IEEE 802.11 a/ g/ n 2.2G and 5.0G	2.4GHz and 5GHz. there is not 2.2GHz	Corrigendum updated – Refer Annexure- XVII - TECHNICAL SPECIFICATIONS, Table 1 e (Input/ Output Points)
129.	50	8.1.e	Interactive Display Panel & OPS	Input/ Output Points: Mic- Inbuilt	Recommended to remove inbuilt mic from the panel. Ref Page No:51(Its already mentioned Inbuilt Mic as a part of Web Camera)	Corrigendum updated - Point removed
130.	50	8.1.e	Interactive Display Panel & OPS	VGA IN - 1	VGA is Obsolete technology, Not commonly used in Laptops now. Request to either Remove VGA port or Mention as "Support via Converter"	Corrigendum updated - Point removed
131.	50	8.1.e	Interactive Display Panel & OPS	Audio-in - 1	As HDMI is the input, Audio also is carried via HDMI. No separate Audio IN needed. Please remove / mention as Extra Feature	No Change.
132.	50	8.1.e	Interactive Display Panel & OPS	Inbuilt - MIC	In-Built Mics may not be so effective in classroom scenarios. Recommended to have additional Mic for better coverage. Please remove / mention as Extra Feature	Corrigendum updated - Point removed
133.	50	8.1.e	Interactive Display Panel & OPS	Audio out - 1	Yes-Common with audio out port	No Change.
134.	50	8.1.e	Interactive Display Panel & OPS	Bluetooth - 4.2	Bluetooth available. Since a thin client / OPS is available, Connections will happen via that. Request to change it as "Supports Bluetooth"	No Change.
135.	50	8.1.e	Interactive Display Panel & OPS	Camera Connectivity - Yes	In-Built camera may not be so effective in classroom scenarios. Recommended to have external Camera for better Coverage. Please remove / mention as Extra Feature	No Change.
136.	50	8.1.e	Interactive Display Panel & OPS	Inbuilt - MIC	Please remove as inbuilt Mic is available with very limited OEM hence	Corrigendum updated - Point removed

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					it restrict other OEM's participation and if required we request please consider external microphone for better communication and crystal clear Audio	
137.	50	8.1.f	Interactive Display Panel & OPS	Remote Control -1	As all the functionalities are supported via touch, No Remote controller available along with display Request to Remove	No Change.
138.	51	8.1.g	Interactive Display Panel & OPS	Features/ Software for Smart Board - Multi-Language Recognition	Please consider supporting teaching Hindi/English multi language as these are widely use languages in schools and same are easily available with many reputed OEM's	Corrigendum updated - Point removed
139.	51	8.1.g	Interactive Display Panel & OPS	Features/ Software for Smart Board- Board in Board	Please remove "Board in Board" feature as this is belong to single OEM hence is restrict other OEM participation However we request please ask Interactive white board with infinite canvas to write and with latest feaures & functionalities and and Interactive white board with canvas are easily available with many reputed OEM's	Corrigendum updated - Point removed
140.	51	8.1.g	Interactive Display Panel & OPS	Features/ Software for Smart Board - Disciplines – Physics, Math & Chemistry	Please remove "Disciplines – Physics, Math & Chemistry " as this term is belong to single OEM hence is restrict other OEM participation. However we request please ask software feature Draw shapes, use Math tools, like Compass, Protector & Calculator, also same Physics and Chemistry lab tools/features and same are easily available with many reputed OEM's	Corrigendum updated - Point removed
141.	51	8.1.g	Interactive Display Panel & OPS	Features/ Software for Smart Board- Points no. 6, 13 and 14	Kindly clarify requirement of 6. Screen Wrap, 7. DISCIPLINES – PHYSICS, MATH & CHEMISTRY, 8. Physical show	Corrigendum updated - Point removed
142.	51	8.1.g	Interactive Display Panel & OPS	Features/ software for smart board	Dictation from the file. Need clarity on this feature.	Corrigendum updated - Point removed
143.	51	8.1.g	Interactive Display Panel & OPS	Features/ software for smart board	Board in Board. Need clarity on this feature.	Corrigendum updated - Point removed
144.	51	8.1.g	Interactive Display Panel & OPS	Features/ software for smart board	Physical Show. Need clarity on this feature.	Corrigendum updated - Point removed
145.	51	8.1.g	Interactive Display Panel & OPS	Features/ Software for Smart Board - SCREEN WRAP, DISCIPLINES – PHYSICS, MATH & CHEMISTRY, PHYSICAL SHOW	Need Explanation / Clarification required of these software features	Corrigendum updated - Point removed

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
146.	51	8.1.g	Interactive Display Panel & OPS	Features/ Software for Smart Board- DIGITAL VISUALIZER	Remove	Corrigendum updated - Point removed
147.	51	8.1.g	Interactive Display Panel & OPS	Features/ Software for Smart Board- MULTI-LANGUAGE RECOGNITION	Remove	Corrigendum updated - Point removed
148.	51	8.1.g	Interactive Display Panel & OPS	Features/ Software for Smart Board - TEXT/ SHAPE RECOGNITION	Remove We have Shape recognition in White Board application.	Corrigendum updated - Point removed
149.	51	8.1.g	Interactive Display Panel & OPS	Features/ Software for Smart Board- DICTATION FROM FILE	Remove Please confirm the purpose & usage of Dictation from file	Corrigendum updated - Point removed
150.	51	8.1.g	Interactive Display Panel & OPS	Features/ Software for Smart Board - BOARD IN BOARD	Remove Please confirm the purpose & usage of Board in Board	Corrigendum updated - Point removed
151.	51	8.1.g	Interactive Display Panel & OPS	Features/ Software for Smart Board- DISCIPLINES – PHYSICS, MATH & CHEMISTRY	Remove Kindly confirm the standard & board for the same.	Corrigendum updated - Point removed
152.	51	8.1.h	Interactive Display Panel & OPS	Smart Board Certification - BIS, FCC, CE, CB, RoHS certified	Please consider BIS, as per MHA, Govt of India BIS is mandatory in India. CB Certificate is required for Certification body particular standards related to body and compliance by a particular industry. One of the functions of BIS in India is exactly the same hence it is equivalent.	No Change.
153.	51	8.1.h	Interactive Display Panel & OPS	Smart Board Certification: BIS , FCC, CE , CB , RoHS certified	Kindly refer to Clause 10 of DPIIT Notification No: P-45021/2/2017-PP(BE-II) which clearly states that " Specifying foreign certifications/ unreasonable technical specifications/ brands/models in the bid document is restrictive and discriminatory practice against local suppliers. If foreign certification is required to be stipulated because of non-availability of Indian Standards and/or for any other reason, the same shall be done only after written approval of Secretary of the Department concerned or any other Authority having been designated such power by the Secretary of the Department concerned." CB scheme is an international system for mutual recognition of test results and certificates relating to the safety of electrical and electronic components, operating equipment and products on the basis of a multilateral agreement between participating countries and certification organizations. Indian Government has already approved Certificates like BIS, ISO, FCC, ROHS & CE which is equivalent to what a CB Certificate Certifies. It is thus	No Change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					requested to kindly request for Indian Certificates approved by Indian Governmnet, such as BIS & ISO certifications	
154.	51	8.1.h	Interactive Display Panel & OPS	Smart Board Certification : BIS , FCC, CE , CB , RoHS certified	The Deparment can ask for Indian Cerfication only e.g. BIS, ISO etc not Foreign Certification in National Competitive Bidding upto 200 Cr as per DOE, MOF Circular. CE or UL is Foreign Certification. No Procuring authority is allowed to Indicate Foreign Certification in the tender as per Principal Secretary to Honorable Prime Minister has issued D.O Letter No. 330/31/C/64/2018/ES-1 Dated 03-01-2019 Point No. 2 . It may be noted that such stipulation of foreign make/brands and/or restrictive conditions (like mandatory requirement of certification by foreign bodies) in the tenders is not only violative of Public Procurement (Preference to Make in India) Order, 2017 (PPP-MII Order 2017) issued by DIPP, but also in violation of the General Financial Rules, In this regard, it is necessary to follow the following general guidelines to all secretaries .(Copy of DO Letter enclosed for ready reference). Moreover, DPIIT has issued OM No. P-45014/33/2021-BE-II (E-647737) dated 20-12-2022 to instruct all Govt Buyers to put Restrictive and Discriminatory conditions against the Local Suppliers and other Conditions which make the bid non-responsive to PpP-MII Order as per Annexure-A Point No. C asking for foreign certification without specifying any equivalent Indian Certifications as alternative in procurement of Electronic Devices.	No Change.
155.	51	8.1.h	Interactive Display Panel & OPS	Smart Board Certification	Request to add ISO certification also	No Change.
156.	52	8.3	SD-WAN	SDWAN Solution	Generally SDWAN routers will be used where multiple types of internet connectivity (MPLS, Broadband, TTL etc.) will be terminated. This device is used to manage multiple internet connectivity efficiently. This is a costly solutions which used in High Level	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					<p>Data Centre, Smart Cities etc. projects.</p> <p>However, the requirement of SDWAN in this project is only to terminate the internet connectivity at school level. As per the Project scope, there will be only one internet connectivity mostly TTL/broadband will be terminated at school level.</p> <p>To achieve the above functionality, Internet Router is the best suited solution. Also, similar projects are implemented in various other states of India successfully and Internet Router is used to terminate internet connectivity at school level.</p> <p>In view of this , we request you to consider replace SDWAN solution with Internet Router for this Project. The specification of Internet Router is enclosed for your kind reference and consideration.</p>	
157.	52	8.3	SD-WAN	SDWAN Edge Device – SpecificationShould support 5 Nos. of 1GE RJ45 Ports and Should support Multiple WAN Ports. Also, should have USB port support for mobile broadband dongles	<p>As per our understanding - GE ports are not required for local LAN connectivity. FE ports are suitable for the internal LAN. GE ports for internal LAN will only increase the cost of the SD WAN edge device. Also, the SD WAN edge device should have an inbuilt 4G LTE module, with dual-sim support and the sim cards should not be accessible externally. This would increase network uptime, reliability and protect against theft of SIM card. Therefore, we request to change the said clause as follows -"Should support 1 Nos. of GE RJ45 Port for WAN connectivity & 4 Nos. of FE ports for internal LAN connectivity and should support Multiple WAN Ports. Also, should have USB port support for mobile broadband dongles or should have an inbuilt 4G LTE module with dual sim connectivity with bandwidth aggregation. The sim cards should not be accessible externally."</p>	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
158.	52	8.3	SD-WAN	Specifications for SDWAN device (for School)	Request to add the below clause: Additional 100 SD-WAN devices to be supplied and stored at CCC as spares	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					for the Operation & Maintenance, also to be added to min. BoQ.	
159.	52	8.3	SD-WAN	Following features should be included in the appliance from Day 1: Layer 3 - Layer 4, NAT, VPN, Application Visibility and Control (AVC), DHCP, QoS, Bandwidth reservation.	Request to remove this feature. Since it's HUB and spoke we can manage and policy push everything can manage through HUB itself.	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
160.	52	8.3	SD-WAN	Should support 5 Nos. of 1GE RJ45 Ports and Should support Multiple WAN Ports. Also, should have USB port support for mobile broadband dongles	Should support 3 No's of 1GE RJ45 Ports and Should support 1 WAN Port. Also, Should have USB port support for mobile broadband dongles. Since we are proposing separate switch for school, we can manage LAN port through the switch. SDWAN device to be consider only for WAN Bandwidth and throughput.	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
161.	52	8.3	SD-WAN	Should have NDPP/ Common Criteria Certifications and should support IPv4 & IPv6. Device Should support Mobile broadband, Ethernet based internet connection, PPBoE, etc.	Should have or before go live NDPP/ Common Criteria Certifications and should support IPv4. Device Should support Mobile broadband, PPPoE. We are applied Common criteria certification, will get it Soon.	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
162.	52	8.3	SD-WAN	Build-in SDWAN must be able to do load balancing of various links based on source address, User group, protocol and/or applications	Build-in SDWAN must be able to do link failover of various links based on source address, User group. We understand School level one ISP is going to be deployed, I think load balance is not required.	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
163.	52	8.3	SD-WAN	SDW AN Edge Device – Specification: SDWAN IPSec VPN Throughput of 500 mbps or above. Device should support Full tunnel mode based on IPSec. It should support 500 Mbps at tunnel mode	Over 4G connectivity, maximum practical throughput of 2-25 Mbps is feasible, subject to availability from ISPs / TSPs. However, the SD-W AN device is capable to support greater than 500 Mbps throughput if the same is available at the backend from ISP / TSPs. Request to please clarify, if the backend available throughput for connectivity at site will be provided by CoSE?	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
164.	52	8.3	SD-WAN	Should support 5 Nos. of 1GE RJ45 Ports and Should support Multiple WAN Ports. Also, should have USB port support for mobile broadband dongles	1GE ports are not required for local LAN connectivity. 1 FE ports are suitable for the same. GE ports will only increase the cost the SD WAN edge device. Also, the SD WAN edge device should have an inbuilt 4G LTE module, with dual-sim support and sim cards should not be accessible externally. This would increase network uptime, reliability and protect against theft of SIM card. Therefore, we request to change the said clause	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					to be read as "Should support 1 Nos. of 1 GE RJ45 Ports for WAN connectivity & 4 Nos. of 1FE for internal LAN connectivity and Should support Multiple WAN Ports. Also, should have USB port support for mobile broadband dongles or should have an inbuilt 4G LTE module with dual sim connectivity with bandwidth aggregation. The sim cards should not be accessible externally."	
165.	52	8.4	UPS	4. 1-KVA UPS 2 Back-up Time 60 minutes	Kindly clarify minimum total load to be consider for 1 KVA UPS OR provide minimum VAH to be consider for battery backup	No Change.
166.	52	8.4	UPS	4. 1-KVA UPS 2 Back-up Time 60 minutes	Kindly add clause - Tenderer / Bidder has to replace UPS battery after 3 Years of installation for smooth operation as all leading battery OEM should provide maximum 3 Years warranty	No Change.
167.	53	8.4	UPS	sr.no 17. Protections: (7) Lightening	Lighting protection is generally present in higher rated UPS, Low rated UPS has inbuilt fuse which protect UPS from small level surge. Hence we request you kindly remove this clause	No Change.
168.	53	8.4	UPS	sr. No 18. Controls Manual By-pass Switch and static bypass switch to be provided with Indications	manual bypass is present in higher rated ups, Low rated UPS has only static bypass which is common in indutrial practice hence we request you kindly amend this clause	No Change.
169.	54	8.4	UPS	sr. No 23. Meters: O/P current, I/P Current, Battery Current Current	These parameter comes in higher rated ups, low rated ups has limited metering obtions, hence we request you to kindly remove these parameters.	No Change.
170.	55	8.6.a	SD-WAN	a. Specifications of Next Generation Firewall for CCC	As the SDWAN solution is not required for this project (Refer Query No.14) it is request to change this as "Core Router with firewall for CCC". The specification is enclosed at for your kind referance and considerations.	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
171.	55	8.6.a	SD-WAN	6. Command & Control Centrea. Specifications of Next Generation Firewall for CCCA SD-WAN Orchestrator & Manager to be supplied with following specifications: - The Manager should support 7000 SD-WAN devices from day one and upgradable to SD-WAN 10,000 devices.- Should support management and Configuration of Switches and Access Points connected to the SD-WAN Devices.- Should have 2 Nos. of 10G Ports and	Kindly clarify quantity of Smart class as per Bills of Quantity it is 12500 Nos. where SD-WAN support asked for 7000 SD-WAN Device	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				Dual Redundant Hot Swappable Power Supplies.- The Manager should be able to Manage the Firewalls at Schools and 24 Port Switches up to the Port Level.- The Manager should have Workflow Audit feature for Hierarchical approval		
172.	55	8.6.a	SD-WAN	6. Command & Control Centre a. Specifications of Next Generation Firewall for CCC The SD-WAN Orchestrator & Manager at Command Control Center should be able to manage, monitor and configure all Firewall cum SD-WAN Routers, and 24 Port Switches at 2000 Smart Class. The Solution proposed should also be capable of managing all these devices in 2000 Smart Class from day one and upgradable to additional 10,000 Smart Class for future upgrade.	Kindly clarify quantity of Smart class as per Bills of Quantity it is 12500 Nos. where SD-WAN support asked for 2000 Smart Class	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
173.	55	8.6.a	SD-WAN	a. Specifications of Next Generation Firewall for CCC The SD-WAN Orchestrator & Manager at Command Control Center should be able to manage, monitor and configure all Firewall cum SD-WAN Routers, and 24 Port Switches at 2000 Smart Classs. The Solution proposed should also be capable of managing all these devices in 2000 Smart Classs from day oneand upgradable to additional 10,000 Smart Classs for future upgrade.	Request to amend as : " The SD-WAN Orchestrator & Manager at Command Control Center should be able to manage, monitor and configure all Firewall cum SD-WAN Routers in 12500 Smart Classs. The Solution proposed should also be capable of managing all these devices in 12500 Smart Classs from day one and upgradable to 20,000 Smart Classs for future upgrade."	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
174.	55	8.6.a	SD-WAN	6. Command & Control Centre a. Specifications of Next Generation Firewall for CCC	Kindly confirm the period of storage of logs for compliance purposes, such as three months, six months or 1 year.	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
175.	55	8.6.a	SD-WAN	The SD-WAN Orchestrator & Manager at Command Control Center should be able tomanage, monitor and configure all Firewall cum SD-WAN Routers, and 24 PortSwitches at 2000 Smart Classes. The Solution proposed should also be capable of managing all these devices in 2000 Smart Classes from day one and upgradable toadditional 10,000 Smart Classes for future upgrade.	Kindly to Change the clause :- Seperate Orchestrator or Controller for SD-WAN and separate orchestration for router, Firewall and 24 port Switch.	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
176.	55	8.6.a	SD-WAN	Should support SDWAN IPSec Throughput of 50 Gbps and NGFW Throughput of 18 Gbps	Kindly to rephrase the Clause: NGFW can be offer as seprate solution & through supoorted upto standard 10G	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
177.	55	8.6.a	SD-WAN	Should have the features/ Services to be included in the appliance from Day 1: Layer 3 - Layer 4, NAT, VPN, Application Visibility and Control (AVC), User Identity, DLP, Next Generation Intrusion Prevention System (IPS), Zero Day Protection/ Advance Malware protection, Web Security Essentials/ URL Filtering, SSL VPN 25,000 user license bundled.	Kindly to rephrase the Clause: An option for service chaining to have such inspections and security features at centralized locations for SASE or cloud security use cases	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
178.	55	8.6.a	SD-WAN	The command control centre should be equipped with SD-WAN Orchestrator and Manager, Head End Router with Data Centre Firewall functionalities and Log Analyser.	Request you to remove this clause. Single OEM Specific. Orchestrator features differ from OEM to OEM	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
179.	55	8.6.a	SD-WAN	The SD-WAN Orchestrator & Manager at Command Control Center should be able to manage, monitor and configure all Firewall cum SD-WAN Routers, and 24 Port Switches at 2000 Smart Classes. The Solution proposed should also be capable of managing all these devices in 2000 Smart Classes from day one and upgradable to additional 10,000 Smart Class for future upgrade.	The SD-WAN Orchestrator & Manager at can be cloud managed or On-prem should be able to manage, monitor and configure all SD-WAN Routers, and Switches The Solution proposed should also be capable of managing all these devices in 2000 Smart Classss from day oneand upgradable to additional 10,000 Smart Classss for future upgrade. Our recommendation is to manage all the SDWAN and Switches and school devices from cloud itself with single dashborad. Which will be reduce the cost for client. I don't see any switch requirement for this RFP why we need to manage the switches? I can see switches requirement in Hi-tech LAB RFP.	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
180.	55	8.6.a	SD-WAN	A SD-WAN Head End Router cum NGFW to be installed at CCC with the followingperformance parameters- The Router must be in High Availability with active-active Configuration- Should support SDWAN IPSec Throughput of 50 Gbps and NGFW Throughput of18 Gbps- Should support 20 million Concurrent Sessions and 1 million new Sessions- Should Support 20,000 IPSec Site to Site VPN Tunnels- Should have the features/ Services to be included in the appliance from Day 1:Layer 3 - Layer 4, NAT, VPN, Application Visibility and Control (AVC), User Identity,DLP, Next Generation Intrusion Prevention System (IPS), Zero Day Protection/ Advance Malware protection, Web Security Essentials/ URL Filtering, SSL VPN25,000 user license bundled.	Request to remove the URL and filter. Since It's a DC environment we recommend to have separate perimeter Firewall to manage the traffic. Otherwise no redundancy for outage. SDWAN device will do major Routing and traffic segment and Jitter and all but it will do only NGFW traffic inspection. but Dedicated FW will do Traffic inspection.	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
181.	55	8.6.a	SD-WAN	A Logging management platform to be provided with following capacity - The solution proposed should support minimum 500 Gb/ Day logging - Should have 64 TB or above internal storage capacity - Should have dual Power supply and 25G SFP28 Ports - Should have RAID Support	Request to remove the clause and ask for separate FW requirement. Recommend to have Cloud manage we don't need any storage, just required retention period accordingly we can allocate space and log periods.	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
182.	56	8	Private Cloud Infrastructure at CCC	b. Specifications for Private Cloud Infrastructure at CCC Hardware Specification Provide 60 cores, 1800 GB usable RAM and 50 TB usable storage	We assume that bidder / tenderer has to provide HCI having 60 cores, 1800	No Change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					GB usable RAM and 50 TB usable storage	
183.	56	8.6.b	Private Cloud Infrastructure at CCC	CCC - Operating System	Kindly clarify if Server Operating System needs to be offered along with the HCI appliance. We recommend Windows Server Operating System which comes with inbuilt Hypervisor, enhance security and ease of administration	Preferably Open Source
184.	56	8.6.a	SD-WAN	A SD-WAN Orchestrator & Manager to be supplied with following specifications: - Should support management and Configuration of Switches and Access Points connected to the SD-WAN Devices. - The Manager should be able to Manage the Firewalls at Schools and 24 Port Switches upto the Port Level.	Request you to remove this clause as this specific to single OEM	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
185.	56	8.6.a	SD-WAN	A SD-WAN Orchestrator & Manager to be supplied with following specifications:- The Manager should support 7000 SD-WAN devices from day one and upgradable to SD-WAN 10,000 devices.- Should support management and Configuration of Switches and Access Points connected to the SD-WAN Devices.- Should have 2 Nos. of 10G Ports and Dual Redundant Hot Swappable Power Supplies.- The Manager should be able to Manage the Firewalls at Schools and 24 Port Switches upto the Port Level.- The Manager should have Workflow Audit feature for Hierarchical approval.	Request to remove and consider the points for cloud managed orchestrator with on-Prem head end Gateway.Request to remove the Hot swappable to Field replcement of powersupply. On-prem is not recommend to maintain all the devices, our recommend to go with cloud dashborad which will help to reduce the ROI.	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
186.	58	8.1.c	CCC-Application	c. Specification for Application to be hosted in CCC	Additional Point: Bidder should have historic information for minimum 180 days for SLA, MIS	No Change.
187.	59	8.1.f	Work-station	f. Specifications for Work Stations Mother Board (Intel/ Gigabyte/ ASUS/ MSI/ OEM) 8. 8. Audio 3.5mm. Support external speakers - Min 2 Watts	We assume that there is a typo mistake for Audio support and it will be as per below (Removed one additional suffix - "8." 8. Audio 3.5mm. Support external speakers - Min 2 Watts Kindly clarify	Please refer to the revised requirements of CCC as provided in Annexure XVI – Minimum Bill of Quantities, table II – BOQ for CCC in the Corrigendum. The requirement of workstations is dispensed with.
188.	60	8.6.j	CCTV	CCTV facilitation to be provided with IP Camera's & NVR having backup of minimum for 90 working days	Kindly clarify if the CCTV backup data to be stored centrally CCC or at every school?	CCTV for CCC only, not for schools
189.	61	8.6.k	CCC- UPS	k. Specification for 40 KVA – UPS Backup time: 120 minutes	As there is already DG is installed for CCC, UPS can be automatically switchover to DG immediately. In view of this it request to consider backup time as 30 minutes.	No Change.
190.	61	8.6.k	CCC- UPS	k. Specification for 40 KVA – UPS Back-Up Time 120 minutes	Kindly clarify minimum total load to be consider for 40 KVA UPS OR provide	No Change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					minimum VAH to be consider for battery backup	
191.	61	8.6.k	CCC- UPS	k. Specification for 40 KVA – UPS Back-Up Time 120 minutes	Kindly add clause - Tenderer / Bidder has to replace UPS battery after 3 Years of Installation for smooth operation as all leading battery OEM should provide maximum 3 Years warranty	No Change.
192.	61	8.6.k	CCC- UPS	Capacity : 40KVA -Parallel- online ups	Please clarify whether the requirement is for standalone tower type ups or modular type. If the requirement is for modular type, 40KVA modules in N+1 configuration or we can supply 20+20KVA power modules in parallel configuration	No Change.
193.	62	8.6.k	CCC- UPS	Ambient Temperature :0 – 50°C	As per industrial practice operating temperature for the UPS system is 0-40 Degree C hence we request you to kindly amend this clause	No Change.
	63	8.6.k	CCC- UPS	Other Features:2) Major components such as power modules and replacement of the hot swappable batteries without disrupting power to target equipment	kindly clarify requirement is for Modular Type UPS required or standalone tower Type	No Change.
194.	63	8.6.l	Diesel Generator Set	125 KVA - Generator	Request to provide detailed specifications for DG set	No Change.
195.	63	8.6.m	IT Infra Solutions	Intelligent Integrated Infrastructure essentially should include internal redundant or backup power supplies, environmental controls (Rack mounted air conditioning, smoke detection, Water leak detection Temperature and humidity sensors), and security devices. Rack mounted air-conditioning systems should have N+N topology respectively. Environmental monitoring shall be done from IP based software.	Request to provide detailed specifications for smart racks for example, Cooling, WLD, Fire Alarm	Standard Data Centre Guidelines to be followed
196.	116	Annexure-X(b).VII(l)	General Query	Solution should be designed to monitor, manage, facilitate IT equipment of all Schools and should be scalable to handle 20,000 schools and this scalability should not be vendor specific.	We request to relook into this requirement as growth of IT equipment will mean tech/capacity upgrade.	No Change.
197.	General	General	CCC-Application	Application Architecture	Need details of the application Architecture	No Change.
198.	General	General	CCC-Application	Deployment Architecture	Need the specification of Deployment Architecture	No Change.
199.	General	General	CCC-Application	No of Concurrent Users	How many concurrent users are there	No Change.
200.	General	General	CCC-Application	Max Transaction per Day	What is the number of transactions per day	No Change.
201.	General	General	CCC-Application	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	No Change.
202.	General	General	CCC-Application	Max Size of File in MB	What is the file Upload size in MB	No Change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
203.	General	General	CCC-Application	Max Files per User	What is the file upload per user required	No Change.
204.	General	General	CCC-Application	Database Backup Policy	What is the database back policy	No Change.
205.	General	General	CCC-Application	Database Retention Policy	What is database retention policy	No Change.
206.	General	General	CCC-Application	DC - DR Policy	What is Data recovery policy	No Change.
207.	General	General	CCC-Application	Data Archival Policy	What is the Data Archival Policy	No Change.
208.	General	General	DR - Replication	RPO -- Recovery Point of Object	What is the required recovery Point of Object	No Change.
209.	General	General	DR - Replication	RTO -- Recovery Time of Object	What is the Recovery Time of Object	No Change.
210.	General	General	SD-WAN	General	Request you to specify the number WAN links required at each School level and also the scope of providing WAN links at remote sites	Corrigendum updated - SD-WAN Solutions removed at both CCC & School. Shall be provided by Internet service provider
211.	General	General	CCC-Application	General	Request you to clarify, strategy for DATA Backup and Retention Policies	No Change.
NON-TECHNICAL QUERIES						
212.	0	General	Additional Clause		The Bidder is permitted to use the credentials of its ultimate parent, parent or its associate company/s of Indian origin for pre-qualification, technical qualification and any other qualification criteria purpose. In such case, the following additional documents are required to be submitted: a. For meeting the technical / financial / any other qualification criteria of this Tender document, the bidder should submit a letter of consent duly signed and stamped by the authorized signatory of concerned entity whose credentials its submitting. The Indian bidding entity to this project shall submit a self-declaration certificate on a non-judicial stamp paper, stating of using the technical capability of ultimate parent company or associate company.	No change.
213.	0	General	General		Request you to kindly share the list of schools along with their addresses / locations.	To be shared with successful bidder.
214.	0	General	General		Is there any document upload required	No.
215.	0	General	General		What is the Project Budget?	No change.
216.	0	General	General		Kindly include GFR clause for land border sharing & MII clause to encourage made in india products.	The provisions of GoI on this matter shall apply.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
217.	1	Notification	Bid-Processing Fee	Cost of Tender document (hard copy) (Download is free): ₹ 1,000 + 18% GST = ₹ 1,180/-	As the complete tender document is available on given website / e-tender portal, we understand it is not mandatory for bidder to purchase or submit the cost of tender document (Rs 1,180/-). However, Submission of Bid processing fee of Rs 11,800/- along with the Technical Bid is mandatory. Please confirm if our understanding is correct.	Your understanding is correct.
218.	1	Notification	Bid-Processing Fee	Bid Processing Fee ₹ 10,000 + 18% GST = ₹ 11,800/-	Please confirm the mean /the way by which Bid processing fee need to be submitted. We understand that it can be paid by way of Demand Draft in favour of 'Tamil Nadu Text Book and Educational Services Corporation, Chennai -6' payable at Chennai. Please confirm	Can be paid by Demand Draft.
219.	1	Notification	Last Date for Submission of Tender	19.01.2023 3.30 PM	Request you to Kindly extend bid submission for another 15 workings days from the date of issue of Pre bid clarification and corrigendum.	Refer to Corrigendum
220.	4	1.III.c	III. The key deliverables of the project:	The Project Duration may be extended by an additional Two years (after the completion of five years) based on the performance of the bidders and the needs of the CoSE.	We would request department to specify the warranty period as 3 years.	No change.
221.	4	1.III.d	III. The key deliverables of the project:	d) At the end of the Project Duration/ extended project duration, the Tenderer must identify the classroom devices which are worn out and/ or in irreparable damaged condition and responsibly dispose the mutually agreed inventory of equipment. The Tenderer shall ensure that the devices are maintained well until the end of the contract and specifically in the last 2 years of the contract. Failure to do so will result in penalties as may be prescribed at the sole discretion of the CoSE.	a) If the Project is extended then will the identified worn out devices be replaced by the department or it is to be done by the Tenderer ? B) At the end of the project should the Tenderer replace the worn-out devices with new one ?	The clause pertains to replacement at the end of the project duration. The bidder shall only identify the work out devices. Based on approval of the CoSE, the Bidder shall then dispose them off responsibly.
222.	5	1.VI.a	Training for School Staff	a) Tenderer should impart one day training to five identified staff at every school on admin and user related activities after completing Installation, Integration, Testing and Commissioning. The School Headmaster will depute the relevant teachers on stipulated time.	Please confirm the training has to be conducted at the District Head Quarters level as school level training would prove expensive without any benefit to the government initiative.	The training venue shall be mutually agreed upon.
223.	5	1.VI.a,b	Training for school staff	a) Tenderer should impart one day training to five identified staff at every school on admin and user related activities after completing Installation, Integration, Testing and Commissioning. The School Headmaster will depute the relevant	No separate line item is mentioned there in the Price Bid format for Training. Please elaborate about inclusion of Trainings in the Price Bid and its payment terms.	Training cost can be built into the relevant row item and an Annexure with the break up given in the bidder's submission.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				teachers within the stipulated time. b) Pre-scheduled refresher trainings must be organized on an annual basis for identified staff at every school, on admin and user related activities and requirements of user maintenance.		
224.	5	1.VI.a	VI. Training for School Staff	a) Tenderer should impart one day training to five identified staff at every school on admin and user related activities after completing Installation, Integration, Testing and Commissioning. The School Headmaster will depute the relevant teachers within the stipulated time.	Can this be a cluster training by bringing teachers of the same district in one common venue and train them for one whole day along with hands on experience. Can plan for multiple batches with multiple trainers deployed.	The training venue shall be mutually agreed upon.
225.	5	1.VI.b	VI. Training for School Staff	b) Pre-scheduled refresher trainings must be organized on an annual basis for identified staff at every school, on admin and user related activities and requirements of user maintenance.	Can this be a cluster training by bringing teachers of the same district in one common venue and train them for one whole day along with hands on experience. Can plan for multiple batches with multiple trainers deployed.	The training venue shall be mutually agreed upon.
226.	5	1.VI.a	VI. Training for School Staff	a) Tenderer should impart one day training to five identified staff at every school on admin and user related activities after completing Installation, Integration, Testing and Commissioning. The School Headmaster will depute the relevant teachers within the stipulated time.	a) How many total staffs need to be trained ? Admin, (Teaching, Non Teaching staff etc) B) Will one day training for school staffs be enough ? C) Will the infrastructure be provided by the department ? D) Will there be retraining required ?	a) No change. b) Yes. c) No. d) No change.
227.	5	1.VI.b	VI. Training for School Staff	b) Pre-scheduled refresher trainings must be organized on an annual basis for identified staff at every school, on admin and user related activities and requirements of user maintenance.	Can refresher training be provided online ?	To be mutually agreed to.
228.	9	1.XII.b	Operations and Maintenance Services	b. The scope of hardware and network support services will include preventive and corrective comprehensive maintenance and cover installation, on-site diagnosis and resolution of hardware faults in response to the reported problems. The Tenderer will also resolve all the hardware problems detected during routine operational support activities and will ensure that the problems are resolved within the defined agreement including appropriate replacement and/ or replenishment of systems and networking equipment as and when required.	We are assuming that the department will ensure: 1. The smart classes rooms in schools are leak proof (rains) and have doors and windows to protect from moisture . 2. The classroom infrastructure is protected from pests/rodents. 3. Protection of supplied items after delivery as per the OEMs warranty/ AMC policy i.e. (theft/breakage/damage) will be school's responsibility. 4. Shifting of classrooms to any other location post commissioning will be at the department's cost.	1, 2, 3: No Change 4: The cost to shifting of equipment will be borne by the School Education Department.
229.	9	1.XII.d	XII. Operations and Maintenance Services	d) Tenderer must have fixed monthly schedules of digital and physical infrastructure maintenance visit as per schedule approved by the CoSE to ensure efficient functioning of all installed infrastructure.	Can we replace 'fixed monthly schedules' with 'fixed schedules'	d) "Fixed monthly schedules" to be replaced with "Fixed bi-monthly schedules", i.e. 6 visits per year.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				During these visits, technical and operational issues identified must be resolved immediately. Issues identified during such visits must be recorded under Operations and Maintenance Reporting.		
230.	10	1.XIII.c.(2)	XIII. Manpower	2) Helpdesk Engineers at CCC -- 2 -- Graduate/ Diploma -- Three Years	Where will the helpdesk be located ?	At Chennai, in the Office of CoSE.
231.	11	1.XIV.b.(1)	Service Level Agreements (SLAs)	Electricity failure will be excluded, necessary document to be submitted for the justifications.	We request you to consider Theft, vandalism, deliberate damage, accidents, as exclusions from system uptime calculation as the bidder has no control on such factors. Kindly confirm.	Accepted.
232.	11	1.XIV.b.(2)	XIV. Service Level Agreements (SLAs)	2) Bugs/ Issues in application Critical bugs/ issues – Bugs/ issues affecting more than one smart class or more than one user in a smart class, Non-critical bugs/ issues – Bugs/ issues affecting at most one user in a smart class.	It is understood that no enhancements would be taken up during the tenure .	No change.
233.	11	1.XIV.c.(2)	XIV. Service Level Agreements (SLAs)	Response: Maximum* One working Day Resolution: Maximum of 2 days working Days upto 5% of such issues raised per month	In case the call is logged after 12pm of the day then that day to be considered as day 0 and next day to be considered as day 1 for the complaint logging. Also, since implementations are going to be spread across the state, Minimum resolution time for addressing Critical incident can be for 7-10 working days considering the distances.	<u>Critical Incident/ Reported Issues:</u> Response: Maximum* 1 working day. Resolution: Maximum of 2 days working days. However, for remote locations (as per definitions of CoSE), maximum of 10 days upto 5% of such issues raised per month.
234.	12	XVI	Supply and Delivery Schedule	a) The Supply, Installation, Integration, Testing, Commissioning, Maintenance and Strengthening Project Management of Smart Classes shall be completed as per mutually agreed Delivery Schedule. b) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 120 days and 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 90 days from the approval of Delivery Schedule. c) The Successful Tenderer must submit Delivery Schedule within 15 days of issue of Work Order and School List Priority order by CoSE.	The clause is quite confusing. The first para says the completion of the project shall be as per mutually agreed delivery schedule whereas in second para, tenderer is instructed to complete the supply, installation, test and commissioning of 100% work with School within 120 days and 100% of work related with CCC within 90 days from the approval of delivery schedule. Please elaborate and and confirm.	a) The Supply, Installation, Integration, Testing, Commissioning, Maintenance and Strengthening Project Management of Smart Classes shall be completed as per Delivery Schedule, further elaborated below: a1) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 180 days. a2) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 120 days.
235.	12	XVI	Supply and Delivery Schedule	b) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 120 days and 100% of work related with CCC as per the technical specifications in the Tender Document to	As the major components of this projects are Display and the lead time for this items is minimum 3 to 4 months. Due to high lead time of Desktop PC it is requested to consider the following delivery period. 1. 50% of Schools along with CCC shall be completed within 120 days	a) The Supply, Installation, Integration, Testing, Commissioning, Maintenance and Strengthening Project Management of Smart Classes shall be completed as per Delivery Schedule, further elaborated below: a1) The Successful Tenderer shall supply, install, integrate, test and commission 100% of

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				the CoSE within 90 days from the approval of Delivery Schedule	from the date of issue of the work order. Balance 50% of Schools shall be completed within 240 days from the date of issue of the work order.	work related with Schools as per the technical specifications in the Tender Document to the CoSE within 180 days. a2) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 120 days.
236.	12	1.XVI	General Query	site Readiness	The scope of work includes supply of ICT Components such as display etc. These items required a proper room with safety measures. If the school room is not ready/suitable for installation then how the same will be addressed.	No change.
237.	12	1.XVI	Supply and Delivery Schedule	Site Readiness	As the delivery timelines are very short, if any site is not ready for installation and if the readiness is delayed more than 2 weeks then kindly release the payment as per the RFP payment terms by accepting the material at site. Bidder will do the I&C once the site is ready.	No change.
238.	12	1.XVI.b	Supply and Delivery Schedule	b) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 120 days and 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 90 days from the approval of Delivery Schedule.	Due to ongoing chip-shortage crisis, OEMs have increased their lead time to upto 7-8 months from date of Purchase Order Placement. Hence, we request you to amend the clause as below: - The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 420 360 days and 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 90 240 days from the approval of Delivery Schedule.	a) The Supply, Installation, Integration, Testing, Commissioning, Maintenance and Strengthening Project Management of Smart Classes shall be completed as per Delivery Schedule, further elaborated below: a1) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 180 days. a2) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 120 days.
239.	12	1.XVI.b	XVI. Supply and Delivery Schedule	b) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 120 days and 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 90 days from the approval of Delivery Schedule.	Request to kindly extend the 120 day period to 180-240 days considering challenges of availability owing to existing global supply chain issues.	a) The Supply, Installation, Integration, Testing, Commissioning, Maintenance and Strengthening Project Management of Smart Classes shall be completed as per Delivery Schedule, further elaborated below: a1) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 180 days.

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						a2) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 120 days.
240.	12	1.XVI.b	XVI. Supply and Delivery Schedule	b) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 120 days and 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 90 days from the approval of Delivery Schedule.	Request you to kindly modify the clause as under, due to ongoing chip shrotage crisis The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 365 days and 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 365 days from the approval of Delivery Schedule.	a) The Supply, Installation, Integration, Testing, Commissioning, Maintenance and Strengthening Project Management of Smart Classes shall be completed as per Delivery Schedule, further elaborated below: a1) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 180 days. a2) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 120 days.
241.	13	1.XVIII	Insurance	The transit loss / theft / pilferage / damage of the goods under any circumstance shall be the liability of the Successful Tenderer.	Successful Tenderer will be responsible only during implementation period. Once the project is completed and handover to respective schools, bidder is not responsible for the items installed at site. As per the RFP scope, there is no onsite manpower requirement mentioned in each schools during CAMC period. To prevent theft/loss/damage during CAMC bidder has to keep 24x7 manpower at each school. Kindly confirm whether bidder is responsible for transit loss / theft / pilferage / damage of the goods under any circumstance during CAMC. If yes, please include the scope of 24x7 manpower support at each school for entire duration of CAMC. Also, kindly clarify that, during CAMC period if items got damaged/theft from school then how CAMC payment will be released to successful Tenderer.	The transit loss / theft / pilferage / damage of the goods under any circumstance till installation and commissioning of all hardware and software shall be the liability of the Successful Tenderer.
242.	13	1.XX	Warranty	a) The warranty of the Interactive Display Panel & Accessories and Network assets supplied by the Successful Tenderer shall be for the project period, from the date of installation of the same at the schools in Tamil Nadu. The Successful Tenderer	Can we change 'replace' with 'replace/repair' and remove 'new ones'. Kindly add the below to the warranty	a) The warranty of the Interactive Display Panel & Accessories and Network assets supplied by the Successful Tenderer shall be for the project period, from the date of commissioning of the same at the schools in Tamil Nadu. The

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				shall replace the defective Interactive Display Panel & Accessories supplied by him with new ones at his cost at the designated points during the period of Warranty. Also, the same procedure must be adapted for the further extended warranty of the extended project period. It is applicable to both Smart class at Schools and CCC.	terms. Protection of supplied items after delivery as per the OEMs warranty/ AMC policy i.e. (theft/breakage/damage) will be school's responsibility.	Successful Tenderer shall replace/ repair the defective Interactive Display Panel & Accessories supplied by him with new ones at his cost at the designated points during the period of Warranty. Also, the same procedure must be adapted for the further extended warranty of the extended project period. It is applicable to both Smart class at Schools and CCC.
243.	13	1.XXII. (f)	XXII. Other Requirements	f) Tenderer should produce a satisfactory installation certificate issued by the CoSE or through third-party agency identified by the CoSE, verified by Headmaster of the school and verified & counter signed by the Chief Educational Officer of each district to the CoSE, Chennai, Tami Nadu. The CoSE will consider for payments only after receipt of satisfactory report and Acceptance Test report.	Request to have one SPOC.	No change.
244.	14	XXII	Other Requirements	h) The CoSE shall have the right to change /modify the school location and to replace a school location with other school with same terms and conditions. Tenderer shall not be eligible for any increase in contract amount due to this change on what so ever reason. CoSE shall have right to increase/decrease the number of schools and contract amount shall be increased or reduced accordingly.	In case the shifting or replacement of location is done post implementation at a school, the shifting charges shall be paid by CoSE. Kindly confirm.	Cost to shift location postdate of commissioning will be borne by School Education
245.	14	1.XXII.g	Other Requirements	g. The Tenderer should ensure that hardware warranty starts from installation date.	As few of the BOQ components doesn't come with more than 3 years warranty, it will be quite difficult for tenderers to offer warranty of all the items for the entire project period. Request you to limit the warranty to be offered up to 3 years only which is standard warranty terms sought in other similar projects / tenders.	No change.
246.	14	1.XXII. (k)	XXII. Other Requirements	k) The Tenderer will not be allowed to move, remove and change any of the equipment installed under this Tender without prior written permission of the CoSE.	This will take additional time to seek CoSE approval every time. Hence, alternatively school administrative office i.e., HM/AHM can authorize the movement and same can be recorded in school register.	k) The Tenderer will not be allowed to move, remove and change any of the equipment installed under this Tender without prior written permission of the CoSE or CoSE assigned department official.
247.	14	1.XXII. (g)	XXII. Other Requirements	g) The Tenderer should ensure that hardware warranty starts from installation date.	Hardware warranty starts from the date of delivery.	No change.
248.	15	2. II (3)	Tender Documents Available at	Tender Documents Available at https:// textbookcorp.tn.gov.in/ and at http:// www.tenders.tn.gov.in	As the complete tender document is available on given website / e-tender portal, we understand it is not mandatory for bidder to purchase or submit the cost of tender document (Rs 1,180/-). However, Submission of Bid processing fee of Rs 11,800/- along with the Technical Bid is mandatory.	Your understanding is correct.

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					Please confirm if our understanding is correct.	
249.	15	2. II (9)	Whether consortiums are permitted	Yes, maximum two. However, sub-contracting of the whole works is also not permitted.	As it a large ICT project which includes SITC of COTS items, it requires proven experience/capability on both technical and commercial field. In view of this it is requested to not allow consortium for this project so that bidder with adequate experience only can participate in this tender.	No change.
250.	15	Section 2, Clause II, (7)	Last Date for Submission of Tender	Last Date and Time for Submission of Tender : 19.01.2023 at 02.00 PM	Request to kindly Extend the submission date to be extended by two weeks for us to bid with the best possible solution.	Refer to Corrigendum
251.	16	3(d)	3. SPECIAL INSTRUCTIONS FOR SUBMISSION OF BIDS & CHECK LIST	d) Tenderer should produce the originals of the performance/ client certificates for verification whenever required, and the copies of those certificates should be enclosed along with the bid.	As few customers now use to issue only soft copies of such certificates, we understand copy of duly signed performance/ client certificates self attested by Tenderer will suffice the purpose. However, the tender evaluation committed has rights to cross verify the authenticity of certificate with the client. Please confirm.	Refer to Corrigendum
252.	16	3(e)	3. SPECIAL INSTRUCTIONS FOR SUBMISSION OF BIDS & CHECK LIST	e) The downloaded documents along with Tenderer's response to the RfP in the form of Technical and Price bids along with necessary supporting documents, shall be properly page numbered and spiral bound. Any bids submitted as loose sheets or with incorrect referencing may be rejected.	As this is a Turnkey Project, the tenderer/SI will have to arrange the documentation and Quotations from multiple OEMs. Due to strategic decisions sometime tenderer need to replace or modify the documents at the last moments. Hence we request you to please allow tenderers to submit their properly page numbered bid in spiral bound, stapled or properly clipped Files.	No change. It is reiterated that ANY bids submitted as loose sheets or with incorrect numbering may be rejected at the sole discretion of the Authority.
253.	16	3.f	Consortium	Consortium bidding is permitted for maximum of two members. One shall be considered as 'Lead Bidder' and another one shall be considered as 'Operational Bidder'. Demarcation of roles and responsibilities of both partners should be clearly stated by the bidders in the Consortium agreement. The 'Operational bidder' shall be considered as 'System Integrator' of this Project.	Please remove consortium and ask bidder or OEM individually meet all eligibility and pre-qualification as per Tender document	No change.
254.	16	3.f	Consortium	Consortium bidding is permitted for maximum of two members. One shall be considered as 'Lead Bidder' and another one shall be considered as 'Operational Bidder'. Demarcation of roles and responsibilities of both partners should be clearly stated by the bidders in the Consortium agreement.	Request the Department to consider three partners as consortium as these are very large projects where two consortium partners may not be able to fulfill all the criteria. Kindly do the needful	No change.

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				The 'Operational bidder' shall be considered as 'System Integrator' of this Project.		
255.	21	V.	Change in Quantity	The rate discovered in this RFP is for each device, and therefore the order can be placed on the vendors for quantities as required annually.	AS you would be aware, OEMs change the prices of their equipment and it becomes End of Life and End of Sale. Hence, it is difficult for Bidder to maintain the prices for the entire duration of the contract. Hence, we request you to amend the clause as follows : - <i>The rate discovered in this RFP is for each device, and therefore the order can be placed on the vendors for quantities as required annually till the Go-Live of the Project.</i>	No change.
256.	23	XV.	Earnest Money Deposit (EMD):	d. Further the Corporation will blacklist the successful Tenderer without prejudice to any action that may be taken against the successful Tenderer.	Request you to remove this clause	No change.
257.	23	Section 4, Clause XV	Earnest Money Deposit (EMD)	a. Earnest Money Deposit (amount as mentioned in Chapter 2) shall be paid along with the Technical Bid by way of NEFT/ Demand Draft obtained from a Nationalized/ Scheduled Bank drawn in favour of Tamil Nadu Text Book and Educational Services Corporation, Chennai -6 payable at Chennai. The Earnest Money Deposit amount of the unsuccessful Tenderers will be returned after the award of the Contract pursuant to the selection of the Successful Tenderer and on written request from the unsuccessful Tenderer. The Earnest Money Deposit amount held by the Corporation will not fetch any interest till it is refunded to the unsuccessful Tenderers. The Earnest Money Deposit amount of the Successful Tenderer may be adjusted against the Security Deposit (SD) payable for successful execution of the Contract. b. Any tender not accompanied by proof of NEFT/ Demand Draft towards Earnest Money Deposit shall be rejected summarily by the Corporation. c. The Earnest Money Deposit amount shall be forfeited if the: a. tenderer withdraws the tender after opening of Technical Bid during the validity period specified in the tender document b. In the case of a Successful Tenderer, if the Tenderer fails to sign the agreement or to remit the Security Deposit within the specified time limit. c. If the Tenderer does not accept the correction of the bid price pursuant to clause 4.23.d. d. Further the Corporation will blacklist the Successful Tenderer without prejudice to any action that may be taken against the Successful Tenderer.	ITI being a Central PSU may be exempted from submission of EMD. Instead, submission of Bid security declaration may be allowed.	No change.

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258.	23	Section 4, Clause XV	Earnest Money Deposit (EMD)	<p>a. Earnest Money Deposit (amount as mentioned in Chapter 2) shall be paid along with the Technical Bid by way of NEFT/ Demand Draft obtained from a Nationalized/ Scheduled Bank drawn in favour of Tamil Nadu Text Book and Educational Services Corporation, Chennai -6 payable at Chennai. The Earnest Money Deposit amount of the unsuccessful Tenderers will be returned after the award of the Contract pursuant to the selection of the Successful Tenderer and on written request from the unsuccessful Tenderer. The Earnest Money Deposit amount held by the Corporation will not fetch any interest till it is refunded to the unsuccessful Tenderers. The Earnest Money Deposit amount of the Successful Tenderer may be adjusted against the Security Deposit (SD) payable for successful execution of the Contract.</p> <p>b. Any tender not accompanied by proof of NEFT/ Demand Draft towards Earnest Money Deposit shall be rejected summarily by the Corporation.</p> <p>c. The Earnest Money Deposit amount shall be forfeited if the:</p> <p>a. tenderer withdraws the tender after opening of Technical Bid during the validity period specified in the tender document</p> <p>b. In the case of a Successful Tenderer, if the Tenderer fails to sign the agreement or to remit the Security Deposit within the specified time limit.</p> <p>c. If the Tenderer does not accept the correction of the bid price pursuant to clause 4.23.d.</p> <p>d. Further the Corporation will blacklist the Successful Tenderer without prejudice to any action that may be taken against the Successful Tenderer.</p>	EMD may be allowed to submitted in the form of Bank Guarantee	No change.
259.	23	Section 4, Clause XV	Earnest Money Deposit (EMD):	<p>a. Earnest Money Deposit (amount as mentioned in Chapter 2) shall be paid along with the Technical Bid by way of NEFT/ Demand Draft obtained from a Nationalized/ Scheduled Bank drawn in favour of Tamil Nadu Text Book and Educational Services Corporation, Chennai -6 payable at Chennai.</p>	<p>We request you to kindly consider Earnest Money Deposit to be submitted in the form of Bank Guarantee as well and amend the clause as : -</p> <p><i>An Earnest Money Deposit (amount as mentioned in Chapter 2) as specified shall be paid along with the Technical Bid by way of Demand Draft/ Bank Guarantee obtained from a Nationalized / Scheduled Bank drawn in favour of Tamil Nadu Text Book and Educational Services Corporation, Chennai -6 payable at Chennai.</i></p>	No change.
260.	23	Para 4 (XV)	Earnest Money Deposit (EMD):	<p>a. Earnest Money Deposit (amount as mentioned in Chapter 2) shall be paid along with the Technical Bid by way of NEFT/ Demand Draft obtained from a Nationalized/ Scheduled Bank</p>	<p>GoI, Ministry of Finance has published an OFFICE MEMORANDUM (No.F.9/4/2020-PPD Dated 12th November 2020) stating that no</p>	No change.

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				drawn in favour of Tamil Nadu Text Book and Educational Services Corporation, Chennai -6 payable at Chennai. EMD = INR 92,67,200/-	provisions regarding Bid Security should be kept in the Bid Documents in future and only provision for Bid Security Declaration should be kept in the Bid Documents. We request you to accept Bid Security Declaration in place of EMD. or Request for EMD in the form of Bank Guarantee from a Nationalized Bank, format of BG to be provided and BG validity to be mentioned.	
261.	23	Section 4, Clause XV	Earnest Money Deposit (EMD):	a. Earnest Money Deposit (amount as mentioned in Chapter 2) shall be paid along with the Technical Bid by way of NEFT/ Demand Draft obtained from a Nationalized/ Scheduled Bank drawn in favour of Tamil Nadu Text Book and Educational Services Corporation, Chennai -6 payable at Chennai. The Earnest Money Deposit amount of the unsuccessful Tenderers will be returned after the award of the Contract pursuant to the selection of the Successful Tenderer and on written request from the unsuccessful Tenderer. The Earnest Money Deposit amount held by the Corporation will not fetch any interest till it is refunded to the unsuccessful Tenderers. The Earnest Money Deposit amount of the Successful Tenderer may be adjusted against the Security Deposit (SD) payable for successful execution of the Contract. b. Any tender not accompanied by proof of NEFT/ Demand Draft towards Earnest Money Deposit shall be rejected summarily by the Corporation.	1) As the amount of EMD is a big amount, we request you to please allow bidders to submit the EMD in form of Bank Guarantee also. 2) Please also provide complete bank details of TNTB&ESC.	No change.
262.	23	4(XVI)(a)	Submission of Tender:	Submission of Tender: a. Tender shall be submitted in two parts in original i.e., Part-A and Part-B. The Part- A cover shall contain the EMD, response to the pre-qualification criteria and Technical Bid and superscripted on the envelope as Part-A Technical Bid- Tender for setting up Smart Classes in Government Schools and Command & Control Centre in Tamil Nadu State. On the Part-A cover, the Name and Address of the tenderer shall be written and sealed. The tender document shall compulsorily be spiral bound & indexed with page numbers.	We understand that - a) Bid need to be submitted in hard copy / Physical form only. b) Only single copy of Technical and Price Bid (in separate envelopes) need to be submitted. C) No soft copy of bid is required to be submitted by Bidder. Please confirm.	a. Bid must be submitted in hard copy only. b. Yes. C. The bidders are requested to submit the editables of their technical documents (CL, Word) for quicker evaluation by the Tender Committee. The same shall be submitted in a pen drive (which is to be included within the Technical Envelope).
263.	23	XV, a	Earnest Money Deposit	a. Earnest Money Deposit (amount as mentioned in Chapter 2) shall be paid along with the Technical Bid by way of NEFT/ Demand Draft obtained from a Nationalized/ Scheduled Bank drawn in favour of	Earnest Money Deposit (amount as mentioned in Chapter 2) shall be paid along with the Technical Bid by way of NEFT/ Demand Draft/BG obtained	No Change.

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				Tamil Nadu Text Book and Educational Services Corporation, Chennai -6 payable at Chennai.	from a Nationalized/ Scheduled Bank drawn in favour of Tamil Nadu Text Book and Educational Services Corporation, Chennai -6 payable at Chennai	
264.	24	4.XVII	Period of Contract:	Period of Contract: The period of contract is 120 days for supply & installation at Schools and 90 days for supply & installation at CCC (or as mutually agreed upon). In addition, Operation and Maintenance of Smart Classes in Government Schools on SIITCM&PM model is to be carried out by the Tenderer till the end of Project Duration/ Extend Project Duration.	The clause is quite confusing. The first para says the completion of the project shall be as per mutually agreed delivery schedule whereas in second para, tenderer is instructed to complete the supply, installation, test and commissioning of 100% work with School within 120 days and 100% of work related with CCC within 90 days from the approval of delivery schedule. Please elaborate and confirm.	a) The Supply, Installation, Integration, Testing, Commissioning, Maintenance and Strengthening Project Management of Smart Classes shall be completed as per Delivery Schedule, further elaborated below: a1) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 180 days. a2) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 120 days.
265.	24	XVII.	Period of Contract:	The period of contract is 120 days for supply & installation at Schools and 90 days for supply & installation at CCC (or as mutually agreed upon). In addition, Operation and Maintenance of Smart Classes in Government Schools on SIITCM&PM model is to be carried out by the Tenderer till the end of Project Duration/ Extend Project Duration.	Due to ongoing chip-shortage crisis, OEMs have increased their lead time to upto 7-8 months from date of Purchase Order Placement. Hence, we request you to amend the clause as below: - The period of contract is 120 360 days for supply & installation at Schools and 90 240 days for supply & installation at CCC (or as mutually agreed upon). In addition, Operation and Maintenance of smartclasses in Government Schools on SIITCM&PM model is to be carried out by the Tenderer till the end of Project Duration/ Extend Project Duration.	a) The Supply, Installation, Integration, Testing, Commissioning, Maintenance and Strengthening Project Management of Smart Classes shall be completed as per Delivery Schedule, further elaborated below: a1) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 180 days. a2) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 120 days.
266.	25	Section 4, Clause XX, (e.)	Opening of Tenders:	Part – A: Cover containing Technical Bid shall be opened first. The supporting documents shall be cross-checked wherever required.	As few customers now use to issue only soft copies of such certificates, we understand copy of duly signed performance/ client certificates self attested by Tenderer will suffice the purpose. However, the tender evaluation committed has rights to cross verify the authenticity of certificate with the client. Please confirm.	Accepted. Further, if it is found that any of the certificates are false, the Authority may blacklist the vendor.
267.	26	XXI	Criteria for Evaluation of Technical Bid	Supporting Documents SI No. 1 = Copy of Annual report/ Certificate from	As per our understanding it is submission of Audited Annual Report	1) Copy of Annual report with audited financials (i.e. P&L, BS) over the last 3 FY.

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				<p>the CA on turnover details over the last three (3) financial years.</p> <p>SI No. 2 = Copy of Annual report/ Certificate from the CA on Net-worth details over the last three (3) financial years</p>	<p>or CA certificate wrt Trunover and network to be submitted, is it correct pl clarify.</p> <p>Else, it is requested to change for the following</p> <p>submission of Audited PL & BS or CA certificate wrt Trunover and network to be submitted.</p>	<p>AND</p> <p>2) Certificate from the CA on Net-worth details over the last three (3) FY.</p>
268.	26	Section 4, Clause XXI, c	Evaluation Criteria	Average Annual turnover from the Tenderer over the last three individual financial years More than Rs. 10,000 Cr.= 20 marks	Please consider Average Annual turnover from the Tenderer over the last three financial years of Rs. 200 Crores or more or ask for the OEM experience of more than 10000 Smart classroom	No change.
269.	26	Section 4, Clause XXI, c	Evaluation Criteria	Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022. More than Rs. 1000 Cr.= 10 marks	Please consider Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022. More than Rs. 100 Cr.= 10 marks or ask for the OEM experience of more than 10000 Smart classroom	No change.
270.	26	Section 4, Clause XXI, c	Evaluation Criteria	<p>The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years:</p> <ul style="list-style-type: none"> • More than Rs. 750 Cr.= 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks 	Please consider Project value of over Rs. 50 Crores for 10 Marks cumulatively during the last five years or ask for the OEM experience of more than 10000 Smart classroom	No change.
271.	26	Section 4, Clause XXI, c	Evaluation Criteria	<p>Average Annual turnover from the Tenderer over the last three individual financial years.</p> <ul style="list-style-type: none"> • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks 	<p>We would request to consider following amendment-</p> <p>Average Annual turnover from the Tenderer over the last three individual financial years.</p> <ul style="list-style-type: none"> • More than Rs. 500 Cr.= 20 marks • More than Rs. 400 Cr. but less than or equal to 300 Cr. = 15 marks • More than Rs. 300 Cr. but less than or equal to 200 Cr. = 10 marks • More than Rs. 200 Cr. but less than or equal to 100 Cr. = 5 marks 	No change.
272.	26	Section 4, Clause XXI, c	Evaluation Criteria	<p>Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022.</p> <ul style="list-style-type: none"> • More than Rs. 1,000 Cr.= 10 marks 	<p>We would request to consider following amendment-</p> <p>Average Positive net worth and should be a profit-making company for the past three years audited financial year</p>	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				<ul style="list-style-type: none"> • More than Rs. 700 Cr. to 1000 Cr. = 7 marks • More than Rs. 500 Cr. to 700 Cr. = 4 marks 	ending 31.03.2022. <ul style="list-style-type: none"> • More than Rs. 500 Cr. = 10 marks. • More than Rs. 400 Cr. to 300 Cr. = 7 marks. • More than Rs. 300 Cr. to 200 Cr. = 4 marks 	
273.	26	Section 4, Clause XXI, c	Evaluation Criteria	The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years: <ul style="list-style-type: none"> • More than Rs. 750 Cr.= 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks 	We would request to consider following amendment- The Tenderer (Lead Tenderer) / Any member of consortium must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years: <ul style="list-style-type: none"> • More than Rs. 750 Cr. = 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks 	No change.
274.	26	Section 4, Clause XXI, c	FORM C: COMPLIANCE TO EVALUATION CRITERIA (Sr. no.1)	Average Annual turnover from the Tenderer over the last three individual financial years. <ul style="list-style-type: none"> • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks 	as the Project estimated cost is INR 229.92 crores , the Annual Global group turn over of the bidder should be minimum 2 times of the estimated cost of the project , hence we request the committee amend as following More than Rs. 2000 Cr.= 20 marks <ul style="list-style-type: none"> • More than Rs. 1500 Cr. but less than or equal to 2000 Cr. = 15 marks • More than Rs. 1000 Cr. but less than or equal to 1500 Cr. = 10 marks • More than Rs. 500Cr. to but less than or equal to 1000 Cr. = 5 marks 	No change.
275.	26	Section 4, Clause XXI, c	FORM C: COMPLIANCE TO EVALUATION CRITERIA (Sr. no.3)	Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022. <ul style="list-style-type: none"> • More than Rs. 1,000 Cr.= 10 marks • More than Rs. 700 Cr. to 1000 Cr. = 7 marks • More than Rs. 500 Cr. to 700 Cr. = 4 marks 	considering the covid 19 Pandemic situation which affected the global economy badly and the Profitability for the year FY 19-20 & 20-21& 21-22 was a big concern, please consider only the Positive Network with the following <ul style="list-style-type: none"> • More than Rs. 150 Cr.= 10 marks • More than Rs. 100 Cr. to 150 Cr. = 7 marks • More than Rs. 50 Cr. to 100 Cr. = 4 marks 	No change.
276.	26	Section 4, Clause XXI, c	FORM C: COMPLIANCE TO EVALUATION CRITERIA (Sr. no.4)	The Tenderer (Lead Tenderer) must have the experience in IT/Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years: <ul style="list-style-type: none"> • More than Rs. 750 Cr.= 10 marks 	The Tenderer (Lead Tenderer) must have the experience in IT Software / ITES /Professional services / Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				<ul style="list-style-type: none"> • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks 	of over Rs. 450 Cr cumulatively during the last five years (India & abroad): <ul style="list-style-type: none"> • More than Rs. 400 Cr.= 10 marks • More than Rs. 300 Cr. to 400 Cr. = 7 marks • More than Rs. 200 Cr. to 300 Cr. = 5 marks 	
277.	26	Section 4, Clause XXI	I.Criteria for Evaluation of Technical Bid:	Turnover/ Tenderers Profile: Average Annual turnover from the Tenderer over the last three individual financial years. <ul style="list-style-type: none"> • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks 	The clause may be modified as "Cumulative Annual turnover from the Tenderer over the last three individual financial years. <ul style="list-style-type: none"> • More than Rs. 8,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 8000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks" 	No change.
278.	26	Section 4, Clause XXI	I.Criteria for Evaluation of Technical Bid:	Turnover/Tenderers Profile: Average Annual turnover from the Tenderer over the last three individual financial years. <ul style="list-style-type: none"> • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks 	The cumulative turnover may be allowed to be met as a consortium	No change.
279.	26	Section 4, Clause XXI, (c.) (3)	Criteria for Evaluation of Technical Bid:	Wrok Experience The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years: <ul style="list-style-type: none"> • More than Rs. 750 Cr.= 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks 	The value of the contract is 229 Crores spread over 5 years but the expectation of having 450 Crores in the last 5 years is not allowing for a level playing field request is to consider the QCBC restructuring 1. > 100 to < 200 = 5 marks 2. > 200 to < 300 Crores = 7 points and 3. > 300 Crores < 500 Crores = 10 points.	No change.
280.	26	Section 4, Clause XXI, c	Criteria for Evaluation of Technical Bid", S no 1. Turnover/ Tenderers Profile	Turnover/Tenderers Profile Average Annual turnover from the Tenderer over the last three individual financial years. <ul style="list-style-type: none"> • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks 	Average Annual Turnover from the tenderer over the last three individual financial years More than Rs 1000 Cr but less than or equal to 2000 Cr = 20 Marks More than Rs 500 Cr but less than or equal to 1000 Cr = 15 Marks More than Rs 200 Cr but less than or equal to 500 Cr = 10 Marks More than Rs 100 Cr but less than or equal to 200 Cr = 5 Marks	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
281.	26	Section 4, Clause XXI, c	Criteria for Evaluation of Technical Bid", S no 2. Positive Net worth	Positive Net Worth Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022. • More than Rs. 1,000 Cr.= 10 marks • More than Rs. 700 Cr. to 1000 Cr. = 7 marks • More than Rs. 500 Cr. to 700 Cr. = 4 marks	Average Positive net worth and should be profit making company for the past three years audited financial year ending 31.03.2022 More than Rs 500 Cr to 700 Cr = 10 marks More than Rs 200 Cr to 500 Cr = 7 marks More than Rs 100 Cr to 200 Cr = 5 marks	No change.
282.	26	4.XXI, c	Positive Net Worth	Positive Net Worth Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022. • More than Rs. 1,000 Cr.= 10 marks • More than Rs. 700 Cr. to 1000 Cr. = 7 marks • More than Rs. 500 Cr. to 700 Cr. = 4 marks	Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022. • More than Rs. 200 Cr.= 10 marks. • More than Rs. 140 Cr. to 200 Cr. =7 marks. • More than Rs. 100 Cr. to 140 Cr. = 4marks. Tender condition is higher side and we request to consider and change the conditions to enable more participants.	No change.
283.	26	4.XXI, c	Positive Net Worth	Positive Net Worth Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022. • More than Rs. 1,000 Cr.= 10 marks • More than Rs. 700 Cr. to 1000 Cr. = 7 marks • More than Rs. 500 Cr. to 700 Cr. = 4 marks	The net worth of the Bidder firm (manufacturer or principal of authorised representative) should not be negative on 'The Relevant Date' and also ii) should have not eroded by more than 30%(thirty percent) in the last three years, ending on 'The Relevant Date'. As per Ministry of Finance, Department of Expenditure Manual Procurement of Goods updated upto June 2022 published on Department of Expenditure website under Procurement Policy/O.M (https://doe.gov.in/procurement-policy-divisions)	No change.
284.	26	4.XXI, c	Positive Net Worth	Positive Net Worth Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022. • More than Rs. 1,000 Cr.= 10 marks • More than Rs. 700 Cr. to 1000 Cr. = 7 marks • More than Rs. 500 Cr. to 700 Cr. = 4 marks	considering the covid 19 Pandemic situation which affected the global economy and the margins for the year FY 19-20 & 20-21 & 21-22 , please consider only the Positive Networkth with the following . More than Rs. 150 Cr.= 10 marks • More than Rs. 100 Cr. to 150 Cr. = 7 marks • More than Rs. 50 Cr. to 100 Cr. = 4 marks	No change.
285.	26	4.XXI, c	Turnover/Tenderers Profile	Average Annual turnover from the Tenderer over the last three individual financial years. • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to	As the Tender Value specified itself is INR 229 Crore. As per this data https://indiancompanies.in/top-10-it-company-in-india/ updated on 3rd Dec 2022 there are only 7 Publicly Listed Companies with Revenue of more	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5marks	than 10,000 Crores. Not sure what is the intent on specifying QCBC points of 15 for the such a high turnover of 50 times the size of the project. As per tender transparency act and global norms of outsourcing and RFP guidelines mandate 5x Annual Turnover so QCBC should award 15 points for > 1000 Crores Revenue. But keeping in mind to protect the interests of the TN Government we can go for 10x Revenue and the QCBC of 15 Points should be awarded for 2000 Crores. This can be a fair way to represent the QCBC 1. > 2000 Crores = 15 points 2. > 1500 Crores 10 Points 3. > 1000 Crores 5 marks. This will allow fair participation covering the concerns of the department and the government.	
286.	26	4(XXI)(c.)(1)	Turnover/Tenderers Profile	Average Annual turnover from the Tenderer over the last three individual financial years. • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks	Average Annual turnover from the Tenderer over the last three individual financial years. • More than Rs. 2,000 Cr.= 20 marks • More than Rs. 1000 Cr. but less than or equal to 2000 Cr. = 15 marks • More than Rs. 500 Cr. but less than or equal to 1000 Cr. = 10 marks • More than Rs. 250 Cr. but less than or equal to 500 Cr. = 5 marks. Tender condition is higher side and we request to consider and change the conditions to enable more participants.	No change.
287.	26	4(XXI)(c.)(1)	Turnover/Tenderers Profile	Average Annual turnover from the Tenderer over the last three individual financial years. • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks	The Bidder Turnover should be i.e 30% of the estimated Bid value and moreover the Estimated Bid Value is also not mentioned in Tender Document for reference of Tenderers for to bring Efficiency, Economy and Accountability in Public Procurement System. As per CVC Guidelines for PQ (Pre-Qualification Criteria) Notification No. 12-02-1-CTE-6 "Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 30% of the Estimated cost" and GOI India Guidelines issued from time to time to bring Efficiency, Economy and Accountability in Public Procurement System. The Department	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					<p>has issued Amendment in the previous tender vide Amendment No. RSE/222GLOB00272 Dated: 13.06.2022 wrt to Bidder Turnover the same has been revoked again which is neither justified nor under any Financial Rules of State/GOI/GFR/CVC Guidelines. In public procurement as Govt of India is promoting MSE/MSME, Start-Up Organizations under the Make in India Programme and in line with that DO Letter from the Honorable Prime Minister of India office vide D.O Letter No. 330/31/C/64/2018/ES-1 Dated 03-01-2019 to all Ministries/Departments should as per Point No. 2 C describe as "Ministries/Department should also ensure that their procurement entities do not incorporate any such restrictive and discriminatory eligibility Criteria regarding Turnover, Specifications/Testing /Other Standards in the tender document that excludes Local Manufacturers/Service Providers (Copy of DO Letter enclosed for ready reference). Moreover, DPIIT has issued OM No. P-45014/33/2021-BE-II (E-647737) dated 20-12-2022 to instruct all Govt Buyers to put Restrictive and Discriminatory conditions against the Local Suppliers and other Conditions which make the bid non-responsive to PPP-MII Order as per Annexure-A Point No. D asking for excessive Turnover requirement not commensurate with the financial capacity required for executing the Contract i.e. much in excess of the Estimated Bid Value.</p>	
288.	26	4(XXI)(c.)(1)	Turnover/Tenderers Profile	<p>Average Annual turnover from the Tenderer over the last three individual financial years.</p> <ul style="list-style-type: none"> • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks 	<p>as the Project estimated cost is INR 229.92 crores , the Annual Global group turn over of the bidder should be minimum 2 times of the estimated cost of the project , hence we request the committee amend as following</p> <ul style="list-style-type: none"> More than Rs. 2000 Cr.= 20 marks • More than Rs. 1500 Cr. but less than or equal to 2000 Cr. = 15 marks • More than Rs. 1000 Cr. but less than or equal to 1500 Cr. = 10 marks 	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					<ul style="list-style-type: none"> • More than Rs. 500Cr. to but less than or equal to 1000 Cr. = 5 marks 	
289.	26	4(XXI)(c.)(1)	Turnover/ Tenderers Profile	<p>Turnover/ Tenderers Profile</p> <p>Average Annual turnover from the Tenderer over the last three individual financial years.</p> <ul style="list-style-type: none"> • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks 	<p>Looking at the criticality of the project, it is understand that TNTB&ESC wants only financially sound/ strong tenderer to submit their proposal but to allow few more tenderers to participate and have a fair competition, we request you to please dilute this clause a little bit as follows -</p> <p>Average Annual turnover from the Tenderer over the last three financial years -</p> <ul style="list-style-type: none"> • More than Rs. 10,000 Cr Rs. 8,500 Cr.= 20 marks • More than Rs. 5,000 Cr Rs. 4,000 Cr. but less than or equal to 10000 Cr. 8,500 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. 4,000 Cr. = 10 marks • More than Rs. 1,000 Cr. but less than or equal to 2,000 Cr. = 5 marks 	No change.
290.	26	4(XXI)(c.)(3)	Work Experience	<p>The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years:</p> <ul style="list-style-type: none"> • More than Rs. 750 Cr.= 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks 	<p>As large EPC turnkey projects also include IT/Hardware/Network/ICT Infra etc. as its major components, we request, this clause should be modified as suggested below -</p> <p>The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/EPC/ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five seven years:</p> <ul style="list-style-type: none"> • More than Rs. 750 Cr.= 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks 	No change.
291.	26	4(XXI)(c.)(3)	Work Experience	<p>The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years:</p> <ul style="list-style-type: none"> • More than Rs. 750 Cr.= 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks 	<p>The Tenderer (Lead Bidder) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed projects of over Rs. 100 Cr cumulatively during the last five years</p> <ul style="list-style-type: none"> • More than Rs. 300 Cr.= 10 marks • More than Rs. 200 Cr. to 300 Cr. = 7 marks 	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					<ul style="list-style-type: none"> • More than Rs. 100 Cr. to 200 Cr. = 5 Marks Tender condition is higher side and we request to consider and change the conditions to enable more participants.	
292.	26	4(XXI)(c.)(3)	Work Experience	<p>The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years:</p> <ul style="list-style-type: none"> • More than Rs. 750 Cr.= 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks 	<p>Average Annual turnover from the Tenderer over the last three individual financial years: Request to change the criteria by bringing it at 400 cr, 600 cr and more than 1000 Cr.</p>	No change.
293.	26	4(XXI)(c.)(3)	Work Experience	<p>The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years:</p> <ul style="list-style-type: none"> • More than Rs. 750 Cr.= 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks 	<p>Experience of having successfully completed similar works during last 7 years ending last day of the month previous to the one in which applications are invited should be either of the following: -</p> <ol style="list-style-type: none"> Three similar completed works costing not less than the amount equal to amount i.e. 40% of the estimated cost. or Two similar completed works costing not less than the amount equal to Amount i.e. 50% of the estimated cost. or One similar completed work costing not less than the amount equal to amount i.e. 80% of the estimated cost. <p>As per CVC Guidelines for PQ (Pre-Qualification Criteria) Notification No. 12-02-1-CTE-6 and GOI India Guidelines issued from time to time to bring Efficiency, Economy and Accountability in Public Procurement System.</p>	No change.
294.	26	4(XXI)(c.)(3)	Work Experience	<p>The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years:</p> <ul style="list-style-type: none"> • More than Rs. 750 Cr.= 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks 	<p>The Tenderer (Lead Tenderer) must have the experience in IT Software / ITES /Professional services / Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years (India & abroad):</p> <ul style="list-style-type: none"> • More than Rs. 400 Cr.= 10 marks • More than Rs. 300 Cr. to 400 Cr. = 7 marks • More than Rs. 200 Cr. to 300 Cr. = 5 marks 	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
295.	26	4(XXI)(c.)(2)	Positive Net Worth	<p>Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022.</p> <ul style="list-style-type: none"> • More than Rs. 1,000 Cr.= 10 marks • More than Rs. 700 Cr. to 1000 Cr. = 7 marks • More than Rs. 500 Cr. to 700 Cr. = 4 marks 	<p>Similar to Annual Turnover Net Worth specified is also tilting towards Large Publicly Listed companies only. To enable or ensure fair competition, kindly relook at the QCBC allocation for Networth The recommendation should be > 500 Crore = 10 Points > 250 Crores = 7 points and > 150 Crores = 4 points. Also Last 3 years Profit Making Company is a difficult request considering COVID-19 as companies struggled in FY 19-20, FY 20-21 and also for fuelling growth have made significant investments for FY 21-22. Expecting Profit Making for 3 years statement should be remove and only Positive Cash Flow Statement and solid Net Worth Certificate should be provided to validate the position of the company.</p>	No change.
296.	26	4.XXI, (1)	XXI. Criteria for Evaluation of Technical Bid:	<p>Turnover/Tenderers Profile- Average Annual turnover from the Tenderer over the last three individual financial years.</p> <ul style="list-style-type: none"> • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks 	<p>Kindly amend as under:</p> <ul style="list-style-type: none"> • More than Rs. 500 Cr.= 20 marks • More than Rs. 400 Cr. but less than or equal to 500 Cr. = 15 marks • More than Rs. 300 Cr. but less than or equal to 400 Cr. = 10 marks • More than Rs. 200 Cr. but less than or equal to 300 Cr. = 5 marks 	No change.
297.	27	Section 4, Clause XXI, c	Evaluation Criteria	<p>The Tenderer (Operational Bidder) must have the System Integration experience in IT Hardware/ Network / ICT Infrastructure Business and should have commissioned during last five years projects of value more than INR 50 Crores for each project:</p> <ul style="list-style-type: none"> • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks 	<p>Please consider 2 Projects value of over Rs. 30 Crores each for 10 Marks.</p>	No change.
298.	27	Section 4, Clause XXI, c	Evaluation Criteria	<p>The Tenderer (Operational Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned during last five years with the project value of more than Rs. 50 Crores for each project:</p> <ul style="list-style-type: none"> • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks 	<p>We would request to consider following amendment-</p> <p>The Tenderer (Operational Tenderer)/ Any member of consortium must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned during last five years with the project value of more than Rs. 50 Crores for each project:</p> <ul style="list-style-type: none"> • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks 	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
299.	27	Section 4, Clause XXI, c	FORM C: COMPLIANCE TO EVALUATION CRITERIA (Sr. no.4)	The Tenderer (Operational Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned during last five years with the project value of more than Rs. 50 Crores for each project: • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks	The Tenderer (Operational Tenderer) must have the experience in IT Software / ITES / Professional services / Hardware/ Network/ ICT Infrastructure Business and should have commissioned during last five years with the project value of more than Rs. 50 Crores for each project: • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks	No change.
300.	27	Section 4, Clause XXI, (c.) (4)	Number of Projects - System Integrator Experience	The Tenderer (Operational Bidder) must have the System Integration experience in IT Hardware/ Network / ICT Infrastructure Business and should have commissioned during last five years projects of value more than INR 50 Crores for each project: • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks	As large EPC turnkey projects also include IT / Hardware / Network / ICT Infra etc. as its major components, we request, this clause should be modified as suggested below - The Tenderer (Operational Bidder) must have the System Integration experience in IT Hardware/ Network / EPC / ICT Infrastructure Business and should have commissioned during last Seven years projects of value more than INR 50 Crores for each project: • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks	No change.
301.	27	Section 4, Clause XXI, (c.) (4)	Number of Projects - System Integrator Experience	The Tenderer (Operational Bidder) must have the System Integration experience in IT Hardware/ Network / ICT Infrastructure Business and should have commissioned during last five years projects of value more than INR 50 Crores for each project: • 5 projects = 10 marks • 4 projects = 7 marks 3 projects = 4 marks	The Tenderer (Operational Bidder) must have the System Integration experience in IT Hardware/ Network / ICT Infrastructure Business and should have commissioned during last five years projects of value more than INR 25 Crores for each project: • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks Tender condition is higher side and we request to consider and change the conditions to enable more participants.	No change.
302.	27	Section 4, Clause XXI, (c.) (4)	Number of Projects - System Integrator Experience	The Tenderer (Operational Bidder) must have the System Integration experience in IT Hardware/ Network / ICT Infrastructure Business and should have commissioned during last five years projects of value more than INR 50 Crores for each project: • 5 projects = 10 marks	Changes in Clause 3 of Criteria with respect to Number of Projects - System Integrator Experience	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				<ul style="list-style-type: none"> • 4 projects = 7 marks 3 projects = 4 marks 		
303.	27	Section 4, Clause XXI, (c.) (4)	Number of Projects - System Integrator Experience	<p>The Tenderer (Operational Bidder) must have the System Integration experience in IT Hardware/ Network / ICT Infrastructure Business and should have commissioned during last five years projects of value more than INR 50 Crores for each project:</p> <ul style="list-style-type: none"> • 5 projects = 10 marks • 4 projects = 7 marks 3 projects = 4 marks 	<p>The Tenderer (Operational Tenderer) must have the experience in IT Software / ITES / Professional services / Hardware/ Network/ ICT Infrastructure Business and should have commissioned during last five years with the project value of more than Rs. 50 Crores for each project:</p> <ul style="list-style-type: none"> • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks 	No change.
304.	27	Section 4, Clause XXI, (c.) (4)	Number of Projects - System Integrator Experience	<p>The Tenderer (Operational tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned during last five years with the project value of more than Rs. 50 Crores for each project:</p> <ul style="list-style-type: none"> • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks 	<p>The Tenderer (Operational tenderer) must have the experience in IT Hardware/ Network/ ICT/Software Infrastructure Business and should have commissioned during last five years with the project value of more than Rs. 50 Crores for each project:</p>	No change.
305.	27	4.XXI	5. Technical Proposal Solution	<p>Scoring method for Technical Proposal Solution (50 Marks)</p> <p>1. Tie-up between OEM(s) & Tenderer. Remarks to be furnished by OEM(s) in the Authorization letter for 7 Products i.e. Interactive Display Panel, OPS, SD-WAN Device (School), UPS (school), Private Cloud (CCC), SDWAN cum firewall (CCC), Video Wall Display (Maximum 21 Marks i.e.7 Products x 3 Marks).</p> <p>a. Having tie-up with the Tenderer (3 Marks)</p> <p>b. Having no tie-up, however executed procurement by the bidder (2 Marks)</p> <p>c. Having no tie-up and procurement proposed by the bidder for current project alone (1 Mark)</p>	OEM Authorization (MAF) from all 7 OEM - 3 marks	No change.
306.	27	4.XXI	5. Technical Proposal Solution	<p>Scoring method for Technical Proposal Solution (50 Marks)</p> <p>1. Tie-up between OEM(s) & Tenderer. Remarks to be furnished by OEM(s) in the Authorization letter for 7 Products i.e. Interactive Display Panel, OPS, SD-WAN Device (School), UPS (school), Private Cloud (CCC), SDWAN cum firewall (CCC), Video Wall Display (Maximum 21 Marks i.e.7 Products x 3 Marks).</p> <p>a. Having tie-up with the Tenderer (3 Marks)</p> <p>b. Having no tie-up, however executed procurement by the bidder (2 Marks)</p> <p>c. Having no tie-up and procurement proposed by the bidder for current project alone (1 Mark)</p> <p>2. Project management Solution being proposed for Operations and Maintenance (Maximum 12 Marks)</p>	<p>Please note that the Prime bidder or consortium partner would tieup with respect OEMs basis on the nature of the bid scope of work , Master Bidder would notbe necessarily have formal tie up any of these 7 OEMS as long as prime bidder owns the Priject and ensures Quality Product delivery , Please kindly remove this point and requesting a MAF is mandatory from any OEMs. we, having NOC for our clients and having enough experiece in setting up a NOC, Network Service Center can be established by the winning SI. Kindly modify the clause that the Bidder should have experience in setting up a NOC</p>	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				a. Existing network of Service centre/ Franchise set up at least in 7 Districts in the State of Tamil Nadu – Documentary Proof to be submitted for the existence (3 Marks)		
307.	27	4.XXI	5. Technical Proposal Solution	<p>Scoring method for Technical Proposal Solution (50 Marks)</p> <p>1. Tie-up between OEM(s) & Tenderer. Remarks to be furnished by OEM(s) in the Authorization letter for 7 Products i.e. Interactive Display Panel, OPS, SD-WAN Device (School), UPS (school), Private Cloud (CCC), SDWAN cum firewall (CCC), Video Wall Display (Maximum 21 Marks i.e.7 Products x 3 Marks).</p> <p>a. Having tie-up with the Tenderer (3 Marks)</p> <p>b. Having no tie-up, however executed procurement by the bidder (2 Marks)</p> <p>c. Having no tie-up and procurement proposed by the bidder for current project alone (1 Mark)</p> <p>2. Project management Solution being proposed for Operations and Maintenance (Maximum 12 Marks)</p> <p>a. Existing network of Service centre/ Franchise set up at least in 7 Districts in the State of Tamil Nadu – Documentary Proof to be submitted for the existence (3 Marks)</p> <p>b. Method of reporting failures – proof for having solution through Website, Whatsapp, Toll-free no (3 Marks)</p> <p>c. Proof for having atleast 500 employees working across the country– Proof of EPF deductions for last 3 months (3 Marks)</p> <p>d. Proof of Documents to be submitted for the execution of work like our Scope of work in a single project for any Government/ Public Sector Departments/ Education Institutions funded by the Central/ State Governments. It should be carried out at minimum 250 different geographical locations of the country. (3 Marks).</p> <p>3. Technical Presentation for SD-WAN Network Solution to integrate between CCC & Schools and Presentation of CCC Enterprise Solution Software (Maximum 17 Marks)</p> <p>a. Presentation towards proposed model as per the scope of work (5 Marks)</p> <p>b. Demonstration about past successful work like our scope in a single project for any Government/ Public Sector Departments/ Education Institutions funded by the Central/ State Governments (4 Marks)</p> <p>c. Presentation of CCC Enterprise Solution towards proposed model as per the scope of work (5 Mark)</p> <p>d. Demonstration of CCC Enterprise Solution about</p>	<p>Q1. Why Department requesting to have the tie-up with these 7 products since this restricting to provide quality products, Please kindly remove this point and requesting a MAF is acceptable from any OEMs.</p> <p>2. Network Service Center can be established by the winning SI. Pls kindly do not forget this to restrict the number of bidders.</p> <p>3. Why we need 500 employees working , how many staffs needed for this project to support across the state? Pls kindly specify</p> <p>4. When there is a consortium, different scope executed by the members, so requesting everything in single project scope is against forming the consortium allowed in this tender. Pls kindly allow the consortium members to share the scope of the work.</p> <p>5. Pls provide 70:30 ratio for TQ and Demo marks.</p>	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				past successful work like our scope in a single project for any Government/ Public Sector Departments/ Education Institutions funded by the Central/ State Governments (3 Marks)		
308.	28	XXI. Criteria for Evaluation of Technical Bid: c(5)(2)(a)	Sl. No. 5. Technical Proposal Solution (2) (a)	2. Project management Solution being proposed for Operations and Maintenance (Maximum 12 Marks) a. Existing network of Service centre/ Franchise set up at least in 7 Districts in the State of Tamil Nadu – Documentary Proof to be submitted for the existence (3 Marks).	It is requested to consider bidder undertaking that presently if bidder don't have the service centre then bidder will open the service centre in 7 districts in the State of Tamilnadu within one month from the date of issue of work order.	No change.
309.	28	Section 4, Clause XXI, c	Evaluation Criteria Details	2. Project management Solution being proposed for Operations and Maintenance a. Existing network of Service centre/ Franchise set up at least in 7 Districts in the State of Tamil Nadu – Documentary Proof to be submitted for the existence	2. Project management Solution being proposed for Operations and Maintenance a. Existing network of Service centre/ Franchise set up at least in 7 Districts in the State of Tamil Nadu – Documentary Proof to be submitted for the existence. Bidder/OEM shall provide undertaking to setup service center/Franchise in atleast 7 districts	No change.
310.	28	Section 4, Clause XXI, c	Evaluation Criteria Details	2. Project management Solution being proposed for Operations and Maintenance d. Proof of Documents to be submitted for the execution of work like our Scope of work in a single project for any Government/ Public Sector Departments/ Education Institutions funded by the Central/ State Governments. It should be carried out at minimum 250 different geographical locations of the country.	2. Project management Solution being proposed for Operations and Maintenance d. Proof of Documents to be submitted for the execution of work like our Scope of work similar to smartclasses/ Hitech Lab in a single project for any Government/ Public Sector Departments/ Education Institutions funded by the Central/ State Governments. It should be carried out at minimum 250 2500 schools across the state different geographical locations of the country.	No change.
311.	28	Section 4, Clause XXI, c	Evaluation Criteria Details	3. Technical Presentation for SD-WAN Network Solution to integrate between CCC & Schools and Presentation of CCC Enterprise Solution Software b. Demonstration about past successful work like our scope in a single project for any Government/ Public Sector Departments/ Education Institutions funded by the Central/ State Governments.	3. Technical Presentation for SD-WAN Network Solution to integrate between CCC & Schools and Presentation of CCC Enterprise Solution Software b. Demonstration about past successful work like our scope similar to smartclasses/ Hitech Lab in a single project for any Government/ Public Sector Departments/ Education Institutions funded by the Central/ State Governments	No change.
312.	28	Section 4, Clause XXI, c	Evaluation Criteria Details	3. Technical Presentation for SD-WAN Network Solution to integrate between CCC & Schools and Presentation of CCC Enterprise Solution Software d. Demonstration of CCC Enterprise Solution about past successful work like our scope in a single project for any Government/ Public Sector	3. Technical Presentation for SD-WAN Network Solution to integrate between CCC & Schools and Presentation of CCC Enterprise Solution Software d. Demonstration of CCC Enterprise Solution about past successful work	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				Departments/ Education Institutions funded by the Central/ State Governments	like our scope similar to smartclasses/ Hitech Lab in a single project for any Government/ Public Sector Departments/ Education Institutions funded by the Central/ State Governments	
313.	28	4.XXI	5. Technical Proposal Solution	2. Project management Solution being proposed for Operations and Maintenance (Maximum 12 Marks) a. Existing network of Service centre/ Franchise set up at least in 7 Districts in the State of Tamil Nadu – Documentary Proof to be submitted for the existence (3 Marks) b. Method of reporting failures – proof for having solution through Website, Whatsapp, Toll-free no (3 Marks) c. Proof for having atleast 500 employees working across the country– Proof of EPF deductions for last 3 months (3 Marks) d. Proof of Documents to be submitted for the execution of work like our Scope of work in a single project for any Government/ Public Sector Departments/ Education Institutions funded by the Central/ State Governments. It should be carried out at minimum 250 different geographical locations of the country. (3 Marks).	Should confirm	No change.
314.	28	4.XXI, 5, sl no 3	Technical Presentation for SD-WAN Network Solution to integrate between CCC & Schools and Presentation of CCC Enterprise Solution Software	3. Technical Presentation for SD-WAN Network Solution to integrate between CCC & Schools and Presentation of CCC Enterprise Solution Software (Maximum 17 Marks) a. Presentation towards proposed model as per the scope of work (5 Marks) b. Demonstration about past successful work like our scope in a single project for any Government/ Public Sector Departments/ Education Institutions funded by the Central/ State Governments (4 Marks) c. Presentation of CCC Enterprise Solution towards proposed model as per the scope of work (5 Mark) d. Demonstration of CCC Enterprise Solution about past successful work like our scope in a single project for any Government/ Public Sector Departments/ Education Institutions funded by the Central/ State Governments (3 Marks)	BONTON SW should confirm.	No change.
315.	31	XXVIII	Payment of Security Deposit (SD):	The Successful Tenderers shall be required to furnish Security Deposit equivalent to 5% (Five percent) of the value of the work order as a guarantee for the performance of the Contract. The EMD may be adjusted against the Security Deposit. After adjusting the EMD, the Successful Tenderer shall pay the balance amount through Demand Draft within 15 days from the date of issue of Letter	The Successful Tenderers shall be required to furnish Security Deposit equivalent to 5% (Five percent) of the value of the work order as a guarantee for the performance of the Contract. The EMD may be adjusted against the Security Deposit. After adjusting the EMD, the Successful Tenderer shall	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				of Acceptance. The Demand Draft shall be obtained from any one of the Nationalized Banks/ Scheduled banks drawn in favour of Tamil Nadu Text Book and Educational Services Corporation, Chennai-600 006 payable at Chennai or it may be in the form of unconditional irrevocable Bank Guarantee valid for 84 months.	pay the balance amount through Demand Draft/ Bank Guarantee within 45 30 days from the date of issue of Letter of Acceptance. The Demand Draft/ Bank Guarantee shall be obtained from any one of the Nationalized Banks/ Scheduled banks drawn in favour of Tamil Nadu Text Book and Educational Services Corporation, Chennai-600 006 payable at Chennai or it may be in the form of unconditional irrevocable Bank Guarantee valid for 84 months.	
316.	31	4. XXVIII, a	Payment of Security Deposit (SD)	a. The Successful Tenderers shall be required to furnish Security Deposit equivalent to 5% (Five percent) of the value of the work order as a guarantee for the performance of the Contract.	As per Office memorandum no. F.9/4/2020-PPD dated 12th November 2020 and dated 30.12.2021 by Govt of India Clause No.3, it is decided to reduce the Performance Security from existing 5 to 10% to 3 % of the value of the contract for all existing contracts. Please clarify/mention the percentage of PBG.	No change.
317.	31	4.XXVIII	Payment of Security Deposit (SD)	a. The Successful Tenderers shall be required to furnish Security Deposit equivalent to 5% (Five percent) of the value of the work order as a guarantee for the performance of the Contract.	As per Ministry of Finance, Govt of India guidelines, PBG is allowed to be submitted with 3% of contract value. You are requested to reduce the PBG value to 3%	No change.
318.	31	4.XXVIII (a)	XXVIII. Payment of Security Deposit (SD):	a. The Successful Tenderers shall be required to furnish Security Deposit equivalent to 5% (Five percent) of the value of the work order as a guarantee for the performance of the Contract.	Request to reduce the PBG up to 3%. As per govt guideline no. F.9/4/2020-PPD Dated 30.12.2021, PBG should not be exceed from 3%. In recent all tenders, PBG is being asked as 2-3% only. Holding such a huge amount of bidder will add recurring interest in total project cost ultimately cost of the project is getting increased.	No change.
319.	32	XXXI.	Corrupt or Fraudulent practices	Will declare a firm ineligible either indefinitely or for a stated period of time to be awarded a contract if it any time determines that the firm has engaged in corrupt and fraudulent practices in competing for or in executing the contract.	Request you to amend the clause as- Will declare a firm ineligible either indefinitely or for a stated period of time to be awarded a contract if it any time determines that the firm has engaged in corrupt and fraudulent practices in competing for or in executing the contract.	No change.
320.	35	IV.	Delivery Schedule:	Delivery Schedule: Establishment of smartclasses & CCC 1) 1 to 80 days (or mutually agreed basis) - Minimum of 50% of the Smart Classes established in Government Schools 2) On or before completion of 120 days (or mutually agreed basis) - 100% of the Smart Classes	Due to ongoing chip-shortage crisis, OEMs have increased their lead time to upto 7-8 months from date of Purchase Order Placement. Hence, we request you to amend the timelines as below: - Delivery Schedule:	Delivery Schedule: Establishment of smartclasses & CCC 1) 1 to 90 days: Minimum of 50% of the Smart Classes established in Government Schools.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				established in Government Schools 3) On or before completion of 90 days (or mutually agreed basis) - 100% of the CCC to be established at State Head Quarters	Establishment of smartclasses & CCC Day-1 to 80 180 days - Minimum of 50% of the smartclasses established On or before completion of 120 360 days- 100% of smartclasses to be established. Day-1 to 90 240 days- 100% of work related with CCC to be established.	2) On or before completion of 180 days: 100% of the Smart Classes established in Government Schools. 3) On or before completion of 120 days: 100% of the CCC to be established at State Head Quarters.
321.	35	6.IV	Supply and Delivery Schedule	The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 120 days and 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 90 days from the approval of Delivery Schedule	As the major components of this projects are Display and the lead time for this items is minimum 3 to 4 months. Due to high lead time of Desktop PC it is requested to consider the following delivery period. 1. 50% of Schools along with CCC shall be completed within 120 days from the date of issue of the work order. Balance 50% of Schools shall be completed within 240 days from the date of issue of the work order.	Delivery Schedule: Establishment of smartclasses & CCC 1) 1 to 90 days: Minimum of 50% of the Smart Classes established in Government Schools. 2) On or before completion of 180 days: 100% of the Smart Classes established in Government Schools. 3) On or before completion of 120 days: 100% of the CCC to be established at State Head Quarters.
322.	35	Section 6, Clause IV	Delivery Schedule	Delivery Schedule: Establishment of Smart Classes/ CCC -- No. of Smart Classes/ CCC to be established 1) 1 to 80 days (or mutually agreed basis) -- Minimum of 50% of the Smart Classes established in Government Schools 2) On or before completion of 120 days (or mutually agreed basis) -- 100% of the Smart Classes established in Government Schools 3) On or before completion of 90 days (or mutually agreed basis) -- 100% of the CCC to be established at State Head Quarters	Delivery Schedule: Establishment of Smart Classes/ CCC No. of Smart Classes/ CCC to be established 1 to 120 days (or mutually agreed basis) Minimum of 50% of the Smart Classes established in Government Schools On or before completion of 160 days (or mutually agreed basis) On or before completion of 120 days (or mutually agreed basis) 100% of the Smart Classes established in Government Schools 100% of the CCC to be established at State Head Quarters. Considering the project scope please change the delivery time.	Delivery Schedule: Establishment of smartclasses & CCC 1) 1 to 90 days: Minimum of 50% of the Smart Classes established in Government Schools. 2) On or before completion of 180 days: 100% of the Smart Classes established in Government Schools. 3) On or before completion of 120 days: 100% of the CCC to be established at State Head Quarters.
323.	35	Section 6, Clause IV	IV. Delivery Schedule	100% of Hi-Tech Labs to be established: 120 Days	As no. of schools are very huge and also there is development of CCC. Hence request to increase the timelines up to 180 Days for smooth execution of project. Request to reframe the same as Day-1 to 120 days: Minimum of 50% of the Hi-Tech labs established On or before completion of 180: 100% of Hi-Tech Labs to be established	Delivery Schedule: Establishment of smartclasses & CCC 1) 1 to 90 days: Minimum of 50% of the Smart Classes established in Government Schools. 2) On or before completion of 180 days: 100% of the Smart Classes established in Government Schools.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					Day-1 to 90 days: 100% of work related with CCC to be established.	3) On or before completion of 120 days: 100% of the CCC to be established at State Head Quarters.
324.	35	Section 6, Clause IV	Delivery Schedule	On or before completion of 120 days (or mutually agreed basis) -- 100% of the Smart Classes established in Government Schools	Need 60 days more to supply and implementation of this project from the date of award of the PO. Due to Pandemic and short supply of chips need more time to execute this project	<p>Delivery Schedule:</p> <p>Establishment of smartclasses & CCC</p> <p>1) 1 to 90 days: Minimum of 50% of the Smart Classes established in Government Schools.</p> <p>2) On or before completion of 180 days: 100% of the Smart Classes established in Government Schools.</p> <p>3) On or before completion of 120 days: 100% of the CCC to be established at State Head Quarters.</p>
325.	36	V	Sample Selection and Testing:	b) The Delivery and Acceptance certificates will be issued by the Head Master & Chief Educational Officers if the Successful Tenderer supplies and delivers the ordered quantity of Interactive Display Panel & Accessories intact in time in full at the designated destinations.	<p>Kindly clarify on below points :</p> <p>- Who will conduct this inspection and sign the Acceptance certificate, at each school, on completion of delivery and installation?</p> <p>- Maximum timelines (from completion of delivery and installation) within which Customer will complete inspection/testing and sign acceptance certificate, at each school.</p>	No change.
326.	36	VIII	Warranty and Replacement	a) The warranty of the Interactive Display Panel & Accessories supplied by the Successful Tenderer shall be for the Project Period (or extended Project Period, as the case may be) from the date of installation of the same at the schools in Tamil Nadu. The Successful Tenderer shall replace the defective Interactive Display Panel & Accessories supplied by him with new ones at his cost at the designated points during the period of Warranty.	We understand that the warranty of computer and accessories of the school shall start from the day each individual school is integrated with the CCC. Kindly confirm.	Phrase "from the date of installation" shall be replaced with "From the date of Commissioning".
327.	36	6, VI	VI. Insurance:	The transit loss/ theft/ pilferage/ damage of the goods under any circumstance shall be the liability of the Successful Tenderer.	Successful Tenderer will be responsible only during implementation period. Once the project is completed and handover to respective schools, bidder is not responsible for the items installed at site. As per the RFP scope, there is no onsite manpower requirement mentioned in each schools during CAMC period. To prevent theft/loss/damage during CAMC bidder has to keep 24x7 manpower at each school. Kindly confirm whether bidder is responsible for transit loss / theft / pilferage / damage of the goods	The transit loss / theft / pilferage / damage of the goods under any circumstance till installation and commissioning of all hardware and software shall be the liability of the Successful Tenderer.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					under any circumstance during CAMC. If yes, please include the scope of 24x7 manpower support at each school for entire duration of CAMC. Also, kindly clarify that, during CAMC period if items got damaged/theft from school then how CAMC payment will be released to successful Tenderer.	
328.	38	XI	Other Requirements	d) The Tenderers shall have to submit the Manufacturing Authorization Forms (MAF) for all the Hardware and Software items that are proposed in the bid response.	We understand that Bidder can quote multiple make and model (with MAF from all the proposed OEMs) for the components being proposed. Kindly confirm.	d) The Tenderers shall have to submit the Manufacturing Authorization Forms (MAF) for all the Hardware and Software items (maximum of 3 make and model) that are proposed in the bid response.
329.	38	XII	Payment Terms	<p>a) No advance payment shall be made.</p> <p>b) Payment to the Tenderer shall be made strictly as per the terms of the agreement on a per school basis within 30 days after the receipt of valid request for payment with the certificate on satisfactory performance by the concerned School Head Master and third-party agency appointed by the CoSE.</p> <p>c) The Tenderer would make available the infrastructure for the project period based on Service Level Agreement and assurance of the periodical payments subject to satisfactory maintenance based on EMIS Reports. The following pattern of payment shall be made.</p> <p>1. After completion of Installation and commissioning: 60% of Total cost</p> <p>2. At the end of the II – Year: 10% of Total cost</p> <p>3. At the end of the III – Year: 10% of Total cost</p> <p>4. At the end of the IV – Year: 10% of Total cost</p> <p>5. At the end of the V – Year: 10% of Total cost</p>	<p>As you would be aware, smooth cashflow is critical to the execution of the project as it affects both the Bidders and the Suppliers of the Bidder. These projects being supply intensive, require significant Capital expenditures to be incurred by the Bidder. Hence, to ensure a smooth cashflow, we request you to amend the payment terms</p> <p>a) No advance payment shall be made. 10% of Total Cost shall be made as interest free advance after acceptance of P.O.</p> <p>b) Payment to the Tenderer shall be made strictly as per the terms of the agreement on a per school basis within 30 days after the receipt of valid request for payment with the certificate on satisfactory performance by the concerned School Head Master and third-party agency appointed by the CoSE.</p> <p>c) The Tenderer would make available the infrastructure for the project period based on Service Level Agreement and assurance of the periodical payments subject to satisfactory maintenance based on EMIS Reports. The following pattern of payment shall be made.</p> <p>1. After completion of Installation and commissioning Supply : 60% 70% of Total cost on prorated basis/per school basis</p> <p>2. After completion of installation and commissioning: 10% of Total Cost on prorated basis/per school basis</p>	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					3. At the end of the II – Year: 10 2.5% of Total cost 4. At the end of the III – Year: 10 2.5% of Total cost 5. At the end of the IV – Year: 10 2.5% of Total cost 6. At the end of the V – Year: 10 2.5% of Total cost	
330.	38	6.XII-C.	Payment Terms:	The Tenderer would make available the infrastructure for the project period based on a Service Level Agreement and assurance of the periodical payments subject to satisfactory maintenance based on EMIS Reports. The following pattern of payment shall be made. 1. After completion of Installation and commissioning: 60% of Total cost 2. At the end of the II – Year: 10% of Total cost 3. At the end of the III – Year: 10% of Total cost 4. At the end of the IV – Year: 10% of Total cost 5. At the end of the V – Year: 10% of Total cost	Maintaining the cash flow of the project is very critical for such large scale project. Request you to kindly amend the payment terms as following : <i>1. On Material Supply on Prorate Basis - 40%</i> <i>2. After completion of Installation and commissioning on Prorate Basis : 40% of Total cost</i> <i>2. At the end of the II – Year: 5% of Total cost</i> <i>3. At the end of the III – Year: 5% of Total cost</i> <i>4. At the end of the IV – Year: 5% of Total cost</i> <i>5. At the end of the V – Year: 5% of Total cost</i>	No change.
331.	38	6.XII-C.	Payment Terms:	The Tenderer would make available the infrastructure for the project period based on a Service Level Agreement and assurance of the periodical payments subject to satisfactory maintenance based on EMIS Reports. The following pattern of payment shall be made. 1. After completion of Installation and commissioning: 60% of Total cost 2. At the end of the II – Year: 10% of Total cost 3. At the end of the III – Year: 10% of Total cost 4. At the end of the IV – Year: 10% of Total cost 5. At the end of the V – Year: 10% of Total cost	We suggests the following changes in the payment schedule. 1. After completion of Installation and commissioning: 80% of Total cost 2. At the end of the II – Year: 5% of Total cost 3. At the end of the III – Year: 5% of Total cost 4. At the end of the IV – Year: 5% of Total cost 5. At the end of the V – Year: 5% of Total cost	No change.
332.	38	6(XI)(d)	Other Requirements	d. The Tenderers shall have to submit the Manufacturing Authorization Forms (MAF) for all the Hardware and Software items that are proposed in the bid response. It must be noted by the Tenderers that only the make and models mentioned in the MAF shall be accepted during the delivery and installation of hardware and software.	We understand Bidder is allowed to quote more than one make and model (limited to max. 3) submitting MAF from the respective OEMs. Please confirm.	d) The Tenderers shall have to submit the Manufacturing Authorization Forms (MAF) for all the Hardware and Software items (maximum of 3 make and model) that are proposed in the bid response.
333.	38	6.XII	Payment Terms:	Realization of Payment	Kindly introduce the following clause to ensure smooth cash flow: " The submitted bill be cleared within 30 days from the date of submission. Beyond 30 days bill shall be paid with interest as per the prevailing rate of any Nationalized Bank."	No Change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
334.	38	6.XII, c	Payment Terms	<p>1. After completion of Installation and commissioning: 60% of Total cost</p> <p>2. At the end of the II – Year: 10% of Total cost</p> <p>3. At the end of the III – Year: 10% of Total cost</p> <p>4. At the end of the IV – Year: 10% of Total cost</p> <p>5. At the end of the V – Year: 10% of Total cost</p>	<p>1. After completion of Installation and commissioning: 80% of Total cost</p> <p>2. At the end of the II – Year: 5% of Total cost</p> <p>3. At the end of the III – Year: 5% of Total cost</p> <p>4. At the end of the IV – Year: 5% of Total cost</p> <p>5. At the end of the V – Year: 5% of Total cost.</p> <p>We request to change the payment conditions as per state government procurement policy.</p>	No change.
335.	38	6.XII, c	Payment Terms	<p>c. The Tenderer would make available the infrastructure for the project period based on a Service Level Agreement and assurance of the periodical payments subject to satisfactory maintenance based on EMIS Reports. The following pattern of payment shall be made.</p> <p>1. After completion of Installation and commissioning: 60% of Total cost</p> <p>2. At the end of the II – Year: 10% of Total cost</p> <p>3. At the end of the III – Year: 10% of Total cost</p> <p>4. At the end of the IV – Year: 10% of Total cost</p> <p>5. At the end of the V – Year: 10% of Total cost</p>	<p>All Major items associated with this Projects such as Display, OS etc. are COTS items. 100% cost associated with these items are CAPEX cost. As per the scope of RFP, the maintenance cost includes spare support and manpower support for 5 years extended to 7 years will be approx 10% of total contract value.</p> <p>During CAMC, bidder has to pay monthly to Bandwidth provider and manpower resources.</p> <p>As per the RFP payment terms only 60% of the Contract value will be released after project Go-live and also bidder has to submit 5% SD during entire contract period. This will leads a negative cashflow till 4 years of the contract period which is not at all available for any bidder. In view of this it proposed to consider the following payment terms for better cashflow:</p> <p>1. After completion of Installation and commissioning(i.e. Proper integration to be established between Schools and CCC):80% of total cost</p> <p>2. Balance 20% equally at the beginning of each quarter.</p> <p>Note: All payments shall be school based on pro-rata basis.</p>	No change.
336.	38	6.XII, b	Payment Terms:	<p>b. Payment to the Tenderer shall be made strictly as per the terms of the agreement on a per school basis within 30 days after the receipt of valid request for payment with the certificate on satisfactory performance by the concerned School Head Master and third-party agency appointed by the CoSE.</p>	<p>We propose that the Customer will sign the certificate of acceptance and satisfactory performance, within a maximum period of 15 days from completion of delivery and installation.</p> <p>- If certificate of satisfactory performance for any site is not signed</p>	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					by Customer within 30 days of completion of delivery and installation, and no issues are raised by Customer during this period, the materials will be deemed to be accepted. - We understand the certificate will be signed by Head Master of each school. Kindly clarify if any 3rd party agency or any other authority, will also need to inspect and sign the certificate for each school, before bill submission.	
337.	38	6.XIII.	Penalty and Termination Due to Non-Fulfilment of Contract:	a. PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs.2000/- (Rupees Two Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 30 days. Further, Rs. 5,000/- (Rupees Five Thousand only) per calendar week will be charged beyond 30 days up to 90 days. After 90 days penalty shall be Rs. 10,000/- (Rupees Ten thousand only) per calendar week per school subject to the condition that contractor has completed 75% work in earlier 90 days. If the installation and commissioning is not completed even within 240 days from the date of order then contract will be liable for termination in part or whole at the discretion of the CoSE, Tamil Nadu State, Chennai at the risk and cost of the contractor.	Kindly introduce upper cap for all penalty clause. It is request to consider the maximum penalty will not be more than 5% of the total contract value.	a. PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs. 2,000 (Rupees Two Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 90 days. Further, Rs. 5,000/- (Rupees Five Thousand only) per calendar week will be charged beyond 90 days up to 180 days. After 180 days penalty shall be Rs. 10,000 (Rupees Ten thousand only) per calendar week per school. If the installation and commissioning is not completed even within 240 days (for both Schools and CCC) from the date of order then contract will be liable for termination in part or whole at the discretion of the CoSE, Tamil Nadu State, Chennai at the risk and cost of the contractor. The overall penalty will be restricted to 10% of the total contract value.
338.	38	6.XIII.	Penalty and Termination Due to Non-Fulfilment of Contract	a. PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs.2000/- (Rupees Two Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 30 days. Further, Rs. 5,000/- (Rupees Five Thousand only) per calendar week will be charged beyond 30 days up to 90 days. After 90 days penalty shall be Rs. 10,000/- (Rupees Ten	PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs.2000 1000/- (Rupees Two One Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 30 days. Further, Rs. 5,000 2500/- (Rupees Five Thousand Two	a. PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs. 2,000 (Rupees Two Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 90 days. Further, Rs. 5,000/- (Rupees Five Thousand

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				thousand only) per calendar week per school subject to the condition that contractor has completed 75% work in earlier 90 days. If the installation and commissioning is not completed even within 240 days from the date of order then contract will be liable for termination in part or whole at the discretion of the CoSE, Tamil Nadu State, Chennai at the risk and cost of the contractor.	Thousand Five Hundred only) per calendar week will be charged beyond 30 days up to 90 days. After 90 days penalty shall be Rs. 40,000 5,000/- (Rupees Ten Five thousand only) per calendar week per school subject to the condition that contractor has completed 75% work in earlier 90 240 days. If the installation and commissioning is not completed even within 240 540 days from the date of order then contract will be liable for termination in part or whole at the discretion of the CoSE, Tamil Nadu State, Chennai at the risk and cost of the contractor.	only) per calendar week will be charged beyond 90 days up to 180 days. After 180 days penalty shall be Rs. 10,000 (Rupees Ten thousand only) per calendar week per school. If the installation and commissioning is not completed even within 240 days (for both Schools and CCC) from the date of order then contract will be liable for termination in part or whole at the discretion of the CoSE, Tamil Nadu State, Chennai at the risk and cost of the contractor. The overall penalty will be restricted to 10% of the total contract value.
339.	38	XIII.	Penalty and Termination Due to Non-Fulfilment of Contract:	a. PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs.2000/- (Rupees Two Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 30 days.	We understand that, there is no maximum ceiling upto which the penalty for delay in execution of the project is applicable. This puts an indefinite risk on the Bidders. Hence, we request you to limit the maximum penalty applicable to 10% of the Total Contract Value and modify as below : - <i>"The maximum penalty that shall be applicable on the Bidder shall be limited to 10% of the Total Contract Value"</i>	The overall penalty will be restricted to 10% of the total contract value.
340.	38	6.XII, c	XII. Payment Terms:	The following pattern of payment shall be made. 1. After completion of Installation and commissioning: 60% of Total cost 2. At the end of the II – Year: 10% of Total cost 3. At the end of the III – Year: 10% of Total cost 4. At the end of the IV – Year: 10% of Total cost 5. At the end of the V – Year: 10% of Total cost	Given this is a large project, suggest the payment terms for the bought outs to be · 30% on delivery · 60 % on commissioning subject to maximum 1 month from the date of delivery. · 10% at the end of year 1 For the services part the payment should be made on a quarterly basis.	No change.
341.	38	6.XII, c	XII. Payment Terms	The following pattern of payment shall be made. 1. After completion of Installation and commissioning: 60% of Total cost 2. At the end of the II – Year: 10% of Total cost 3. At the end of the III – Year: 10% of Total cost 4. At the end of the IV – Year: 10% of Total cost 5. At the end of the V – Year: 10% of Total cost	Request to reframe the clause as 1. After delivery of material at desired locations: 50% of total cost on pro rata basis. 2. After completion of Installation and commissioning(i.e. Proper integration to be established between Schools and CCC): 40% of total cost on pro rata basis. 2. At the end of the II – Year: 2.5% of Total cost on pro rata basis 3. At the end of the III – Year: 2.5% of	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					Total cost on pro rata basis 4. At the end of the IV – Year: 2.5% of Total cost on pro rata basis 5. At the end of the V – Year: 2.5% of Total cost on pro rata basis	
342.	38	6.XII, c	XII. Payment Terms:	1. After completion of Installation and commissioning: 60% of Total cost	a) Request to increase the 60% payment to 80% as we would be paying the OEMs upfront. B) Need to pay for all the hardware delivered to the OEM upfront and not after installation.	No change.
343.	38	6.XIII.	XIII. Penalty and Termination Due to Non-Fulfilment of Contract:	a. PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs.2000/- (Rupees Two Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 30 days. Further, Rs. 5,000/- (Rupees Five Thousand only) per calendar week will be charged beyond 30 days up to 90 days. After 90 days penalty shall be Rs. 10,000/- (Rupees Ten thousand only) per calendar week per school subject to the condition that contractor has completed 75% work in earlier 90 days. If the installation and commissioning is not completed even within 240 days from the date of order then contract will be liable for termination in part or whole at the discretion of the CoSE, Tamil Nadu State, Chennai at the risk and cost of the contractor.	Request to kindly re-considered this as the penalty rates are very high. Request to mutually discuss and finalize the SLAs. We request 1 quarter moratorium on SLAs. The SLAs penalties should be applicable from next quarter onwards to services component and we suggest a cap of 5% on it.	a. PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs. 2,000 (Rupees Two Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 90 days. Further, Rs. 5,000/- (Rupees Five Thousand only) per calendar week will be charged beyond 90 days up to 180 days. After 180 days penalty shall be Rs. 10,000 (Rupees Ten thousand only) per calendar week per school. If the installation and commissioning is not completed even within 240 days (for both Schools and CCC) from the date of order then contract will be liable for termination in part or whole at the discretion of the CoSE, Tamil Nadu State, Chennai at the risk and cost of the contractor. The overall penalty will be restricted to 10% of the total contract value.
344.	38	6.XIII. (a)	XIII. Penalty and Termination Due to Non-Fulfilment of Contract:	a. PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs.2000/- (Rupees Two Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 30 days. Further, Rs. 5,000/- (Rupees Five Thousand only) per calendar week will be charged beyond 30 days up to 90 days. After 90 days penalty shall be Rs. 10,000/- (Rupees Ten	Request to reframe the clause as PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs.500 (Rupees Five Hundred only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 30 days. Further,	a. PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs. 2,000 (Rupees Two Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 90 days. Further, Rs. 5,000/- (Rupees Five Thousand

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				thousand only) per calendar week per school subject to the condition that contractor has completed 75% work in earlier 90 days.	Rs.1,000/- (Rupees One Thousand only) per calendar week will be charged beyond 30 days up to 80 days. After 80 days penalty shall be Rs. 5,000 (Rupees Five thousand only) per calendar week per school subject to the condition that contractor has completed 50% work in earlier 80 days.	only) per calendar week will be charged beyond 90 days up to 180 days. After 180 days penalty shall be Rs. 10,000 (Rupees Ten thousand only) per calendar week per school. If the installation and commissioning is not completed even within 240 days (for both Schools and CCC) from the date of order then contract will be liable for termination in part or whole at the discretion of the CoSE, Tamil Nadu State, Chennai at the risk and cost of the contractor. The overall penalty will be restricted to 10% of the total contract value.
345.	41	6.XV	I. Help Desk Services:	3. The Help Desk shall undertake the following activities: d. Escalate the issues/ complaints, to the CoSE, if necessary, as per the escalation matrix defined in discussion with 'CoSE'.	How many levels of escalations are required?	To be mutually agreed to.
346.	41	6.XVI.b & c	Other Terms & Conditions:	b. CoSE/ School will provide electricity for Smart Classes c. CoSE/ School will not change the provided location for establishing Smart Classes and will facilitate FANs and Lighting for the classrooms.	We understand that the Electricity bills for the smartclasses shall be paid by CoSE/School. Kindly confirm	Confirmed.
347.	43	XVII	Termination for Convenience:	3. Termination for Convenience: a. The CoSE may terminate the Contract in whole or in part at any time during the validity period of the Contract for its convenience by giving 15 days' written notice and without compensation to the Successful Tenderer. The notice of termination shall specify that termination is for the CoSE's convenience, the extent to which the Contract is terminated, and the date upon which such termination becomes effective. The termination of the contract is without prejudice to the penal consequences and damages for which the Successful Tenderer shall be liable for violation of the Contractual obligations.	Request you to kindly delete the clause.	Clause deleted.
348.	43	6.XVII.1	Termination for Default:	1. Termination for Default: b) The CoSE may, without prejudice to any other remedy for breach of Contract by the Successful Tenderer, terminate the Contract in whole or part, by a 15 days' written notice of breach of Contract to the Successful Tenderer. • If the Successful Tenderer fails to deliver any or all the goods within the time schedule specified in the Work Order, or within any extension thereof granted by the CoSE, • If the Successful Tenderer fails to perform any of	We request you to amend the clause as follows: - The CoSE may, without prejudice to any other remedy for breach of Contract by the Successful Tenderer, terminate the Contract in whole or part, by a 45 30 days' written notice of breach of Contract to the Successful Tenderer. • If the Successful Tenderer fails to deliver any or all the goods within the	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				the obligation(s) under the Contract. • If the Successful Tenderer is found to have involved in fraudulent, corrupt, and unfair practices in competing for or in executing the Contract.	time schedule specified in the Work Order, or within any extension thereof granted by the CoSE, • If the Successful Tenderer fails to perform any of the obligation(s) under the Contract. • If the Successful Tenderer is found to have involved in fraudulent, corrupt, and unfair practices in competing for or in executing the Contract.	
349.	43	6.XVII.3	3. Termination for Convenience:	3. Termination for Convenience: a. The CoSE may terminate the Contract in whole or in part at any time during the validity period of the Contract for its convenience by giving 15 days' written notice and without compensation to the Successful Tenderer. The notice of termination shall specify that termination is for the CoSE's convenience, the extent to which the Contract is terminated, and the date upon which such termination becomes effective. The termination of the contract is without prejudice to the penal consequences and damages for which the Successful Tenderer shall be liable for violation of the Contractual obligations.	Need the time before termination of Convenience to be 90 days	Clause deleted.
350.	44	6.XX.2	2. Arbitration:	a) In case of any dispute or difference arising between the CoSE and the Successful Tenderer relating to any matter arising out of or connected with the Contract which remains unsettled even after Conciliation, such dispute or difference shall be referred to the Arbitrator nominated by the CoSE.	We request you to accept appointment of Arbitrator based on mutual consent of both parties. Kindly confirm.	No change.
351.	64	9.Form-A, SI no. 5	Pre-Qualification Criteria	Work orders/ Purchase Order/ Contract Agreement to be attached clearly showing highlighted with a highlighter pen, the following: - Order Value: - Year of Commencement and - Year of Completion - Scope of Work. and Completion/ Go-Live Certificate issued by End User. Only projects commenced after June 2017 and completed in the last 5 years will be considered. Tenderer is required to fill Annexure XIII to be considered for this criterion.	It is requested to change for the following:- Completion/ Go-Live Certificate issued by End User. Only projects commenced from 2016 and completed in the last 5 years will be considered.	No change.
352.	64	9.Form-A, SI no 4	Pre-Qualification Criteria	The Tenderer/ Lead Tenderer (in case of a consortium) must have an average minimum positive net worth of Rs. 500 Cr. in the FY 18-19, 19-20 and 20-21.	Request to please amend as Positive networth of Rs.200 Cr.	No change.
353.	64	9.Form-A, SI no 4	Pre-Qualification Criteria	The Tenderer/ Lead Tenderer (in case of a consortium) must have an average minimum	The Tenderer/ Lead Tenderer (in case of a consortium) must have an average minimum positive net worth of	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				positive net worth of Rs. 500 Cr. in the FY 18-19, 19-20 and 20-21.	Rs. 150 Cr. in the FY 19-20, 20-21 and 21-22.	
354.	64	9.Form-A, SI no 5	Pre-Qualification Criteria	<p>The Tenderer/ Lead Tenderer must have experience in IT Hardware/Network/ ICT Infrastructure Business and should have commissioned and completed during last five years projects of the following nature:</p> <p>Should have carried out projects worth at least Rs. 450 Crore.</p> <p>Work orders/ Purchase Order/ Contract Agreement to be attached clearly showing highlighted with a highlighter pen, the following:</p> <ul style="list-style-type: none"> - Order Value: - Year of Commencement and - Year of Completion - Scope of Work. <p>and</p> <p>Completion/ Go-Live Certificate issued by End User.Only projects commenced after June 2017 and completed in the last 5 years will be considered.</p>	<p>Considering the volumn of the project, request to reframe the clause as:</p> <p>The Tenderer/ Lead Tenderer must have experience in IT Hardware / Network/ ICT Infrastructure Business and should have commissioned and completed during last five years projects of the following nature:</p> <p>Should have carried out projects worth at least Rs. 250 Crore.</p> <p>Work orders/ Purchase Order/ Contract Agreement /Completion/ Go-Live Certificate issued by End User to be attached clearly showing highlighted with a highlighter pen, the following:</p> <ul style="list-style-type: none"> - Order Value: - Year of Commencement and - Year of Completion - Scope of Work. <p>and</p> <p>Only projects commenced after June 2017 and completed in the last 5 years will be considered.</p>	No change.
355.	64	9.Form-A, SI no 4	Pre-Qualification Criteria	<p>SI. No. 4</p> <p>The Tenderer/ Lead Tenderer (in case of a consortium) must have an average minimum positive net worth of Rs. 500 Cr. in the FY 18-19, 19-20 and 20-21.</p>	The Tenderer/ Lead Tenderer (in case of a consortium) must have an average minimum positive net worth of Rs. 150 Cr. in the FY 19-20, 20-21 and 21-22.	No change.
356.	64	9.Form-A, SI no 3	Pre-Qualification Criteria	<p>The Tenderer/ Lead Tenderer (in case of a consortium) must have an average minimum annual audited turnover of Rs. 1,000 Cr. In the FY 18-19, 19-20 and 20-21.</p>	<p>1. Request the department to change this turnover relevant to smart class projects.</p> <p>2. Request the department to amend the average turnover to total turnover which shall allow a greater number of bidders to participate.</p> <p>3. Request to reduce this turnover to total turnover of 250 cr in last 3 FY.</p>	No change.
357.	64	9.Form-A, sl no 4	Pre-Qualification Criteria	<p>The Tenderer/ Lead Tenderer (in case of a consortium) must have an average minimum positive net worth of Rs. 500 Cr. in the FY 18-19, 19-20 and 20-21.</p>	As these are education related projects, the organizations dealing with education doesn't have huge net worth. Request the department to change it as total minimum net worth of Rs. 100 cr	No change.
358.	64	9.Form-A, sl no 3	Pre-Qualification Criteria	<p>The Tenderer/ Lead Tenderer (in case of a consortium) must have an average minimum annual audited turnover of Rs. 1,000 Cr. in the FY 18-19, 19-20 and 20-21.</p>	We request you to change the average minimum annual audited turnover of Rs. 100 Cr. In FY 18-19,19-20,20-21.	No change.

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359.	64	9.Form-A, sl no 4	Pre-Qualification Criteria	The Tenderer/ Lead Tenderer (in case of a consortium) must have an average minimum positive net worth of Rs. 500 Cr. in the FY 18-19, 19-20 and 20-21.	We request you to change the average minimum annual audited turnover of Rs. 100 Cr. In FY 18-19,19-20,20-21.	No change.
360.	64	9.Form-A, sl no 5	Pre-Qualification Criteria	The Tenderer/ Lead Tenderer must have experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed during last five years projects of the following nature: Should have carried out projects worth at least Rs. 450 Crore.	We request you to amend The Tenderer/ Lead Tenderer must have experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned o pre and completed during last five years projects of the following nature: Should have carried out projects worth at least Rs. 100 Crore.	No change.
361.	65	9.Form-A, Sl no.6	Pre-Qualification Criteria	The Tenderer (Operational Tenderer) must have the System Integration experience in IT Hardware/ Network / ICT Infrastructure Business and should have commissioned minimum 3 projects during last five years projects of value more than INR 50 Crores for each project	We request you to amend the Tenderer (Operational Tenderer) must have the System Integration experience in IT Hardware/ Network / ICT Infrastructure Business and should have commissioned minimum 3 projects during last five years projects of value more than INR 10 Crores for each project.	No change.
362.	65	9.Form-A, sl no 8	Pre-Qualification Criteria	The Tenderer/ Lead Tenderer (in case of a consortium) shall have a minimum cash credit facility of Rs. _____exclusively for this work duly certified by the Banker.	The value of cash credit facility is not mentioned in the clause	Refer to Corrigendum
363.	65	9.Form-A, sl no 7	Pre-Qualification Criteria	The Tenderer/ Operational Tenderer should have minimum 500 full time employees across the country , working in the IT Hardware/ Network/ ICT Infrastructure business of the tenderer as on the date of issue of this tender.	The tenderer/Operational Tenderer should have minimum 200 full time employees across the country, working in the IT Hardware/Network/ICT Infrastructure business of the tenderer as on date of issue of this tender	No change.
364.	65	9.Form-A, sl no 7	Pre-Qualification Criteria	The Tenderer/ Operational Tenderer should have minimum 500 full time employees across the country , working in the IT Hardware/ Network/ ICT Infrastructure business of the tenderer as on the date of issue of this tender.	The Tenderer/ Operational Tenderer should have minimum 500 full time employees across the country , working in the IT Software /ITES / Professional services /Hardware/ Network/ ICT Infrastructure business of the tenderer as on the date of issue of this tender.	No change.
365.	65	9.Form-A, sl no 7	Pre-Qualification Criteria	The Tenderer/ Operational Tenderer should have minimum 500 full time employees across the country , working in the IT Hardware/ Network/ ICT Infrastructure business of the tenderer as on the date of issue of this tender. EPF deposit proof in the past 3 months for 500 employees. Tenderer is required to submit this proof as per template provided in Annexure XI to this document.	Request to reduce the min manpower requirement up to 100. OR Request to consider experience of deployment of 500 full time manpower for the project in IT Hardware/ Network/ ICT Infrastructure business. It is general practice to outsource the manpower requirement to third party agency as per project need. All big	No change.

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					organizations follow the same practise. Hence request to consider those manpower as well for fulfilling this PQ criterion.	
366.	65	9.Form-A, sl no 7	Pre-Qualification Criteria	The Tenderer/ Operational Tenderer should have minimum 500 full time employees across the country , working in the IT Hardware/ Network/ ICT Infrastructure business of the tenderer as on the date of issue of this tender.	The Tenderer/ Operational Tenderer should have minimum 500 full time employees across the country , working in the IT Software /ITES / Professional services /Hardware/ Network/ ICT Infrastructure business of the tenderer as on the date of issue of this tender.	No change.
367.	65	9.Form-A, sl no 6	Pre-Qualification Criteria	The Tenderer (Operational Tenderer) must have the System Integration experience in IT Hardware/ Network / ICT Infrastructure Business and should have commissioned minimum 3 projects during last five years projects of value more than INR 50 Crores for each project	We would request to consider following amendment- "The Tenderer (Operational Tenderer) / Any member of consortium must have the System Integration experience in IT Hardware/ Network / ICT Infrastructure Business and should have commissioned minimum 3 projects during last five years projects of value more than INR 50 Crores for each project"	No change.
368.	66	9.Form-A	Additional Clause	General	Bidder should quote Interactive Panel from those OEM who have total turnover of Rs. 2000 crore or more globally during last 3 financial years.	No change.
369.	66	Section 9. FORM A: COMPLIANCE TO PRE-QUALIFICATION CRITERIA	Eligibility Criteria for OEM:	General	OEM should have a registered office in Tamil Nadu for the last 3 years	No change.
370.	66	Section 9, Form-A	Eligibility Criteria for OEM:	Additional Clause	The OEM shall have the following ISO certifications or with latest amendment. Documentary proofs shall be submitted along with the Bid.	No change.
371.	66	Section 9, Form-A	Eligibility Criteria for OEM:	Additional Clause	OEM of any component should not be blacklisted/debarred by any state Government/ Central Government /PSU in last three years as on last date of bid submission.	No change.
372.	66	Section 9, Form-A	Eligibility Criteria for OEM:	Additional Clause	OEM should not be linked in any way with countries sharing land border with India even in case of shares/board of directors or shares from any individual or company originated should not belong from these countries.	No change.
373.	66	Section 9, Form-A	Eligibility Criteria for OEM:	Additional Clause	OEM Should be among the top 3 Vendors who have sold more than	No change.

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					10000 Interactive Panel in last 3 years.	
374.	66	Section 9, Form-A	Eligibility Criteria for OEM:	ISO Certification	Valid ISO 9001, 14001 and 45001 Certification	No change.
375.	66	Section 9, Form-A	Eligibility Criteria for OEM:	Additional Clause	Interactive Flat Panel - OEM should have minimum cumulative turnover of 1000 Cr or higher from last Five financial years (2017-2018 to 2021-2022) in India. Certificate from the statutory auditor / CA certified provisional figures clearly specifying the annual turnover for the specified years in India. GST Billing given preference to OEM who is generating revenue and employment to the Govt	No change.
376.	66	Section 9, Form-A	Eligibility Criteria for OEM:	Additional Clause	IFP-OEM should have supplied minimum 3000 units (Unit means Interactive Flat Panel with size of 55" or higher) of from last 3 financial Years (up to Aug 2022) in India. Certificate from the statutory auditor / CA certified. The quantity is very huge the tender should be given preference to those OEM who has an experience in the past so they can ready to deliver this kind of quantity	No change.
377.	66	Section 9, Form-A	Eligibility Criteria for OEM:	Additional Clause	IFP-OEM should have registered office in India along with uninterrupted presence for last 20 years with documentary proof. Registration Certificate copy. For such mega tender if OEM exist in India atleast 20 years will show the strength and capability to serve such mega tender	No change.
378.	66	9.Form-A, sl no 10	Pre-Qualification Criteria	The proposed OEM for the Interactive Display Panel should have a registered office in Tamil Nadu that should have been in existence for the past three years.	The proposed OEM for the Interactive Display Panel should have a registered office in India that should have been in existence for the past three years.	The phrase "Tamil Nadu" shall be replaced with "India".
379.	66	9.Form-A, sl no 10	Pre-Qualification Criteria	The proposed OEM for the Interactive Display Panel should have a registered office in Tamil Nadu that should have been in existence for the past three years.	The proposed OEM for the Interactive Display Panel should have a registered office in India that should have been in existence for the past three years.	The phrase "Tamil Nadu" shall be replaced with "India".
380.	66	9.Form-A, sl no 10	Pre-Qualification Criteria	The proposed OEM for the Interactive Display Panel should have a registered office in Tamil Nadu that should have been in existence for the past three years.	This clause is restrictive in nature for most of the OEMs, as practically, it is not possible for each OEM to have registered offices across all the states of India, especially for MSME OEMs. We understand the concern of services and to cater the same we would request the authorities to kindly	The phrase "Tamil Nadu" shall be replaced with "India".

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					replace the clause of existing office of OEM in the state of Tamilnadu to Submission of underatking by OEM to set up a service center/office in the state of Tamilnadu within one month of award of contract. Majporly all RFPs across country are being issued with such clause of undertaking.	
381.	66	9.Form-A, sl no 11	Pre-Qualification Criteria	Blacklisting: The tenderer/ all members of the consortium and OEM should not have been blacklisted by the Central/ any other States/ Union Territories Government/ Quasi Government/ Govt. undertaking or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade or for any other reasons as on date of issue of this tender.	Request to replace the clause with the following: An affidavit to the effect that the firm or any of its Partners, Directors and Board Members of the f irm has not been blacklisted by AICTE/MHRD or by any other government agency. If any firm has been blacklisted by a government agency in India, a detailed report should be submitted describing reasons for blacklisting and solutions created to overcome it.	No change.
382.	68	Section 9, Form-C	Evaluation Criteria	Average Annual turnover from the Tenderer over the last three individual financial years. • More than Rs. 10,000 Cr. = 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks	Considering the volumn of the project, it is agianst CVC guidelines to ask turnover of 10,000 Cr. Hence request to reframe the clause as below to get maximum bid participation. Average Annual turnover from the Tenderer over the last three individual financial years. • More than Rs. 4,000 Cr.= 20 marks • More than Rs. 3,000 Cr. but less than or equal to 4000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 3000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks	No change.
383.	68	Section 9, Form-C	Evaluation Criteria	Average Annual turnover from the Tenderer over the last three individual financial years. • More than Rs.10,000 Cr.= 20 marks • More than Rs.5,000 Cr. but less than or equal to10000 Cr. = 15 marks • More than Rs.2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs.1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks	Request to consider total turnover instead of Average turnover, as most of the edtech companies may not have this much high turnover. These kinds of turnovers are available only with large infrastructure companies or large telecom PSU's. Request the department to keep the upper cap as 1000 cr which will help larger participation in the tender and	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					help the state government to get competitive bidders.	
384.	68	Section 9, Form-C	Evaluation Criteria	Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022. • More than Rs. 1,000 Cr.= 10 marks • More than Rs. 700 Cr. to 1000 Cr. = 7 marks • More than Rs. 500 Cr. to 700 Cr. = 4 marks	Request the department to consider total net worth instead of average net worth. Since most of the education companies may not have these kind of high net worth, request the department to keep the upper cap as 300 cr total net worth in last there FY.	No change.
385.	68	Section 9, Form-C	Evaluation Criteria	Average Annual turnover from the Tenderer over the last three individual financial years. • More than Rs. 10,000 Cr.= 20 marks • More than Rs. 5,000 Cr. but less than or equal to 10000 Cr. = 15 marks • More than Rs. 2,000 Cr. but less than or equal to 5000 Cr. = 10 marks • More than Rs. 1,000 Cr. to but less than or equal to 2000 Cr. = 5 marks	Average Annual turnover from the Tenderer over the last three individual financial years. • More than Rs. 200 Cr.= 20 marks • More than Rs. 175 Cr. but less than or equal to 200 Cr. = 15 marks • More than Rs. 150 Cr. but less than or equal to 175 Cr. = 10 marks • More than Rs. 125 Cr. to but less than or equal to 150 Cr. = 5 marks	No change.
386.	68	Section 9, Form-C	Evaluation Criteria	Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022. • More than Rs. 1,000 Cr.= 10 marks • More than Rs. 700 Cr. to 1000 Cr. = 7 marks • More than Rs. 500 Cr. to 700 Cr. = 4 marks	Average Positive net worth and should be a profit-making company for the past three years audited financial year ending 31.03.2022. • More than Rs. 25 Cr.= 10 marks • More than Rs. 20 Cr. to 25 Cr. = 7 marks • More than Rs. 15 Cr. to 20 Cr. = 4 marks	No change.
387.	69	Section 9, Form-C	Evaluation Criteria	The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years: • More than Rs. 750 Cr.= 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks	The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 100 Cr cumulatively during the last five years: • More than Rs. 300 Cr.= 10 marks • More than Rs. 200 Cr. to 300 Cr. = 7 marks • More than Rs. 100 Cr. to 200 Cr. = 5 marks	No change.
388.	69	Section 9, Form-C	Evaluation Criteria	The Tenderer (Operational tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned during last five years with the project value of more than Rs. 50 Crores for each project: • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks	The Tenderer (Operational tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned during last five years with the project value of more than Rs. 10 Crores for each project: • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks	No change.
389.	69	Section 9, Form-C	Evaluation Criteria	The Tenderer (Lead Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business	Request to reframe the clause as The Tenderer (Lead Tenderer) must	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
				<p>and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years:</p> <ul style="list-style-type: none"> • More than Rs. 750 Cr.= 10 marks • More than Rs. 600 Cr. to 750 Cr. = 7 marks • More than Rs. 450 Cr. to 600 Cr. = 5 marks <p>Work order/ Purchase Order/ Contract Agreement and Completion/ Go-Live Certificate issued by End User. If Tenderer is a Consortium, this applies to Lead Tenderer.</p>	<p>have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned and completed project of over Rs. 450 Cr cumulatively during the last five years:</p> <ul style="list-style-type: none"> • More than Rs. 450 Cr.= 10 marks • More than Rs. 350 Cr. to 450 Cr. = 7 marks • More than Rs. 250 Cr. to 350 Cr. = 5 marks <p>Work order/ Purchase Order/ Contract Agreement / Completion/ Go-Live Certificate issued by End User. If Tenderer is a Consortium, this applies to Lead Tenderer.</p>	
390.	69	Section 9, Form-C	Evaluation Criteria	<p>The Tenderer (Operational Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned during last five years with the project value of more than Rs. 50 Crores for each project:</p> <ul style="list-style-type: none"> • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks <p>Work order/ Purchase Order/ Contract Agreement and Completion/ Go-Live Certificate issued by End User .If Tenderer is a Consortium, this can apply to one of the firms who plays an operational role in Installation & commissioning or Operations & Maintenance Annexure XIV (B) to be mandatorily filled by tenderer for evaluation.</p>	<p>Request to reframe the clause as</p> <p>The Tenderer (Operational Tenderer) must have the experience in IT Hardware/ Network/ ICT Infrastructure Business and should have commissioned during last five years with the project value of more than Rs. 50 Crores for each project:</p> <ul style="list-style-type: none"> • 5 projects = 10 marks • 4 projects = 7 marks • 3 projects = 4 marks <p>Work order/ Purchase Order/ Contract Agreement / Completion/ Go-Live Certificate issued by End User .If Tenderer is a Consortium, this can apply to one of the firms who plays an operational role in Installation & commissioning or Operations & Maintenance Annexure XIV (B) to be mandatorily filled by tenderer for evaluation.</p>	No change.
391.	77	Section 9	ANNEXURE – II:	FORMAT FOR SUBMISSION OF OEM MANUFACTURER'S AUTHORIZATION FORM	The MAF would be different for different OEMs	While the format may be different, the contours of the clauses provided in the Bid document shall need to be included. Minor modifications shall be discussed mutually.
392.	79	Section 9	ANNEXURE – IV	DECLARATION FOR NOT BEING BLACKLISTED	Request to replace the clause in accordance with serial no 23 as above.	No change.
393.	91	IV.c	IV. Commencement and Duration of the contract and	c) Retain –In the eventuality that no such alternate arrangements are in place for managing the Project at the end of the Contract period, the selected Supplier will be required to continue delivering	After completion of contract bidder's system doesn't allow to the provide services beyond the contractual period.	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
			arrangement beyond the contract	services as required under this Project, at the same terms and conditions, even beyond the Contract period (such period not exceeding 1 year) till alternate arrangement is done by the Purchaser to manage the operations	Hence please remove this clause	
394.	95	9, ANNEXURE – X, 5, d	5. Project Management	d) The Supplier will deploy a web-based Project Monitoring tool that will allow the Purchaser to view and monitor the progress of various activities, tasks, resource deployment etc. at various locations and at various times against planned timelines and targets. The Supplier will ensure that this tool is updated daily to allow the Purchaser to view the latest developments on the various activities. This tool and the related reporting will be in place within 2 months from the date of signing of Contract with the Supplier; and will be available to the Purchaser till the end of Contract.	We assume that Project Monitoring tool is not part of Bills of Quantity OR Price-bid. Kindly remove this clause.	This is a tool that is expected to be used by any professional firm involved in carrying out large scale project implementation. Hence, no change.
395.	97	Annexure-X - VIII	Project Management	VIII. Change in Quantity The Purchaser will have the option to increase (as per solution requirement) or decrease (to any extent) the quantities of equipment/ material to be supplied by the Supplier on this Project.	Kindly cap the maximum quantity variation to +/- 10% as this enables the SI to get the best prices from the OEM.	Shall be as per TN Tender Transparency Act.
396.	97	Annexure-X - VII	VII. Transit Insurance:	The transit loss/ theft/ pilferage/ damage of the goods under any circumstance shall be the liability of the Successful Tenderer.	Successful Tenderer will be responsible only during implementation period. Once the project is completed and handover to respective schools, bidder is not responsible for the items installed at site. As per the RFP scope, there is no onsite manpower requirement mentioned in each schools during CAMC period. To prevent theft/loss/damage during CAMC bidder has to keep 24x7 manpower at each school. Kindly confirm whether bidder is responsible for transit loss / theft / pilferage / damage of the goods under any circumstance during CAMC. If yes, please include the scope of 24x7 manpower support at each school for entire duration of CAMC. Also, kindly clarify that, during CAMC period if items got damaged/theft from school then how CAMC payment will be released to successful Tenderer.	The transit loss/ theft/ pilferage/ damage of the goods under any circumstance till installation and commissioning shall be the liability of the Successful Tenderer.
397.	121	ANNEXURE XI	ANNEXURE XI:	Format for submission of proof of full time employees on the payroll of the company in the last 3 months in the IT hardware/ ICT/ ICT infrastructure business of the company	It is requested to change for the following: HR Certificate for full time employees on the Payroll of the company in the last 3 months in the IT Hardware/ICT/IT Infrastructure	No change.

Sl.	Pg. No.	Clause	Sub heading	Existing Clause	Bidder's query	Response
					business of the company. and Undertaking from the bidder to submit the details as per Annexure XI , at the time of signing contract.	
398.	127	Section 10	Price-bid	Sl. 3 will be used as the price for calculating the financial score of the technically qualified tenderers. Sl.3 is the total contract price including 7 years of CAMC.	It is request to evaluate the financial score of the technically qualified tenderers by considering only A) Price for Project Duration (SIITCM&PM) which includes CAPEX and 60 months of CAMC support. It is also request to consider B) Price for Extended Project Duration for 6th and 7th year shall be considered as optional (mandatory to quote) which will no be considered for financial score evaluation.	No change.
399.	127	Section 10, (A)	Price for Project Duration (SIITCM&PM)	Price Bid Price for Project Duration (SIITCM&PM)	No separate line item is mentioned there in the Price Bid format for Training. Please elaborate about inclusion of Trainings in the Price Bid and its payment terms.	Training cost can be built into the relevant row item and an Annexure with the break up given in the bidder's submission.

TAMIL NADU TEXTBOOK AND EDUCATIONAL SERVICES CORPORATION

Supply, Installation, Integration, Testing, Commissioning, Maintenance and Project Management (SIITCM&PM) of Smart Classes in Government Schools and Command & Control Centre (CCC) in Tamil Nadu

Corrigendum No. 1A: Addressing Technical Pre bid queries Sl. No. 1 to 211

Date: 30-01-23

Sl.	Pg. No.	Clause No.	Existing Clause	Amendment to existing clauses
1.	4	1.V.(a)	Tenderer shall have to furnish Manufacturer's Authorization Form (MAF) from the Principal Manufacturer of OEM with <u>Make & Model for the items Sl. No. 1 to 5 (For School) and Sl. No. 1 to 13</u> of Chapter 7 of this document and providing support for Warranty & Extended Warranty Periods. The Tenderer is required to provide necessary legally valid documents. If the Tenderer itself is the Principal Manufacturer/ OEM then MAF is not required.	Tenderer shall have to furnish Manufacturer's Authorization Form (MAF) from the Principal Manufacturer of OEM with <u>Make & Model for the items Sl. No. 1 to 6 (For School) and Sl. No. 1 to 9 as per Annexure-XVI</u> and providing support for Warranty & Extended Warranty Periods. The Tenderer is required to provide necessary legally valid documents. If the Tenderer itself is the Principal Manufacturer/ OEM then MAF is not required.
2.	5	1.VII(a)	Each Smart Class will be considered to be commissioned only after completion of integration with the Command Control Center Environment equipment	Telecomm Service Provider identified by CoSE shall provide internet connectivity for Schools and Command Control Centre. Appropriate network solution and required devices will be provided by the TSP. The System integrator should work closely with TSP to connect with Hi-tech Labs proposed at Schools from the central locations and provision to handle the components at schools such as Desktop Computers and other items. The integration of Smart Class and CCC alone shall be treated as commissioning of Smart Class.
3.	5	1.VIII(b)(a)	Network aggregation to Schools through SD-WAN technology: Should have Secure SD-WAN solution at CCC to connect with Smart Class proposed at Schools from the central location and provision to handle the components at schools such as SD-WAN Device and Interactive Display Panel & OPS.	Should have Secure solution at CCC to connect with Hi-tech Labs proposed at Schools from the central locations and provision to handle the components at schools such as Network Device and Interactive Display Panel & OPS.
4.	5	1.VIII(b)(d)	Any up-gradation of Software solutions for SD-WAN Device in future with respect to ensure safety measure at CCC & Schools shall be carried out no additional cost.	Treated as Deleted (Requirement of SD-WAN Solution for School & SD-WAN & Firewall Solution for CCC has been removed).
5.	5	1.VIII(b)(f)	i. Design, Supply, Installation, Testing, Commissioning and Maintenance of Helpdesk environment equipment like Workstations, Civil, Furniture, Cooling, Electrical, 2 x 2 55" Videowall Solutions with	It has been decided to delete the Video Wall and Workstations from the procurement. The Workstations shall be provided by the CoSE, but shall be

Sl.	Pg. No.	Clause No.	Existing Clause	Amendment to existing clauses
			<p>Audio Video Data controller, monitoring System and Wall management Software, hardware along with necessary setting up of accessories.</p> <p>ii. CCC Infrastructure design should be implemented for 10-Seater operations considering scalability of solutions.</p> <p>iii. The Tenderer should provide Videowall of 3X2 55 inch (Diagonally) Ultra-Thin Bezel Gap with smart Calibration or Higher Model.</p> <p>iv. The full HD Video Wall to be designed for 24x7 operation and should provide enhanced productivity and user-friendly operation in terms of new product and technology.</p> <p>v. Video wall should have video wall processor and engine which can have the flexibility to show or display the different sources with layout flexibility, drag drop facility and desktop sharing features etc.</p> <p>vi. Audio & Video System should ensure that speech & Video program are equally intelligible in all parts.</p> <p>vii. The large full HD video wall display should be usable for multiple applications such as presentation, HD Video, Contain Satellite TV display etc. Video wall should have the flexibility for viewing many images or have an edge to enlarge few images as required.</p> <p>viii. The high-end video wall engine cum software should give user-friendly layout in terms of watching different sources on the video wall and with the highest resolutions. Audio-Visual application software should allow user to have GUI interface to enhance the design.</p> <p>ix. The tenderer must supply and install the necessary licenses, software and meet the specifications of the RFP. The cost of such licenses should be included in Video wall system cost and even after completion of contract period, CoSE will not pay any additional cost/ charges for the same for utilization.</p>	<p>maintained by the vendor. In light of the above, the following modification is made:</p> <p>i. Design, Supply, Installation, Testing, Commissioning and Maintenance of Helpdesk environment equipment like, Civil, Furniture, Cooling, Electrical, monitoring System, hardware along with necessary setting up of accessories.</p> <p>ii. CCC Infrastructure design should be implemented for 10-Seater operations considering scalability of solutions.</p> <p>iii. The tenderer must supply and install the necessary licenses, software and meet the specifications of the RFP. The cost of such licenses should be included and even after completion of contract period, CoSE will not pay any additional cost/ charges for the same for utilization.</p> <p>Note: Relevant changes as a consequence of the above shall also be made in the Service Level Agreement to be signed with the finalized bidder.</p>
6.	7	1.VIII(g)(i)(a)	Enterprise Management System to be provided for ITSM, Network Management, Asset Management, Knowledge Base, SLA monitoring on all IT equipment, Security Management of all school firewalls and reporting system.	Enterprise Management System to be provided for ITSM, Network Management, Asset Management, Knowledge Base, SLA monitoring on all IT equipment of school, Security Management and reporting system.

Sl.	Pg. No.	Clause No.	Existing Clause	Amendment to existing clauses
7.	7	1.VIII(g)(i)(b)	Proposed control center should be able to manage all the IP enabled IT components from the central locations such as SD-Wan device, Switches and Interactive Display Panel & OPS System.	Proposed control center should be able to manage all the IP enabled IT components from the central locations such as Interactive Display Panel & OPS System.
8.	7	1.VIII(g)(i)(c)	Solution should be designed to monitor, manage, facilitate IT equipment of all 12,500 Schools and should be scalable to handle 20,000 schools without upgrading hardware (Network, Firewall) components.	Solution should be designed to monitor, manage, facilitate IT equipment of all 12,500 Schools and should be scalable to handle 20,000 schools without upgrading hardware components.
9.	7	1.VIII.g.ii	<p>a. Proposed control center should provide helpdesk functionality to log the calls, monitor the network, resolve the issues, manage OEM and report to CoSE on Utilizations, Availabilities, Issues and complete MIS information. It should reflect on the Dashboard of CCC.</p> <p>b. Helpdesk should be reachable through Mobile-based contact center solutions, E-Mail, Web based applications. SMS Based ticketing and status update solutions should be available.</p>	<p>a. Proposed control center should provide helpdesk functionality to log the calls, monitor the network, resolve the issues, manage OEM and report to CoSE on Utilizations, Availabilities, Issues and complete MIS information. It should reflect on the Dashboard of CCC.</p> <p>b. The Helpdesk Management System shall operate through Ticketing Software, to be procured and provided by the CoSE.</p> <p>c. The vendor will map the Device IDs across schools to the Ticketing Software for easy logging of complaints and resolution.</p> <p>d. All schools will call the assigned toll-free number as identified by CoSE only. Based on ticket raised, the respective vendor will resolve issue as per SLAs. The individuals that log their complaints should be able to track their complaint resolution status, and real-time complaint resolution dashboard shall be made available to the CoSE.</p> <p>e. Severity level of issue will be marked in the ticket against which the vendor can update a separate field for vendor assigned severity level.</p> <p>f. The vendor's MIS shall track each issue/ complaint until resolution and update the status of resolution as per SLA.</p> <p>g. The vendor shall escalate the issues/ complaints to the CoSE, as per the escalation matrix defined in discussion with 'CoSE' and provide feedback periodically with an analysis of complaints.</p> <p>h. The vendor shall create a knowledge base based on FAQs to aid the users of the IT infrastructure at the schools.</p>

Sl.	Pg. No.	Clause No.	Existing Clause	Amendment to existing clauses
				<p>i. The Ticketing Software will allow tickets to be raised through Mobile, E-Mail, Web based applications, and Social media. SMS based ticketing and status update solutions would also be available.</p> <p>j. Vendor must provide the manpower for the Help Desk.</p>
10.	8	1.IX.(c)	Switches and Firewall should be designed to cater to all 20,000 Schools traffic from day one.	Switches should be designed to cater to all 20,000 Schools traffic from day one.
11.	8	1.IX.(d)	Design, Supply, Installation, Testing, Commissioning and Maintenance of Server, Storage, Network, Firewalls along with redundancy for the project period for proposed applications.	Design, Supply, Installation, Testing, Commissioning and Maintenance of Server, Storage, Network along with redundancy for the project period for proposed applications.
12.	8	1.IX.(e)	Should have Secure SD-WAN solution to connect IT components of Smart Class proposed at Schools from the central locations.	Should have Secure solution to connect IT components of Smart Class proposed at Schools from the central locations.
13.	8	1.IX.(j)	The Tenderer shall have to make provision for internet leased line connectivity of at least 5,000 Mbps at CCC via Fiber along with redundant connectivity. 5,000 Mbps is minimum bandwidth, however Tenderer should size the bandwidth based on their solution and quote for the same.	Treated as Deleted (ILL for CCC shall be provided by CoSE).
14.	8	1.XI.(b)	Design, Supply, Installation, Testing, Commissioning and Maintenance of Control Center Environment equipment like Video Wall, Server, Storage, Network, Enterprise Solution for CCC, Civil, Electrical, Cooling, Safety, Security, SDWAN Cum Firewall at CCC & Schools for project period.	Design, Supply, Installation, Testing, Commissioning and Maintenance of Control Center Environment equipment like, Server, Storage, Network, Enterprise Solution for CCC, Civil, Electrical, Cooling, Safety, Security at CCC & Schools for project period.
15.	11	1.XIV.d(1)	System Uptime in CCC & Internet connectivity.	System Uptime in CCC.
16.	27	4.XXI.c	<p>Scoring method for Technical Proposal Solution (S.No .1)</p> <p>Tie-up between OEM(s) & Tenderer. Remarks to be furnished by OEM(s) in the Authorization letter for 7 Products i.e., Interactive Display Panel, OPS, SD-WAN Device (School), UPS (school), Private Cloud (CCC), SDWAN cum firewall (CCC), Video Wall Display (Maximum 21 Marks i.e., 7 Products x 3 Marks).</p>	<p>Scoring method for Technical Proposal Solution (S. No. 1)</p> <p>Tie-up between OEM(s) & Tenderer. Remarks to be furnished by OEM(s) in the Authorization letter for 7 Products i.e. Interactive Display Panel, OPS, External Speaker (School), UPS (school), Private Cloud (CCC), UPS (CCC), 125 KVA - Generator – DG Set (Maximum 21 Marks i.e.7 Products x 3 Marks).</p>
17.	28	4.XXI.c	Scoring method for Technical Proposal Solution (S.No .3)	Scoring method for Technical Proposal Solution (S.No .3)

Sl.	Pg. No.	Clause No.	Existing Clause	Amendment to existing clauses
			Technical Presentation for SD-WAN Network Solution to integrate between CCC & Schools and Presentation of CCC Enterprise Solution Software (Maximum 17 Marks)	Technical Presentation for Network Solution to integrate between CCC & Schools and Presentation of CCC Enterprise Solution Software (Maximum 17 Marks)
18.	34	5.For CCC(1)	System Uptime in CCC & Internet connectivity	System Uptime in CCC
19.	36	6.IX	The Tenderer will be required to operate and maintain the Hardware, Networking equipment, all Application Software, Internet connectivity, and the entire facility management including furniture, etc., during the project period (and extended project period, as the case may be).	The Tenderer will be required to operate and maintain the Hardware, Networking equipment, all Application Software, and the entire facility management including furniture, etc., during the project period (and extended project period, as the case may be).
20.	40	6.XIV. For CCC	System Uptime in CCC & Internet connectivity	System Uptime in CCC
21.	46 & 47	7	Minimum Bill of Quantities	BoQ to be followed up as per Annexure-XVI of this document.
22.	48 to 63	8	Technical Specifications for Computer & Accessories	Technical Specifications to be followed up as per Annexure -XVII of this document.
23.	70	9.Form(C).5	Scoring method for Technical Proposal Solution (S.No .1) Tie-up between OEM(s) & Tenderer. Remarks to be furnished by OEM(s) in the Authorization letter for 7 Products i.e., Interactive Display Panel, OPS, SD-WAN Device (School), UPS (school), Private Cloud (CCC), SDWAN cum firewall (CCC), Video Wall Display (Maximum 21 Marks i.e.7 Products x 3 Marks)	Scoring method for Technical Proposal Solution (S.No .1) Tie-up between OEM(s) & Tenderer. Remarks to be furnished by OEM(s) in the Authorization letter for 7 Products i.e., Interactive Display Panel, OPS, External Speaker (School), UPS (school), Private Cloud (CCC), UPS (CCC), 125 KVA - Generator – DG Set, (Maximum 21 Marks i.e.7 Products x 3 Marks)
24.	73	9.Form(C).5	Scoring method for Technical Proposal Solution (S.No .3) Technical Presentation for SD-WAN Network Solution to integrate between CCC & Schools and Presentation of CCC Enterprise Solution Software (Maximum 17 Marks)	Scoring method for Technical Proposal Solution (S.No .3) Technical Presentation for Network Solution to integrate between CCC & Schools and Presentation of CCC Enterprise Solution Software (Maximum 17 Marks)
25.	111	Annexure-X.18	The Purchase – BRIEF PARTICULARS OF THE GOODS AND SERVICES WHICH SHALL BE SUPPORTED/ PROVIDED BY THE SUPPLIER ARE: - List of items specified in table.	The Purchase – BRIEF PARTICULARS OF THE GOODS AND SERVICES WHICH SHALL BE SUPPORTED/ PROVIDED BY THE SUPPLIER ARE: - List of items specified as per Annexure-XVI .

Sl.	Pg. No.	Clause No.	Existing Clause	Amendment to existing clauses
26.	116	ANNEXURE – X – (b).VII(h)	Proposed control center should be able to manage all IP enabled IT components from the central locations such as Firewall, Access Points, Servers.	Proposed control center should be able to manage all IP enabled IT components from the central locations.
27.	116	ANNEXURE – X – (b).VII(k)	Design, Supply, Installation, Testing, Commissioning and Maintenance of Control Center Environment equipment like Server, Storage, Network, EMS, Civil, Electrical, Cooling, Safety, Security, Firewalls for the project period/ extended project period.	Design, Supply, Installation, Testing, Commissioning and Maintenance of Control Center Environment equipment like Server, Storage, Network, EMS, Civil, Electrical, Cooling, Safety, Security for the project period/ extended project period.
28.	116	ANNEXURE – X – (b).VII(f)	To provide an internet connection however if any other connectivity is implemented in future, SI shall have to facilitate integration of the same with the lab as and when instructed by the Purchaser.	Treated as Deleted
29.	116	ANNEXURE – X – (b).VII(p)	To make provision for internet leased line connectivity of at least____ Mbps at Control center via Fiber along with redundant connectivity.____ Mbps is minimum bandwidth, however bidder should size the bandwidth based on their solution and quote the same.	Treated as Deleted
30.	120	ANNEXURE – X – (b).XV	Uptime Control Center & Internet connectivity Availability	Uptime Control Center Availability

Annexure – XVI - MINIMUM BILL OF QUANTITIES

I. BOQ for Schools

Sl.	Product Description	Qty	UNOM
1	Interactive Display Panel (65") with OPS Support	12500	No.
2	Windows 10 or Higher – Home Edition for OPS	12500	No.
3	Antivirus Software for OPS	12500	No.
4	Web camera	12500	No.
5	External Speaker cum MIC	12500	No.
6	1 KVA – Online UPS	12500	No.
7	9U Wall Mount Rack	12500	No.
8	Painting & Refurbishing of 60 Sq.m Class room	12500	No.
9	Provision of Electrical wiring with required switch socket and earthing	12500	No.
10	Extending LAN cable from the Internet service available in School (around Maximum of 50 Metre)	12500	No.

The Tenderer shall have to furnish Manufacturer's Authorization Form (MAF) from the Principal Manufacturer of OEM with Make & Model for the items 1 to 6 and providing support for Warranty & Extended Warranty Periods¹. The Tenderer is required to provide necessary legally valid documents. If the Tenderer itself is the Principal Manufacturer/ OEM then MAF is not required.

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¹ Warranty period shall be the same as the Project Duration and Extended Warranty Period shall be the same as the Extended project Duration.

II. BOQ for Command & Control Centre

Sl.	Product Description*	Qty	UOM
1	Private Cloud Infrastructure (Compute, Storage, Network) for hosting all CCC Applications in High Availability	1	Lot
2	CCC Applications consists of EMS, Helpdesk Management, Content Management System and Learning Management as per functional requirement	1	Lot
3	DR – Replication content on Cloud (Activation on demand)	1	Lot
4	Layer 3 48 Port 1/ 10G Switch with HA	1	No.
5	Layer 2 48 port 1G POE Switch	1	No.
6	Multifunctional Printer 40 PPM of Higher	1	No.
7	CCTV and Access Security System	1	Lot
8	UPS – 40 KVA – Redundant System	1	No.
9	125 KVA - Generator – DG Set	1	No.
10	CCC & DC Infrastructure (Racks, Passive Cabling, Cooling, Power, Civil) etc.	1	Lot
11	Any other additional Component (As per Tenderer Design)	1	Lot

* The Tenderer shall have to furnish Manufacturer's Authorization Form (MAF) from the Principal Manufacturer of OEM with **Make & Model for the items 1 o 9** in the above table and providing support for Warranty & Extended Warranty Period. The Tenderer is required to provide necessary legally valid documents. If the Tenderer itself is the Principal Manufacturer/ OEM then MAF is not required.

Annexure- XVII - TECHNICAL SPECIFICATIONS

Part-1 INTERACTIVE DISPLAY PANEL & ACCESSORIES for Schools

This chapter provides the minimum hardware & technical specifications for the IT infrastructure requirements. In case the Tenderer feels that higher specifications/ additional hardware is required to meet the complete project requirements from the viewpoint of the software applications, functions to be carried out, services to be delivered, connectivity, future growth, operations and maintenance, desired service levels as mentioned in this Tender Document, the same shall have to be proposed at the bidding stage. In case after winning the contract, the Tenderer is not able to maintain the mentioned agreement due to improper judgment of IT infrastructure requirements on its part, the Tenderer shall have to provide the additional hardware/ same specification hardware as mentioned in tender at no additional cost to CoSE.

- The Tenderer shall have to provide a detailed Bill of Material (BOM) with model numbers of each and every hardware along with the technical bid.
- The Tenderer shall have to provide a technical compliance sheet for all hardware and software defined in this Tender and as mentioned in this section along with technical bid.

1. Specification for Interactive Display Panel & OPS

a. Display

Sl.	Parameter	Specifications	Compliance
1	Size	65 inch or Higher	
2	Panel Type	IPS/ LED	
3	Response Time	Less Than or Equal to 9 MS	
4	Aspect Ratio	16:9	
5	Resolution	UHD - 3840(H) • 2160(V)	
6	Display Color	1.07B(10bit)	
7	Contrast Ratio	1200:1	
8	Viewing Angle	178° (HV)	
9	Brightness with glass (min)	400 cd/ m2 or higher	
10	Lifetime	30,000 Hours	
11	Touch	20 Points touch & write	
12	Touch Tool	Finger, Passive infrared pen	
13	Sensing Type	Infrared recognition	
14	Support for	Windows10/ Windows8/ Windows7/ Windows XP/ Linux/ Mac/ Android/ Chrome	
15	Minimum object size	3mm or less	
16	Surface Hardness	Toughened glass Level 7 MOHS Std.	
17	Wall Mount with locker	Wall hanging accessories with Locker, Suitable for 65" IFP.	

b. In-built H/ W Specifications with Interactive Display

Sl.	Parameter	Specifications	Compliance
1	Processor	Dual Core CPU or Higher	
2	RAM	4 GB RAM or Higher	
3	Flash drive	32 GB or Higher	
4	Pre-loaded OS	Android 8 or Higher - with free update support	

c. Windows System Specifications CPU Module (For OPS Support)

Sl.	Parameter	Specifications	Compliance
1	Processor	i5 Processor / Equivalent AMD Processor	
2	RAM	8GB DDR4, Expandable upto 32 GB or higher.	
3	HDD	SATA 500GB, Expandable upto 2TB	
4	SSD	256 GB or Higher	
5	Graphics	Intel UHD graphics 620	
6	Audio	Realtek ALC662 HD Audio IC	
7	OS Compatible	Windows 10 or higher, Latest version of Linux	
8	To be Preloaded with	Windows 10 or Higher (Home Edition) with Anti-Virus Software (Should have - Core Protection: Ransomware Protection, Email protection, Browser sandbox, web security, Data theft protection, firewall, Antivirus/Antimalware/Antirootkit, Anti spyware, Malware protection, Antikey logger, Flash Drive protection, RDM, Silent mode.)	

d. Audio

Sl.	Parameter	Specifications	Compliance
1	Audio Amplifier	In-Built	
2	Sound channel	2.0	
3	Output Power	10 W x 2	

e. Input/ Output Points

Sl.	Parameter	Count	Compliance
1	HDMI IN	3	
2	HDMI OUT	1	
3	USB	Minimum 5 Ports (3 No's of USB 3.0 & 2 No's of USB 2.0)	
4	TOUCH OUT	2	
5	AUDIO IN	1	
6	AUDIO OUT	1	
7	RS232	1	
8	RJ45 IN	1	

Sl.	Parameter	Count	Compliance
9	Earphone Port	1	
19	Bluetooth	4.2	
11	Wi-Fi	Intel IEEE 802.11 a/ g/ n 2.2GHz and 5.0GHz (or equivalent/ higher)	
12	Ethernet	Intel 10/ 100/ 1000 Mbps	
13	Camera Connectivity	Yes	

f. Accessories

Sl.	Parameter	Count/ Specification	Compliance
1	Power Cord (European/ American/ Australian/ British standard)	2 (3 meters)	
2	USB Touch Cable (Type A—B)	1 (5 meters)	
3	HDMI Cable	1 (3 meters)	
4	Writing Pen	2	
5	Wall mount	1	
6	Remote Control	1	
7	Power Requirement	100V-240V	
8	Power Consumption	<550w	

g. Features/ Software for Smart Board

Sl.	Features/ Software
1	SCREEN CAPTURE
2	CALCULATOR
3	SCREEN WRAP
4	SPLITTER
5	PAGE REPLAY
6	MAGNIFIER
7	BROWSE THE INTERNET

h. Smart Board Certification: BIS, FCC, CE, CB, RoHS certified.

2. Web Camera (To be attached with Smart Board)

Sl.	Parameter	Specification	Compliance
1	Video Resolution	1280 x 720 Pixels	
2	Frame rate	30 fps	
3	Supported video mode	720p and should support fixed focus	
4	Field View	60°	
5	Microphone	Built-in	
6	Interface	USB	
7	Cable length	2 Metre	
8	Operating System support	Windows/ Linux/ Android	

3. External Speaker Cum MIC – Specifications

Sl.	Parameter	Specification	Compliance
1	Base Requirement	Tower Model Speaker with Wireless BT/USB/FM/AUX connectivity support and Wireless Mic and Remote control	
2	Output power (RMS)	50W or Higher	
3	Subwoofer	8Ω or Higher	
4	Full range	4Ω or Higher	
5	Frequency response	40Hz- 20kHz or Higher	
6	S/N Ratio	≥75dB or Higher	
7	File format support (USB)	MP3 / WMA	
8	Max. supported USB memory size	32GB or Higher	
9	FM frequency scan range	87.5MHz - 108MHz or Higher	
10	Accessories	Required Input cables and wall mount clamps to integrate with Display panel	

4. 1-KVA UPS

Sl.	Parameter	Specification	Compliance
1	Capacity	1 KVA TRUE ONLINE UPS	
2	Back-up Time	60 minutes	
3	Inverter Type	IGBT	
4	Mains Voltage Regulation	150 - 270V AC, SINGLE PHASE	
5	Input power factor	> 0.9	
6	Input Frequency with Tolerance	50 Hz, +/- 3 Hz	

Sl.	Parameter	Specification	Compliance
7	Battery (Secondary Source)	Sealed maintenance free (SMF) type-AH and no. of Batteries shall be suitably selected for the respective minimum backup time of 70% Resistive Load. Sealed maintenance free (SMF) type – AH and No. of Batteries shall be suitable selected for required backup time.	
8	Make of the Battery	Specify the Manufacturer Make, Model, and enclose the technical sheet. The make and AH of the battery submitted for evaluation only will be accepted	
9	Battery Storage Box/ Rack	External Storage Box/ MS-Rack for housing the Batteries. with safety provisions to be supplied along with the UPS system	
10	Output Voltage	230 AC, Single Phase (+/-1%)	
11	Output Frequency with Tolerance	50 Hz, +/- (0.2) Hz	
12	Waveform	Pure Sine wave	
13	Load power factor	0.7 lag to unity	
14	Overload Capacity	Withstand for 5 minutes at 110% load	
15	Overall Efficiency	> 80%	
16	Duty Cycle	Continuous	
17	Protections	1) Input, Output – Low and High 2) Battery low and high voltage 3) Input, output – Fuse 4) Battery - MCB/ Fuse 5) Short circuit 6) Overload 7) Lightening	
18	Controls	Manual By-pass Switch and static bypass switch to be provided with Indications	
19	Power sockets	3 Nos. of 5A Sockets.	
20	Trip Conditions	Overload, Over and Under voltage, Short Circuit	
21	Indications	Mains ON, Inverter ON, Battery Low, Overload.	
22	Alarms (Audio)	For extreme battery low voltage.	
23	Meters	AC O/ P Voltage, O/ P current, I/ P Voltage, I/ P Current, Battery Voltage, Battery Current,	
24	Certification	SAMEER/ ETDC/ NTH/ ERTL/ NABL's or any other Government authorized Testing Lab Certification	

5. 9U – Rack – Wall mount for UPS

Sl.	Parameter	Specification	Compliance
1	Height & Dimension	Height 9U, Width 550 and Depth 550mm	
2	Material Thickness	0.8mm or better	
3	Loading capacity	35KG \pm 10% or better Loading capacity	
4	Front Door	4mm toughened Glass door with Lock and Key	
5	Cabinet Material	Powder coated CRCA sheet	
6	Mounting	Wall Mount equipped with 1.2 mm mounting angle	
7	Form Factor	Rack Mount/ DIN Rail	
8	General	Rubber Closure for cable entry hole 19" Adjustable rails in the front and rear, Top and bottom cable entry facility Hardware Screw pocket included	

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Part2 - Command & Control Centre

1) Specifications for Private Cloud Infrastructure at CCC

	Specification	Compliance
Hyper-Converged Infrastructure requirement	Proposed solution must be based on converged IT infrastructure platform that integrates storage, compute, networking, hypervisor, real-time deduplication, compression, and optimization along with powerful data management, data protection, and disaster recovery capabilities in a standard x86 server building block	
	The solution should provide hyper converged software that allows delivery of enterprise-class storage services using latest x86 server infrastructures without dependence on a separate Storage Area Network & associated components such as SAN Switches & HBAs.	
	The HCI solution should support deployment on any one of leading hypervisors (VMware/ Hyper-V). The solution components quoted including HCI system, hypervisor, server, network switch should be as a factory fitted engineered appliance.	
	The proposed HCI solution should be a factory shipped engineered & integrated appliance. All the components of HCI such as compute nodes, hypervisor OS, storage disks, management software should be factory installed and shipped ready for fast deployment.	
	The HCI solution should support scaling hyperconverged node (computer+storage), compute-only, independent of each other under a single cluster.	
	Single dashboard to manage all clusters, virtual machines, network, storage, monitor performance and manage events & alerts	
	The HCI solution should be able to present cluster wide storage performance to any single large Virtual machine.	
	The Solution should allow for taking clones of individual Virtual Machines for faster provisioning. Any additional software or license required should be provided on day 1.	
	The solution should automatically rebalance data to maintain balanced utilization of storage across the HCI converged nodes. When storage capacity is scaled up or scaled out, the HCI nodes must automatically redistribute data equally across all nodes equally without migrating VMs.	
	Virtualization software should support live Virtual Machine migration with enhanced CPU compatibility and without the need for shared storage option.	
	Virtualization manager software should be provided along with the proposed solution. Virtualization manager should have the capability to monitor other same platform virtualized workloads in the data center.	
	Tenderer must quote appropriate license to enable and meet mentioned above features for 20 workloads per cluster	
	The vendor must provide all features and license applicable in Hypervisor OS, VMM Manager & HCI solution providing enterprise licenses (highest tier available).	
Hardware Specifications	Provide 60 cores, 1800 GB usable RAM and 50 TB usable storage	
	Each node should support up to 2 latest Intel Xeon Scalable Processors offering from 8 to 56 cores per node	
	Each node should allow inbox upgrade from 1 to 2 processors	
	Each node should support latest DDR4-2xxx Registered Smart Memory.	
	Each node should allow inbox upgrade of RAM up to 1536GB per processor and should scale to 3TB per Node	

	Specification	Compliance
	Hyper-converge solution should be configured using not more than 1.2 TB drive for Data & 1.92 TB drive for cache	
	Each node should have embedded 4 x 1GbE ethernet ports & support 4 x 10/ 25GbE SFP+ ethernet ports with option to select Fiber optic, Copper DAC or RJ45 connectivity.	
	Each node should have embedded 1 x out-of-band management to simplify remote management.	
	Each node should have 1 or more 12G RAID controllers to manage drives within the node. In case vendor doesn't support Raid controller then resiliency shall be built using below guidelines given in the RFP.	
	Each node should have at least 3 PCI slots available and shall also support at least 1 x GPU adapter.	

2) Specification for Application to be hosted in CCC

Specification	Compliance
<p>Following Applications and should provide integrated dashboard for CCC (<i>Requirements specified in Scope of work</i>)</p> <ul style="list-style-type: none"> a. Enterprise Management System b. Helpdesk Management System c. Content Management System 	

3) DR – Replication of Content in Public Cloud – Activation on Demand

Specification	Compliance
<p>a) Provision to made in any MeitY approved Public Cloud to have complete the content and it should be activated in the event of failure at CCC.</p> <p>b) To be ensured replication of 100% of content available in CCC.</p>	

4) & 5) Specification for 48 Port Switches

Specifications	Compliance
<ul style="list-style-type: none"> a) Layer 3 48 Port 1/ 10G Switch with HA b) Layer 2 48 port 1G POE Switch 	

6) Specification for Multi-functional printer for CCC

Parameter	Specification	Compliance
Type	Floor mounted	
Technology	Laser	
Print, Copy Speed	A4 - 40 PPM or higher, A3 - 20 ppm or higher	
Resolution	1200 x 1200 dpi or higher	
Interface	USB 2.0, Ethernet 10/ 100 Mbps (RJ45)	
Zooming	25 to 400 Percentage	
Paper Input Capacity	100-sheet multi-purpose tray, 2 x 500-sheet input trays	
Paper Size	A5 - A3	
Network	Ethernet 10/ 100 Mbps	

Parameter	Specification	Compliance
Features	Duplex with RADF/ DADF	
Scanning facility	Scan to PC, Scan to E-mail	
OS Compliance	Windows and Linux Compliance by OEM	
Toner	Toner Yield of minimum 30,000 pages for B/ W	
duty cycle	170000 or above	
Trolley	Trolley with wheels and lock for locking the wheels	
Certification	BIS	

7) CCTV and Access Security System

Specifications	Compliance
<ul style="list-style-type: none"> - CCTV facilitation to be provided with IP Camera's & NVR having backup of minimum for 90 working days - Access Card System to be placed to restrict the access 	

8) Specification for 40 KVA – UPS

Parameter	Specification	Compliance
Capacity	40KVA – Parallel - On-Line UPS	
Back-Up Time	120 minutes	
Inverter Type	IGBT (make and current capacity to be specified by the tenderer)	
Mains Voltage Regulation	440V 3Ph -20%, +10%	
Input Power factor	> 0.9	
Input Frequency with Tolerance	50 Hz, +/- 3 Hz	
Battery (Secondary Source)	<p>Sealed maintenance free (SMF) type – AH and no. of Batteries shall be suitably selected for the respective minimum backup time of 70% Resistive Load.</p> <p>Sealed maintenance free (SMF) type – AH and No. of Batteries shall be suitable selected for required backup time.</p>	
Make of the battery	Specify the manufacturer, model and enclose the technical specification sheet. The make and AH of the battery submitted for evaluation only will be accepted	
Battery Storage Box/ Rack	External Storage Box/ MS-Rack for housing the Batteries. with safety provisions to be supplied along with the UPS system	
Output Voltage	230V AC, Single Phase (+/- 1%)	
Output Frequency with Tolerance	50 Hz, +/- (0.2) Hz	
Waveform	Pure Sine Wave	
Load Power factor	0.7 lag to unity	
Overload Capacity	Withstand for 5 Minutes at 110% load for 10min and 120% load for 5min.	

Parameter	Specification	Compliance
Total Harmonic Distortion	< 3% for Linear load and 5% for non-linear load	
Overall Efficiency	> 85%	
Ambient Temperature	0 – 50°C	
Duty Cycle	Continuous	
Cooling	Forced air cooling	
Protections	1) Input, output - Low and High 2) Battery low 3) Input, output – Breaker 4) Battery – Fuse 5) Short circuit 6) Over load 7) Temperature over load 8) Transient 9) surge	
Controls	In-Built Static bypass switch to be provided	
Trip Conditions	Over load, Over and Under voltage, Short Circuit	
Indications	Mains ON, Inverter ON, Battery Low, Overload.	
Alarms (Audio)	For extreme battery low voltage	
Meters	AC O/ P Voltage, O/ P current, I/ P Voltage, I/ P Current, Battery Voltage, Battery Current,	
Manuals	Operating and user manual to be provided	
Name Plate in the UPS	Sr.No and Name plate in UPS-Riveted metal plates/ Stickers	
Isolation Transformer	Isolation Transformer must be provided internally/ externally at input.	
Certification	SAMEER/ ETDC/ NTH/ ERTL/ NABL's or any other Government authorized Testing Lab Certification	
Other Features	1) SNMP Card - Provisions should be available Diesel Generator – Compatible 2) Major components such as power modules and replacement of the hot swappable batteries without disrupting power to target equipment	
load regulation	+ 2%	
Input cable and output cable:	Proper rated input cable – 3mtrs x 5 runs and output cable – 3 mtrs. x 3 runs with PVC pipe to be provided	
Interface ports	RS-232 or USB	

Parameter	Specification	Compliance
Emergency Switch OFF	To be Provided	

9) Diesel Generator Set

Specifications	Compliance
125 kVA Diesel Generator - Power – 125 KVA/ 100 KW, Phase – 3 Support , Output Voltage 380-440 , Frequency 50 Hz , Fuel Tank Capacity – 300 Ltr & above	

10) Infrastructure Facilities

Specifications	Compliance
<p>CCC & DC Infrastructure - Racks, Passive Cabling, Cooling, Power, Civil to be</p> <ul style="list-style-type: none"> - Intelligent Integrated Infrastructure essentially should include internal redundant or backup power supplies, environmental controls (Rack mounted air conditioning, smoke detection, Water leak detection Temperature and humidity sensors), and security devices. Rack mounted air-conditioning systems should have N+N topology respectively. Environmental monitoring shall be done from IP based software. - The detail specifications of the intelligent integrated/ inbuilt infrastructure, standalone system shall be in adherence to standard Data Centre guidelines 	

Corrigendum No. 1B: Addressing Non-technical Pre bid queries SI. No. 212 to 399

Date: 30-01-2023

Sl.	Pg. No.	Clause	Tender Content	Modified Clause/ Clarification
1	-	General	Not specified.	<p>With regard to the procurement of items from neighbouring countries, the provisions of Govt. of India, vide Office Memorandum issued on 23rd July 2020 shall apply.</p> <p>Click here to download order.</p>
2	1	Notification	Date and time for submission: 19.01.2023 3.30 PM	Date and time for submission: XX.XX.2023 3.30 PM
3	9	1.XII.d	d) Tenderer must have fixed monthly schedules of digital and physical infrastructure maintenance visit as per schedule approved by the CoSE to ensure efficient functioning of all installed infrastructure. During these visits, technical and operational issues identified must be resolved immediately. Issues identified during such visits must be recorded under Operations and Maintenance Reporting.	d) "Fixed monthly schedules" to be replaced with "Fixed bi-monthly schedules" , i.e. 6 visits per year.
4	11	1.XIV.b.(1)	Electricity failure will be excluded, necessary document to be submitted for the justifications.	Electricity failure, theft, vandalism, deliberate damage, and accidents, shall be excluded from system uptime calculation.
5	11	1.XIV.c.(2)	<p>Response: Maximum* One working Day</p> <p>Resolution: Maximum of 2 days working Days upto 5% of such issues raised per month</p>	<p><u>Critical Incident/ Reported Issues:</u></p> <p>Response: Maximum* 1 working day.</p> <p>Resolution: Maximum of 2 days working days.</p> <p>However, for remote locations (as per definitions of CoSE), maximum of 10 days upto 5% of such issues raised per month.</p>
6	12	XVI, 1.XVI (b),	<p>a) The Supply, Installation, Integration, Testing, Commissioning, Maintenance and Strengthening Project Management of Smart Classes shall be completed as per mutually agreed Delivery Schedule.</p> <p>b) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 120 days and 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 90 days from the approval of Delivery Schedule.</p> <p>c) The Successful Tenderer must submit Delivery Schedule within 15 days of issue of Work Order and School List Priority order by CoSE.</p>	<p>a) The Supply, Installation, Integration, Testing, Commissioning, Maintenance and Strengthening Project Management of Smart Classes shall be completed as per Delivery Schedule, further elaborated below:</p> <p>a1) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 180 days.</p> <p>a2) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with CCC as per the technical specifications in the Tender Document to the CoSE within 120 days.</p>

Sl.	Pg. No.	Clause	Tender Content	Modified Clause/ Clarification
7	13	1.XVIII	The transit loss / theft / pilferage / damage of the goods under any circumstance shall be the liability of the Successful Tenderer.	The transit loss / theft / pilferage / damage of the goods under any circumstance till installation and commissioning of all hardware and software shall be the liability of the Successful Tenderer.
8	13	1.XX	a) The warranty of the Interactive Display Panel & Accessories and Network assets supplied by the Successful Tenderer shall be for the project period, from the date of installation of the same at the schools in Tamil Nadu. The Successful Tenderer shall replace the defective Interactive Display Panel & Accessories supplied by him with new ones at his cost at the designated points during the period of Warranty. Also, the same procedure must be adapted for the further extended warranty of the extended project period. It is applicable to both Smart class at Schools and CCC.	a) The warranty of the Interactive Display Panel & Accessories and Network assets supplied by the Successful Tenderer shall be for the project period, from the date of commissioning of the same at the schools in Tamil Nadu. The Successful Tenderer shall replace/ repair the defective Interactive Display Panel & Accessories supplied by him with new ones at his cost at the designated points during the period of Warranty. Also, the same procedure must be adapted for the further extended warranty of the extended project period. It is applicable to both Smart class at Schools and CCC.
9	14	1.XXII. (k)	k) The Tenderer will not be allowed to move, remove and change any of the equipment installed under this Tender without prior written permission of the CoSE.	k) The Tenderer will not be allowed to move, remove and change any of the equipment installed under this Tender without prior written permission of the CoSE or CoSE assigned department official.
10	16	3(d)	3. SPECIAL INSTRUCTIONS FOR SUBMISSION OF BIDS & CHECK LIST d) Tenderer should produce the originals of the performance/ client certificates for verification whenever required, and the copies of those certificates should be enclosed along with the bid.	d) Tenderer should produce the originals/ soft copies of the performance/ client certificates for verification whenever required, and the copies of those certificates should be enclosed along with the bid. However, the tender evaluation committee has rights to cross verify the authenticity of certificate with the client.
11	24	4.XVII	Period of Contract: The period of contract is 120 days for supply & installation at Schools and 90 days for supply & installation at CCC (or as mutually agreed upon). In addition, Operation and Maintenance of Smart Classes in Government Schools on SIITCM&PM model is to be carried out by the Tenderer till the end of Project Duration/ Extend Project Duration.	a) The Supply, Installation, Integration, Testing, Commissioning, Maintenance and Strengthening Project Management of Smart Classes shall be completed as per Delivery Schedule, further elaborated below: a1) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with Schools as per the technical specifications in the Tender Document to the CoSE within 180 days. a2) The Successful Tenderer shall supply, install, integrate, test and commission 100% of work related with CCC as per the technical

Sl.	Pg. No.	Clause	Tender Content	Modified Clause/ Clarification
				specifications in the Tender Document to the CoSE within 120 days.
12	26	XXI	<p><u>Supporting Documents:</u></p> <p>SI No. 1 = Copy of Annual report/ Certificate from the CA on turnover details over the last three (3) financial years.</p> <p>SI No. 2 = Copy of Annual report/ Certificate from the CA on Net-worth details over the last three (3) financial years</p>	<p>1) Copy of Annual report with audited financials (i.e. P&L, BS) over the last 3 FY.</p> <p>AND</p> <p>2) Certificate from the CA on Net-worth details over the last three (3) FY.</p>
13	35	Section 6, Clause IV	<p>Delivery Schedule:</p> <p>Establishment of Smart Classes/ CCC -- No. of Smart Classes/ CCC to be established</p> <p>1) 1 to 80 days (or mutually agreed basis) -- Minimum of 50% of the Smart Classes established in Government Schools</p> <p>2) On or before completion of 120 days (or mutually agreed basis) -- 100% of the Smart Classes established in Government Schools</p> <p>3) On or before completion of 90 days (or mutually agreed basis) -- 100% of the CCC to be established at State Head Quarters</p>	<p>Delivery Schedule:</p> <p>Establishment of smart classes & CCC</p> <p>1) 1 to 90 days: Minimum of 50% of the Smart Classes established in Government Schools.</p> <p>2) On or before completion of 180 days: 100% of the Smart Classes established in Government Schools.</p> <p>3) On or before completion of 120 days: 100% of the CCC to be established at State Head Quarters.</p>
14	36	VIII	a) The warranty of the Interactive Display Panel & Accessories supplied by the Successful Tenderer shall be for the Project Period (or extended Project Period, as the case may be) from the date of installation of the same at the schools in Tamil Nadu. The Successful Tenderer shall replace the defective Interactive Display Panel & Accessories supplied by him with new ones at his cost at the designated points during the period of Warranty.	Phrase "from the date of installation" shall be replaced with " From the date of Commissioning ".
15	36	6, VI	The transit loss/ theft/ pilferage/ damage of the goods under any circumstance shall be the liability of the Successful Tenderer.	The transit loss / theft / pilferage / damage of the goods under any circumstance till installation and commissioning of all hardware and software shall be the liability of the Successful Tenderer.
16	38	6(XI)(d)	d. The Tenderers shall have to submit the Manufacturing Authorization Forms (MAF) for all the Hardware and Software items that are proposed in the bid response. It must be noted by the Tenderers that only the make and models mentioned in the MAF shall be accepted during the delivery and installation of hardware and software.	d) The Tenderers shall have to submit the Manufacturing Authorization Forms (MAF) for all the Hardware and Software items (maximum of 3 make and model) that are proposed in the bid response.
17	38	6.XIII.	a. PENALTY FOR DELAY IN EXECUTION OF PROJECT: If the installation and commissioning of the	a. PENALTY FOR DELAY IN EXECUTION OF PROJECT:

Sl.	Pg. No.	Clause	Tender Content	Modified Clause/ Clarification
			<p>systems is not completed in full within the stipulated period as prescribed, a penalty of Rs.2000/- (Rupees Two Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 30 days. Further, Rs. 5,000/- (Rupees Five Thousand only) per calendar week will be charged beyond 30 days up to 90 days. After 90 days penalty shall be Rs. 10,000/- (Rupees Ten thousand only) per calendar week per school subject to the condition that contractor has completed 75% work in earlier 90 days. If the installation and commissioning is not completed even within 240 days from the date of order then contract will be liable for termination in part or whole at the discretion of the CoSE, Tamil Nadu State, Chennai at the risk and cost of the contractor.</p>	<p>If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed, a penalty of Rs. 2,000 (Rupees Two Thousand only) per calendar week will be imposed for every School to which the installation and commissioning is not completed, up to 90 days.</p> <p>Further, Rs. 5,000/- (Rupees Five Thousand only) per calendar week will be charged beyond 90 days up to 180 days.</p> <p>After 180 days penalty shall be Rs. 10,000 (Rupees Ten thousand only) per calendar week per school.</p> <p>If the installation and commissioning is not completed even within 240 days (for both Schools and CCC) from the date of order then contract will be liable for termination in part or whole at the discretion of the CoSE, Tamil Nadu State, Chennai at the risk and cost of the contractor.</p> <p>The overall penalty will be restricted to 10% of the total contract value.</p>
18	43	6.XVII.3	<p>3. Termination for Convenience:</p> <p>a. The CoSE may terminate the Contract in whole or in part at any time during the validity period of the Contract for its convenience by giving 15 days' written notice and without compensation to the Successful Tenderer. The notice of termination shall specify that termination is for the CoSE's convenience, the extent to which the Contract is terminated, and the date upon which such termination becomes effective. The termination of the contract is without prejudice to the penal consequences and damages for which the Successful Tenderer shall be liable for violation of the Contractual obligations.</p>	<p>Clause deleted.</p>
19	51	4(XVI)(a)	<p>Submission of Tender:</p> <p>a. Tender shall be submitted in two parts in original i.e., Part-A and Part-B. The Part- A cover shall contain the EMD, response to the pre-qualification criteria and Technical Bid and superscripted on the envelope as Part-A Technical Bid- Tender for setting up Smart Classes in Government Schools and Command &</p>	<p>Clarification:</p> <p>a. Bid must be submitted in hard copy only.</p> <p>b. Only single copy of Technical and Price Bid (in separate envelopes) need to be submitted.</p> <p>C. The bidders are requested to submit the editables of their technical documents (CL,</p>

Sl.	Pg. No.	Clause	Tender Content	Modified Clause/ Clarification
			Control Centre in Tamil Nadu State. On the Part-A cover, the Name and Address of the tenderer shall be written and sealed. The tender document shall compulsorily be spiral bound & indexed with page numbers.	Word) for quicker evaluation by the Tender Committee. The same shall be submitted in a pen drive (which is to be included within the Technical Envelope).
20	66	9.Form-A, sl no 10	The proposed OEM for the Interactive Display Panel should have a registered office in Tamil Nadu that should have been in existence for the past three years.	The proposed OEM for the Interactive Display Panel should have a registered office in India that should have been in existence for the past three years.
21	97	Annexure-X - VII	The transit loss/ theft/ pilferage/ damage of the goods under any circumstance shall be the liability of the Successful Tenderer.	The transit loss/ theft/ pilferage/ damage of the goods under any circumstance till installation and commissioning shall be the liability of the Successful Tenderer.
22	65	9, Form A, 8	The Tenderer/ Lead Tenderer (in case of a consortium) shall have a minimum cash credit facility of Rs. _____ exclusively for this work duly certified by the Banker.	The Tenderer/ Lead Tenderer (in case of a consortium) shall have a minimum cash credit facility of Rs. 31.25 Crore exclusively for this work duly certified by the Banker.
23	-	General	Not Specified	Payment related with Bid processing fee shall be paid to TNTBESC through Demand Draft

Managing Director
Tender Inviting Authority
Tamilnadu Textbook and Educational
Services Corporation
Chennai – 600 006.