

Response to queries dated 25.02.2019

Implementation of Gyankunj in Government Elementary Schools within the State of Gujarat including Supply of Hardware, Operating Software and Maintenance of the Systems for 5 years on behalf of Gujarat Council of Elementary Education (GCEE), Education Department, Government of Gujarat
RFP No.: GIL\GCEE - SSA\Gyankunj \2019

Sr. No.	Tender Description as per revised RFP	Query / Clarification / Suggestions from the Venders	Response to bidders
ELIGIBILITY AND PRE-QUALIFICATION CRITERIA			
1	Bidder should have capacity & experience for implementation, monitoring & maintenance of Smart / Digital Classrooms in last 3 years (supply of similar hardware component in the RFP in India); The work experience letter from either State / Central Government / PSU or from Private Institution / Company / Organization will be considered. Please submit the copies of purchase orders / completion certificate / customer references for the same.	Since no consortium is allowed for this tender, we request that the eligibility criteria be changed from "Smart Classroom experience" to include IT Hardware/ICT/ICT Infrastructure business experience as the project involves critical ICT Components deployment across the state of Gujarat. L&T - Smart World & Communication BU has deft in handling such large ICT project. Our testimony stands justified for the same	Suggestion not accepted, as per revised RFP
2		Modification Requested: The Tenderer must have the experience in IT /ICT/ICT Infrastructure Business and should have commissioned a similar project with a value of Rs.200 crores in the past five years in India. (Necessary PO Copy and commencement certificate should be furnished along with client contact details)	
3		To be changed to: The proposed product / solution by Bidder / OEM should have been implemented and working in of Smart / Digital Classrooms in last 3 years (supply of similar hardware component in India); AND The product / solution acceptance letter from either State / Central Government / PSU or from Private Institution / Company / Organization will be considered. Please submit the copies of purchase orders / completion certificate / customer references for the same.	
4	Consortium or Subletting in any form will not be permitted	We understand that this clause is applicable only for Project Experience. We understand that Manpower required as per tender can be outsourced to some Manpower agency. Kindly confirm.	As per revised RFP
Terms & Conditions			
5	If any information given by the bidder/contractor is found to be false/fictitious, the Bidder will be debarred for 3 years from participating in any other tenders of Govt. of Gujarat.	Modification Proposed: We request the following modification in the clause, "If any information given by the bidder/contractor is found to be false/fictitious, the Authority shall ask the bidder to provide the justification for same. If Authority still found the justification incorrect / not appropriate, authority reserves the right to reject the bid submitted by that bidder. "	Suggestion not accepted, as per revised RFP
6		We request that the blacklisting clause be removed.	Suggestion not accepted, as per revised RFP
7	Payment Structure: • Hardware & software payment o No advance payment will be made. o Delivery, installation, commissioning & Inspection shall be divided in 4 lots; each lot will have 3000 classrooms. o On successful completion of delivery & inspection of each lot, 70% payment of that particular lot will be released. o Remaining 20% of all lots will be released after successful installation & commissioning of that particular lot.	Payment Structure: As per current payment terms, the working capital requirement is high as bidders are eligible for payment only after completion of classrooms in the given LOT of 3000 Nos of Classrooms. Therefore, we request you to kindly grant interest free mobilization advance and release of intermediate payments against delivery of Hardware and Software at Schools on monthly prorata basis.	Suggestion not accepted, as per revised RFP
8	o Remaining 10% of all lots will be released after 6 months from successful completion of delivery, installation, commissioning & Inspection of that particular lot. o The inspection will be done as decided by GIL o All payments to be linked to SLA performance	Modification requested: 1) Mobilization Advance: 10% 2) 60% Classroom wise against delivery of Hardware and Software at Classrooms on monthly Prorata basis. 2) Successful completion of delivery, installation, commissioning & inspection of each lot, 20% payment of that particular lot will be released. 3) Remaining 10% of hardware cost of all lots will be released after 6 months from successful completion of delivery, installation, commissioning & Inspection of last lot.	

9	<p>Time Line (in Calendar days)</p> <p>Signing of contract : T</p> <p>Delivery, Installation, Commissioning & Inspection : T + 45 (1st lot 3000 classrooms) T + 90(2nd lot additional 3000 classrooms).</p>	<p>Implementation Timeline:</p> <p>Current Project Timeline is 6 months which is extremely difficult to implement considering the scattered nature of the Project. Hence, we request that the implementation timeline be extended to minimum 9 months</p>	<p>Please see corrigendum dated 25.02.2019</p>
10	<p>T + 135(3rd lot additional 3000 classrooms) T + 180(4th lot additional 3000 classrooms)</p> <p>(100% of Delivery, installation and commissioning of each complete lot of 3000 classrooms after inspected by GIL)</p> <p>Manpower Deployment : T +181</p> <p>Manpower resources should be deployed immediately after completion of installation and commissioning.</p>	<p>We would like to bring to your notice that the average lead time for supply of equipment by OEM's is 8-12 weeks. In view of this, we would request that the clause be modified as: Delivery, Installation, Commissioning & Inspection: T + 165 (1st lot 3000 classrooms) T + 210(2nd lot additional 3000 classrooms). T + 240(3rd lot additional 3000 classrooms) T + 270(4th lot additional 3000 classrooms)</p>	
11	<ul style="list-style-type: none"> • One person per block for first year & • From second year onwards, only one person per district for remaining contract period 	<p>T + 60 (1st lot 3000 classrooms) T + 90(2nd lot additional 3000 classrooms). T + 120(3rd lot additional 3000 classrooms) T + 150(4th lot additional 3000 classrooms)</p> <p>Manpower Deployment : T+61 (1st lot of 3000 classrooms) T+91 (2nd lot of 3000 classrooms) T+121 (3rd lot of 3000 classrooms) T+151 (4th lot of 3000 classrooms)</p>	
12		<p>Calendar days to be replaced with working days and at least 2 months is required for the first lot considering equipment manufacture and the transit time.</p>	
13	<p>Manpower resource absence / non-deployment during the period:</p> <ul style="list-style-type: none"> o 1 day leave per month per resource is allowed. Accordingly, leave of maximum 3 days (including separate/consecutive) per quarter is allowed subject to permission of reporting authority. o Any absenteeism beyond 3 days leave in a quarter will lead to deduction in payment on pro-rata basis as per respective monthly rate. o In case of absenteeism between 4 to 15 days (including separate/consecutive), half month payment will be deducted and in case of absenteeism between 16 to 30 days (including separate/consecutive), full month payment will be deducted. o In case of absenteeism due to resignation or any other reason, replacement has to be provided within maximum 7 days. 	<p>We understand that over and above the general holidays (including weekly Off of Sunday) in schools and government holidays as applicable in Gujarat, Resources deployed on field are eligible for only 1 day of holiday per month which is very strict. Moreover, penalty for absence is linked to payment to the bidder. We request you to provide some relaxation in the penalty.</p> <p>The manpower resource deployment schedule is extremely stringent. Request you to modify the clause as below, "3 day leave per month per resource is allowed over and above the general holidays (including weekly Off of Sunday) in schools and government holidays as applicable in Gujarat. Accordingly, leave of maximum 9 days (including separate/consecutive) per quarter is allowed subject to permission of reporting authority. Any absenteeism beyond 9 days leave in a quarter will lead to deduction in payment on pro-rata basis as per respective monthly rate. In case of absenteeism between 9 to 20 days (including separate/consecutive), half month payment will be deducted and in case of absenteeism between 21 to 30 days (including separate/consecutive), full month payment will be deducted."</p>	<p>Suggestion not accepted, as per revised RFP</p>
14		<p>We understand that this "1 day leave per month per resource" is over and above the general holidays (including weekly Off of Sunday) in schools and government holidays as applicable in Gujarat. Kindly confirm.</p>	<p>Yes</p>
15	<p>PENALTY SCHEDULE Penalty will be applicable in line with the lot wise delivery schedule i.e. for 1st lot the delay will be counted from 46th day onwards for the incomplete work of 1st lot. Penalty amount shall be calculated as under</p> <ul style="list-style-type: none"> • Per school per day Rs. 2,000 for deployment delay of first 4 weeks. • From 5th week onwards, per school per day Rs. 4,000 for deployment delay of further 4 weeks. • The amount of penalty for delay in delivery & installation shall be subject to a maximum limit of 10% of the total contract value. 	<p>Penalty Schedule for Equipment Deployment Delay and Equipment Downtime</p> <p>We feel that the penalty is extremely stringent and request that a uniform penalty of Rs 200 per week be charged, subject to maximum limit of 5% of the total Contract Value.</p>	<p>Suggestion not accepted, as per revised RFP</p>

16	<p>Equipment downtime: Per day charge for downtime</p> <ul style="list-style-type: none"> During warranty period, if the complaint is not resolved within 3 calendar days from reported date, the penalty of Rs. 500 per day for Laptops, Projector, TV, Interactive Whiteboard and 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. <p>The amount of Operational/Warranty period Penalty shall be subject to a maximum limit of 5% of the total contract value.</p>		Suggestion not accepted, as per revised RFP
17	Note :You may quote only one make & model against item	<p>We request you to let us propose multiple makes which are technically equivalent and would meet RFP requirements. This will help the SI to offer a very competitive price to the customer by taking aggressive risks on their costs, which will totally benefit the customer. If only one, make is insisted the vendor does not support the Si in times and therefore the costs go up considerably. For your Kind information, in almost all of the government contracts there is a list of Compendium of Suppliers approved for each of their item required for the Project. This list is made part of the contract. During execution of the contract, the SI/Contractor shall have to supply materials of makes/vendors who are in that list only. Alternatively, we request you to allow to offer two makes till the time of PoC. During PoC Bidder shall commit single make. Hence we request you to kindly accept the same.</p>	Suggestion not accepted, as per revised RFP
18	If the successful bidder fails to submit the Performance Bank Guarantee & sign the Contract Form within prescribed time limit, the EMD of the successful bidder will be forfeited. GIL also reserves the right to blacklist such bidder from participating in future tenders if sufficient cause exists.	<p>We request to modify this clause as below, If the successful bidder fails to submit the Performance Bank Guarantee & sign the Contract Form within prescribed time limit, the EMD of the successful bidder will be forfeited. (GIL also reserves the right to blacklist such bidder from participating in future tenders if sufficient cause exists---Delete)</p>	Suggestion not accepted, as per revised RFP
19	In the event of delay lasting over two months, if arising out of causes of Force Majeure, GCEE - SSA reserves the right to terminate this Agreement	<p>Modification Requested: In the event of delay lasting over two months, if arising out of causes of Force Majeure, GCEE - SSA reserves the right to terminate this Agreement. However, the Bidder shall be paid in full for the part of work completed.</p>	Suggestion not accepted, as per revised RFP
20	In this case, Bidder cannot claim any damages or further payment for any services /goods unpaid	The Bidder shall be paid in full for the part of work completed	Suggestion not accepted, as per revised RFP
21	Successful bidder will have to replace the equipments free of cost against the stolen equipments without waiting for Non Tractability Report (NTR). Respective School will file the FIR and NTR will be given to successful bidder once get from Police. In this case, the replaced material will be the property of GCEE-SSA / Respective school and the recovered theft material will be the property of successful bidder. The bidder will have to replace the stolen material within 7 calendar days from the date of incident reporting by respective school / CoS, failing to which the penalty clause D.1 as per Penalty Schedule may apply.	<p>As per the scope of RFP, all the material supplied shall be installed in the campus of Elementary Schools of Gujarat. Hence in case of any theft or Item stolen, bidder shall not be liable for the same. So we kindly request the following changes in the clause,</p> <p>Modification Requested: The Bidder would maintain a percentage of the equipment as spares (as to be indicated by the client) which shall be over and above the quoted prices of the Bidder which shall be decided during contract signing and the successful bidder shall raise invoices for each district based on the agreed percentage of spares against which it shall be paid by the client. Successful bidder would replace the equipments against stolen equipments without waiting for Non Tractability Report (NTR). Respective School will file the FIR and NTR will be given to successful bidder once get from Police. However, if the quantity of equipment that needs to be replaced because of theft is higher than the quantity of equipment kept as spares, then the client shall indicate the successful Bidder well in advance with adequate timelines in order to source the materials and the same shall be paid at actuals to the successful Bidder by Client based on the invoice from the Successful Bidder.</p>	Suggestion not accepted, as per revised RFP

22	-	In order to have better working capital for the project we propose an Assignment clause as below to be included in the Payment Schedule, which shall allow us to factor the bill with financing institution, and therefore enable us to participate in the Tender. Assignment Clause (new Clause proposed) : "The Contractor shall not, without the express prior written consent of the Employer, assign to any third party the Contract or any part thereof, or any right, benefit, obligation or interest therein or there under, except that the Contractor shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract to any FinancialInstitution(s) or Bank(s) or NBFC(s). In the event the Contractor assigns the monies due and payable to it or that may become due and payable to it, under the Contract, to any FinancialInstitution(s) or Bank(s) or NBFC(s), t he Employer shall acknowledge the intimation letter it may receive from such financial institution(s) or Bank(s) or NBFC (s). If the Employer does not reply within 15 days of the receipt of the intimation letter, it can be considered as acknowledged by the Employer". Furthermore the Employer will provide an indicative date by when the funds will be released to the Contractor as a measure of comfort for the decisions of FinancialInstitution(s) or Bank(s) or NBFC(s)".	Suggestion not accepted, as per revised RFP
23	-	As the project involves more than 3000 schools and appx 12000 class rooms we would like you to kindly indicate an average size & no. of students in each classroom to be considered per classroom which shall enable the bidders to plan the deployment of components accordingly.	Classroom wise size & no. of Students will be different. As list of schools is already uploaded website, if required, bidder may visit their nearby schools to see average size & no. of Students in the class rooms
24	GIL reserves the right not to proceed with the Bidding Process at any time without notice or liability and to reject any Proposal without assigning any reasons.	Modification Requested: GIL reserves the right not to proceed with the Bidding Process at any time. However, in such cases, GIL will give a notice of 60 days time period and the Bidder shall be paid in full for the part of work completed. GIL reserves the right to reject any proposal at any time with an explanation for the reason for termination.	Suggestion not accepted, as per revised RFP
25	L1 will be the lowest grand sum total of rates of all line items (F1+ F2) without tax with warranty.	The final evaluation for arriving at L1 would be done without considering taxes. Please confirm.	It is clearly mentioned in the RFP. As per revised RFP
26	The Wi-Fi Internet Connectivity at school , Wi-Fi Router, LAN Switch with necessary LAN cabling is already being taken care by Gujarat Council of Elementary Education (GCEE) and rest of them are rendered to procure under this RFP.	Please confirm whether wi-fi router and LAN switch are already available in exisiting class room. If not, we request you to kindly include as saperate line item in financial bid and share technical specificaions	It is clearly mentioned in the RFP. As per revised RFP
27	The solution would also attract teachers to use the solution seamless by recording video lectures on board,	Please confirm whether video recording of lectures is required?	It is clearly mentioned in the revised RFP. "The quoted Interactive solution should have facility of recording video lectures, which will be stored locally"
28	Software Application to update e-content through Internet Connectivity	Please elaborate technical details	Response to this query is already uploaded on website The offered interactive software features shall be compatible with the existing e-Content provided by SSA (in form of browser based application, on JAVA platform). The e-Content may be updated time to time and successful bidder has to ensure compatibility with it as well. Wherever Internet Connectivity is available, bidder will have to update e-content"
29	Necessary Electrification	Please confirm whether we have to include any UPS during power failure time, if so we request you kindly include a saperate line itme in bid and share tech. spect	Response to this query is already uploaded on website There is no need of UPS.
30	Tracking software	include saperate line item in financial bid	Suggestion not accepted, as per revised RFP

31	Last date of bid submission : 02.03.2019 up to 1500 hours	1(one)-Week Extension on Submission of Bid. As per revised bid, LOE letter for OS in Laptop has not been uploaded and once it will uploaded, we need sufficient time to work on the same. Hence we are requesting for minimum 1-week extension on last date of submission for the same.	Suggestion not accepted, as per revised RFP
32		Last date of bid submission : 11.03.2019 up to 1500 hours	
33		Request you to extend the tender for 10 days	
White Board			
34	80" diagonal size of marker writing Ceramic / Mica board with aluminium section trim in powder coated matt finished paint with wall mount kit. Bidder will have to mount white board on the wall Bidder will have to supply the White Board as per the scope of RFP along with necessary wall mounting kit and mount the same on the classroom wall.	You have opted ceramic / Mica surface also.Ceramic board can be warranties for 5 and above with writing with whiteboard marker & projection with minimal hot spot. Mica don't allow 5 years warranty and neither allow both writing with whiteboard marker & projection at same time. If mica surface is matt than it allow good projection and only digital writing and not allows to write with marker. So if you allow both ceramic & mica, maximum SI will choose mica over ceramic for cost competitiveness. This is just for clarification in the interest of GIL	Suggestion not accepted, as per revised RFP
Interactive Whiteboard			
35	Board Aspect Ratio : 4:3 Surface material of Boards : ceramic Steel Surface /Laminate Surface Touch Technology : Optical / infrared Number of touch points (Nos.) : 4 or higher	Interactive board you have mentioned ceramic / mica both. In interactive board we suggest Ceramic matt for writing & projection both and Resin coated metal sheet for only projection. (Digital writing is possible) In addition, we suggest that Optical Dual touch is enough for teacher to write and zoom, pan, flick the object. Four Touch and Ten touch can't be Practically used in smaller size like 80 diagonal size, extra touch will just increase the cost and not serve any additional purpose. Surface ideally should be Resin coated steel sheet matte surface or ceramic matte. (Mica surface not suggested at all)	Suggestion not accepted, as per revised RFP
Laptop & Touch Screen Laptop			
36	8th Generation Intel® Core™ i5 Processor (3M Cache, 1.60 GHz) or higher	can we propose equivalent brand processor for better graphics	Suggestion not accepted, as per revised RFP
37	8th Generation Intel® Core™ i5 Processor (3M Cache, 1.60 GHz) or higher	We read the Revised RFP specification based on above reference number and found that the current Laptop Processor mentioned in the tender restricts the competition by allowing only one processor manufacturer to participate in the RFP. The current specifications are not allowing bidders to quote laptops with equivalent processor. (Eg: AMD Processors) across all seven options which are allowed to be quoted in the revised RFP, We request you to kindly amend the technical specification of processor and allow bidders to quote AMD processor as well AMD processor are being used across all ICT Projects/ Schools across the country & even Gujarat Schools have been using AMD based desktops/ Laptops in the past under SSA projects, GIL SSA project has been always prestigious project for us & keeping us out of the Project with no fault of ours is very unfair & unreasonable too. We request GIL to allow us to display our products performance & prove on the real time environment again so that we get a fair chance to be part of such prestigious project. We are available for this testing at GIL office. We request Dept. to please consider our request & post our product performance display GIL can take the final decision on inclusion of AMD processor in this RFP	Suggestion not accepted, as per revised RFP
38	Anti-Virus : Bidder will have to quote & pre-installed anti-virus (educational edition) from the top 7 OEM as per latest Gartner's magic quadrant.	As per recent notification released by PMO Office and directive released by cabinet secretary's to all State / Center Govt. Dept. to promote Indigenization Gartner is private body and not a Govt. approved orgam=nization /agency, Due to inclusion of Gartner the fair competition is not curved, we are approved brand from DGS & D as well from GeM. Kindly include quick heal to bid	Suggestion not accepted, as per revised RFP
Interactivity feature			

39	One should be able to write with finger. Finger touch should be enabled	1) "One should be able to write with finger. Finger touch should be enabled" Is the finger touch compulsory for all the options provided like Projector with BUILT-in Interactivity, Projector with separate IR kit. Finger touch will invite more cost like Laser Modules will be required additionally. Also introduction of laser module invites to lower the range of IR filter. Standard IR filter of 850 nm gives very good stray IR cut-offs. But Lasers are generally available in the the range of 650 nm to 700 nm. So this may invite stray IR in the functioning. Hence we request you to remove the "One should be able to write with finger. Finger touch should be enabled" condition from Interactivity requirements (page 23,25,27 & 30 of RFQ vol II)from Interactivity Software features and Option 1 ,2, 3	Suggestion not accepted, as per revised RFP
Short Throw Projector OR Ultra Short Throw Projector			
40	-	2) There is no distinction / differentiation between Short Throw projector and Ultra Short Throw projector. The parameter range of Throw ratio should be mentioned for both Short Throw and Ultra Short Throw Projector.	Suggestion not accepted, as per revised RFP
41	Bidder will have to install the projector on ceiling and provide necessary cables & other accessories for mounting the projector on ceiling.	For short throw projector, require wall mount & not ceiling mount.	Please see corrigendum dated 25.02.2019
Learning Management System with analytics for application software usage with following features :			
42	Learning Management System with analytics for application software usage with following features : Access control by role-based login like: Admin, Teacher User Management by personalized and dynamic Dash Board. Online and Offline delivery model Integration with Internet and cloud Facility to add content by teachers (With Admin approval) Content search option for ease in access MIS Reports in all formats Content update To view the last concept taught through platform E-Book option Add bookmark /view book mark in Web facility for future reference Switching of academic medium facility Compatibility with OS User interface localization by offering local language interface	We request you to please provide features / capabilities which are required / expected in the LMS	All the required features of LMS are mentioned in revised RFP
43		Request to include Integrated Device Solution	Suggestion not accepted, as per revised RFP
Option 6: Interactive TV with inbuilt Storage + Laptop +Speakers			
44	Option 6: Interactive TV with inbuilt Storage + Laptop +Speakers	We request allow us to supply all in one CPU which will be installed in interactive display, that will be easy to operate to for teacher. We can provide Intel i5-4250U,4GB DDR3 1600MHz,500GB HDD, Built-in Wi-Fi,802.11b/g/n, USB 2.0 x4,USB 3.0 x2,LAN 1x10/100/1000 M,Win10 Pro x64bit or higher	Suggestion not accepted, as per revised RFP
45	Speakers Specificaions: 2 * 15W	Our suggestion is that all in one interactive display comes with 15w x 2 Nos speakers, that will be sufficient for the classroom & moreover it will be as per the requirements, request you to approve us to supply inbuilt speaker instead of external speaker.	Please see corrigendum dated 25.02.2019