Response to Pre-bid Queries raised by bidders

Implementation of Gyan Kunj in Primary schools of within the State of Gujarat including supply of hardware, operating software, manpower services including teacher training and Maintenance of the systems on behalf of Gujarat Council of Elementary Education (GCEE), Education Department, Gandhinagar RFP NO.:GIL\GCEE\BOO\2017

Sr. No.	Tender Description	Query / Clarification / Suggestions from the Venders	Response to bidders
Eligik	pility Criteria		
1	3.1.1. For participation in the bidding process and submitting Proposals, Bidders should be a private or public limited company. The term 'Bidder' used in the RFP would therefore apply to a single entity.	Be replaced by: "For participation in the bidding process and submitting Proposals, Bidders should be a private or public limited company or a consortium of not more than 2 entities." Allowing a consortium shall mean a wider participation and would seamless implementation of the project as the tender requires the ICT and Hardware expertise. Hence in our opinion it is prudent to allow consortium.	Suggestion not accepted, as per RFP
2	3.2.3. The bidder should have Min. turnover of Rs. 120 crore in any one year of the last three financial years (2014-15,2015-16,2016-17). The copies of Audited Annual Accounts/Statutory CA Certificate for last three years shall be uploaded along with the bid.	the previous tenders which maximum tender value is up to 50 crore where GIL	Pls see change in revised RFP
3		Pls consider Unaudited account statements as turn over of 2016-17, as since audited balance sheet for any company is prepared only by month of July/Aug. Pls consider as below Bidder should have positive net worth and should also be profitable in last 3 financial years	
4	a. The bidder must have one office in Gujarat. Please upload the copy of any two of the following: Property tax bill/Electricity Bill/Telephone Bill/VAT/CST Registration/Lease agreement. In case, bidder do not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 days from the date of empanelment.	We request to allow the Bidder to have the office/Project Management Office at either Ahmedabad or Gandhinagar. Kindly confirm.	Pls see change in revised RFP
5	c. The Manufacturer of the product (OEM) should be ISO 9001:2008 Process Certified for manufacturing. ISO certificates are required for Laptops.	We understand the ISO 9001:2008 certificate is required only from Laptop OEM. Kindly confirm.	Yes
6	-	Pls provide format	As per OEM format

	D: 1	In the state of th	lo ::
/	Bidder should quote Projector and Laptop from those OEM who have total turnover of Rs. 1000 crore or more globally during last 3 financial years as on March'17.	Request to change as below : min. 3000 units of OEM products must have supplied in GoI for IR Camera and Projector	Suggestion not accepted, as per RFP
8		The eligibility criteria for the OEM of projector and laptops should not be a turnover of 1000 Crores instead of it should be a 500 OEMs products must be supplied or installed in the department of government of India.	
9		Pls consider Unaudited account statements as turn over of 2016-17 , as since audited balance sheet for any company is prepared only by month of July/Aug.	
10		Bidder should quote projector & laptop from those OEM who have average annual turn over of Rs. 1000 crore or more globally during last 3 financial years as on match'17 from sales of projector & laptop	
11	-	OEM of IR Camera is kept exempted for any restriction	It was clarified in pre-bid meeting
12	-	2) OEM of the IR Camera is kept exempted for any restriction in the eligibility criteria only to support a single OEM whereas the both Projector and IR Camera is almost similar product and prices of IR Camera is nearly to the projector. So please put IR camera solution under eligibility criteria as per the other products eligibility criteria.	
13	Technical Evaluation Criteria: 2. Experience of bidder in conducting similar assignments	we request to consider exp. Of bidder as under: All the relevant exp. Asked in tender from sr. no. 2a to 2f of page 23 may be made as exp. Of prime bidder As this being and education tender wherein service delivery is at school level and learning outcomes are to be measured for students and teachers, we request to ask bidder should be having a prior exp. of setting and running of ICT infrastructure in at least 1000 Govt. schools in India in last 3 financial years	Suggestion not accepted, as per RFP
14	Number of years in business of providing installation, commissioning, handholding and technical training support of similar hardware and software More than 10 years - 10 marks 5 to 10 years - 8 marks 3 to 5 years - 5 marks	Request to amend the clause as: More than 7 year-10 Marks 5 to 7 years - 8 Marks 3 to 5 years - 5 Marks	Suggestion not accepted, as per RFP
Term	s & conditions		
15	5.8.1. The GCEE/GIL will award the contract to the Preferred Bidder(s) whose bid has been determined to be substantially responsive, has been evaluated to be technically competent by the Committee, and has been determined to have the lowest commercial quote, by the Committee; provided further that the Bidder(s) is determined to be qualified to perform the Contract satisfactorily.	Looking to size and scope of teh project, we would suggest for Zone wise allotment of work. This would be beneficial to the authority in terms of better project implementation, load distribution, more competition, more qualitative solution, risk mitigation, better price options etc However option can be kept where a bidder can quote for any number of zones.	Suggestion not accepted, as per RFP
16	Detailed roles & responsibilities of the PM are as below: Education qualifications: • 4 years bachelor degree in IT/CS or Master degree in IT/CS • Have at least 10 years project management experience (5 years in handling such large school implementation projects) • Preferred experience in handling interactive learning technologies	Graduate in any discipline (MBA Preferred), have at least 10 years Project Management Experience(5 years in handling such large School Implementation Project)	Pls see change in revised RFP
17		it is very difficult to find out a candidate with degree of IT/CS in project management as they are into application/programming development only with is more technical aspect than to project management, so Pls consider as follow :	
		Graduate in any discipline (MBA preferred) , have at least 10 years project management exp. (5 years in handling such large school implementation project)	
	1	1	

18	TSP Education Qualification: • Graduate with computer course certification (exception of having HSC with computer course certification for select backward districts) • 1 to 2 year Diploma in Computers or any other equivalent qualification in Computer Science/Computer from a recognized institute. • Certifications like DOEACC 'O' / relevant certifications from Electronic SSC preferred. • 1 - 2 years experience (hardware repairing experience preferred) • Experience in operations, teacher training, interactive learning pedagogy and maintenance will be preferred	Graduate with any discipline (exception of having HSC with computer course certification for select backward districts likePls specify the names of District) 1 to 2 year Diploma in Computers or any other equivalent qualification in Computer Science/Computer Application from a recognized institute. Certifications like DOEACC 'O' / relevant certifications from Electronic SSC preferred. 1 – 2 years experience (hardware repairing experience preferred) Experience in operations, teacher training, interactive learning pedagogy and maintenance will be preferred	Suggestion not accepted, as per RFP
19	Payment Structure :o 80% Payment on successful Delivery, Installation, Commissioning, inspection & successful 3 months handholding. The inspection will be done as decided by GIL	Payment Structure: 80% Payment on successful Delivery, Installation, inspection The inspection will be done as decided by GIL	Suggestion not accepted, as per RFP
20	Payment Structure: • Hardware payment o No advance payment will be made. o 80% Payment on successful Delivery, Installation, Commissioning, inspection & successful 3 months handholding. The inspection will be done as decided by GIL o 20% - 6% at end of Y1, 7% end of Y2 and 7% end of Y3 o All yearly payments to be linked to SLA performance • TSP handholding payments: 100 % payment after successful 3 months handholding	1) Kindly confirm if the payment release will be from GIL or from GCEE? 2) Kindly confirm that the bill submission and payment release will be from a single centralized location. 3) We propose to include a payment period of 30 days form date of bill submission along with supporting documents. 4) We request to amend the payment milestones to: Hardware payment: 100% Payment on successful Delivery, Installation, Commissioning. TSP handholding payments: 100% payment after successful 3 months handholding.	Payment will be released by GCEE It will be decided by end user Dept./GCEE and informed to L1 bidder Symmetry (as per RFP) Western (as per RFP)
21	Implementation Schedule: Installation & Commissioning: T+45: 100% of installation and commissioning after inspected by GIL	Implementation Schedule : Scope of work : Installations and commissioning T + 90 Working Days	Pls see change in revised RFP
22	Manpower deployment : T+46 : TSP should be deployed on 46tht day of installation and commissioning. : Provide handholding for 3 months as per the SLA Helpdesk functional after installation and commissioning Training : Level 0 : 20 working days Basic training to be provided post installation,	Should Be 90 Days 45 Days Is Less	
23	commissioning and testing Level (1): 20 working days Comfort level training Level (2): 20 working days Expertise training	Installation of 100% sites may not be possible as the project involves 1609 sites, the process involves issues orders to OEMs, manufacturing, inspection deliveries, and installation. Also as the project spread across the state, Pls consider installation time lines as T + 90 & similarly teh TSPs should be deployed on $T+91st\ day$	
24		Considering volume of items to be supplied in scattered location in Gujarat, Pls revise schedule as below: Signing of contract T Installation & Commissioning T+90 Manpower deployment T+91	
25		We request below amendment to Implementation schedule. 1) Signing of contract - T (Time Line in working days) 2) Installation & Commissioning (100% of installation and commissioning after inspected by GIL) - T+90. 3) Manpower deployment (TSP should be deployed on 46tht day of installation and commissioning. Provide handholding for 3 months as per the SLA Helpdesk functional after installation and commissioning) - T+91. 4) Training Level 0 - Basic training to be provided post installation, commissioning and testing - Within 20 working days of Installation and Commissioning. 5) Training Level 1 - Comfort level training - Within 20 working days of start date of Comfort level training. 6) Training Level 2 - Expertise training - Within 20 working days of start date of Expertise training each quarter.	

	Experience of bidder in conducting similar assignments 2a: Executed installation, commissioning, handholding and maintenance support of equipments during last 3 years to State/Central Government and their bodies 2b: Executed installation, commissioning, handholding and maintenance support of equipments during last 3 years to Private sector 2c: Executed installation, commissioning, handholding and maintenance support of equipments during last 3 years to educational institutions	We request to please increase the number of years from 3years to 5 years for 2a, 2b and 2c. 2a: Executed installation, commissioning, handholding and maintenance support of equipments during last <u>5 years</u> to State/Central Government and their bodies. 2b: Executed installation, commissioning, handholding and maintenance support of equipments during last <u>5 years</u> to Private sector. 2c: Executed installation, commissioning, handholding and maintenance support of equipments during last <u>5 years</u> to educational institutions.	Pls see change in revised RFP
	Similar work includes - Installation and commissioning of products of laptops/projectors/ IR cameras	We understand that desktops have been missed and will be considered under similar works at par with laptops.	PIs see change in revised RFP
	Prior experience: - Copies of work order and satisfactory work, completed work needs to be submitted. Training experience: - necessary certificates of training experience and also showing the number of trainees who have been trained needs to be submitted.	We understand in case of ongoing works satisfactory working till date of letter issue is fine to be considered as the work is not completed yet and completion certificate cannot be provided. A lot of Govt organization provide completion certificate for entire project which includes a lot of scope like supply , installation, handholding, AMC, training, etc. They don't provide specific certificate of a part of scope like training. Hence RFP along with PO and completion certificate shall be equally considered instead of / in place of training certificates where specific training certificates are not provided. Please confirm.	Suggestion not accepted, as per RFP
	D. PENALTY SCHEDULE Penalty schedule for various performance parameters as below: 1. Equipment deployment delay: • Per school per day Rs. 5000 for deployment delay. • Maximum number of days that can be delayed 30 days • If delay is more than 7 days, penalty will be as follows: • From 8th day to 14th day, penalty would be levied @150% (Rs. 7500) • From 15th day onwards penalty @ 200% (Rs. 10000) of the per day penalty amount Note: Penalty will be jointly calculated & deducted for all schools. 2. Equipment downtime: Per day charge for downtime • During warranty period, if the complaint is not resolved with in 48 hrs the penalty of Rs. 500 per day for Laptops ,Projector, IR Camera and within 72 hours the penalty of Rs. 200 per day for other peripherals will be levied. However, if the complaints not resolved within 7 days then from 8th day to 14th day, penalty would be levied @ 150% and from 15th day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period. 3. TSP absence / non-deployment: • 1 day absent - Rs. 300		1) Pls see change in revised RFP 2) Suggestion not accepted, as per RFP 3) It is clearly mentioned in the bid
30	 3 day continuous absent - Rs. 1000 7 days continuous absent - Rs. 2500 > 7 days - joint penalty (Ex. If TSP is absent for continuous 12 days then penalty will be 7 days + 3 days + 1 day + 1 day = 12 days 2500+1000+300+300 = Rs. 4100 4. Training: Teacher assessment will be based on examination 		
	Equipment deployment delay: Per school per day Rs. 5000 for deployment delay.	Rs. 5000 per day is one a very higher side, so keep penalty max. at Rs 2000 per day or Rs.5000 per week	Suggestion not accepted, as per RFP

32		Penalties are on a very higher side, Pls reduce penalty terms : as 5 % on undelivered items as per other tender terms & conditions	
33	During warranty period, if the complaint is not resolved with in 48 hrs the penalty of Rs. 500 per day for Laptops ,Projector, IR Camera and within 72 hours the penalty of Rs. 200 per day for other peripherals will be levied. However, if the complaints not resolved within 7 days then from 8th day to 14th day, penalty would be levied @ 150% and from 15th day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.	allow min. 72 hours for rectification of equipments as 48 hours are too less to manage the infrastructure across the state including remote locations	Pls see change in revised RFP
34		it should be in days (3 days) in place of hours	
35		1) We understand the list of schools district-wise that would be provided along with PO/Letter of Acceptance, and not within 30 days of Agreement. Kindly confirm. 2) We understand GCEE will confirm availability of minimum physical infrastructure (namely availability of classroom/space for Gyan Kunj hardware install with electrical power connection) in all schools given to bidder, and not in 50% of the schools. Kindly clarify.	1) List of schools is attached Separately 2) As per RFP
36	3.3. Non-Fulfillment of bidder's Conditions Precedent 3.3.1. If the bidder's Conditions Precedent has not been fulfilled by the Long Stop Date, other than for reason of Force Majeure or GCEE's waiver of the bidder's obligations, GCEE shall have the right to encash the Performance Bank Guarantee at a rate of one per cent (1%) per week or part thereof for the period of delay.	1) We request not to invoke/encase the PBG. Any penalties can be deducted from the payments due to the vendor/bidder. 2) We request to put a maximum cap on the penalty.	Suggestion not accepted, as per RFP Pls see change in revised RFP
37	NEW CLAUSE PROPOSED (LIMITATION OF LIABILITY)	We request to include the below terms on Limitation of Liability: Limitation of Vendor's Liability: Selected Bidder's cumulative liability for its obligations under the contract shall not exceed the Total value of the charges payable by the GIL within the remaining duration of the contract term from the day claim is raised and selected bidder shall not be liable for incidental, consequential, or indirect damages including loss of profit or saving.	Pls see change in revised RFP
38	3.2.2. The bidder shall fulfill the following Conditions Precedent within 45 days of Agreement Date (collectively known as Operator's Conditions Precedent) i. Deploy a Project Manager as per terms of section 4 Scope of Services ii. Set up a Project Management Office at Gandhinagar as per terms of section 4 Scope of Services	We request to allow the Bidder to have the office/Project Management Office at either Ahmedabad or Gandhinagar. Kindly confirm.	Pls see change in revised RFP
39	3a Number of on-roll technical service personnel (TSP) to ensure/provide trouble free maintenance support	We request below amendment, as most OEM's operate through Authorized Service Partners (ASP's) for providing Services: "Number of on-roll technical service personnel (TSP) of OEM or its Authorized Service Providers to ensure/provide trouble free maintenance support."	As per RFP
40	ii. To provide dedicated technical support personnel (TSP) for a period of 3 months from installation and commissioning to each of the schools.	as 3 months is very less to train teachers and to make self reliant for use of technology in day to day classroom, Pls consider TSP for min. 9-12 months to led to a greater impact	Suggestion not accepted, as per RFP

41	Expertise training Expertise training should be provided to 3 selected teachers in all schools for a period of 3 days (8 hours per day) per school per quarter	Pls clarify training should be provided every quarter or only once after one month of comfort training?	Pls see change in revised RFP.
42	INSTALLATION OF e-CONTENTS / ANY OTHER SOFTWARE Bidder would have to install e-contents / any other software provided by SSA at regular interval in all requisite hardware.	We request to remove this from Bidders scope of work, as the e-contents / any other software should be installed by the e-content / software provider. Kindly confirm.	Pls see change in revised RFP
43	PRE-DISPATCH INSPECTION The bidder will have to offer the inspection in the manner as decided by GIL before delivering at respective sites. The cost of the same has to be borne by the supplier.	1) Kindly clarify where the Inspection will be held? 2) Kindly clarify the % of sample which will be inspected. 3) Kindly clarify who will be the inspection agency.	I) It was clarified in pre-bid meeting, bidder can offer material at their warehouse before delivery to sites Material will be inspected randomly, depends on no. of qty. offered by bidder GIL will inspect the material
44	• The bidder will have to offer the inspection in the manner as decided by GIL before delivering to the at respective sites. The cost of the same has to be borne by the supplier. Any deviation found in the specification of the produced goods or delivered goods after inspection from the tender specifications will lead to the cancellation of the order, forfeiture of EMD/PBG and prohibition in the participation in the future purchase of Government of Gujarat. GIL/GoG will not be responsible for any time delay which may arise due to any deviation from the bid technical specification found at the time of inspection and the bidder has to deliver and install the ordered goods within prescribed time limit. At the time of inspection, bidder is required to produce OEM's confirmation on OEM's Letter head with Sr. nos. of Equipment, Software supplied (if applicable) for back to back warranty support as per tender terms & conditions.	We request GIL to provide the vendor a reasonable cure period (30 days) to take necessary corrective actions, before it can take any action leading to the cancellation of the order, forfeiture of EMD/PBG and prohibition in the participation in the future purchase of Government of Gujarat.	Suggestion not accepted, as per RFP
45	As covered under clause 3.2.3 GCEE Conditions' Precedent, GCEE shall make available a confirmation of list of schools to be covered under this Project and confirmation of school-level readiness in at least of the Schools within 15 days of signing of this Agreement and the remaining of Schools within 30 days of signing of the Agreement. GCEE shall facilitate making available a confirmation letter from each of the Schools, confirming readiness for this Project in terms of availability of physical infrastructure for implementation of this Project covering the following: ii. Separate classroom / space with a door and latch, so that the equipment can be kept locked when not in use. ii. Stable single phase power connection to provide electricity supply for the equipment.	We understand the SLA for Implementation by the Bidder will be from the date of receipt of site readiness confirmation from GCEE. Kindly confirm.	It is clearly mentioned in the bid
46	INSURANCE SCOPE AND PERIOD 1) Obtain Insurance against theft, fire and natural calamities of all installed equipment and accessories. 2) Adequate care shall be taken by Bidder for the safety and security like Insurance, Watch and Ward etc. in respect of the materials supplied to school.	Kindly clarify on the period for which Insurance is required. Vendor will provide transit insurance till delivery of materials to consignee. Customer will take insurance for all equipments after delivery. Kindly confirm.	As per RFP
47	INDEMNITY The Bidders shall be responsible for all arrangements and shall release and indemnify GIL/GCEE and/or any of its agencies/consultants/advisors from an against all liability in respect hereof and shall be solely responsible for any personal injury, loss of or damage to property or any other loss, damage, costs or expenses, however caused, which, but for the exercise of such permission, would not have arisen due to this RFP or Project.	The indemnities captured under this clause are broad and uncapped, HP requests for an inclusion of a Limitation of Liability clause in order to mitigate the risks by capping the liability under this clause within the overall LOL clause. HP requests for the inclusion of this language in place of the one highlighted in green. "solely attributable to the bidder with regard to the scope under this RFP."	Pls see change in revised RFP

48		We request to remove any Penalty terms on such scenarios, as the occurrence of such incidents like Theft, Fire, Force Majeure etc. and the extent of impact are beyond Bidders control. Bidder will however make its best efforts to resume the contracted services as soon as possible.	Pls see change in revised RFP
49	(*) Star qty. mentioned above will be procured as per actual requirement.	1) Kindly indicate the estimated number of locations where Electrification will be required. Request to provide more details on the scope of Electrification work in each site (will this include Earthing)? 2) Kindly confirm if the LAN cabling is required in all the locations. What will be the number of nodes required in each site? 3) The Quantity for LAN and Electrical Cabling is mentioned as 3173* units, whereas the total number of Schools is 1609 schools. Kindly clarify on the discrepancy.	List of schools is attached. Bidder is requested to of necessary LAN cabling and Electrification to connect all items as asked in the bid.
50	PROJECT MANAGER Appoint one (1) Project Manager for project at the state-level for coordination and implementation of the project and to provide periodic feedback and reporting to Government Authorities. The Bidder is expected to adhere to the deployment, replacement, qualifications, roles and responsibilities of the Project Manager specified in Schedule II Part D. Project manager will be appointed from day of signing contract till completion of handholding period after the installation, testing and commissioning of equipment.	Kindly clarify the period for which the Project Manager is to be provided. We understand the Handholding Period after installation, is for 3 months after installation and commissioning. Kindly confirm.	1) It is clearly mentioned in the bid, PM is required to be provided during the contract period 2) Yes
51	RESIDENTIAL FACILITIES FOR TEACHERS The bidder will coordinate with GCEE SSA and provide necessary physical infrastructure such as training lab and associated interactive learning equipment and arrange residential facilities, if required, for the training of Teachers.	We request to remove arrangement of 'residential facilities for teachers' from the scope of the Vendor. Kindly confirm.	Pls see change in revised RFP
52	TRAINING SERVICES - EXPERTISE TRAINING Expertise training should be provided to 3 selected teachers in all schools for a period of 3 days (8 hours per day) per school per quarter. This training should be scheduled 1 month i.e. 30 days after comfort training.	Kindly clarify on the schedule and number of Expertise Trainings. We understand this will be 1 training at the end of first quarter. Kindly confirm.	Pls see change in revised RFP

	T		
53	"TRAINING DELIVERY The training shall be conducted at the District head quarters/ DIETS/School and duration of training is as follows: The bidder will have to get their training module and trainer manual ratified by the Consultation Committee of GCEE-SSA. Each training Programme will have maximum 30 persons. The bidder will provide necessary infrastructure such as training lab and computing equipments. The Contractor will have to provide the requisite faculty and other learning resources require for the effective conduct of the training. Total number of training days is as per the type of training 1:2 equipment training ratio should be mentioned for every training program The training should be hands-on—with the help of Gyan Kunj equipment and software (educational) developed. The Training should include presentation/discussion on the topics by subject experts also. A teachers' manual should be made available to all the trainees. Expected set of questions/answers should be provided at the end of the training. Feedback form designed by the vendor to be circulated to all teachers post training to assess the training and take relevant feedback on the same Additionally at school level, the TSP will provide ad-hoc training to teachers, on request basis"	 Kindly clarify on the Venue of the training. We understand all the Trainings will be given at a central location for each District. Kindly confirm. We understand the Customer provide the basic infrastructure (training room, furniture's etc.), and Bidder will need to provide all other equipments needed to impart the Training. Kindly confirm. The requirement of 1:2 equipment training ratio, will mean 1 Laptop for every 2 trainees. The other peripherals (like Projector, Camera etc.) will be 1 unit for every training program. Kindly confirm. 	Pls see change in revised RFP
54	Training Delivery : • 1:2 equipment training ratio should be mentioned for every training program	Maintaining 1:2 equipment ration may not be possible as this would be group training, so we request you to keep it as the appropriate no. of equipment to be provided for the training	Pls see change in revised RFP
55	Certification The vendor to aid GCEE-SSA in the certification process of the teachers by the following Bodies: Basic IT and troubleshooting training by Electronics/IT SSC Subject specific content training by GCERT The bidder should also indicate any additional training areas that need to be covered for ensuring success of Gyan Kunj Programme.	We request to remove the "Subject specific content training by GCERT", under the scope of this section. Bidder only provide and assist in certification for Basic IT and troubleshooting training. Kindly confirm.	Pls see change in revised RFP
56	i. Maintenance of Attendance and Daily Operating Logs of equipment: The Bidder shall prepare and maintain daily operating logs, records and reports documenting the operation, maintenance and repair of Hardware, Networking and connected accessories, Training programs undertaken – both one-time and refresher, details of deployment, replacement and attendance of manpower deployed. A list of indicative information that should be maintained by the Bidder is provided in Schedule III Part A. In addition the bidder shall also provide the computers with pre loaded usage software to take logs of equipment usage.		Pls see change in revised RFP
57	5.8.3. GCEE will consider the prices accepted as a rate contract for at least 3 year, which may be extended by mutual agreement. GCEE reserves the right to place additional order under rate contract fully or partially.	We request below amendment, as no OEM will give price validity of 3 years. "GCEE will consider the prices accepted as a rate contract for 1 year at least 3-year, which may be extended by mutual agreement. GCEE reserves the right to place additional order up to +/- 20% of the indicated quantities, under rate contract fully or partially.	Pls see change in revised RFP

58	VARIATION IN LIST OF SCHOOLS	We understand the maximum variation in the number of schools will be limited to	Pls see change in revised RFP
	1) The final List of schools for implementation at every district will be decided at the time of issue of the Letter of Intent. List of school may increase / decrease of each district as may be decided by GCEE. 2) GCEE shall confirm the exact list of schools to be covered under the Project at the time of issue of the Letter of Intent. The gross number of schools thus confirmed shall not increase from the number of schools provided in Schedule I of this Agreement by more than 25%.	+/-25% of the number of schools indicated in RFP. Kindly confirm.	
59	FINANCIAL BID FORMAT L1 will be the lowest grand sum total of rates of all line items without tax with warranty. - Unit Prices with 3 years Warranty (In Rs. Without tax). - Total Price (In Rs. Without tax) - Rate of VAT/Service tax /GST(%)	1) We understand the cost of Training will be included in the Hardware cost in the Financial Bid. Kindly confirm. 2) Any variation in rate of tax or any new tax (like GST) will be to customers account/borne by the customer. Kindly confirm. 3) As per Financial Bid format, the number of units of hardware is 3173 units, while the number of schools is 1609 units. However, as per Vol 2, Page 24, Table A, the number of units of hardware is 1 unit per school. Kindly clarify on the discrepancy.	Yes Yes Significant is attached
60	START-UP POLICY As per the provision in Electronics & IT/ITeS Start-up Policy Resolution No. ITS/10/2015/5284/IT dated 6th June, 2016 issued by Department of Science & Technology; in e-Governance project undertaken by Government Departments or its Boards, Corporations or parastatal bodies getting grants from the Government, the chosen solution provider or system integrator will pass on job work or will outsource part of the work of a value ranging between 5% to 10% of the contract value to the eligible start-ups and to students of shortlisted Technical Colleges in Gujarat. In such arrangements, the responsibility of meeting SLAs (Service Level Agreements) will continue to belong to the solution provider or the system integrator.	Kindly provide more clarity on this clause, in relevance to current Tender.	As per RFP
61	SERVICE FEE 1. Service fee LESS: 2. Deduction charge for Non Performance of Assets 3. Deduction charge for non-deployment of human resources 4. Deduction charge for incomplete / non-satisfactory training WHERE: 1. The service fee is the payment which is to be made on a quarterly bases including manpower, training subject to calculation on below given structure 2. The Service Fee is as invoiced per the schedule and payable from the date of sign-off by GCEE and/or PMU 3. Deduction charge for non-performance of assets would be computed as per the penalty schedule. The Deduction charge would be computed and adjusted against payments to be made to the selected bidder. 4. Deduction charge for non deployment of human resources would be computed as per the penalty schedule. The Deduction charge would be computed and adjusted against payments to be made to the selected bidder. 5. Deduction charge for training based on successful implementation, assessment and certification of teachers.	It is not clear what is the Service fee (quarterly basis) referred to in RFP. We request to remove this term in RFP.	Pls see change in revised RFP
62	CONTENT DELIVERY 5. Academic delivery through e-Contents, Audio-Visuals, Digital Textbooks which can be accessed offline (local host), online (Cloud based) as well as on local computer	Will the Content going to be online or offline? If it is online, how will this be fetched?	As per RFP

63	8.2.1. If the initial phase of the contracted assignment (i.e. Equipment deployment and Manpower deployment) is not completed in full within the period as stipulated in the Contract Agreement, penalty at the rates will apply as outlined in penalty schedule 16 8.2.2. In the eventuality of Termination for non-fulfillment of the contractual obligations, the Performance Bank Guarantee furnished by the Bidder will stand forfeited. 8.2.3. In the eventuality of Termination for non-fulfillment of the contractual obligations during the contract period, GCEE may ask Bidder to take back the material without any additional compensation. 8.2.4.In this case, Bidder cannot claim any damages or further payment for any services /goods unpaid. The decision of GCEE would be final & binding to		
64	the bidder. In case of any dispute, jurisdiction will be Gandhinagar. Similar work includes -	Request to amend the clause as: Similar work includes- installation and commissioning of product of desktops/ laptops/ projectors/ IR Cameras /Tablets/ Biometric attendance system/ It Hardware	Pls see change in revised RFP

65	5.1.6. Adequate care shall be taken by Bidder for the safety and security like Insurance, Watch and Ward etc. in respect of the materials supplied to school.	we request dept. to make watch and ward responsibility of the school authority as watch and ward may be not be done by the bidder	Pls see change in revised RFP
66	5.1.7. The Bidder has to observe all statutory compliances like Service tax, Minimum wages act etc. of Government of Gujarat and Government of India as and when applicable during the contract period. Any disruption in the services and cost arising from the same due to such non-compliance will be sole responsibility of the bidder/contractor.	As the salaries of the TSP and Project Manager is pre-defined we request to kindly remove min. wages compliance or define the salaries in accordance with min,. Wages act of the state	Pls see change in revised RFP
67	4. In case of theft and fire, bidder has to take adequate steps and resume the contracted services to GCEE in 15 working days after receiving the copy of FIR complaint from school principle. Afterward it will lead to penalty as defined in RFP.	Increase time to atlease 1 month for replacement of theft material as bidder will have to file insurance claim and re-procure the material	Suggestion not accepted, as per RFP
68		revise clause as below : In case theft and fire, bidder has to take adequate steps and resume the contracted services to GCEE in 15 working days after receipt of NTR from police	Suggestion not accepted, as per RFP
69	Schedule II B – Testing of equipments at deployment • The verification of the Gyan Kunj hardware will be carried out in the manner as decided by GIL. The proper inspection facility has to be provided by the supplier(s) at their cost.	clarify type of facility and also inspection time should be excluded from the implementation period	It was clarified in pre-bid meeting. Suggestion not accepted, as per RFP
70	Bidder shall also conduct periodically seminars at the local district level to outline the key stakeholders on the Gyan Kunj progress. The Bidder shall ensure that there is participation of the respective PM, TSP and vendors and also co-ordinate with the local administrative bodies for their presence.	kindly mention periodically of the seminars	Pls see change in revised RFP
71	B. Monthly reports to be submitted by Bidder to GCEE The following monthly reports need to be maintained and updated by the Bidder at individual school level. These logs will be monitored by GCEE and the TPA. 1. Attendance of TSP 2. Equipment downtime and service timelines report 3. Key faults that have caused the equipment downtime 4. Usage of the Gyan Kunj equipment – no. of hours utilized daily 5. Preventive maintenance reports 6. Teacher training – minutes of the training and key modules covered	TSP's duration s 3 months only who will take care of given monthly reports under this clause after 3 months? Pls clarify	It will be taken care by Project Manager
72	The Bidder has to operate the manpower salary account in the manner as follows for GCEE/SSA monitoring (if required): • Shall transfer the first payment towards the remuneration of manpower to the escrow account	kindly transfer payment to bidder and in turn the bidder may transfer the salaries to TSPs. The requisite proofs pf salary transfer can be submitted by the bidder. This will help in cases of any TSP leaving job between, the change in account no. etc. can be manage by the bidder effectively	Suggestion not accepted, as per RFP
73	B. ASSIGNING OF THE CONTRACT IN WHOLE OR IN PART The contractor shall not assign the contract in whole or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. No under letting or subletting to any persons or body corporate for the execution of the contract or any part thereof is permitted.	kindly clarify this point, as this is a system integration project, the bidder will have to outsource the order to OEMs or their authorized partner, is that also considered as part subletting. It is to be noted that no bidder can be a OEMs for all the items which have been asked in RFP. kindly allow partial subletting	Suggestion not accepted, as per RFP
74	3. TSP absence / non-deployment: • 1 day absent - Rs. 300	allow at least 1 day leave for TSP and apply penalty in case they are absent for more than 1 day	Pls see change in revised RFP
	Roles & responsibilities	as bidder is not providing stationary then it should not be in this roles and responsibilities	Pls see change in revised RFP
76	The service fee is the payment which is to be made on a quarterly bases including manpower, training subject to calculation on below given structure	Change quarterly payments to yearly payment basis	Pls see change in revised RFP

Lapto	ptop				
77	Processor – 6th generation Intel® Core™ i3 Processor(3M Cache, 2.4 GHz) OR AMD A8 (2M Cache, 2.4 GHz)processor or higher	Cache is 3 MB in case of Core i3-7100 & in case of AMD it is 2 MB. This makes a big difference even if the comparison is on basis of physical parameters. Comparison of different architecture is purely based on physical parameters like, Frequency, Cache etc is not the right way to compare processors	Suggestion not accepted, as per RFP		
78		Base speed of 2.4GHz and respective cache is applicable only on i3 7100 and A10 9000 series processors. Hence we request to amend the clause as under: Processor – 7th generation Intel Core i3 Processor (3M Cache, 2.4 GHz) OR			
79		AMD A10 (2M Cache, 2.4 GHz) processor or higher OR			
79		i3 6th gen has base speed of 2.3GHz and A8 series has base speed of 2.2GHz.			
		Hence we request to amend the clause as under: Core i3 6100U (3M, 2.3GHz) or A8 7410 (2M, 2.2GHz)			
80	add below specs: 1. EPEAT Gold certification 2. TPM	I. It is critical to have notebooks conforming to clean and green environment initiatives. EPEAT is a worldwide standard, used by global companies, governments and consumers to 'green' their electronics purchasing. TPM for added security	Suggestion not accepted, as per RFP		
81	Pre-loaded licensed Microsoft Windows 10 Home National Academic edition (under shape the future program) Operating System with Latest service pack. Pre-loaded Microsoft Office Academic edition (latest version) (under shape the future program)	STF would be beneficial if Win 10 Pro is used. Also, we understand that the eligibility of STF would be dependent on the processor which is limited upto Intel Pentium/AMD A6. Intel Core I or AMD A8/A10 would not be applicable for the same.	Pls see change in revised RFP		
		Hence we request to amend the clause as under: Genuine Windows 10 professional License with latest service pack available in India at the time of Delivery (National Academic) On shape the future SKU offered Microsoft to Government; Genuine MS Office Professional License with latest service pack available in India at the Time of Delivery. (National Software Academic) on Shape the Future SKU.			
82		Share with the bidder with copy of STF agreement copy signed between dept. and Microsoft	It is attached separately		
Proje	ctor				
83	Resolution: 1024x768 or better	1280x800 or better (HD Ready)	Suggestion not accepted, as per RFP		
84	Brightness Minimum 3500 lumens at ANSI level or higher	Minimum 3000 lumens ANSI 3000 Lumens is more than sufficient for normal classroom environment	Suggestion not accepted, as per RFP		
	J				

85		Color light output (color brightness): 3,500 ANSI Lumens The worldwide brightness measurement method of projectors by various OEMs is prescribed by the following 2 bodies: 1. International Committee for Display Metrology (ICDM) 2. Society for International Display (SID) Together these 2 bodies publish the measurement methodology for performance specifications of display devices including projectors. This publication is titled as 'International Display Measurement Standards' (IDMS). According to IDMS all projectors have 2 measures of brightness. These are: 1. Color brightness also known as Color Light Output (CLO) 2. White brightness also known as White Light Output The implication of these 2 brightness measurements is that when an OEM declares the brightness specification of the projector, the Color Light Output and White Light Output should be the same. For example if the OEM is offering a 3,500 ANSI Lumens projector then for the offered projector, the following values should be true. Color Light Output = 3,500 ANSI Lumens White Light Output = 3,500 ANSI Lumens But in reality not all OEMs conform to these norms. They offer projectors whose CLO values are just 33% of the White Light Output. In this case, the following values are observed: Color Light Output ≤ 1,300 ANSI Lumens White Light Output = 3,500 ANSI Lumens	Suggestion not accepted, as per RFP Suggestion not accepted, as per RFP
87		Minimum 1500 lumens at ANSI level or higher	Suggestion not accepted, as per RFP
	Contrast ratio:2000:1 or more	10,000:1 or more Better contrast ratio will give better clarity of presentation and text data	Suggestion not accepted, as per RFP
89		10,000:1 or more	
90	Technology: LCD/DLP/LED/Laser/Combination of Source	LCD/DLP	Suggestion not accepted, as per RFP
91		Laser and Combination of Source is not proven. As this village level project gift should allow only those bidders having more than 15 service centers out of this 35 districts for support required at village level	
92	Lamp life in standard mode: Minimum 4000 hours or better	Minimum 10,000 hours	Suggestion not accepted, as per RFP
93		O.E.M. should give a total cost for projector + cost of lamp will be used to operate the projector for 14,000 hours lamp life in normal mode (the projector will be used for multimedia contents	
94		Projector should be quoted with 5 years warranty	
95	Warranty:3 Years	3 years or 6,000 hours of lamp life	Suggestion not accepted, as per RFP
96 97	Video Compatibility NTSC, PAL, SECAM	It should be removed Actually, it is not required as HDMI port serve the purpose HDMI as NTSC/PAL/SECAM	Suggestion not accepted, as per RFP

00	Toront Community Widow LIDAT Andio T/D	Middle about the managed	Dia and about a significant DED
98	Input Computer, Video, HDMI, Audio I/P	Video should be removed	Pls see change in revised RFP
99		Actually, it is not required as HDMI port serve the purpose HDMI *1, USB *1, VGA *1, AV *1, Inbuilt Speakers	
99		HDMI *1, USB *1, VGA *1, AV *1, INDUIT Speakers	
100	Power supply 230V AC, 50 Hz	220+/-5 V	Suggestion not accepted, as per RFP
101	-	Pls incorporate following	Suggestion not accepted, as per RFP
		inbuilt speakers,	
		Should be short through projector	
		Remove Carry bag	
		Add. USB port	
IR Ca	mera e e e e e e e e e e e e e e e e e e		
102	Circultanceus Tauch neinte 150 au history	Mond to Deleted	Die see shange in revised DED
102	Simultaneous Touch points :50 or higher	Need to Deleted	Pls see change in revised RFP
103		Pls consider 200 and above for higher and better performance	
-00		The second performance	
104		minimum should be 200	
		The higher the better the performance	
105	Interactive response: Real time interaction and writing speed without any	Speed: up to 195 million dots/sec or higher	Suggestion not accepted, as per RFP
	time lag.	there has to be some measurement for writing speed	
100		Chand a up to 105 million data/and on high an	
106		Speed: up to 195 million dots/sec or higher	
107	Additional Request	Technology: 3D Optical technology Ultra Short Focus (T/R Up To 0.18).	Suggestion not accepted, as per RFP
107	Additional Request	Mentioning the best technology will help in getting best product.	Suggestion not accepted, as per Ki F
		Mentioning the best technology will help in getting best product.	
Softv	vare for Interactive facility		
	•		
108	Should Support multi touch & multi writing	Need to Deleted	Suggestion not accepted, as per RFP
	3		
109	Should support Gesture Recognition like zoom, pan, tilt, flicks etc.	Need to Deleted	Suggestion not accepted, as per RFP
			55 acception, ac por
110	Native handwriting recognition of English (on all operating system platform)	Should remove on all operating platforms and add windows 10	Pls see change in revised RFP
	The second secon	the laptops supplied into the project preloaded win 10	5 2 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
		and reproper supplied lifes the project project will 10	
l			
111		Pls consider win 10 only	
112		Need to Deleted	
113	Extensive Resource Library with relevant Educational content	Need to Deleted	Pls see change in revised RFP
114	Software should support & compatible with document camera solution	Need to Deleted	Pls see change in revised RFP

115	platform)	Should remove on all operating platforms and add windows 10 the laptops supplied into the project preloaded win 10 Pls consider win 10 only	Pls see change in revised RFP
117	Preferred if have "Cloud Access" in Interactive Whiteboard Application to	Need to Deleted	Suggestion not accepted, as per RFP
	access filtered free educational content on any topic in the world		
118	Additional Request	should support & operational with MS touch pack (free multi-touch application on win platform) these are free APPS which will provide additional benefit to students available on win platform	Suggestion not accepted, as per RFP
119	IR Camera & White Board	Pls consider interactive white board	Suggestion not accepted, as per RFP
120	IR Camera & White Board	It will be costlier, Request to include Interactive Board with ceramic Surface	
	IR Camera & White Board	1) IR Camera (Portable Device for Interactive Board) 2) White Board Which comes with the higher price as compare to latest interactive IR board which is currently available in the market now a days. This interactive IR board accomplish all requirements in better way. It means you do not need to buy two different products as work of the both product can be done with a single product which is called Interactive Board IR with Ceramic Surface. There are many OEMs available in the market which offers the Interactive board with various range of specifications. 3) IR Camera/Portable Device for Interactive Board required an electron pen to use the Interactive Feature. If the electronic pen is lost or damaged then user won't be able to use the IR Camera/Portable Device for Interactive Board. Where in Interactive board, don't required any specific pen to write on the Interactive and user can write with help of Finger / Stylus. 4) IR Camera / Portable Device for Interactive Board don't work if any shadow comes between projector and Interactive Surface but Interactive Board don't have such issues. 5) Most of the interactive boards comes with USB power which requires only 0.5W or less. So considering the project scope this is very crucial point as far as the power consumption.	
122		Requesting you to Allow us to Quote the /Interactive Board In Place of Line Item no 3 and 4. Which Technically Advance Product. Interactive Board Will Comply All Specification/Requirement . Which Will Allow to Healthy Competition to Bidder and OEM.	

123	Projector/ External IR Camera	Epson and other OEM's offer interactive wall mounted shot throw projectors with interactive pens which enable the User in the following ways: The user can use the inbuilt annotation tools of the projector thus eliminating the need for external IR cameras and external stylus. The reduction in hardware (HW) results in cost savings and also minimizes the number of HW failure points. The built in white board function of these projectors eliminate the need for both black board and external screen. This leads to cost savings by removing expenditure on procuring screens, black boards and mounting the screens. In the case of the White Board ,whiteboards comes in 84 inches maximum , Short throw projector offer 100 inch diagonal images increasing the visibility for the student in the class room also the increased surface area can accommodate more content for viewing. Since these projectors are wall mounted as illustrated , it results in shorter cable lengths. This results in higher reliability of cable performance and savings of cable costs. Just to illustrate cable cost savings: 5 cables (VGA, HDMI, Video, Audio, Power) x 3,500 projectors = 17,500 meters for every 1 meter of cable required. If we ceiling mount these projectors, the vendor will run 15 meter cables for every cable type (VGA, HDMI, Video, Audio, Power) resulting in 17,500 x 15 = 262,500 meters of cable However if we use wall mounted short throw interactive projectors, the vendor will only need to run 3 meter cables for every cable type resulting in 17,500 x 3 = 52,400 meters of cable	Suggestion not accepted, as per RFP
	IR Camera & White Board	replacement of IR Camera and white board there is a Interactive Board with Ceramic surface Which is available in the market at the lesser rate.	Suggestion not accepted, as per RFP
Spea	ker		
125	# Speakers Power supply: -AC 200V ~ 240V / 50Hz	# Speakers Power supply should be - AC 220 V-240 V / 50 Hz	Suggestion not accepted, as per RFP