**Sub: Request for Proposal for Selection of System Integrator (SI) for NDMC Smarty City Project "Design, Development, built, Implementation, Operation and Maintenance of Command and Control Centre & Data Center, ERP Solution and integration with various Smart City/NDMC Applications".**

**Replies of queries raised by the prospective Applicants for the pre-bid meeting held on 5-05-17 at 3:00 PM:-**

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| **M/S Honeywell-R1** | | | | |
| 1. | 5.3.2 Criteria for Technical Evaluation<br><br>C. OEM Qualification (for Quality of products offered) Max. Marks : 14<br><br>C2. Evaluation of the products offered on the basis of Original Equipment Manufacturer (OEM)<br>Vol-1 P-82 | The smart city central control application offered by the Applicant in its bid for this project will be evaluated on the basis of manufacturer of the products as per Navigant Research Leader board. OEM Qualification for the following categories of the products/ equipment will be evaluated as per Navigant Research Leader board: In terms of Navigant Research Leader board, marks would be awarded as per the following criteria:<br><br>OEM prescribed as Leaders (5 Marks)<br>OEM prescribed as Contenders (3 Marks)<br>OEM prescribed as Challengers (1 Marks)<br>OEM prescribed as Followers, or OEM not listed in Navigant Research Leader board (0 Marks) | The Navigant Research Leader Board : Smart City Suppliers . This report  is not a representation of the OEM capability in providing Command and Control Center Software and only reflects the overall capability of Smart City Suppliers. Using this report to provide Technical Score for OEMs who provide City Command and Control Software will be unfair and will lead to restrictive bidding. The clause should be modified to include OEMs who provide City Command and Control Software.<br><br>Accordingly we request that this clause be modified to also include the following :<br><br>The Proposed City Command and Contro software Platform should be deployed in at least 5 locations in India or globally integrated with Cameras / Sensors events in city wide projects. Bidder to furnish the list of Projects alongwith Work Order and Completion Certificate. | RFP clause remains unchanged. |
| 2. | 6.2 Integrated Command and | The Smart City supplier should be industry leader and belong to leader quadrant of the | This clause is contradictory to the Clause of 5.3.2 Criteria for Technical Evaluation . It limits the Smart City Suppliers who are | Command and control centre solutions (CCC) will be combination |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Control Centre Vol-2 P-108 | "Navigant Research Leader board Report For Smart City Supplier". | only listed only in the leaders quadrant - namely two to give compliance to the City Command and Control Software. We feel this is very restrictive and therefore should be dropped. | of normalization/IOT and city operation centre software, bidder can provide single or Integrated CCC software. If bidder proposes single software, then OEM should be amongst top 7 " Navigant research leader board report for smart city supplier". If bidder proposes integrated CCC, then the data normalization/IOT software OEM should be amongst top 7 in " Navigant research leader board report for smart city supplier" and city operation software/command centre OEM should be top 5 under IHS Global reports ( latest). |
| 3. | 6.2 Integrated Command and Control Centre 6. GIS Map Support Vol-2 P-314 | 6. GIS Map Support System should support Esri, map box, Open street etc. | This should also be modified to include Google Map Support since Google is more widely used and is supported with very advanced spatial features and capabilities. | SI to integrate with Arc GIS available with NDMC. |
| 4. | 7.2.7 Backup Storage Vol-2 P-129 | Backup Storage | We understand that Primary storage as per clause 7.2.5 and Tape Storage for backup as per clause 7.2.6 has to be provided. Please clarify what has to be offered against Backup Storage required in clause 7.2.7. | Backup Storage need to be replica of primary storage |
| 5. | 6.2 Integrated Command and Control Centre Vol-2 P-146 | The Smart City supplier should be industry leader and belong to leader quadrant of the "Navigant Research Leader board Report For Smart City Supplier". | This clause is contradictory to the Clause of 5.3.2 Criteria for Technical Evaluation . It limits the Smart City Suppliers who are only listed only in the leaders quadrant - namely two to give compliance to the City Command and Control Software. We feel this is very restrictive and therefore should be dropped. | Refer reply to the query at S.No.2 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 6. | 7.2.17 Purpose Built Backup Appliance (PBBA) Features Vol-2 P-172 | Purpose Built Backup Appliance (PBBA) Features | Kindly clarify how Purpose Built Backup Appliance is different from Clause 7.2.6 Tape Library and Clause 7.2.7 Backup Storage. Do we need to offer Tape Library, Backup Storage and PBBA separately. | This clause stands deleted |
| 7. | 7.10.5 Video & Audio Analytics Vol-2 P-172 | The System should support Audio Analytics at camera edge or at server level, should have provision to enable the following audio analytics with any camera, system Gunshot software shall be provided as per RFP requirements | Please note that Audio Analytics is linked to a microphone in the field and not to a camera. Audio Analytics licenses are offered basis on the no. of Microphones installed in the field. Please clarify at how many locations we need to provide Gun Shot Detection Audio Analytics. | Bidder need to provide 20 Audio Analytic Lic. |
| 8. | 7.10.5 Video & Audio Analytics Vol-2 P-172 | Types of weapons that this app can detect being discharged are handguns (including 9 mm automatics and revolvers with or without muzzle diffusers), shotguns (including 20 gauge, .410 and 12 bore), bolt-action rifles (.22 mm and 7.62 mm), and automatic rifles (including AK-47, AR-15 and Uzi submachine gun). | Please note that Gunshot detection audio analytics feature will be able to detect the shots but will not be able to provide the identification or type of gun used for fire. | Gunshot detection audio analytics is required, however weapons identification required stands deleted. |
| 9. | 7.10.5 Video & Audio Analytics Vol-2 P-172 | IP camera should detect a gunshot from a sound source that is up to 50 meters away from the microphone. | Performance of Audio Detection Analytics is dependent on the ambient noise, weather conditions and various other parameters. Therefore 100% detection accuracy of gunshot at 50m away from the microphone cannot be guaranteed. | Audio Detection should be in within acceptable limits. |
| 10. | 8 Works related to Civil, Electrical, Furniture & Air conditioning for Command & Control Centre. Vol-2 P-181 | i. The tentative room area shall be provided to the Command and Control room designer to develop the various options. | Kindly provide the area and dimensions of the Command & Control Center. Also confirm if NDMC will provide the area covered with walls and roof. We understand that erection of brick walls and exterior work of Command & Control Center is not in the scope of bidder. | Proposed Area of the Command and Control Centre is 2500 sft approximately and of Data Centre is 1100 sft approximately. |
| 11. | 7.10 Surveillance | Surveillance solution requirement | Please note that there are no technical specifications provided in | Refer Clause 2.4.12.1 Functional |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | solution requirement Vol-2 P-164 | | the RFP for the Video Management Software. Request you to provide the same. | requirement of City Surveillance. |
| 12. | 7.10.1 Type 1- 360° Panoramic Camera Vol-2 P-164 | Type 1- 360° Panoramic Camera | It is recommended to have Full HD Bullet /Box cameras with IR illumination for the NDMC Market Areas. 360° Panoramic Camera are not suitable for surveillance in outdoor crowded areas. You may refer to the multiple city surveillance projects having similar kind of surveillance requirement being fullfilled with Bullet/Box cameras. | RFP clause remains unchanged. |
| 13. | 7.11.4 RFID Reader S.No. 8 Vol-2Z P-179 | The firmware should be upgradable to support future protocols. | This is very generic requirement. Request you to remove this clause. | RFP clause remains unchanged. |
| 14. | 7.11.4 RFID Reader S.No. 12 Vol-2 P-179 | It shall support communication interface RS232 at minimum. | RS232 is not available in RFID readers. Most of the readers have Ethernet and USB connectivity. Therefore we request to add Ethernet/ USB connectivity in the reader. | Clause stands amended as follows: It shall support communication interface RS232/USB/Ethernet connectivity at minimum. |
| 15. | 7.11.4 RFID Reader S.No. 15 Vol-2 P-179 | Readers shall be powered by Vehicle DC Power 12 to 60V, 4.5A maximum. | Since the reader will connect to Ethernet. We request to add PoE power support. | Clause stands amended as follows: Readers shall be powered by Vehicle DC Power 12 to 60V, 4.5A maximum or by PoE. In case of PoE, the SI has to bear the cost of network switch required for PoE. |
| 16. | 7.11.5 RFID Tag S.No. 11 Vol-2 P-180 | The Mounting of tag shall be of screw, rivet, superglue, ribbon, double faced adhesive tape type. | Please note that Tag mounting type would be any one of the mentioned types. | Clause stands amended as follows: The Mounting of tag shall be of screw/rivet/superglue/ribbon/double faced adhesive tape type. |
| 17. | 7.11.5 RFID Tag S.No. 12 Vol-2 P-180 | Tags shall be IP 68 rated. | RFID Tags are IP67 only. We request this clause to change to "IP67". | Clause stands amended as follows: Tags shall be IP67 rated. |
| 18. | S.No. 5.6 of Bill of Material | Primary & Secondary Storage Solution (Non Video) Applications ( Min 200TB) | We understand that the mentioned capacity of 200TB+800TB is of only Primary Storage. Secondary Storage is Tape Library and | Clause stands amended as follows: Primary Storage Solution (Non |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Vol-1 P-207 | And for CCTV Applications 800 TB i.e. for 500 CCTV @15 fps of 2 MP for 30 days | is given at S.No. 5.7 of BOM. | Video) Applications ( Min 280TB) And for CCTV Applications 800 TB i.e. for 500 CCTV @15 fps of 2 MP for 30 days |
| 19. | 12 Vol-1 P-132 | DISPUTE RESOLUTION | The Parties shall resolve all disputes arising out of or in connection with this Agreement through friendly negotiation within a period of 30 days which may be extended as mutually agreed by both Parties failing which the dispute shall be finally resolved by arbitration in accordance with the Arbitration and Conciliation Act 1996 and its subsequent amendments thereof. The place of arbitration will be Pune. The language of the arbitration will be English. Any award will be payable in Indian Rupees. If the value of the dispute is less than Rupees five Crores, then arbitration will be conducted by a mutually appointed single arbitrator.  If the Parties are unable to agree on the appointment of a single arbitrator within 30 days of dispute, then a single arbitrator will be appointed by the Chief Justice of Bombay High Court. If the value of the dispute is Rupees five Crores or more, then arbitration will be conducted by a panel of three arbitrators. Each Party will appoint one arbitrator and the said arbitrators will appoint a third arbitrator to act as Presiding Arbitrator.  Parties will bear their own costs of arbitration. Notwithstanding the foregoing, either Party may apply to any court of competent jurisdiction at Pune for preliminary injunctive relief without breach of this arbitration provision | RFP clause remains unchanged. |
| 20. | 6.8 Vol-1 P-100 | Payment terms | It should be 10 % advance against PBG, 70 % against delivery on prorata basis, 10 % against Installation , 10 % successful handing over of site. | Please refer Annexure- 1 enclosed with these pre-bid replies for updated payment terms |
| 21. | | Additional clause | "Bidder's total liability to Customer over the period of the Agreement arising out of or in connection with the Agreement, whether such liability arises from any claim based upon contract, warranty, tort or otherwise, shall in no case exceed 100% of the | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | actual amount to the paid to Bidder under the Agreement. In no event shall Bidder be liable for any incidental damages, consequential damages, special damages, indirect damages, loss of profits, loss of revenues, or loss of use, these limitations and exclusions will apply regardless of whether liability arises from breach of contract, warranty, tort (including but not limited to negligence), by operation of law, or otherwise. Bidder's liability under the Agreement will (including in respect of any indemnity) be reduced to the extent to which Customer or a third party (not engaged by Bidder) has caused or contributed to such liability." | |
| 22. | 3.2.3 19 Volume-I | Collaboration solution for Administrative Meeting- | Request for deletion of the clause as it mentions solution for conference rooms, meeting rooms and executive desktop solutions, which are not part of the technical specifications and BoM. | Clause stands amended as follows: NDMC requires IP based full high definition 1080 pixel video conferencing solution to be implemented in NDMC conference rooms and meeting rooms solutions. |
| 23. | 3.2.3.1 19 Volume-I - Collaboration solution for Administrative Meeting | NDMC requires IP based full high definition 1080 pixel video conferencing solution to be implemented in NDMC conference rooms, meeting rooms and executive desktop solutions. | Please specify the same in BOQ. In this clause it is mentioned that Executive Desktop solutions are required. However there are no specifications mentioned in the RFP. Please confirm if the same are required | Clause stands amended as follows: NDMC requires IP based full high definition 1080 pixel video conferencing solution to be implemented in NDMC conference rooms and meeting rooms solutions. |
| 24. | 19 Volume-I 3.2.6 | 3.2.6 SI will assess the bandwidth (internet & P2P) requirement at all the proposed locations / cameras for bringing in data to the ICCC. | Please clarify that who will provide the bandwidth (Internet & P2P) from all proposed locations to ICCC. We understand that it will be procured and provided by NDMC. | NDMC will provide bandwidth (Internet & P2P) from all proposed locations to ICCC and bear the cost. |
| 25. | 3.5.17 31 Volume-I | Cable Laying | Please clarify the scope of cable laying from end points (Cameras, Sensors etc) to the nearest network point. Also request you to provide the clarity on Right of Way (RoW) for laying of cables and erecting Poles etc in the city. | Applicant has to assess the quantity of cabling and other equipments required and quote for the same. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 26. | 83 D | Approach & Methodology & Project Presentation/Demonstration Max. Marks : 15 | "Project Presentation" has been shown under S. N. D2 while it should be under S. No. D1 along with Approach & Methodology because marks breakup is given there only. Please correct the same. | In D2 under table of clause 5.3.2 presentation will be read as Proof of concept (POC)/live demonstration either at NDMC or at the place of installation. |
| 27. | 84 5.3.5.1 (ii) | The Applicant is expected to demonstrate the complete proposal as per RFP document;<br>a. Integration of hardware and software and functioning of the same simultaneously;<br>b. Interface in between various components of the projects on a common communication platform; | Demonstration of integration of all services with Command & Control Software as mentioned in clause 3.2.2 at page 18 would not be possible at short notice. Please define the clear scope of demonstration of solution. | RFP clause remains unchanged. |
| 28. | 92 5.3.6.3 | Approach and Methodology-<br>What should be the Cloud Strategy of NDMC with respect to scope of this RFP? Please elaborate on pros and cons of this strategy. | Request for deletion of the clause or clarify that it is for future DR strategy. | The clause stands deleted |
| 29. | 92 5.3.6.3 | Approach and Methodology | Please clarify if there is any marks for the Approach and Methodology. "Total" is written at the end of table but no marks are allotted for this section. Request you to provide the breakup of marks for each point. | Marking as per D1 under table of clause 5.3.2. |
| 30. | 206 S.No. 1 of Bill of Material | Command and Control Room site preparation. | Please provide the physical location of the Command & Control Centre Site. | Palika Kendra, NDMC tentative. |
| 31. | 206 S.No. 2 of Bill of Material | Data Center Site preparation. | Please provide the physical location of the Data Centre Site. | Palika Kendra, NDMC tentative. |
| 32. | 207 S.No. 5 of Bill of Material | Smart City Data Center | Please add one "GPS based Time Syncronization Server" at the Data Center. This is required to syncronize the time of all systems in the data centre. | Bidder can propose, if required for overall solution. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 33. | 207 S.No. 5.6 of Bill of Material | Primary & Secondary Storage Solution (Non Video) Applications ( Min 200TB) And for CCTV Applications 800 TB i.e. for 500 CCTV @15 fps of 2 MP for 30 days | We understand that the mentioned capacity of 200TB+800TB is of only Primary Storage. Secondary Storage is Tape Library and is given at S.No. 5.7 of BOM. | Refer reply to the query at S.No.18 |
| 34. | 207 S.No. 5 of Bill of Material | Blade Servers for applications ( Min- Qty) | Technical specification in Volume II give a reference of blade server - 4 socket whereas the unpriced BoM does not have it. Please specify the number of 4 socket servers required. | Refer to Annexure-4 for revised BOM. |
| 35. | 208 S.No. 5.25 of Bill of Material | Onboard/Server Based Advanced Video Analytics Package Software for Left Object Detection | Please clarify that how many channel licenses are to be offered for Left Object Analytics. | Refer to Annexure-4 for revised BOM. |
| 36. | 208 S.No. 5.26 of Bill of Material | Onboard/Server Based Advanced Video Analytics Package Software for Crowd Monitoring | Please clarify that how many channel licenses are to be offered for Crowd Monitoring Analytics. | Refer to Annexure-4 for revised BOM. |
| 37. | 208 S.No. 6 of Bill of Material | City Operation Centre Physical infrastructure | Please clarify that City Operation Center is inside the ICCC or it's a separate location in the city. | City operation centre & ICCC are same. |
| 38. | 208 S.No. 6 of Bill of Material | City Operation Centre Physical infrastructure | Please clarify if the Command & Control Center, Data Center and City Operation Center are located at one common physical site in the city or located at three different locations. | City operation centre & ICCC are same. |
| 39. | 210 S.No. 9 of Bill of Material | Video Analytics | Please clarify that how this Video Analytics is different from the S.No. 5.25 and 5.26. Also clarify how many channel licenses required for the Video Analytics. | Refer reply to the query at S.No. 35, 36 and 278. |
| 40. | 9 1.5 Exclusions | Provisioning of power and water connection at ICCC location; however, the maintenance and continuity of operations of ICCC & Data Centre and maintenance of SLA's thereon shall be the responsibility of the SI. | Please clarify that who will pay the monthly charges of Electricity and Water at ICCC and Data Center and other locations in the city during implementation, warranty and O&M period. | Electricity and water consumed during implementation period in ICCC and data center will be borne by NDMC. After GO-LIVE the responsibility of electricity and water at ICCC, DC and other locations use for NDMC services will be of |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | | NDMC. |
| 41. | 22  1.7 (EE) | Technology details of Arc GIS | Please clarify if this needs to be the part of Technology Refresh. | **NDMC has provided details of existing GIS system available with NDMC.** SI has to integrate GIS system with ICCC & ERP Solutions. |
| 42. | 28  2.2- 2 -E | SI will provide and maintain the Hardware and Software IT infrastructure services at Data Recovery Center hosted on cloud for recovering the data in case of crash of server at the ICCC. | Request for deletion of the clause because our understanding is that DR is for future scope, request you to delete the clause | DR is not in the scope of present RFP |
| 43. | 50  2.4.6 | Disaster Management | Request for deletion of the clause because our understanding is that DR is for future scope, request you to delete the clause | DR is not in the scope of present RFP |
| 44. | 55  2.4.12.1 Functional requirement of City Surveillance | Proposed VMS should support 10000 Cameras in design from day1. | We understand that as per BOQ S.No. 5.24, VMS software will be offered with 500 camera license only. However it should be scalable to 10000 cameras with additional licenses. | Bidder need to provide base database and management license or 10000 cameras in single file system, however camera license can be offered as per current scope. |
| 45. | 55  2.4.12.1 Functional requirement of City Surveillance | Proposed VMS should support 10000 Cameras in design from day1. | We understand that the VMS servers and storage will be designed and offered for 500 cameras only as per BOQ S.No. 5.2 & 5.6. | Yes, but the VMS should support 10000 cameras. |
| 46. | 56  2.4.12.2.1 Video Management System | j) The system shall have capability to stream video at remote sites by optimizing the bandwidth on WAN. | This feature shall be available for mobile clients only. Pls clarify if that is acceptable. | Yes, it is acceptable |
| 47. | 57  2.4.12.2.1 Video Management System | Preference will be given to solution from single OEM in QCBS criteria. | There are no marks defined for the single OEM for Cameras and VMS software. Please clarify how the preferance will be quantified in QCBS criteria. | RFP clause remains unchanged. |
| 48. | 58  2.4.12.2.1 Video | VMS Monitoring Console ii. Web-based configuration and | We reuest you to change this to "view upto 16 cameras.." | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Management System | monitoring tool <br> ☐ View up to 25 cameras with the 64 bit version of Internet Explorer. | | |
| 49. | 76  2.4.13 Enterprise Resource Planning (ERP) | Note: The SI has to do the study of above mentioned departments for development of ERP software and incorporate all the functionalities and requirement of that department. The ERP to be develop shall be complete in all request. It is a turnkey project and during study and implementation stage no change request will be consider. The applicant shall study the requirements of such works before submitting their bids. <br> Change request will only be applicable after Go-Live. | Please note that there is not enough time available to do the study of mentioned departments for development of ERP software before submitting the bid. Therefore we request that all software development shall be done considering the RFP requirement, design approval and mutual understanding between NDMC and the bidder. Change request will be allowed with proper justification and to meet the project timelines. | RFP clause remains unchanged. |
| 50. | 83  2.4.16.4 Technology Refresh | ☐ SI has to mention latest IT Infrastructure (Hardware and Software) during bid submission <br> ☐ SI has to deliver latest (At the time of commissioning of ICCC) IT Infrastructure (Hardware and Software) <br> ☐ The SI has to make provision for technology refresh from time of bid submission to time of actual commissioning of Hardware and Software in ICCC | Please elaborate how this will be achieved. Please clarify Technology refresh from time of bid submission to time of actual commissioning. | RFP clause remains unchanged. |
| 51. | 156  7.3 | Centralised Video Portal with centralised distribution enginer | Please advise for which functionality Centralised portal is required, are you looking for some education/ multimedia contents to be streamed and stored by such solution? | This clause stands deleted |
| 52. | 159  7.4 | High end interactive conferencing device | The quantities for these units are not mentioned in the Unpriced | Clause stands amended as follows: |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | at central location | bill of material. Pl. confirm the quantities for same. | 7.4: High end interactive conferencing device at central location Qty 2 |
| 53. | 160 7.5 | Audio Video briding Unit at Central Location -Conferencing System should have minimum 40 ports at 1080p 60fps on IP in continuous presence mode with 60fps and H.264 resolution and AES encryption | From the Unpriced bill of material, since only 5 Nos. of Video conferencing endpoints are required, we request you modify the capacity of the central bridge from 40 ports 1080p60fps to 10 ports @1080p60fps | Clause stands amended as follows: Conferencing System should have minimum 10 ports at 1080p 60fps on IP in continuous presence mode with 60fps and H.264 resolution and AES encryption |
| 54. | 162 7.6 | Management and scheduling at central location | Is this required for Centralized video portal, and for which functionality this portal would be addressing to? | This clause stands deleted |
| 55. | 162 7.7 | Recording Platform | As there are only 5 VC end poitns, do you required recording platform for these or does it required for some other functionality? | This clause stands deleted |
| 56. | 163 7.8 | Input- Three Phase 3 Wire for over 5 KVA | It is requested to kindly amend the clause to read as:-<br>"Single Phase for upto 10 KVA & Three Phase 3 wire above 10 KVA" | RFP clause remains unchanged. |
| 57. | 163 7.8 | Input Voltage Range - 305-475VAC at Full Load | It is requested to kindly amend the input voltage range to read as:-<br>"160V - 270V DC Single Phase for UPS upto 10 KVA Ratings & 360V AC to 460V AC Three Phase for UPS above 10 KVA rating" | RFP clause remains unchanged. |
| 58. | 163 7.8 | Output Voltage - 400 VAC, Three Phase for over 5KVA UPS | It is requested to kindly the Output Voltage to read as:-<br>"220V/230V/240V Single Phase for UPS upto 10 KVA Rating & 415V AC Three Phase for UPS above 10 KVA rating" | RFP clause remains unchanged. |
| 59. | 164 7.8 | UPS shutdown -<br>UPS should shut down with an alarm and indication on following conditions<br>1) Output over voltage 2) Output under voltage | UPS shutdown (with alarm) for Output Over/under Voltage & Over temperature cannnot be demostrated since these are fault conditions, but would however, be incorporated in UPS. Kindly incorporate & oblige. | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | 3) Battery low 4) Inverter over load 5) Over temperature 6) Output short | | |
| 60. | 164 7.10.1 Type 1- 360° Panoramic Camera | Type 1- 360° Panoramic Camera | It is recommended to have Full HD Bullet /Box cameras with IR illumination for the NDMC Market Areas. 360° Panoramic Camera are not suitable for surveillance in outdoor crowded areas. You may refer to the multiple city surveillance projects having similar kind of surveillance requirement being fulfilled with Bullet/Box cameras. | RFP clause remains unchanged. |
| 61. | 176 7.11.1 SWM Application | 1. GPS tracking of the waste pick up vehicle for real time tracking | Please clarify that if we need to offer GPS devices for the waste pickup vehicles or need to integrate with existing GPS device in the vehicles. | SI has to only integrate the existing as well as new GPS devices in the vehicles. Providing GPS devices is not part of this RFP. |
| 62. | 177 7.11.1 SWM Application | 9. Weight & Volume Sensor based bin to indicate maximum utilization status and trigger vehicle pick up | As per BOM S.no. 10.3, only Weight sensor is required to be quoted. Please clarify if we need to offer both Weight & Volume sensors for the bins. | Consider Volume Sensor & Sensor Processing Module for Garbage Bins as attached specification of Annexure - A |
| 63. | 178 7.11.3 Bin Management System | Bin Management System | Please provide the size of bin with its capacity so we can identify the better solution in terms of bin management | Bins are of various capacity. But majority are of 1000 litres |
| 64. | 181 8 Works related to Civil, Electrical, Furniture & Air conditioning for CCC. | i. The tentative room area shall be provided to the Command and Control room designer to develop the various options. | Kindly provide the area and dimensions of the Command & Control Center. Also confirm if NDMC will provide the area covered with walls and roof. We understand that erection of brick walls and exterior work of Command & Control Center is not in the scope of bidder. | Refer reply to the query at S. No. 10 |
| 65. | 201 9.1 | 5. UPS with modular/hot swappable batteries | We request you to change to "Floor Mount UNITARY type UPS" which will allow wider competition thereby would benefit to the department in getting competitive offers in terms of cost effective solution. Also, floor mount UPS are more robust & last longer. | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 66. | 205 9.6 | UPS with modular batteries( Adequate capacity with 30 minutes backup) | We request you to change to "Floor Mount UNITARY type UPS" which will allow wider competition thereby would benefit to the department in getting competitive offers in terms of cost effective solution. Also, floor mount UPS are more robust & last longer. | RFP clause remains unchanged. |
| 67. | 206 9.6 | Batteries & Runtime - 1. Modular, user replaceable hot wappable battery | We do NOT recommend 'user replaceable' batteries on account of safety considerations & this clause may kindly be deleted. | RFP clause remains unchanged. |
| 68. | 235 10.3 Security | Security | Please clarify your stand on AAA and PIM requirment as this is mentioned in clause 10.3. PIM requirement can be met by using AAA and AD , hence clarification is being sought | Authorization is required for the personnel's who are using this network internally, hence AAA Solution may be provisioned for internal users. detailed requirement shared as annexure to these replies. |
| 69. | 235 10.3 Security | Security | E-mail Security is mentioned at various places under this clause, however number of mail boxes, flows, AD/LDAP information is not there. Please clarify if this is requirement in the RFP? | E-mail Security shall be required for our employees. |
| 70. | 247 10.5.3 | 10.5.3.Audits and Inspections 31- (No delete option) 41- Solution should be able to detect and inspect image files 81- Solution should be capable in providing Software Whitelisting 129- Solution should be capable in providing facility for Gmail monitoring (including Draft) 147- Solution must be capable to perform content analysis of chats performed by the end user (Google Hangouts, Skype Chat, Google Talk) | Request for deletion of the clause as these are additional features and incorporation of this not required/envisaged as of today | The clause stands deleted |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 71. | 314  6.2 Integrated Command and Control Centre 6. GIS Map Support | 6. GIS Map Support System should support Esri, map box, Open street etc. | Request you to modified to include Google Map Support since Google is more widely used and is supported with very advanced spatial features and capabilities. | Refer to reply at S. No. 3 |
| 72 | 356  7.2.17 | Purpose Built Backup Appliance (PBBA) Features | Request for deletion of the clause because RFP has already factored the tape library & back storage which has features of compression and de-duplication, purpose built backup appliance (PBBA) would not be required. Moreoever, PBBA being a propietory solution cannot be addressed by all OEMs | The clause stands deleted |
| 73. | 310 & 435  6.1 & 10.2.8 | 6.1 Command and Control Centre Application- The ICCC shall be multi-lingual. 10.2.8 User Interface- Support multi-lingual and language internalization | Since the Control and Command Centre software needs to be integrated with multiple applications from different OEMs, we are assuming City Operation Software shall be in English language and Citizen facing application over Mobile App shall provide multi-lingual support. Please confirm if our understanding is correct. | Acceptable |
| 74. | 8.12 Copy of FSC certification (Forest Stewardship Council) for consoles. Certificate for compliance towards sustainable forest initiative ensuring wood used is from sustainable forest harvesting. | Copy of FSC certification (Forest Stewardship Council) from the OEM of Wood / Board used in Consoles. Certificate for compliance towards sustainable forest initiative ensuring wood used is from sustainable forest harvesting. | Cosmos (the possible vendor for supply of the console Workstations), is into manufacturing of the Console Workstations / Desk assemblies. The MDF / Particle Board that is used in the manufacturing of the Console Workstations / Desk assemblies is not manufacturered by Cosmos, but is a purchased element. Cosmos can confirm that the MDF / Particle Board will be purchased from manufacturers who have FSC certifications & copies of the same can be included as part of the Test Reports | Clause stands amended as follows: Copy of FSC certification (Forest Stewardship Council) from the OEM of Wood / Board used in Consoles. Certificate for compliance towards sustainable forest initiative ensuring wood used is from sustainable forest harvesting. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 75. | 8.12 The consoles shall be suitable for areas of Seismic zone, it should be Zone 4 or better. | Request if this Clause can be deleted | a) Console Desk assemblies are almost always customized to specific customer requirements & it is not possible to provide Earthquake resistance Seismic Qualifications for all designs / permutations of customized Desk assemblies. b) Zone 4 Seismic qualifications require for the Desk Assemblies to be grouted to the Floor of the Control Room & cannot be placed on False Flooring. c) Zone 4 Seismic qualification only for the control desk would be of not much use if the Control Room including the Building, False Floor, False Ceiling, LVS assemblies etc are not Seismic qualified at the same levels. d) Zone 4 Seismic qualifications are generally not a prerequisite in Control Room Environment except in Nuclear installations (NPCIL's is one of the very few organizations which require this qualification) In light of the above we request NDMC to waive this clause from the Tender RFP. | RFP clause remains unchanged. |
| **Fluentgrid** | | | | |
| 76. | Pre-Qualification Criteria(point no. 7,Page no. 70) | **Experience in development of Smart City component \*** Applicant or any Consortium Partner having more than 26% stake in the consortium, should have experience in implementation and maintenance of following project of value not less than INR 10 Crore in India or abroad in last seven years: a)Utility Management (Water OR Electricity SCADA) and or b)Command & Control Centre or c) Network Operations Centre (NOC) in India or abroad in last 7 years. | Since NDMC is also involved in providing several Utility services especially for Electricity and Water and the scope of this RFP also includes ICT systems like Data Center and System Integration services, we request you to consider large utility system integration projects and include as below: a)Utility Management (Water OR Electricity SCADA or Large Utility System Integration Projects with more than 1 Million consumer base) | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | Or<br>Establishment of Command Control Centre with at least 1000 IP based CCTV Cameras successful installation & operations in any govt./semi govt./other agencies.<br>Note:<br>· Bidder can propose separate (one or more) projects for each component for evaluation.<br>Each project should have minimum value of INR 10 Crores | | |
| 77. | B. Project Experience of Sole Applicant/ any consortium member(Integrati on with Smart Utility Solutions such as Water -SCADA, Power, ITMS, Smart SWM, Smart Sewerage/Draina ge point no B2,Page no 80) | • The Applicant should have experience in projects of integration with Smart Utility Solutions such as Water -SCADA, Power, ITMS, Smart SWM, Smart Sewerage/ Drainage<br>• Each project of Indian Rupees 2 Cr. Or more for integration with Smart Utility solutions will be considered as one unit.<br>• Points are allocated based on number of units executed<br><br>No. of units      Percentage<br>=.4 or >4      100<br>= 3      90<br>= 2      75<br>= 1      60 | Since minor integration interfaces to Utility systems can be interpreted as integrations, we suggest to replace 'Integration' with 'Implementation'.<br>Hence, It is requested to consider the revised clause : The bidder should have experience in projects **Implementation** of Smart Utility ICT systems such as Water - SCADA, Power, Gas, ITMS, Smart SWM, Smart Sewerage/Drainage<br>Since this is a large complex project, bidders experience in implementing projects of similar scale and complexity are essential for success, we suggest to increase the value of each project to Rs. 10 Crores instead of Rs. 2 Crores<br>Or more for **implementation** of Smart Utility solutions will be considered as one unit. | Clause Stands Amended as follows :<br>• The Applicant should have experience in projects of implementation/integration of/with Smart Utility Solutions such as Water -SCADA/Power SCADA/ ITMS/ Smart Solid Waste Management/ Smart sensor based Sewerage/Smart sensor based Drainage/**e-Governance**<br>• Each project of Indian Rupees 2 Cr. Or more with Smart Utility solutions will be considered as one unit.<br>• Points are allocated based on number of units executed<br><br>No. of units      Percentage<br>=.4 or >4      100<br>= 3      90<br>= 2      75 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | | = 1                                60 |
| 78. | B. Project Experience of Sole Applicant/ any consortium member(Command and Control Center installations Point no B4,Page no. 81) | • The Applicant should have experience in executing projects for operationalization of Command and Control / Communications Centre (covering surveillance/traffic/ disaster management/ city operations functions). <br> • Each executed project of Rs. 10 Crore value will be considered as one unit . <br> • Points are allocated based on number of units executed <br> No. of units <br> Percentage <br> =.4 or >4                                100 <br> = 3                                          90 <br> = 2                                          75 <br> = 1                                          60 | Since one of the main business functions of NDMC is supply of Utility services like Electricity, Water, Solid waste, etc and other municipal services, and as mentioned in Volume 2 Section 2 Scope of Project & sub section 2.4:Integration Capabilities: One of the core objective is mentioned as to integrate with Utility Metering, Billing, SCADA etc. and KPI Monitoring of different departments. Hence, we request you to consider Utility operations center and Utility performance monitoring as a qualified experience and accordingly amend the following clause: <br> "The bidder should have experience in executing projects for operationalization of Command and Control/Communications Centre (covering surveillance/ traffic/disaster management/ City or Utility operations center / City or Utility performance monitoring with atleast 1 Million consumers/citizens)" | Requirement of value of each executed such project will be read as Rs. 5 Crore instead of Rs. 10 Crore. |
| 79. | B. Project Experience of Sole Applicant/ any consortium member(ERP System Point no B5,Page no 81) | • The Applicant should have experience in executing projects for customization/ configuration and installation of ERP system for an urban local body (Municipal Corporation / municipal council / Development authority). <br> • Each executed project worth Indian Rupees Two Crores will be considered as one unit. <br> • Points are allocated based on number of units executed <br> No. of units                    Percentage <br> =.4 or >4                    100 <br> = 3                              90 <br> = 2                              75 | The existing Scope of ERP (Volume 2 Section 2.4.13) is comprehensive and covering entire City operations. It is a much broader solution covering all functions of the City to cater to Civic Management/ Urban Development / Utility Management etc. Hence we request you to include implementation of ERP for Utiltiies like Electricity, Water etc as a qualified experience. Also in order to ensure quality experience with comprehensive implementation capabilities, it is requested to consider ERP system and each project worth more than Rs. 5 crores. <br><br> Request for revision of clause as: <br> The bidder should have experience in executing projects for customization/ configuration and Successful Implementation of ERP for urban local body (Municipal Corporation / Municipal council/ Development Authority/ Utility (Power,water and Gas)" | Relevant portion of Column of B5 in table under clause 5.3.2 will be read as, "The Applicant should have experience in executing projects for customization/ configuration and installation of ERP system for any Government / Private Organization." Rest remains same. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | = 1                    60 | | |
| 80. | B. Project Experience of Sole Applicant/ any consortium member(Evaluation of the products offered on the basis of Original Equipment Manufacturer (OEM) Point no. C2,Page no 82) | The smart city central control application offered by the Applicant in its bid for this project will be evaluated on the basis of manufacturer of the products as per Navigant Research Leader board. OEM Qualification for the following categories of the products/ equipment will be evaluated as per Navigant Research Leader board:<br>In terms of Navigant Research Leader board, marks would be awarded as per the following criteria:<br>OEM prescribed as Leaders (5 Marks)<br>OEM prescribed as Contenders (3 Marks)<br>OEM prescribed as Challengers (1 Marks)<br>OEM prescribed as Followers, or<br>OEM not listed in Navigant Research Leader board (0 Marks) | This clause is restrictive in nature and only allow the bidders to propose products from only two vendors listed as leaders. Unlike the quality certifications/ assessments for ISO and CMMI, this report contains the views expressed by analysts and should not be construed as statements of facts. The navigant report alsocontains the following statement:<br>"Navigant has provided the information in this publication for informational purposes only. The information has been obtained from sources believed to be reliable; however, Navigant does not make any express or implied warranty or representation concerning such information. Any market forecasts or predictions contained in the publication reflect Navigant's current expectations based on market data and trend analysis. Market predictions and expectations are inherently uncertain and actual results may differ materially from those contained in the publication. Navigant and its subsidiaries and affiliates hereby disclaim liability for any loss or damage caused by errors or omissions in this publication."<br>Hence, this is subjective and cannot be considered as an objective certification by a standards body for quality like ISO/CMMi etc.<br>To ensure quality products, we request you to use this as a prequalification (PQ) criteria for bidders to propose only top 5/10 vendors listed on the report or amend the clause such that OEMs listed as top 5 vendors are scored full @ 5 marks. | Refer to reply at S. No. 1 |
| 81. | 6. Functional & Technical Requirements, 6.2 Integrated Command and Control Center, | The Smart City supplier should be industry leader and belong to leader quadrant of the "Navigant Research Leader board Report For Smart City Supplier". | While this is a restrictive clause leading to limiting the competition from the other listed OEMs' in Navigant's Contenders & Challengers quadrant, there is also a clear contradiction in the RFP with respect to this clause between Page No. 51 and 82 as mentioned in query No.5<br>Unlike the quality certifications/ assessments for ISO and | Refer reply to the query at S.N.2 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Table Point 51 (Page-108) | | CMMI, this report contains the views expressed by analysts and should not be construed as statements of facts. The navigant report also contains the following statement: "Navigant has provided the information in this publication for informational purposes only. The information has been obtained from sources believed to be reliable; however, Navigant does not make any express or implied warranty or representation concerning such information. Any market forecasts or predictions contained in the publication reflect Navigant's current expectations based on market data and trend analysis. Market predictions and expectations are inherently uncertain and actual results may differ materially from those contained in the publication. Navigant and its subsidiaries and affiliates hereby disclaim liability for any loss or damage caused by errors or omissions in this publication." Hence, this is subjective and cannot be considered as part of functional requirement specification. To ensure quality products, we request you to revise this prequalification (PQ) criteria to say: "bidders to propose only top 5/10 vendors listed on the Navigant report" | |
| 82. | 6.2 Integrated Command and Control Center, Point 52 (Page-108) | The proposed OEM solution software platform should be deployed in at least 1 city in India and 5 cities globally. Bidder to furnish OEM self- certification with the name of the cities. | This clause is turning out to be a Pre Qualification condition, as one of the PQ condition clearly specifies that '100% compliance to technical specification and functionality as per this RFP'. As the implementation experience cannot be part of the Functional Requirements of the software solution and the RFP clearly asked for the required experience of the bidders as part of technical evaluation, we request you to remove this clause. | Clause amended as "The proposed OEM solution software platform should be deployed in at least 1 city in India and 3 cities globally. Bidder to furnish OEM self- certification with the name of the cities". |
| 83. | 6.2 Integrated Command and Control Center, Point 54 (Page-109) | Command Centre OEM should have registered office in India atleast from last 10 Years and should software development center in India. Should have Quality Management System ISO 9001 and | The ISO standards like IT Service Management System Service Standard ISO 20000-1 and Information Security Management System ISO 27001 are more important and applicable to implement software solutions such as Integrated Command and Control Center instead of Environmental Management System | Clause amended as "Command Centre OEM should have registered office in India atleast from last 10 Years and should software development center in India. Should |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | Environmental Management System ISO 14001 Quality Certifications. | ISO 14001:2015 sets out the criteria for an environmental management system. It maps out a framework that a company or organization can follow to set up an effective environmental management system. Using ISO 14001:2015 can provide assurance to company management and employees as well as external stakeholders that environmental impact is being measured and improved. This is not a critical measure as against the ISO 27001 Certification. Therefore the clause ISO 27001 should be mandatory as this describes a comprehensive set of information security control objectives and a set of generally accepted good practice security controls. Hence, we request for revision of clause as: Command Centre OEM should have registered office in India atleast from last 10 Years and should software development center in India. Command Center OEM should have any of the two following Quality Management System certifications: 1. Quality Management System ISO 9001 2. IT Service Management System Service Standard ISO 20000-1 3. Information security Management System ISO 27001 | have Quality Management System ISO 9001 OR Environmental Management System ISO 14001 Quality Certifications. |
| 84. | Volume II - Detailed Scope of Work & Technical Specifications | 1.5 Phase wise envisaged activities of ICCC / Exclusions. Exclusions Built-up space, without furbishment for the control and communication center and data centre, will be provided by NDMC. Provisioning of network bandwidth and connectivity at various locations to connect with ICCC. Provisioning of power and water connection at ICCC location; however, the maintenance and continuity of operations of ICCC & Data Centre and | 1. regarding the " Built-up space",  is there any civil structure readily available.? Please elaborate the point "Built-up space will be p rovided by NMDC". 2. Regarding Point-II "Provisioning of Network Bandwidth and connectivity at various locations". Does this mean the NMDC will provide all required Internet and Point to Point bandwidth for the entire solution including remote office and equipment connectivity. Is it inclusive of monthly rentals / subscription costs for the bandwidth? | 1. Yes, Built up Civil Structure is available. 2. NDMC will provide the required Internet bandwidth and P2P. NDMC will bear its monthly bandwidth charges. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | maintenance of SLA's thereon shall be the responsibility of the SI. | | |
| 85. | Volume II - Detailed Scope of Work & Technical Specifications | 2.4.8 ICCC Data Centre\n\na. Data Center should be minimum Tier 3+ as per the Uptime Institute/ EIA-TIA 942standards. | Tier 3 Data centre specifications requires N+1 redundancy for Power and other critical environmental systems which is an expensive option. In case the proposed Built-up structure is not suitable to setup the Tier-3 DC then should the SI to build the complete civil structure from foundation ?? | RFP clause remains unchanged. Applicant may specify the provision in Technical bid. |
| 86. | Volume II - Detailed Scope of Work & Technical Specifications | 2.4.8 ICCC Data Centre\nd. SI will not procure Infrastructure including Hardware, COTS Software licenses and other system software etc. at the start of the project, but will procure after discussion and receipt of go ahead from NDMC. | is there any preferred software for NMDC. Please elaborate the point | SI to finalize the procurement plan in consultation with NDMC. |
| 87. | Volume II - Detailed Scope of Work & Technical Specifications | 1.3 Project Vision\nSI should ensure provision of Disaster Recovery (DR) on Cloud in future whenever required by NDMC in future. | Please elaborate | DR is not part of this RFP. |
| 88. | Volume II - Detailed Scope of Work & Technical Specifications | 2.2 Overview of Scope\nF. SI will be required to provide Help Desk and Call Centre (with operators 24X7) in ICCC for following activities: | Is this call centre means for customer grievances and internal helpdesk as well? | Helpdesk and call centre with man power is required for registering the complaints by the citizens/public regarding any of NDMC services and by the employees of NDMC for services. |
| 89. | Volume II - Detailed Scope of Work & Technical Specifications | 7.2.2.2 Blade Server – 4 Socket | Blade Servers chasis failure may leads to single point of failure. Also blade servers are much more expensive than rack servers. Can the SI propose Rack servers instead of Blades ?? | Yes, Bidder to asses the quantity and quote to meet the solution requirement through Blade chassis/Rack based solutions |
| 90. | Volume II - | 7.2.17 Purpose Built Backup Appliance | The latest enterprise class Unified Storage systems are having in | This clause stands deleted |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
|  | Detailed Scope of Work & Technical Specifications | (PBBA) Features | build support for Data archival, Disk to Disk to Tape backup features. Is there a need for a separate "PBBA (purpose build backup appliance" |  |
| 91. | Volume II - Detailed Scope of Work & Technical Specifications | 7.1.1.1 Video-wall Screen | Is there any such product is being used in NDMC? | No such solution is currently running in NDMC |
| 92. | Volume - I | A. GENERAL 4.1.4 Applicants may carry out Project Site visits/ inspections at their own cost. | When the bidders can have a site visit. Any point of contact?? | Bidder may seek prior appointment to do a survey at the earliest. |
| **M/s Vayam Technologies Ltd.** | | | | |
| 93. | Tender Scope |  | Does NDMC wants COTS software or Bespoke development for ERP development as per their requirements? The requirement study, solution design and development/testing will take time, hence recommended to bifurcate the modules into Two parts. The delivery of part 1 can be done by T+9 months and Part 2 by T+12 Months. | SI can develop these Software Modules of ERP or can provide COT's Software customised to NDMC requirement. |
| 94. |  |  | What is the exact scope of Civil work that is required for Command and control center? Any specific requirements on area and space. | Scope of work already defined in RFP, For area of ICCC and DC refer reply to the query at S.N.10 |
| 95. | 6.8.1 Payment Terms Page 100 |  | 100% of the value of this component subject to submission of BG of equivalent amount. The payment term of releasing payment against a BG of equivalent amount is harsh on the bidder as it puts extra financial burden on the bidder. Suggest this to be removed | For modified payment terms refer Annexure I to this RFP. |
| 96. | 6.8.1 Payment Terms Page 100 |  | 100% of the CAPEX Value of the items delivered (except software and its integration), subject to submission of BG of equivalent amount. | Refer annexure 1 to these pre-bid replies. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|--------|------------------|---------------------|------------------------------|---------------|
| | | | The payment term of releasing payment against a BG of equivalent amount is harsh on the bidder as it puts extra financial burden on the bidder. SI has already invested heavily, separate BG for different work may not serve any purpose. Suggest this to be removed | |
| 97. | | | Kindly list the departments that the Command Control application needs to be integrated with. Kindly also provide clarification on who within the concerned department shall be responsible for providing requirements and giving signoffs for such integration. | Details already provided in RFP document. NDMC designated staff will Co-ordinate the same. |
| 98. | | | What is the scope of future applications that need to be integrated with CCC application? The future scope cannot be open ended and flexible. | RFP clause remains unchanged. It will be dealt as per clause 3.5.6. |
| 99. | 3.2.2 Page 18, Volume I | | What is the status of all the services listed in this section? | RFP clause remains unchanged. |
| 100. | | | Since everything is being supplied and installed by the SI. What about the owner ship and security of these CCTV infrastructure? | Ownership of all material will be of NDMC. However, responsibility of security will be of SI. |
| 101. | 3.3 page 20 | | The timelines given are too stringent. Kindly provide relaxation. | RFP clause remains unchanged. |
| 102. | | | What if the source of information and action is delayed from other side, and hence delaying the completion of phase? Does NDMC has taken care to safeguard the interest of Bidder in this case? The timeline for obtaining approvals is not within absolute control of SI. This affects overall implementation timelines. | In case of delay NDMC will analyze the cause of delay and if the delay is on NDMC part then necessary time extension will be allowed and necessary SLA's during this period for respective service will not be |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | An undue delay on part of NDMC or third parties in providing approvals and signoffs may result in schedule and cost overrun for the bidder. Hence it is necessary to agree to a pre-defined SLA that is applicable to both parties. NDMC should provide the definite time for providing the required details for applications to be integrated.<br>You are requested to clarify on this matter. | applicable. |
| 103. | PQ1, Page 69 | | The required stakes for lead bidder and consortium members containing technical/financial credentials are 50% and 26% respectively. Under this arrangement these consortium partners cannot pool credentials as 51%+26%+26% is more than 100%. Consortium member stake may be redefined to 25% each for members other than lead bidder. | RFP clause remains unchanged. |
| 104. | 3.5.19-<br>Integration with redundancy<br>Page 32 | | The granularity of redundancy required may be specified as it has cost implications. | RFP clause remains unchanged. |
| 105. | 3.5.11<br>Page 30 | | What is the cyber security cover existing for water/electricity distribution systems?<br>Cyber security of command center is not adequate or complete, if components being controlled are without cover. | RFP clause remains unchanged. |
| 106. | 3.5.5 page 27 | | Is SI expected to deploy security guards also for physical protection on 24X7X365 basis? How many entrance or exit points (locations) to be covered under this?<br>This will have cost implications | Clause 3.5.5 (xv) stands deleted. |
| **M/s Hewlett-Packard Enterprise India Pvt. Ltd.** | | | | |
| 107. | 331/Vol II - 7.2.1, Point 8 - Converged | In lieu of above mentioned Ethernet and FC module, Chassis can also be provision to have sufficient number of redundant | Today there are modules available with higher bandwidth, hence those should be allowed. | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Module | 10gb based converged modules to provide a minimum of 40 Gbps per blade server and 20Gbps sustained per blade server ( with 1 module failure)for a fully populated chassis for LAN & SAN Traffic. It should also provide minimum 40Gbps FCOE downlink bandwidth from each module /switch to each x86 server | Kindly change it to 'redundant 10Gbps or higher converged modules to provide a min. of 40Gbps per blade server' | |
| 108. | 331/Vol II - 7.2.1, Point 8 - Converged Module | In lieu of above mentioned Ethernet and FC module, Chassis can also be provision to have sufficient number of redundant 10gb based converged modules to provide a minimum of 40 Gbps per blade server and 20Gbps sustained per blade server ( with 1 module failure)for a fully populated chassis for LAN & SAN Traffic. It should also provide minimum 40Gbps FCOE downlink bandwidth from each module /switch to each x86 server | One section of this point mentions that min. 20Gbps sustained per blade server should be available even with 1 module failure. The other point mentions min. 40Gbps FCoE downlink bandwidth from each module. This is ambiguous, hence we request it to be changed to 'min. 20Gbps FCoE downlink bandwidth from each module/switch to x86 server'.<br><br>Kindly change it to 'min. 20Gbps FCoE downlink bandwidth from each module/switch to each x86 server'. Please Confirm? | Clause stands amended as follows: In lieu of above mentioned Ethernet and FC module, Chassis can also be provision to have sufficient number of redundant 10gb based converged modules to provide a minimum of 40 Gbps per blade server and 20Gbps sustained per blade server ( with 1 module failure)for a fully populated chassis for LAN & SAN Traffic. It should also provide minimum 20Gbps FCoE downlink bandwidth from each module /switch to each x86 server. |
| 109. | 332/Vol II - 7.2.1, Point 13 - Management | Should support a environment where server identity including - server BIOS version, MAC ID, NIC firmware version, WWPN , FC-HBA firmware version , Management module firmware version, Server Boot Policies, KVM IP etc can be created | Different Server vendors have different approach to implementation of Stateless Server Profiles. Mentioning specific points can be restrictive, hence the request for change.<br><br>Kindly change it to "should support creation of stateless server profiles where server identity including - server BIOS version, MAC ID, NIC firmware version, WWPN , FC-HBA firmware version , Management module firmware version, Server Boot Policies, KVM IP etc can be created ' | Clause stands amended as follows: S.N. 8 of table under clause 7.2.2.1 will be read as, "Should support a environment where created profiles have server identity including - server BIOS version, MAC ID, NIC firmware version, WWPN , FC-HBA firmware version , Management module firmware version, Server Boot Policies, KVM IP etc can be |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | | created". |
| 110. | 332/Vol II - 7.2.2.1, Point 2 - Memory | Should have at least 24 DIMM slots and should be populated with minimum 128 GB of memory Day1. | The current memory requirement is 128GB. With 16 DIMMs, Servers are capable to scaling upto 2 TB which is a good head room for future expansion, hence the request for change.<br><br>Kindly change it to 16 DIMM slots | Clause stands amended as follows: Should have at least 16 DIMM slots and should be populated with minimum 128 GB of memory Day1, though support for higher DIMMs would be preferred.<br>RFP clause remains unchanged. |
| 111. | 332/Vol II - 7.2.2.1, Point 5 | The server should be configured to provide for port and card level redundancy | Card level redundancy can be an overkill for Servers which are virtualised. Hence, port level redundancy is sufficient from both bandwidth and uptime perspective.<br>Kindly change it to 'port level redundancy' | Minimum specifications are provided. Bidders may quote higher specifications to meet the solution requirement.<br>RFP clause remains unchanged. |
| 112. | 38/Vol I - 3.5.45 | SI will replicate all the Data of all the existing IT systems in NDMC and proposed IPDS and SCADA system into the Data storage System of ICCC to be created in this RFP. After successful GO-Live, the Data Centre of ICCC will become the main Data centre for all the Applications of NDMC. | As per our understanding data from the existing IPDS and SCADA system needs to be migrated to the new ICCC Storage , Please confirm. Please also provide the details of the existing systems. We also understand there is no replication to be configured between the old and new systems . Please confirm | Clause amended as follows: The list of applications and details & version of Database mentioned in Clause 1.8 of Vol-II of RFP needs to be & replicated and migrated to new Database of ICCC by the SI. SI to provision the necessary license appropriately. After successful migration the ICCC Database will become the main Database. The existing data centre will become the backup Database. Database of IPDS & Electric SCADA also to be replicated in database of ICCC created under this RFP. |
| 113. | 337/Vol II - 7.2.5 - Point 3 - Controllers | System to have minimum Two controllers with NSPoF Architecture (NO single point of failure architecture). System | Every storage Controllers architecture in the Industry is different. Few vendor depends upon CPU whereas few vendors depends upon high performance ASIC architecture. Considering it, request to remove Type of CPU and no. of CPU from | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | Data mover/controller should support 2x Intel Xeon E5-2600 6- core CPU or higher. Storage should support non-disruptive online firmware upgrade for both Controllers and disk drives. | specification. Please confirm? Request to remove the CPU type and change the clause to "System to have minimum Two controllers with NSPoF Architecture (NO single point of failure architecture). Storage should support non-disruptive online firmware upgrade for both Controllers and disk drives. | |
| 114. | 337/Vol II - 7.2.5 - Point 5 - Cache memory | Cache Memory: Each controller should support 128 GB RAM with usable protected data Cache for Disk IO Operations. If NAS controllers with separate controllers additional RAM cache to be provided. The storage array must have complete cache protection mechanism either by de-staging data to disk/flash or protecting with NVRAM | Since current Non Video capacity is asked on SSD hence cache plays limited role , request NDMC to please change the clause to "Cache Memory: Each controller should support 64 GB DRAM RAM protected data Cache for Disk IO Operations scalable to 128GB. If NAS controllers with separate controllers additional RAM cache to be provided. The storage array must have complete cache protection mechanism either by de-staging data to disk/flash or protecting with NVRAM " | Clause stands amended as follows: Cache Memory: Each controller should provide atleast 128 GB RAM with usable protected data Cache for Disk IO Operations. If NAS controllers with separate controllers additional RAM cache to be provided. The storage array must have complete cache protection mechanism either by de-staging data to disk/flash or protecting with NVRAM |
| 115. | 337/Vol II - 7.2.5 - Point 12- Capacity | The storage system should be configured with 265TB usable capacity using 10TB 7.2K RPM NL-SAS disk with 6+2 disk raid (Dual parity protection) and 2 nos of global hot spare disks. Additional 14 TB usable on RAID 6 using 1.6 TB Enterprise SSD drives or higher | This clause is contradictory as compared to Bill of material mentioned on Page no. 207 - Point number 5.6. As per this clause - Bidder need to provide 200TB for Non-video application and 800TB for Video applications. Please confirm which one to consider? Please confirm the exact capacity which needs to be considered? | The clause stands amended as follows: The Primary storage system for non-video applications should be configured with 110 TB of usable capacity SSD with dual parity protection and additional 170 TB of usable capacity NL-SAS drives with dual parity protection with RAID (RAID level supported: 0/1/5/6(dual |
| 116. | 207/Vol I - 5.6 | Primary & Secondary Storage Solution (Non Video) Applications ( Min 200TB) And for CCTV Applications 800 TB i.e. for 500 CCTV @15 fps of 2 MP for 30 | our understanding is that for Non-Video applications - vendor need to use 10/15K SAS / SSD drives in Hardware Raid 5. Please confirm? | parity or higher) configuration as per OEM best practices. Separate storage system for video applications should be configured |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | days | | with 800 TB of usable capacity in RAID 6 with dual parity protection using NL-SAS drives for 500 CCTV @ 15 fps of 2 MP for 30 days. |
| 117. | 337/Vol II - 7.2.5 - Point 14- De-duplication | Should provide de-duplication functionalities for the configured capacity. | Since De-duplication doesn't provide any benefit for Video files and Database files since they are already compressed and encrypted. Our understanding is that De-duplication will be applicable only for noncompressed and non- encrypted files which would be running on high performance SSD drives. Please confirm? We would request to modify this clause as - "Should provide de-duplication functionalities for the configured capacity running on SSD / Flash drives" | RFP clause remains unchanged. |
| 118. | 337/Vol II - 7.2.5 - Point 11- Multi-path | Multi-path & Load balancing, MPXIO, IPMP, LACP protocol should be supported | Since RFP allow different architectures , request NDMC to please change the clause to "Multi-path & Load balancing should be supported". | RFP clause remains unchanged. |
| 119. | 336/Vol II - 7.2.6 - Primary and Seconday storage Solution | Primary and Secondary Storage solution | Please confirm if the secondary storage is also provided on the disk , can it be also configured on the primary storage array. | Clause stands amended as follows: Primary Storage solution |
| 120. | 338/Vol II - 7.2.6 - Point 11- Certification | CERTIFICATIONS: The TL must be Certified by the BIS STANDARDS ( Certificate to be attached) | Request NDMC to remove the clause. | RFP clause remains unchanged. |
| 121. | 356/Vol II - 7.2.17  Purpose Built Backup Appliance (PBBA) Features | Purpose Built Backup Appliance (PBBA) Features | Please confirm if the same needs to be offered as there is no mention of the same in Unprise BOQ format on Page No 205,206 | This clause stands deleted |
| 122. | 357/Vol II - 7.2.17 - Purpose Built Backup Appliance | The Proposed Backup dedupe Appliance license should not be tied to the storage device. This means if another appliance is installed at the DR site, then the appliance | This clause is vendor restrictive. Request to change this clause to "The proposed dedupe appliance shall be supplied with de-duplication license". | This clause stands deleted |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | (PBBA) Features | will not need separate dedupe license or any other software license. | | |
| 123. | 256/Vol II - 7.2.17 - Purpose Built Backup Appliance (PBBA) Features | The Disk to disk proposed Backup Appliance shall be modular in design. Scale up to 200 TB and scale out when the data size grows beyond 200 TB | Please provide the minimum capacity to be offered. | This clause stands deleted |
| 124. | 356/Vol II - 7.2.17 - Purpose Built Backup Appliance (PBBA) Features | The Disk to disk proposed Backup Appliance shall be modular in design. Scale up to 200 TB and scale out when the data size grows beyond 200 TB | Request NDMC to please change the clause to "The Disk to disk proposed Backup Appliance shall be modular in design with scalability". Please leave the approach for scale up or scale out on the bidder as scale out system start with PB's of requirement which is not required here. | This clause stands deleted |
| 125. | 356/Vol II - 7.2.17 - Purpose Built Backup Appliance (PBBA) Features | The proposed device shall support rated write performance of minimum 10 TB per hour and when enabled with source level de-duplication, shall have rated performance of at least 30 TB/hr | The proposed device shall support rated write performance of minimum 10 TB per hour and when enabled with source level de-duplication, shall have rated performance of at least 25 TB/hr. | This clause stands deleted |
| 126. | 356/Vol II - 7.2.17 - Purpose Built Backup Appliance (PBBA) Features | It is preferred that proposed backup solution may provide a —turnkey‖ fully integrated backup solution (Backup Appliance and Backup Software) from a single OEM | Please delete the clause as this is limiting the competition and specific OEM's will quality. | This clause stands deleted |
| 127. | 124/Vol II - 7.2.3 Data Center Switch-Type I/ Layer 2 and Layer 3 Functionality | Switch should support VRF - Lite and VRF Route leaking functionality.. | VRF - Lite and VRF Route leaking is a prorpietary solution from single OEM and it has to be removed because there is no functional requirement mentioned in the tender which requires this feature to be implemented . | Clause stands amended as follows: Switch should support Virtual routing |
| 128. | 125/Vol II - 7.2.3 Data Center Switch-Type I/ Compliance/Certi fications | The switch should be minimum EAL2 / Applicable Protection Profile (NDPP) certified under the Common Criteria Evaluation Program. In case, the OEM has applied for the certificate, then either such | Kindly remove these specifications crietrias , As EAL2 itself is obsolete and no more exist , All these certificates are propogated and marketed by single OEM which limits the competition . We are in Data centre switching and Gartner rated us in a Leadership Quadrant . | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | OEM shall get the certificate for such switches before the date of GoLive, or such switches has to be replaced from switches of an OEM having such certificate. | | |
| 129. | 125/Vol II - 7.2.3 Data Center Switch-Type I/ Remote Line card and Virtualization support | Switch must support virtualization features like VXLAN Gateway/Bridging and routing functionality. Capability of supporting NVGRE is preferred. | VXLAN is the Open standard protocol which is used for tunneling by all the Hypervisors . NVGRE is a proprietary protocol supported by Microsoft Hyper V onlu. Hence kindly remove NVGRE. | RFP clause remains unchanged. |
| 130. | 126/Vol II - 7.2.4 Data Center Switch-Type 2/ Switch Features | It is preferred that switch must support VXLAN (Bridging and Routing) as well as NVGRE overlay encapsulation protocol in hardware to support multiple hypervisor deployment in the Data Center | VXLAN is the Open standard protocol which is used for tunneling by all the Hypervisors . NVGRE is a proprietary protocol supported by Microsoft Hyper V onlu. Hence kindly remove NVGRE. | RFP clause remains unchanged. |
| 131. | 126/Vol II - 7.2.4 Data Center Switch-Type 2/ Compliance/Certi fications | The switch should be minimum EAL2 / Applicable Protection Profile (NDPP) certified under the Common Criteria Evaluation Program. In case, the OEM has applied for the certificate, then either such OEM shall get the certificate for such switches before the date of Go-Live, or such switches has to be replaced from switches of an OEM having such certificate. | Kindly remove these specifications criteria's , As EAL2 itself is obsolete and no more exist , All these certificates are propagated and marketed by single OEM which limits the competition . We are in Data centre switching and Gartner rated us in a Leadership Quadrant . | RFP clause remains unchanged. |
| 132. | 131/Vol II -7.2.9 WAN Services router and Internet Router/Performan ce | The router should support the IPv4 and IPv6 DUAL-stack in hardware and software. The router should support minimum 450k IPv4, IPv6 routes from day one (1) & scalable to minimum 1MN IPv4, IPv6 unicast routes, should have 56K | Routers with such a high routing scale number is required only in ISP networks where requirement is to take full internet routing table. Current internet table size is around 700K , either go for full interne table  and ask for atleast 2 million routes keeping future growth in mind like any other ISP router, we understand that current  requirement is for enterprise garde network so  this | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | Multicast routes & 500 IGMP groups from day one. | number is too high ,we therefore request so to please reduces this to 100K routes .<br>It is a smart city network and not a surveillance network so we would suggest please remove the requirement of 56K multicast routes | |
| 133. | 131/Vol II -7.2.9 WAN Services router and Internet Router/Architecture | The router line card must support following interface: Fast Ethernet, Gigabit Ethernet, Channelized STM1, STM1, STM16, STM64, 10G Ethernet, POS, ATM, V.35 Serial Ports, E1, Chn E1, E3 Ports. Support for these port requirement can be considered optional for Internet routers | STM 16 is 2.5 G and STM 64 is 10G and for such a high capacity TDM interfaces are not available with many OEMs like us so request to remove STM 16 and STM 64 requirement for larger participation .RFP already asked for 10G interface | RFP clause remains unchanged. |
| 134. | 132/Vol II -7.2.9 WAN Services router and Internet Router/Security Feature | The proposed router should have support for 2000 IPsec tunnels from day one. | This is very high number considering E-governace project , please reduce this number to 1000 | RFP clause remains unchanged. |
| 135. | 325/6.3.3 Network Management System | The solution should provide capability to mask the default port speed for accurate % port utilization reporting. | Masking the Port speed is not supported by the Enterprise Monitoring tools. Please rephrase the same as: " The solution should provide accurate % port utilization reporting" to make the solution competitive for bidding. | RFP clause remains unchanged. |
| 136. | 324/6.3.2 Reporting | The ICCC platform should include a broad range of device integration servers for establishing the I/O interface to filed devices such as RTU's, PLCs and DCS systems. | These Supervisory control and data acquisition (SCADA) peripheral devices like RTU , PLC , DCS etc falls outside the ambit of Enterprise Management systems & should be positioned in other sections of the RFP. EMS tools are for monitoring the health of IT devices like networks, servers, databases, apps etc. | RFP clause remains unchanged. |
| 137. | 324/6.3.2 Reporting | The ICCC platform software provided shall consist of a human machine interface (HMI) system with support for supervisory and process control, real time data | These Supervisory control and data acquisition (SCADA) peripheral devices like RTU , PLC , DCS etc falls outside the ambit of Enterprise Management systems & should be positioned in other sections of the RFP. EMS tools are for monitoring the | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | acquisition, alarm and event management, historical data collection, report generation, local or remote telemetry communications to PLCs/RTUs and internet / internet access. | health of IT devices like networks, servers, databases, apps etc. | |
| 138. | 327/6.3.6 Application Performance Management | The solution must provide rapid analysis where crash analytics and video session playback allows for rapid analysis and repair to deliver seamless user interactions | Video session playback is not supported & not available in the tool. Pls remove this requirement. | RFP clause remains unchanged. |
| **M/S  IL&FS** | | | | |
| 139. | 3.2.1.1 Vol-1 P-16 | Necessary Civil, Electrical work including furniture, including Air-conditioning for DC, and CCC | Please define total area in sq feet which need to built for CCC and Data center? | Refer reply to the query at S.N.10 |
| 140. | able 1: Services for integration - Phase wise integration of system and services Vol-1 P- 22 | | Kindly define total no of devices/sensors envisaged for the project for Phase-I, Phase-II and Phase-III. This will help in providing optimized solution. Based on experience for other cities, it is recommend to have 1,00,000 (One lakh) sensor/devices software license enablement from Day 1. | ICCC software license shall be for unlimited sensors/devices to be integrated. |
| 141. | 5.2.3, Pre-Qualification Criteria Vol-1 P-69 | The average annual Turnover (TO) in Indian Rupees for last 3 audited financial years (2014-15, 2015-16, 2016-17) in the field of  (a) ICT infrastructure (b) IT system integration services (c) IT hardware manufacturer/ software developer • For Sole Applicant or , lead member ( in case of Consortium) shall have average annual turnover of Rs. 100 Cr. | The average annual Turnover (TO) in Indian Rupees for last 3 audited financial years (2014-15, 2015-16, 2016-17), In case audited balance sheet of Financial Year 2016-17 is not available, bidder can submit the audited balance sheet and Profit & loss statement for financial year 2013-14, 2014-1 and 2015-16 in the field of ICT infrastructure IT system integration services IT hardware manufacturer/ software developer For Sole Applicant– 100Cr In case of Consortium, lead member shall have average annual turnover of Rs. 100 Cr | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 142. | 5.2.3, Pre-Qualification Criteria | Registration under Tax, Labour Laws, Electrical Laws, etc. The Applicant or the Lead Applicant should have a registered number of: (a) VAT/Sales Tax where its business is located; (b) Service Tax; (c) Income Tax PAN; The ESI & EPF registration as per Labour Laws; Vol-1 P-71 | Registration under Tax, Labour Laws, Electrical Laws, etc. Registration under Tax, Labour Laws, Electrical Laws, etc. The Applicant or the Lead Applicant should have a registered number of: VAT/Sales Tax where its business is located; Service Tax; Income Tax PAN; The ESI / Group Insurance & EPF registration as per Labour Laws; | At S. N. 9 of table under clause 5.2.3 ESI/Group Insurance will be allowed. |
| 143. | 79/5.3.2 Criteria for Technical Evaluation | People in organization (Full time Employees –FTE in ICT projects) Number of FTE > 700 FTE----------------------100% > 600 FTE to =<700 FTE-----------90% > 500 FTE to =<600 FTE----------75%  =< 500 FTE-----------------------60% | People in organization (Full time Employees –FTE in ICT projects) Number of FTE > 300 FTE----------------------100% > 250 FTE to =<300 FTE-----------90% > 150 FTE to =<200 FTE----------75%  =< 150 FTE-----------------------60% | RFP clause remains unchanged. |
| 144. | 80/5.3.2 Criteria for Technical Evaluation | □ The Applicant should haveexperience in executing projects for setting up, O&M of Data Centre of atleast 500 TB storage □ Each project of data centre having 500 TB storage or more will be considered as one unit. □ Points are allocated based on number of units executed | Data Centre The Applicant should have experience in executing projects for setting up, O&M of Data Centre . Each project of data centre having  will be considered as one unit. Points are allocated based on number of units executed | Clause stands amended as follows: The Applicant should have experience in executing projects for setting up, O&M of Data Centre of atleast 500 TB storage or Tier-III certified data center or 27001 Certified data center. Each project of data centre having 500 TB storage or tier-III certified data center or 27001 Certified data center will be considered as one unit. Points are allocated based on number of units executed. |
| 145. | 81/5.3.2 Criteria for Technical | ERP System The Applicant should have experience in | ERP System The Applicant should have experience in executing projects for | Refer reply to the query at S.N.79 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Evaluation | executing projects for customization/ configuration and installation of ERP system for an urban local body (Municipal Corporation / municipal council / development authority). Each executed project worth Indian Rupees 50 Lakh will be considered as one unit Points are allocated based on number of units executed | customization/ configuration and installation of ERP system Each executed project worth Indian Rupees 50 Lakh will be considered as one unit Points are allocated based on number of units executed | |
| 146. | 82/1 5.3.2.c | | Request addition of Magic Quadrant for Wired and Wireless LAN We request to 3 point marking system for OEMs in Gartner Magic Quadrant for Wired & Wireless LAN. | RFP clause remains unchanged. |
| 147. | 92/5.3.6.3 Approach and Methodology | What should be the Cloud Strategy of NDMC with respect to scope of this RFP? Please elaborate on pros and cons of this strategy. | Request for deletion of the clause Please clarify this needs to be provisioned for Future DR strategy | This Clause stand deleted. DR is not part of the present RFP |
| 148. | 97/5.3.2 Criteria for Technical Evaluation | Performance Bank Guarantee The Preferred Applicant will be required to submit a Performance Bank Guarantee (PBG) equivalent to 10% of the total contract amount quoted by the preferred bidder to the NDMC within 15(fifteen) days from the date of receipt of Letter of Acceptance | Performance Bank Guarantee The Preferred Applicant will be required to submit a Performance Bank Guarantee (PBG) issued by a nationalized bank, or a Scheduled Bank in India, in favour of the "Secretary NDMC" equivalent to 10% of the total contract amount quoted by the preferred bidder to the NDMC within 15(fifteen) days from the date of receipt of Letter of Acceptance | Clause 6.3.1 will be read as, "The Preferred Applicant will be required to submit a Performance Bank Guarantee (PBG) issued by a nationalized bank, or a Scheduled Bank in India, in favour of the "Secretary NDMC" in the format at Annexure–5 (the "Bank Guarantee") equivalent to 10% of the total contract amount quoted by the preferred bidder to the NDMC within 15(fifteen) days from the date of receipt of Letter of Acceptance. In case of a Consortium, the Lead |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | | Applicant of Consortium shall be liable to pay Performance Bank Guarantee". |
| 149. | 99/6.6 TAX LIABILITY | 6.6.1 The System Integrator shall be responsible for all the statutory taxes, statutory dues, local levies, Service tax, GST, etc. to be paid to Government / Statutory bodies / Authorities etc. for the services rendered by it. There will be no tax liability upon the NDMC whatsoever on any account. | Kindly add: For any change in tax like GST or minimum manpower wages, NDMC will make the extra payment on release of respective invoice | The Price bid of the applicant shall be inclusive of all taxes, duties, levies or any other liability at time of bid submission. The bidder also have to mention all the tax components applicable on each line item in BOQ of the commercial bid to be submitted. However any variation of taxes will be reimbursed/ recovered against actual invoice and proof of change in taxation. |
| 150. | 100/Payment Terms | Payment Terms Implementation of ERP Solution:- Payment of ERP Solution. Installation, commissioning and integration with ICCC of all cameras:- Payment of Cameras Solution | Payment Terms - Implementation of ERP Solution:- 100% of the value of this component subject - Installation, commissioning and integration with ICCC of all cameras:- of the value of this component subject | Refer Annexure-1 to these pre-bid replies for updated payment terms |
| 151. | 106/8. MISCELLANEOUS | 8.5 (iv) The System Integrator shall be responsible for behavior and conduct of his staff. The System Integrator shall engage no staff with doubtful integrity or having a bad record; | The SI will follow its own integrity check for the candidates being recruited as per the organization policy, kindly explain if anything is required | RFP clause remains unchanged. |
| 152. | 106/8. MISCELLANEOUS | 8.6 The Applicant has to give the month-wise and quarterly scheduled completion plan along-with the technical bid. However, total implementation will have to be completed in 12(twelve) months. If | It is requested to kindly modify as: 8.6 The Applicant has to give the month-wise and quarterly scheduled completion plan along-with the technical bid. However, total implementation will have to be completed in 12(twelve) months. If the targets for each quarter is not | Clause stands amended as follows: 8.6 The Applicant has to give the month-wise and quarterly scheduled completion plan along-with the technical bid. However, total |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | the targets for each quarter is not completed then necessary penalties will be impose and also no further permission will be given to lay further fibre network or to execute any kind of work | completed then necessary penalties will be impose and also no further permission will be given to lay further fibre network or to execute any kind of work | implementation will have to be completed in 12(twelve) months. If the targets for each quarter is not completed then necessary penalties will be imposed. If the overall project is implemented in 12 months and SI will give justification of acceptable delay of in between milestones then no penalty will be imposed. |
| 153. | 120/9.3.7 SLA Matrix for Post Implementation SLAs | | Kindly make it 4 consecutive violations for breach metric | RFP clause remains unchanged. |
| 154. | 121/9.3.9 Security Breach SLA | Penalty for non-achievement of SLA Requirement For every security breach reported and proved, there shall be a penalty of INR 5,00,000/- or lead to termination of contract | It is requested to rewords as: Penalty for non-achievement of SLA Requirement For every security breach reported and proved, there shall be a penalty of INR 1,00,000 or lead to termination of contract | RFP clause remains unchanged. |
| 155. | 127/7.2.5, Storage Cache memory | Cache Memory: Each controller should support 128 GB RAM with usable protected data Cache for Disk IO Operations. If NAS controllers with separate controllers additional RAM cache to be provided. The storage array must have complete cache protection mechanism either by de-staging data to disk/flash or protecting with NVRAM | Cache Memory: Each controller should provide atleast 128 GB RAM with usable protected data Cache for Disk IO Operations. If NAS controllers with separate controllers additional RAM cache to be provided. The storage array must have complete cache protection mechanism either by de-staging data to disk/flash or protecting with NVRAM Requested Cache would ensure optimum performance of the storage and less queuing. | Column no.3 of S.N. 5 under table of Clause 7.2.5 will be read as "Cache Memory: Each controller should provide atleast 128 GB RAM with usable protected data Cache for Disk IO Operations. If NAS controllers with separate controllers additional RAM cache to be provided. The storage array must have complete cache protection mechanism either by de-staging data |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | | to disk/flash or protecting with NVRAM". |
| 156. | 128/11.4 Termination Notice | 11.4 Termination Notice (ii) the Termination Date which shall be a date occurring not earlier than 30 days from the date of Termination Notice; | It is requested to reword as: 11.4 Termination Notice (ii) the Termination Date which shall be a date atleast occurring not earlier than 30 days from the date of Termination Notice; | RFP clause remains unchanged. |
| 157. | 130/11.8 Rights of NDMC on Termination | Upon Termination of this Agreement for any reason whatsoever, NDMC shall have the power and authority to: | It is requested to reword as: Upon Termination of this Agreement for any reason whatsoever, with mutual agreement with SI; NDMC shall have the power and authority to: | RFP clause remains unchanged. |
| 158. | 131/11.8 Rights of NDMC on Termination | 11.8 Rights of NDMC on Termination (v) The parties agree that the said liquidated damages shall be calculated at the rate applicable for the year when the Contract is Terminated plus the costs incurred by NDMC for recovery of the Project Facilities | 11.8 Rights of NDMC on Termination (v) The parties agree that the said liquidated damages shall be calculated at the rate applicable for the pending portion when the Contract is Terminated | RFP clause remains unchanged. |
| 159. | 132/13 LIQUIDATED DAMAGES | Clause Addition | It is requested to add: The LD will be calculated on 0.5% of the total pending portion beyond the date mutually agreed with NDMC to max 10% of the CAPEX before GO-LIVE | RFP clause remains unchanged. |
| 160. | 207/5.6 Unpriced BOM | Primary & Secondary Storage Solution (Non Video) Applications ( Min 200TB)<br><br>And for CCTV Applications 800 TB i.e. for 500 CCTV @15 fps of 2 MP for 30 days | Primary Storage Solution (Non Video) Applications ( Min 200TB) And Video Storage for CCTV Applications 800 TB i.e. for 500 CCTV @15 fps of 2 MP for 30 days It is recommended to have Primary storage for Non Video applications & Separate Video Storage for CCTV Applications | RFP clause remains unchanged. |
| 161. | 207/5.7 Unpriced BOM | Tape Library | Tape Library for non video Tape Library needs to be for non video applications | Tape library is for non video applications only. |
| 162. | 207/5.9 Unpriced BOM | Backup Software | Backup Software for non video Backup software solution to be proposed for non video of applications | Back up software is for non video applications |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 163. | P-210 | | Request you to please clarify the below queries related to Smart Solid Waste Management System (SWM) | |
| 164. | 210/RFID based Solid Waste Management System | RFID Tags for each household bins Nos 75000 | 1. Do we consider the RFID tag 75000 for house holds? | Yes, RFID tags are 75000 numbers. |
| 165. | 210/RFID based Solid Waste Management System | RFID Tags Readers to be installed in Garbage Collection vehicles alongwith the data transfer module. Nos 45 | 2. RFID reader Qty is 45 so do we consider that vehicles qty will be 45? | Refer to annexure 4 BOM for revised qty. |
| 166. | 210/RFID based Solid Waste Management System | RFID Tags Readers to be installed in Garbage Collection vehicles alongwith the data transfer module. Nos 45 | 3. What are number of smart bin are scope of this tender? | RFID Tag readers are for reading the RFID Tag installed on 75000 bins. |
| 167. | 210/RFID based Solid Waste Management System | RFID Tags Readers to be installed in Garbage Collection vehicles alongwith the data transfer module. Nos 45 | 4. The authority only wants weight sensor or combo of weight & volume sensor? | Consider Volume sensor for Garbage Bins. |
| 168. | 210/RFID based Solid Waste Management System | RFID Tags Readers to be installed in Garbage Collection vehicles alongwith the data transfer module. Nos 45 | 5. Do we have require GPS for tracking of SWM vehicles? If yes please provide qty of GPS devices. | Providing GPS devices is not part of this RFP. |
| 169. | 387/Solid Waste Management Application Requirement, Point No 7 | Monitoring & track other municipal corporation vehicles | Please clarify the qty& function of that municipal corporation vehicles | These vehicles are used in maintenance works like Civil, Electrical, Horticulture, health, Garbage lifting, malba removal, water trolleys etc. |
| 170. | 388/Weight & Volume Sensor | | Please provide detail specification of weight sensor & type of volume sensor for bin management system with its Qty? | Only volume sensors will be installed. |
| 171. | 388/Wight & Volume Sensor | | Please clarify the size of bin with its capacity so we can identify the better solution in terms of bin management | Refer reply to the query at S. No.63 |
| 172. | 388/Source Code | | Who will be the owner of Application | The Owner of application will be |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | & Application Ownership | | | NDMC |
| 173. | 388/Source Code & Application Ownership | | Do we have to host that application to data center of NDMC? | Yes, in NDMC Data Center |
| 174. | 388/Source Code & Application Ownership | | Please clarify that we need to submit the source code of application? | Source code of the application will be shared with NDMC. |
| 175. | 389/Route Optimization | | For the better route optimization the bin lifter vehicles driver have mobile & in that mobile one Smart Bin application run. Once sensor gives alert to the central system that bin was full then system directly identify the nearby location of vehicles & give them alert to pick that bin with that bin location. This is ideal system of Smart Bin management. If the understanding is correct, please clarify the specification of handheld terminals of driver with its Qty? | Scope already defined in RFP. |
| 176. | 407/IBMS Solution for control room | | We assume NDMC is seeking an integrated Building management system which shall provide a central server platform over which various mechanical and electrical parameters of the control room (e.g. power feeder system, HVAC, DG sets, UPS, Lighting, Fire systems, Access systems etc.) shall be monitored, controlled and automated in an integrated manner. iBMS shall also perform to generate reports, graphs and annunciate alarms when there is a problem. iBMS shall perform function of energy reporting and management. Same shall be integrated with CCC. If our above understanding is right below are the parameters to be monitored: Integration with HVAC System Integration with Electrical Power Distribution System Integration with DG Parameters Integration with Fire Alarm and Detection System Integration with UPS | Yes, Bidder need to provide IBMS for DC & ICCC and integrate with ICCC. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | Integration with Energy Monitoring System<br>Integration with DG Synchronization, Auto Load Control and Auto Mains<br>Failure Panel<br>BMS shall integrate with Command Control Centre (CCC).<br>Since no elaboration is mentioned in the RFP, request you to confirm the assumption | |
| 177. | 410/IBMS solution for data center | | We assume NDMC seeks to have an integrated central server platform for both control room ibms& data centeribms. Please correct if our understanding ir correct. | Yes, Bidder need to integrate with Control Room and DC |
| 178. | 445/10.3 Security | | Please clarify your stand on AAA and PIM requirement as this is mentioned in clause 10.3. PIM requirement can be met by using AAA and AD , hence clarification is being sought | Refer reply to the query at S. No. 68 |
| 179. | 445/10.3 Security | | E-mail Security is mentioned at various places under this clause, however number of mail boxes, flows, AD/LDAP information is not there. Please clarify if this is requirement in the RFP? | Refer reply to the query at S. No. 69 |
| 180. | Limitation if Liability General | Limitation of Liability | it is requested to kindly add:<br>Limitation of Liability: All the liabilities on MSI is limited to its contract value | RFP clause remains unchanged. |
| 181. | 11/1.7<br>**Vol-2** | Current ICT based systems of NDMC | Kindly confirm the status of each service (a to service jj) (ready / Partial ready/not ready)? Secondly Do you need anything more rather than only integration? | Only integration is required. |
| 182. | 11/1.7 | a) smart LED street lights / poles-<br>Converting traditional street lights to LED based intelligent lights | Kindly confirm what is the bidder scope ? Does the bidder suppose to convert normal LED lights to smart lights? | Only integration is required. |
| 183. | 12/1.7- Current ICT based systems of NDMC | Property Tax (GIS) | Request you to provide more details about existing Property Tax (GIS) System available with NDMC including Technology Stack (Front End, Back End), per minute transaction detail, total number of users and concurrent users, Detailed FRS of existing modules etc.<br>Also, please detail out about the current status of Geo-referencing of all the properties under NDMC | Existing Property Tax module can be seen at Palika Kendra, NDMC. Frontend Backend- Oracle. No Geo-referencing of properties at present. SI have to develop fresh property Tax module under scope of work of this RFP. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 184. | 15/1.7 | Building Plans Approval | What are the expectation from the bidder? Only integration or more development also required? | Only integration is required with MIS. |
| 185. | 15/1.7 | Accounts Module | Functional specs are missing. Request to define in details. | Only integration required. Bidder can visit and see. |
| 186. | 16/1.7 | Citizens can book their appointment online through this application Public Wi-Fi : NDMC has a plan to implement Citywide Wi-Fi | What are the detailed expectations from the bidder with respect to this clause ?Please elaborate. | RFP clause remains unchanged. |
| 187. | 19/1.7 | Asset Management and work asset management | Please share more details and what are the differences in both modules and expectation from the bidder? | RFP clause remains unchanged. Only existing status shown. |
| 188. | 19/1.7 Current ICT based systems of NDMC | Geographic Information System (GIS) In the year of 2010, NDMC has created a base map of GIS with 137 several utility layers and mapped with base map of GIS platform but due to non availability of licenses Department cannot use this for edit, update, publish, query, printing etc, resulting which it cannot be properly utilized by the Departments of NDMC. For utilization of this data licenses is required. Description of present available layers as under: | Please provide the sample copy of shared list of Layers in RFP | Already provided as 1.7(ee) at p-19 of Vol-II. Now these GIS layers have been transferred on ESRI platform (Arc GIS). |
| 189. | 28/Volume 2, 28, 2.2 Overview of Scope, Point E | SI will provide and maintain the Hardware and Software IT infrastructure services at Data Recovery Center hosted on cloud for recovering the data in case of crash of server at the ICCC. | Request for deletion of the clause Our understanding is DR is for future scope, request you to delete the clause | This Clause stand deleted. DR is not part of the present RFP |
| 190. | 32/2.3.1.4- Integration & Testing Phase | Any other services implemented in near future during the project period* | Please elaborate the Scope under integration with the existing system at NDMC. We understand that NDMC will arrange all the API from third party system or existing system to MSI for integration with ICCC. | Heading of Clause 2.4 will be read as "Integration Scope of work of ICCC." Required API's of existing or proposed applications will be provided by NDMC except those |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | Who will develop additional services? Will NDMC share the source code of existing application to MSI for development of additional services? What would be the mechanism to devise the cost for development of additional services in future? Do we need to quote Man-Month rate for the same during the bid | applications developed by SI under this RFP. For addition services to be developed in future the SI to quote the Man month rate in financial bid. This will dealt as per clause 3.5.6 of RFP. |
| 191 | 32/2.3.1.4 Integration & Testing Phase | The Command and Control Centre Software at ICCC should be integrated with data feeds of the following Smart City systems envisaged under the Smart City Programme of city. a. Smart LED Street Lights b. Sensor Based & Camera Based Smart Parking c. Water- SCADA & Water Meter d. Electricity – SCADA & Electricity Meter e. Property Tax (GIS) f. Smart Classroom g. CCTV h. App NDMC311 i. Variable Messaging Signs (VMS) j. Building Plans Approval k. Accounts Module (e-fin module) l. Legal Module m. e-Hospital n. GPS o. e-office (including e-dak) p. Public Wi-Fi q. Estate License/ License fee module r. Citizen Interactive Kiosks for Urban Service Delivery | We understand that we only need to integrate ICCC with these systems, any modifications & enhancements are not in the scope of MSI? Is our understanding correct. | Bidder need to integrate with ICCC and to give the reports as desired in the clause 2.4 applying the analytic tools of ICCC software. API's of the software for camera, solid waste management and other applications developed and provided in this RFP have to arrange by SI. NDMC shall provide required API/Web services for integration. NDMC shall provide required API's/Web Server for integration. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | s. Environmental Monitoring (sensor based) <br> t. Smart Waste Management <br> u. Billing of Electricity & Water (Commercial Department) etc. | | |
| 192 | 50/Volume 2, 2.4.6 Disaster Management | Disaster Management | Request for deletion of the clause <br> Our understanding is DR is for future scope, request you to delete the clause | RFP clause remains unchanged. |
| 193 | 53/2.4.11 Training & Capacity Building | There are estimated 100 users who need to be trained. SI may accordingly plan the training budget. | What would be the location of training sessions? Is it centralized training, if not please share the locations | Single Location in NDMC, Delhi |
| 194 | 53/2.4.9 | Data Backup | Data Backup for Non-video Applications <br> Data backup strategy is for Non-Video applications | Clause stands amended as follows: Data Backup for Non-video Applications. |
| 195 | 61/2.4.13 Enterprise Resource Planning (ERP) | The solution should have following functionalities: SMS Gateway Integration, Mobile device compatibility, Dashboards for Senior Management and Regular MIS Reports | We understand that MSI only need to integrate with SMS Gateway and SMS Gateway service provider will be provided by NDMC. Is our understanding correct? | Only integration with SMS and E-mail Gateway is in scope of present RFP. Gateway will be provided by the NDMC. SI have to use this SMS & email gateway for providing services. |
| 196 | 61/2.4.13 Enterprise Resource Planning (ERP) | Authority would also develop a comprehensive GIS. It is envisaged that GIS and the proposed e- Governance systems should work in an integrated fashion to allow Authority to extract maximum benefits from the system. Bidders would have to work closely with GIS vendor to integrate GIS & e-Governance Core Application. Various indicative integration points are mentioned in the subsequent sections. | We understand the MSI role under GIS is only to integrate the various points to push or pull the requisite data and all other activities related to GIS shall be done by existing GIS vendor or NDMC. <br> Please clarify | Complete integration with existing GIS is in the scope of present RFP, the API's/Web services to be provided by NDMC. Mapping on GIS of cameras and other assets installed in this RFP is also part of this RFP scope of work. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 197 | 62/2.4.13 Enterprise Resource Planning (ERP) | Department to be covered under ERP | We understand that all the application modules mentioned under ERP head is already available with NDMC and integration scope is defined under section 1.7. Please clarify whether MSI role is only to integrate these modules with respective integration points as defined in this section or new modules to be implemented covering the functionality defined in the RFP | Software modules given under ERP are to be developed fresh and thereafter to be integrated with ICCC. ERP to be developed shall have functionalities given under ERP as well as integration of ICCC of that module. |
| 198 | 85/1.7 | ICCC/DR operations to be in compliance with industry leading ITSM frameworks like ITIL, ISO 20000 & ISO 27001 | DR is asked on cloud hence bidder can meet CSP Compliances only. | DR is not part of this RFP. |
| 199 | 126/7.2.5 | Primary & Secondary Storage Solution | Primary Storage Solution | Clause stands amended as follows: Primary Storage Solution |
| 200 | 127/1.7 | System to have minimum Two controllers with NSPoF Architecture (NO single point of failure architecture). System Data mover/controller should support 2x Intel Xeon E5-2600 6- core CPU or higher. Storage should support non-disruptive online firmware upgrade for both Controllers and disk drives. | Please change clause " System to have minimum Two controllers with no single point of failure architecture. Storage should support non-disruptive online firmware upgrade for both Controllers and disk drives." | RFP clause remains unchanged. |
| 201 | 127/7.2.6 | Tape Library | Tape Library for Non Video Applications | Clause stands amended as follows: Tape Library for Non Video Applications |
| 202 | 127/7.2.7 | Backup Storage | Request for deletion of the clause Backup storage for non-video applications is being saved on tapes/Tape Library based on the Data Backup mechanism stated, request you to delete this clause | RFP clause remains unchanged. |
| 203 | 129/7.2.8 | Backup Software | Backup Software for non video Applications Data backup strategy is for Non-Video applications | Clause stands amended as follows: Backup Software for non video Applications |
| 204 | 147/7.2.17 | Purpose Built Backup Appliance (PBBA) Features | Request for deletion of the clause As we have already factored the tape library & back storage | This Clause stand deleted. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | which has features of compression and de-duplication, purpose built backup appliance (PBBA) would not be required. Moreover, PBBA being a propietory solution cannot be addressed by all OEMs | |
| 205 | 163/7.8 | 30 minutes in full load | Request to define minimum VAH required for minimum 30 minutes back up . | RFP clause remains unchanged. Bidder to access capacity of UPS and minimum VAH required as per solution design. |
| 206 | 181/Scope of Work | IX. Detailed scope of work and supply shall include but not be limited to the following: - | the scope nowhere is limited, please suggest the protection plan | RFP clause remains unchanged. |
| 207 | 224/10.2.7 Security | Authentication, Authorization & Access Control: 3 factors (User ID & Password, Biometric, and Digital Signature) security mechanisms should be implemented to enable secure login and authorized access to portal information and services. | We understand that proposed system shall support 3 factor authentication. However, requisite Biometric and Digital Signatures will be arranged by NDMC. Is our understanding correct? | For the users in ICCC and DC the Biometric and Digital Signatures will be provided by SI. For rest of NDMC users NDMC will arrange the same. |
| 208 | 225/10.2.8 User Interface | Mobile Application Platform o Applications and services including all appropriate channels such as SMS/USSD/IVRS and development of corresponding mobile applications to the applications and services leveraging the Mobile Service Delivery Gateway (MSDG) and Mobile App Store. o Application platform should support the following smart phone mobile OS (Android 4.0 and above, iOS 4, 5 and above, Windows Phone OS 8.0 and above, Mobile Web App) o Support the target packaging components like (Mobile Website, Hybrid App, Native | Is Mobile Application development under the scope of MSI? If yes, then please share the functional scope of the mobile application to be developed. | NDMC has existing mobile application. Scope of work for this RFP doesn't include development of Mobile App. The firm shall responsible for integration with the application. Further NDMC shall provide API's/Web services for integration propose. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | App, Web App and Application Development, Eclipse tooling platforms) services, Smart parking, Crowd Sourced CCTV. | | |
| 209 | 230/10.2.14 Integration Architecture | Data load from all the individual transactional systems like ERP, Grievance Redressal to central enterprise data warehouse solution for aggregation, mining, dashboard reporting and analytics. | Please provide details of all the system from where data need to migrated along with the data volumetric | Refer reply to the query at S. No. 112 |
| 210 | 230/10.2.14 Integration Architecture | Payment Gateway: The solution is envisaged to have integration with payment gateways, to enable authorized Users make financial transactions, as per rights and privileges provided to him/her. The service provider is required to make the provisions for integration with such third party gateways and provide payment services, as per requirement of the NDMC. Some of the key features of payment gateway are mentioned below | We understand that NDMC shall provide Payment Gateway for integration with new System. Also all the transactional charges shall be borne by NDMC or end users and MSI has no role into this | Yes, NDMC shall provide payment gateway for integration and transactional charges will be borne by NDMC/end user. |
| 211 | 252/1.7 | The proposed systems and IT Infrastructure components like servers, storage, network etc. should be of enterprise class and must be current as per OEMs latest offering, in line with advancements of technology in these domains. Bidder need to provide the published benchmarks for the stated systems along with the sizing assessment sheet being certified by the OEM for the stated systems. All the components should be able to handle expected loads and | Please remove clause as it is not OEM responsibility to certify the sizing. | **This clause stands deleted** |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | provision the desired transaction times and throughputs | | |
| 212 | 121-122/1.7 | Blade Server – 4 Socket / 2 Socket | it is suggested please don't fix sockets and lets allow the bidder to propose server as per their solution. | RFP clause remains unchanged. |
| 213 | 6-9/1.7 | SI should ensure provision of Disaster Recovery (DR) on Cloud in future whenever required by NDMC in future Conducting disaster recovery site testing through regular mock drills | Please confirm is DR site under current RFP scope or it will be implemented in future and NDMC has separate budget for the same? | This Clause stand deleted. DR is not part of the present RFP |
| 214 | Vol-2 | General | Please provide below mentioned information for sizing of Hardware & Storage<br>1. Internal Users and External Users<br>2. List of Concurrent Users both Internal & External<br>3. Mobile Users & Mobile App Functionality<br>4. Number of Transaction per service per Annum<br>5. Year on Year Volumetric Growth in Number of Transactions<br>6. Total volume of existing digitized data to be migrated to new System<br>7. Number of Supporting Documents to be uploaded during new request or renewal of services<br>8. Sample of Building Maps | Bidder to asses and substantiate the sizing of hardware. |
| 215 | Vol-2 | Biometric Attendance System | Does Biometric Attendance System available with NDMC? | Yes, available with NDMC. |
| **M/S Ericsson India Pvt. Ltd.** | | | | |
| 216 | Page 69, Pre-Qualification Criteria | One of the consortium member should lead the consortium. Lead member should have more that 50% stake in the consortium | We request Requirement of Equity based consortium be diluted to non-equity based consortium. Equity Based Consortiums are not approved by most companies | The consortium under this RFP is non-equity based consortium. |
| 217 | Page 100, Clause 6.8 Payment Terms | Payments for the Applicant will be done on the basis of the table given below. The various timelines and related milestones have been below and payment will be made as per the achievement of milestones of RFP | We request NDMC to clarify what % payment shall be released on supply, also credit days to be 30 days from date of invoice. • We understand that Numbers of elements indicated in commercial bid format to be considered sacrosanct as minimum committed Qtys from NDMC for payment | Please refer Annexure 1 for updated payment terms |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|--------|------------------|----------------------|------------------------------|----------------|
| 218 | Page 81, Technical evaluation Framework - B 5 ERP Systems | The Applicant should have experience in executing projects for customization/ configuration and installation of ERP system for an urban local body (Municipal Corporation / municipal council / | We request NDMC to consider OEM experience for ERP systems as well, i.e. instead of consortium member, OEM experience certificate to be considered as well | Refer reply to the query at S. No. 79 |
| 219 | Page 80, Clause 5.3.2 Criteria for Technical evaluation | Points B1 - B 5 | We request NDMC to consider global experience of CCC installation, utility integrations, data center deployments as well. For the purpose of evaluation criteria, if the bidding company is 100% subsidiary of an international or Indian company then the lead bidder's parent company's  or parent company's other subsidiary's relevant experience can be considered as bidder experience. | Refer note (ii) below table under clause 5.3.2. |
| 220 | Page 69, Pre-Qualification Criteria | All the consortium members are equally responsible and jointly & severally liable under this RFP, including: | We request NDMC to change this to all consortium members are jointly and severally responsible for their respective scope under this RFP | Lead member will be overall responsible for execution of this project and O & M. However, other members will be jointly and severely responsible for their respective scope under this RFP. |
| 221 | Page 117, 9.3.6 Measurement of SLA | Total liquidated damages to be levied on the SI shall be capped at 10% of the total contract value. However, NDMC would have right to invoke termination of the contract in case the overall liquidated damages equals 10% of total contract value | We request liquidated damages to be sole and exclusive remedy for delays | RFP clause remains unchanged. |
| 222 | NDMC Tender | | We request that Limitation of liability for the bidder under any circumstance should not exceed 10% of the contract value | RFP clause remains unchanged. |
| 223 | Page 318, Point 50 Global Market Presence & Support System | The Smart City supplier should be industry leader and belong to leader quadrant of the "Navigant Research Leader board Report For Smart City Supplier". | We request NDMC to consider 'Contender quadrant' og Navigant Research Leader Board as well. Ericsson is well positioned to supply smart city solutions, we have worked with > 41 major utilities to integrate grid control, AMI , customer and revenue management systems worldwide. We have experience in deployment of country wide disaster and emergency | Refer reply to the query at S. No. 2 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | management systems and command and control centers | |
| 224 | Page 318, Point 50 Global Market Presence & Support System | The Smart City supplier should be industry leader and belong to leader quadrant of the "Navigant Research Leader board Report For Smart City Supplier". | Navigant research is referred in general for Hardware products, whereas for CCC software HIS report is referred for pre-qualification in all the smart/safe city projects. So we request you to modify this criteria as " The smart city central control application offered will be evaluated on the basis of Top 5 manufacturer of the products as per Navigant Research Leader board or IHS report." | Refer reply to the query at S. No. 2 |
| 225 | Definitions: page 135 | Definition of acceptance of system: "Acceptance of System": The system including the hardware, software, solution or any deliverable shall be considered to have been accepted by the procuring entity, subsequent to its installation, rollout and deployment of trained manpower, when all the activities as defined in Scope of Work as laid down in the RFP have been successfully executed and completed by the SI to the satisfaction of procuring entity and the Purchaser has indicated its acceptance by signing the Acceptance Certificate. | We request customer to include following clause in the Tender: NDMC shall communicate any deficiencies within 10 days of submission of UAT report by Bidder, failing which the respective Milestone for which UAT report is submitted shall be deemed to have been executed in accordance with the relevant Purchase Order and shall be deemed accepted. Upon such deemed acceptance, Bidder shall submitt the invoice and the payment shall be relaesed by NDMC as per agreed payment terms. Please confirm that in case the nodes are being put to use, it will be considered as deemed accepted by NDMC for payments. | RFP clause remains unchanged. |
| 226 | Page: 140 Clause 15.6: Warranty and maintenance | Bidder shall also provide complete maintenance support for all the proposed integrated solution as outlined in this RFP for a period of Sixty months from the date of go-live i.e. "Go-Live" + 60 months. "Go-live" is the date on which the proposed solution is completely operational as per the requirements provided in this RFP and all the acceptance tests are successfully concluded to the | As per our understanding the term warranty does not apply as the pre go live period is deployment period and post go live period it is O&M. for 5 years. Please confirm our understanding. | Comprehensive O&M will start from the date of installation of any hardware and software and it will be up to a period 5 years from the date of GO-LIVE. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | satisfaction of NDMC | | |
| 227 | Page 141: Clause 15.7 Failure to agree with the Terms & Conditions of the RFP | Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event NDMC may call for new bids. In such a case, NDMC shall invoke the PBG and/or forfeit the EMD. | We request NDMC to provide option for deviations in the T&Cs which shall be submitted by the bidder in the form of Deviation certificate. | RFP clause remains unchanged. |
| 228 | Page:45 CLAUSE 4.2: Change in Ownership | Lead Member will hold more than 50% holding in the consortium throughout the O&M period. The Applicant further acknowledges and agrees that the aforesaid obligation shall be the minimum, and shall be in addition to such other obligations as may be contained in the RFP document / Contract Agreement, and a breach hereof shall, notwithstanding anything to the contrary contained in the RFP document / Contract Agreement, be deemed to be a breach of the RFP document / Contract Agreement and dealt with as such there under. For the avoidance of doubt, the provisions of this Clause shall apply only when the Applicant is a Consortium. | We request NDMC to delete the requirement of "Lead Member will hold more than 50% holding in the consortium throughout the O&M period" | RFP clause remains unchanged. |
| 229 | Page: 59 Clause 4.21: Deviation Statement | Applicants will note that NDMC will not entertain any deviations to the RFP document whatsoever may be including compliance to the technical specifications defined in the document at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Applicants would have to be unconditional | We request NDMC to provide option for deviations in the T&Cs which shall be submitted by the bidder in the form of Deviation certificate. | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | and unqualified and the Applicants would be deemed to have accepted the terms and conditions of the RFP document with all its contents. Any deviation from the notified RFP document including compliance to the technical specifications will lead to disqualification of the applicant. | | |
| 230 | Page:74 Clause:5.2.7 Consortium | Commit to the profit and loss sharing ratio of each member; Undertake that all Members shall comply with all lock-in requirements set forth in the RFP. vii. Commit that each of the members, whose experience will be evaluated for the purposes of this RFP document, shall, for a period of 2 (two) years from the date of commercial operation of the Project, hold 26% or more holding in the consortium at the time of submission of bid and may only be replaced by such other party having same or better technical capabilities as well as eligibility conditions with prior approval of the NDMC;. | We request NDMC to remove these requirement from the RFP | RFP clause remains unchanged. |
| 231 | Page:132 Clause:13 LIQUIDATED DAMAGES | Time is the essence of the Agreement and the delivery dates are binding on the SI. In the event of delay or any gross negligence, for causes attributable to the SI, in meeting the deliverables, the NDMC shall be entitled at its option to recover from the SI as agreed, liquidated damages, as per the rates mentioned in Clause 9 "Punitive | We request NDMC to delete the following content from the clause: "Time is the essence of the Agreement" as for delays, LD as per delay shall be imposed by NDMC. Also, we request to change the capping to 5% for CAPEX and 5% for OPEX. Also we request NDMC, to consider that LD shall be sole and exclusive remedy for NDMC for delays in CAPEX and OPEX services. | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | Clauses" as mentioned in this RFP document. The Liquidated Damages shall be capped at 10% of the total CAPEX before Go-Live and 25% of the OPEX per year after Go-Live, and in the event of Liquidated Damages exceeding this capping, the NDMC has a right to invoke "Termination Clause". The activities pursuant to the termination of the Contract Agreement shall be in-line with the conditions of the RFP document. | | |
| 232 | Clause 14.2.4-ii | All title to the Assets and Services to be transferred to the NDMC pursuant to this Clause shall be transferred to NDMC, within the time period as mentioned in clause 14.2.1. | For Software, we can provide Right to Use of SW License. Titleof SW assets cannot be transferred | Clause 14.2.3 will be read as, "Performance Bank Guarantee of the SI will be released only after successful handing over of the all the assets and services, including hardware, software, network and services in working conditions to NDMC, and after adjustments of any amount due and recoverable from the SI under this Agreement by NDMC, if any. NDMC will have right to use the software license. SI will give the source code to NDMC, So that NDMC can do any bug fixing or any modification in the software as per NDMC requirements." |
| 233 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : Support for Template creation of Gateway, Device and Sensor through GUI and API The platform should support generation of models specifying the type of information they provide and its structure, including the | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | hierarchical relationships between them. | |
| 234 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : Support for Device Registration (Gateway, Device, and Sensor) through GUI and API The platform should support individual objects that are registered in the system, associated to a specific template, and with additional individual identification and location data | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |
| 235 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : Support for Mass Registration for Device and Sensor Registration The platform should be able support registration of thousands of IOT devices and sensors simultaneously using batch uploads such as csv files | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |
| 236 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : Range of Device Communication Method: - (HTTP, AMQP) directly or through gateways. Data can be sent to and from devices through different protocols, such as HTTPS or AMQP; directly or through gateways. | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |
| 237 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : Gateway and Device Management - (including Firmware, Configuration Update and Status) - Object Hierarchies for Sensors, Devices, and Gateways Device Management should provide a system hierarchy, including identifying or grouping sensors that perform a specific type of measurement; devices that contain one or more sensors; gateways that provide connectivity to one or more devices; locations where one or several gateways are distributed; and device networks that group locations. Sensors, Devices and Gateways need to be organized in Locations and Device Networks, that allow to manage and visualize groups of devices in an aggregated way. The platform should support Virtual Sensors: operations can be | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | performed on the data from sensors in a device, and its results can be shown and managed as an additional sensor | |
| 238 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : Support for Device Shadow/Digital Twin structure Data should be stored in the platform associated to the sender device. A Device Shadow needs to be created as a logical object to store the data received from sensors or created and assigned to virtual sensor | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |
| 239 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : Support for cellular and non-cellular networks 1) LoRA network support with Lora WAN, LoRA Network server with 853 to 868MHz. 2) 3GPP specs defined support for EC-GSM-IoT, Cat-M1, NB-IoT 3) Wifi over 802.11 support. 4) IPv6 Support for all kinds of access network. 5) 2G/3G eUICC SIM network support. 6) Global Connectivity platform support for multi-operator SIM cards profile for GSM based devices. 7) LWM2M compliance for Smart City platform is mandatory | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |
| 240 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : Support for integrated Connectivity Management solution Connectivity Management functionality should support: Change subscription (SIM) state: Activate, Deactivate, Pause, Terminate eUICC ordering and Subscription profile ordering eSIM Profile Download, Enable, Change, Delete Subscription Activate, Deactivate, Pause, Terminate Query Subscription Status, Data consumed. # SMS sent/received | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |
| 241 | Page 311, 6.1 Command and | Command and control centre application | Additional requirement : Support for API Metering and Statistics | Specifications given in the RFP are the minimum required specifications. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | control centre application | | The platform should provide a way for an application to monitor API usage statistics information. The statistical information can be accessed through a Metrics Library in form of reports to be processed by an external tool. The following features need to be supported : <br> 1) Quota Management <br> Quota Management: controls how many times an application can access specific service capabilities of the platform. Quota can be configured and provisioned for each Application in order to secure appropriate utilization of the platform resources. <br> 2) Throttling <br> Throttling: defines and enforces the limitations on application utilization of platform resources. Throttling enables platform load protection and protects the servers from sudden traffic boosts from the network. <br> 3) Logging <br> Logging: generates and captures customized logs which include any text messages to be recorded with different levels. Specific log files can be used to save these logs according to predefined rules. <br> Logs could be used for many different purposes: troubleshooting, analytics, or to comply with specific regulatory statement which may apply. | SI can offer higher specifications. |
| 242 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : <br> Support for Data Security Integrity and Confidentiality <br> The device management should provide the device identification/authentication, confidentiality and integrity protection of the data. Blockchain technology should be used for data integrity. | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |
| 243 | Page 311, 6.1 Command and | Command and control centre application | Additional requirement : <br> Device Repository | Specifications given in the RFP are the minimum required specifications. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | control centre application | | The platform should provide a central repository of devices identity and profiles with attributes | SI can offer higher specifications. |
| 244 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : Dynamic Dashboards The platform should support Dynamic Dashboard where business users can use a Dynamic Dashboard that summarizes the most important insights in a single view. Dynamic Dashboards can contain: • Key performance data • Current sensor data • Aggregated historical data. Business users can drill down into more details on the existing data sets. The dynamic dashboards are accessed through a web browser. | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |
| 245 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : Billing The platform should support Billing services that offers a metadata-driven architecture, whereby new services can be created, added-to or used to replace an existing set of services – while internally and externally remaining loosely coupled. Once parameters are defined, services are implemented by automatically creating any associated data models, user interfaces, workflow, and settlement processes | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |
| 246 | Page 311, 6.1 Command and control centre application | Command and control centre application | Additional requirement : Service Capability Creation and Exposure The platform should provide the capability to compose and expose innovative services to build innovative applications which can span over several IoT domains. It should be possible to use the the APIs provided by the platform components and combine them in order to provide a "super-set" of premium services to be exposed towards external set of applications. | Specifications given in the RFP are the minimum required specifications. SI can offer higher specifications. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 247 | 15.6 | Bidder shall also provide complete maintenance support for all the proposed integrated solution as outlined in this RFP for a period of Sixty months from the date of go-live i.e. "Go-Live" + 60 months. "Go-live" is the date on which the proposed solution is completely operational as per the requirements provided in this RFP and all the acceptance tests are successfully concluded to the satisfaction of NDMC. | Kindly confirm that it should be considered as 5 years O&M period, instead of 5 years Warranty period. | Part clause 15.6 will be read as, "Bidder shall also provide complete comprehensive maintenance support for all the proposed integrated solution as outlined in this RFP from the date of installation and up to a period of Sixty months from the date of go-live i.e. "Go-Live" + 60 months. "Go-live" is the date on which the proposed solution is completely operational as per the requirements provided in this RFP and all the acceptance tests are successfully concluded to the satisfaction of NDMC." |
| 248 | 1.3.20 | Period of five (5) years from the date of GO-LIVE. In any case of delay in GO-LIVE, the period of five (5) years of O&M will be counted from the date of actual Go-LIVE date. | Please confirm that overall total project Deployment duration will be 12 Months(365 days) including integration of all applications. Subsequent to the same it will be handed over to O&M team. | RFP clause remains unchanged. |
| 249 | 3.5.5 | Recurring refresher trainings for the users and Change Management activities | In clause 1.3.7 it is mentioned that "There are estimated 100 users who need to be trained. SI may accordingly plan the training budget." Please confirm that 100 users training can considered as total training scope including Before Go-Live and during O&M period. So it can considered as total 10 training classes with 10 candidates in one training. | RFP clause remains unchanged. |
| 250 | 9.3.12.2 | Theft cases by default/ vandalism would not be considered as "beyond the control of SI". Hence, the SI should be taking adequate anti-theft measures, spares strategy, Insurance as required to maintain | Please confirm that equipments Insurance to be done and paid by NDMC as equipments are in name of the NDMC during O&M phase. | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | the desired required SLA. | | |
| 251 | 10 | The proposed systems and IT infrastructures components like servers, storage, network devices and software systems should be latest as per current technology trends and it should be upgradable. It is SI's responsibility to proactively take care of system obsolescence planning. The systems should not become obsolescent before 7 years. For proposed hardware and software systems, support from OEMs should be available for at-least 7 years. Failing which it will be SI's responsibility to provide support free of cost for initial 7 years of O&M. | In view of the continuous technology advancements, Technology refresh would be required beyond 5 years for maintaining the network for Subsequent 3 years. So the cost of equipment refresh needs to be considering minimum 1 refresh for all nodes would be required in start of the 6th year of O&M. So please confirm that the new contract with prices of O&M will be decided separately along with the refresh cost of equipments. | RFP clause remains unchanged. |
| 252 | 3.5.5 | (xx) Conducting disaster recovery site testing through regular mock drills. | What is the expectation for DC-DR testing/mock drills which is required to be done as a part of 5 Years of Operations?? | Clause 3.5.5 (xx) give stands deleted. |
| 253 | 1.5 | Post Implementation Scope for the Operation and Maintenance Phase: 1.Deploying manpower for solution maintenance and monitoring support which includes change request management, bug tracking and resolution, production support, performing version and patch updates | Please confirm version update means Fetaure constant SW upgrades/Updates as applicable for respective OEM. | RFP clause remains unchanged. |
| 254 | 2 | A. SI will design, supply, install and maintain Command and Control Centre comprising of: a. Video Wall & controller system b. Integrated Command and Control Centre Application. | Maintain civil work will be out of scope of 5 Years Operations . Please confirm. | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | c. Operator Workstation and accessories<br>d. Civil Work like false floor, ceiling, ducting etc. | | |
| 255 | 2.4.16.2 | The SI shall be responsible for arranging for annual technology support for the OEM products to NDMC provided by respective OEMs during the entire project duration (1+5 = 6 Years). | Please confirm The post go live O&M contract period is 5 years. | RFP clause remains unchanged. |
| 256 | 2.4.16.7 | b. SI shall be responsible for measurement of the SLAs at the ICCC System level as well as at the user level with the help of the enterprise monitoring tool on a periodic basis. | Please elaborate the SLA measurement at the User Level. | RFP clause remains unchanged. |
| 257 | 9.3.6 | Total liquidated damages to be levied on the SI shall be capped at 10% of the total contract value. However, NDMC would have right to invoke termination of the contract in case the overall liquidated damages equals 10% of total contract value. Liquidated damages to be levied during Post Implementation period shall be capped at 25% of the OPEX value. NDMC would also have right to invoke termination of contract in case cumulative debit point (breach points) are above twenty five in two consecutive quarters. | It is requested to keep LD capping on the AMC value Yearly PO. | RFP clause remains unchanged. |
| 258 | 9.3.10 | Critical : Issue that impacts more than one production services / is raised by higher management / is impacting high importance areas | For better Clarity it is requested that severity defination needs to be more explanatory and may be amended as Critical : Issue that impacts more than one production services and services impact is more than 30% / is raised by higher management / is impacting high importance areas in significant manner and has impact more than 30% | Under clause 9.3.10 Critical: Issue that impacts more than one production services. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 259 | 9.3.10 | Medium: Issue that doesn't impact more than one production services but has a potential to impact or may get escalated to top management if not resolved quickly | Medium: Issue that doesn't impact more than one production services and has service impact of less than 30% but such issues has a potential to impact more or may get escalated to top management if not resolved quickly | Under clause 9.3.10 Medium: Issue that doesn't impact more than one production services but has a potential to impact. |
| 260 | 6. Functional & Technical Requirements, 6.2 Integrated Command and Control Center, Table Point 51 (Page-108) | The Smart City supplier should be industry leader and belong to leader quadrant of the "Navigant Research Leader board Report For Smart City Supplier". | This clause of the RFP is restricting us to only go with the two vendors listed as leaders. Navigant report is only based on some expert opinions and should not be consider as statements of fact. This clause cannot be considered as part of functional requirement specification, as it is subjective in nature. Therefore, we request you to remove this clause or change the criteria as: "Bidder to propose vendors listed on the Navigant Research Leader board Report For Smart City Supplier" | Refer reply to the query at S.No. 2 |
| 261 | 6.2 Integrated Command and Control Center, Point 52 (Page-108) | The proposed OEM solution software platform should be deployed in at least 1 city in India and 5 cities globally. Bidder to furnish OEM self- certification with the name of the cities. | This clause seems to be a pre qualification condition and the project experience should not be part of Functional Requirements. Required experience is clearly defined in Volume 1 of the RFP under Pre Qualification and Technical Evaluation sections. Therefore we request you to remove this clause from Functional Requirement Specification. | Refer reply to the query at S. No. 82 |
| 262 | 6.2 Integrated Command and Control Center, Point 54 (Page-109) | Command Centre OEM should have registered office in India atleast from last 10 years and should software development center in India. Should have Quality Management System ISO 9001 and Environmental Management System ISO 14001 Quality Certifications. | As Environmental Management System ISO 14001 Quality Certification is largely applicable to the manufacturing companies and to implement large and complex solutions like ICCC, ISO 27001 is more important as it is defined for Information Security Management System. Command Center OEM should have information security Management System ISO 27001 Quality certification. | Refer reply to the query at S. No. 83 |
| 263 | B. Project Experience of Sole Applicant/ any consortium | The smart city central control application offered by the Applicant in its bid for this project will be evaluated on the basis of manufacturer of the products as per | This clause is restrictive in nature and only allow the bidders to propose products from only two vendors listed as leaders. Navigant report is only based on some expert opinions and should not be consider as statements of fact. | Refer reply to the query at S.No. 1 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | member(Evaluati on of the products offered on the basis of Original Equipment Manufacturer (OEM) Point no. C2,Page no 82) | Navigant Research Leader board. OEM Qualification for the following categories of the products/ equipment will be evaluated as per Navigant Research Leader board:<br>In terms of Navigant Research Leader board, marks would be awarded as per the following criteria:<br><br>OEM prescribed as Leaders (5 Marks)<br>OEM prescribed as Contenders (3 Marks)<br>OEM prescribed as Challengers (1 Marks)<br>OEM prescribed as Followers, or<br>OEM not listed in Navigant Research Leader board (0 Marks) | The navigant report clearly states that:<br>"Navigant has provided the information in this publication for informational purposes only. The information has been obtained from sources believed to be reliable; however, Navigant does not make any express or implied warranty or representation concerning such information. Any market forecasts or predictions contained in the publication reflect Navigant's current expectations based on market data and trend analysis. Market predictions and expectations are inherently uncertain and actual results may differ materially from those contained in the publication. Navigant and its subsidiaries and affiliates hereby disclaim liability for any loss or damage caused by errors or omissions in this publication."<br>Hence, this is subjective and we request you to put this clause as pre-qualification criteria for bidders to propose vendors listed on the report or atleast consider the clause such that OEMs listed as top 5 vendors will get full marks. | |
| 264 | 5 Evaluation of Bids Point 5.1.4, Page 67 | This is a Lowest Price Bid based selection. Only those applicants who achieve minimum technical criteria would be eligible for financial bid opening | Some sections of the RFP states that it is a QCBS based selection (70:30) and in technical evaluation it is mentioned that Lowest Price Bid based selection. Please clarify. | **Clause 5.1.4 will be read as, "This is a QCBS based selection. Only those applicants who score more than 75% marks in technical criteria would be eligible for financial bid opening."** |
| **M/S CISCO Pvt. Ltd.** | | | | |
| 265 | 51/2.4.8 ICCC | IP Phones | Please confirm the quantities of IP Phones required in ICCC required for Helpdesk agents. | Quantities of IP Phones to be provided 30. |
| 266 | 27/2.2 overview of scope point 2 F | SI will be required to provide Help Desk and Call Centre (with operators 24X7) in ICCC for<br>following activities | Please confirm the number of call centre agents who will be responsible for the help desk operations. | NDMC wants to set up a helpdesk with 10 agents or more as per requirement 24x7, who shall be responsible for handling calls related to queries, fault ,reporting, operations, trouble ticketing. Each of |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | | these agents shall be equipped with an IP based phone for receiving incoming calls from users and answer their queries. The call should be routed in round robin manner depending upon the availability of the agent. The solution should have an integrated IVR solution so that the user can get connected to the concerned person in concerned department. |
| 267 | 19/3.2.3.1 - Collaboration solution for Administrative Meeting | NDMC requires IP based full high definition 1080 pixel video conferencing solution to be implemented in NDMC conference rooms, meeting rooms and executive desktop solutions. | Please specify the same in BOQ In this clause it is mentioned that Executive Desktop solutions are required. However there are no specifications mentioned in the RFP. Please confirm if the same are required | Clause stands amended as follows: NDMC requires IP based full high definition 1080 pixel video conferencing solution to be implemented in NDMC conference rooms and meeting rooms solutions. |
| 268 | 156/7.3 : Centralised Video Portal with centralised distribution engineer | 7.3 : Centralised Video Portal with centralised distribution engineer | Please advise for which functionality Centralised portal is required, are you looking for some education/ multimedia contents to be streamed and stored by such solution? | This clause stands deleted |
| 269 | 162/7.6 : Management and scheduling at central location | 7.6 : Management and scheduling at central location | Is this required for Centralised video portal, and for which functionality this portal would be addressing to? | This clause stands deleted |
| 270 | 162/7.7: Recording Platform | 7.7: Recording Platform | As there are only 5 VC end poitns, do you required recording platform for these or does it required for some other functionality? | This clause stands deleted |
| 271 | 160/7.5: Audio Video briding | Conferencing System should have minimum 40 ports at 1080p 60fps on IP in | From the Unpriced bill of material, since only 5 Nos. of Video conferencing endpoints are required, we request you modify the | Clause stands amended as follows: Conferencing System should have |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Unit at Central Location | continuous presence mode with 60fps and H.264 resolution and AES encryption | capacity of the central bridge from 40 ports 1080p60fps to 10 ports @1080p60fps | minimum 10 ports at 1080p 60fps on IP in continuous presence mode with 60fps and H.264 resolution and AES encryption |
| 272 | 159/7.4: High end interactive conferencing device at central location | 7.4: High end interactive conferencing device at central location | The quantities for these units are not mentioned in the Unpriced blill of material. Pl. confirm the quantities for same. | Clause stands amended as follows: 7.4: High end interactive conferencing device at central location. Quantity- 2 Nos. |
| 273 | 252/CCTV Locations | Type of Switches for CCTV | basis the location specified and specifications of Industrial grade and Enterprise grade switches mentioned, we have assumed switches as per the below. Please confirm the assumption NDMC School- Enterprise Grade Layer 2 PoE Switch Major Traffic Junctions- IE grade Type 2 Major Public Utilities- IE Grade-Type 2 Health Institutions- Enterprise grade layer 2 PoE switch  Bus Q-shelter- IE Grade Type 3 NDMC Market Area- IE Grade 3 | The bidder to asses and substantiate the type & number of  switches required Switches Nos.- ? |
| 274 | 462/CCTV Locations | Total Type 1-Panoramic Camera are 75 as per 205 Page | Please confirm the qty of Type 1 Panoramic Camera | Quantity-75 |
| 275 | 205/Annexure 21 | | Kindly provide qty for 5.24  Video Management System- Software Nos. for Recording, Viewing of Videos (500 Cameras) | Quantity- 1 |
| 276 | 205/Annexure 21 | | Kindly provide qty for 5.25  Onboard/Server Based Advanced Video Nos. Analytics Package Software for Left Object Detection | Quantity-100 |
| 277 | 205/Annexure 21 | | Kindly provide qty for 5.26  Onboard/Server Based Advanced Video Nos. Analytics Package Software for Crowd Monitoring | Quantity-50 |
| 278 | 205/Annexure 21 | | Kindly provide qty for 5.27  Onboard/Server Based Audio Analytics Software for Gunshot Detection | Refer  to Annexure-C for revised BOM. |
| 279 | 205/Annexure 21 | | As per BOQ 5 section cover for analytics requirement, 9.10  Video Analytics is not required, Pls confirm.. | The clause stands deleted. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 280 | 439/10.2.14 Integration Architecture | | We assume proposed solution should support for SMS Gateway, Email Services, Payment Gateway in Integration Architecture, however we need to factor cost for same in this tender. Pls confirm. | SI has to integrate these only. |
| 281 | 22/Table 1: Services for integration - Phase wise integration of system and services | | Kindly define total no of devices/sensors envisaged for the project for Phase-I, Phase-II and Phase-III. This will help in providing optimized solution. Based on experience for other cities, it is recommend to have 1,00,000 (One lakh) sensor/devices software license enablement from Day 1. | Refer reply to the query at S. No. 140 |
| 282 | 407/IBMS Solution for control room | | We assume NDMC is seeking an integrated Building management system which shall provide a central server platform over which various mechanical and electrical parameters of the control room (e.g. power feeder system, HVAC, DG sets, UPS, Lighting, Fire systems, Access systems etc.) shall be monitored, controlled and automated in an integrated manner. IBMS shall also perform to generate reports, graphs and annunciate alarms when there is a problem. IBMS shall perform function of energy reporting and management. Same shall be integrated with CCC. If our above understanding is right below are the parameters to be monitored: Integration with HVAC System Integration with Electrical Power Distribution System Integration with DG Parameters Integration with Fire Alarm and Detection System Integration with UPS Integration with Energy Monitoring System Integration with DG Synchronization, Auto Load Control and Auto Mains Failure Panel BMS shall integrate with Command Control Centre (CCC). | Yes, Specification of IBMS as per RFP. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | Since no elaboration is mentioned in the RFP, request you to confirm the assumption | |
| 283 | 410/IBMS solution for data center | | We assume NDMC seeks to have an integrated central server platform for both control room ibms & data centeribms. Please correct if our understanding ir correct. | Yes, for ICCC & DC both |
| 284 | 210/ Volume 1. RFID based Solid Waste Management System | | Request you to please clarify the below queries related to Smart Solid Waste Management System (SWM) | |
| | | RFID Tags for each household bins Nos. 75000 | 1. Do we consider the RFID tag 75000 for households? | Refer reply to the query at S.No. 164 |
| | | RFID Tags Readers to be installed in Garbage Collection vehicles alongwith the data transfer module. Nos 45 | 2. RFID reader Qty is 45 so do we consider that vehicles qty will be 45? | Refer reply to the query at S.No. 165 |
| | | | 3. What are number of smart bin are scope of this tender? | Refer reply to the query at S.No. 166 |
| | | | 4. The authority only wants weight sensor or combo of weight & volume sensor? | Refer reply to the query at S.No. 167 |
| | | | 5. Do we have require GPS for tracking of SWM vehicles? If yes please provide qty of GPS devices. | Refer reply to the query at S.No. 168 |
| 285 | 387/Solid Waste Management Application Requirement, Point No 7 | Monitoring & track other municipal corporation vehicles | Please clarify the qty& function of that municipal corporation vehicles | Refer reply to the query at S.No. 169 |
| 286 | 388/Weight & Volume Sensor | | Please provide detail specification of weight sensor & type of volume sensor for bin management system with its Qty? | Refer reply to the query at S.No. 170 |
| 287 | 388/Wight & Volume Sensor | | Please clarify the size of bin with its capacity so we can identify the better solution in terms of bin management | Refer reply to the query at S.No.63 |
| 288 | 389/Route Optimization | | For the better route optimization the bin lifter vehicles driver have mobile & in that mobile one Smart Bin application run. Once sensor gives alert to the central system that bin was full then system directly identify the nearby location of vehicles & give them alert to pick that bin with that bin location. This is ideal system of Smart Bin management. If the understanding is | Refer reply to the query at S.No. 175 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | correct, please clarify the specification of handheld terminals of driver with its Qty? | |
| 289 | 388/Source Code & Application Ownership | | Who will be the owner of Application | Refer reply to the query at S.No. 172 |
| | | | Do we have to host that application to data center of NDMC? | Refer reply to the query at S.No. 173 |
| | | | Please clarify that we need to submit the source code of application? | Refer reply to the query at S.No. 174 |
| 290 | 445/10.3 Security | | Please clarify your stand on AAA and PIM requirment as this is mentioned in clause 10.3. PIM requirement can be met by using AAA and AD , hence clarification is being sought | Authorization is required for the personnel's who are using this network internally, hence AAA Solution may be provisioned for internal users. Number of users and detailed requirement shared as annexure |
| 291 | 445/10.3 Security | | E-mail Security is mentioned at various places under this clause, however number of mail boxes, flows, AD/LDAP information is not there. Please clarify if this is requirement in the RFP? | E-mail Security shall be required for our employees. Number of mail boxes shall be provided along with detailed requirement shared as annexure |
| 292 | 38/3.5.45 | SI will replicate all the Data of all the existing IT systems in NDMC and proposed IPDS and SCADA system into the Data storage System of ICCC to be created in this RFP. After successful GO-Live, the Data Centre of ICCC will become the main Data centre for all the Applications of NDMC. | Please clarify | RFP clause remains unchanged. |
| 293 | 92/5.3.6.3 Approach and Methodology | What should be the Cloud Strategy of NDMC with respect to scope of this RFP? Please elaborate on pros and cons of this strategy. | Request for deletion of the clause Please clarify this needs to be provisioned for Future DR strategy | This clause stands deleted |
| 294 | 28/Volume 2, 28, 2.2 Overview of | SI will provide and maintain the Hardware and Software IT infrastructure services at | Request for deletion of the clause Our understanding is DR is for future scope, request you to | This clause stands deleted |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Scope, Point E | Data Recovery Center hosted on cloud for recovering the data in case of crash of server at the ICCC. | delete the clause | |
| 295 | 50/Volume 2, 2.4.6 Disaster Management | Disaster Management | Request for deletion of the clause Our understanding is DR is for future scope, request you to delete the clause | This clause stands deleted |
| 296 | 207/5.6 Unpriced BOM | Primary & Secondary Storage Solution (Non Video) Applications ( Min 200TB) And for CCTV Applications 800 TB i.e. for 500 CCTV @15 fps of 2 MP for 30 days | Primary Storage Solution (Non Video) Applications ( Min 200TB) And Video Storage for CCTV Applications 800 TB i.e. for 500 CCTV @15 fps of 2 MP for 30 days It is recommended to have Primary storage for Non Video applications & Separate Video Storage for CCTV Applications | Refer reply to the query at S.No. 18 |
| 297 | 207/5.7 Unpriced BOM | Tape Library | Tape Library for non video Tape Library needs to be for non video applications | Refer reply to the query at S.No. 161 |
| 298 | 207/5.9 Unpriced BOM | Backup Software | Backup Software for non video Backup software solution to be proposed for non video of applications | Refer reply to the query at S.No. 162 |
| 299 | 22/Volume 2, 22, Technology details | Technology details | Please clarify if this needs to be refreshed | RFP clause remains unchanged. |
| 300 | 53/Volume 2, 2.4.9 | Data Backup | Data Backup for Non-video Applications Data backup strategy is for Non-Video applications | Refer reply to the query at S.No. 194 |
| 301 | 126/Volume 2, 7.2.5 | Primary & Secondary Storage Solution | Primary Storage Solution | Clause stands amended as follows: Primary Storage solution |
| 302 | 127/Volume 2, 7.2.6 | Tape Library | Tape Library for Non Video Applications | Refer reply to the query at S.No. 161 |
| 303 | 127/Volume 2, 7.2.7 | Backup Storage | Request for deletion of the clause Backup storage for non-video applications is being saved on tapes/Tape Library based on the Data Backup mechanism stated, request you to delete this clause | RFP clause remains unchanged. |
| 304 | 129/Volume 2, | Backup Software | Backup Software for non video Applications | Refer reply to the query at S.No. 162 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | 7.2.8 | | Data backup strategy is for Non-Video applications | |
| 305 | 127/7.2.5, Storage Cache memory | Cache Memory: Each controller should support 128 GB RAM with usable protected data Cache for Disk IO Operations. If NAS controllers with separate controllers additional RAM cache to be provided. The storage array must have complete cache protection mechanism either by de-staging data to disk/flash or protecting with NVRAM | Cache Memory: Each controller should provide atleast 128 GB RAM with usable protected data Cache for Disk IO Operations. If NAS controllers with separate controllers additional RAM cache to be provided. The storage array must have complete cache protection mechanism either by de-staging data to disk/flash or protecting with NVRAM Requested Cache would ensure optimuim performance of the storage and less queuing. | Clause stands amended as follows: Cache Memory: Each controller should provide atleast 128 GB RAM with usable protected data Cache for Disk IO Operations. If NAS controllers with separate controllers additional RAM cache to be provided. The storage array must have complete cache protection mechanism either by de-staging data to disk/flash or protecting with NVRAM |
| 306 | 146/Volume 2, 7.2.17 | Purpose Built Backup Appliance (PBBA) Features | Request for deletion of the clause As we have already factored the tape library & back storage which has features of compression and de-duplication, purpose built backup appliance (PBBA) would not be required. Moreover, PBBA being a propietory solution cannot be addressed by all OEMs | This clause stands deleted |
| 307 | 457/Volume 2, 10.5.3 | 10.5.3.Audits and Inspections Point- 129. Solution should be capable in providing facility for Gmail monitoring (including Draft) 147 Solution must be capable to perform content analysis of chats performed by the end user (Google Hangouts, Skype Chat, Google Talk) Solution must be capable to perform content analysis of online web searches performed by the end user 31 (No delete option) | Request for deletion of the clause As these are additional features and incorporation of this not required/envisaged as of today | The Clause stands deleted |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | 41 Solution should be able to detect and inspect image files<br>81 Solution should be capable in providing Software Whitelisting | | |
| 308 | 310-445/Volume 2, 6.1 | 6.1 Command and Control Centre Application.<br>The ICCC shall be multi-lingual.<br>10.2.8 User Interface<br>Support multi-lingual and language internalization | Since the Control and Command Centre software needs to be integrated with multiple applications from different OEMs, we are assuming City Operation Software shall be in English language and Citizen facing application over Mobile App shall provide multi-lingual support. Please confirm if our understanding is correct. | Refer reply to the query at S.No. 73 |
| 309 | 82/Volume 1 5.3.2.c | | Request addition of Magic Quadrant for Wired and Wireless LAN<br>We request to 3 point marking system for OEMs in Gartner Magic Quadrant for Wired & Wireless LAN. | RFP clause remains unchanged. |
| 310 | 19/Volume 1 3.2.3 | Collaboration solution for Administrative Meeting- | Request for deletion of the clause<br>as it mentions solution for conference rooms, meeting rooms and executive desktop solutions, which are not part of the technical specifications and BoM. | This clause stands deleted |
| 311 | 427/Volume 2, 10 | Annexure IV- ICCC –Design Consideration | For custom made modules, industry standards and norms should be adhered to for coding during application development to make debugging and maintenance easier. Object oriented programming methodology must be followed to facilitate sharing, componentizing and multiple-use of standard code. Before hosting the application, it shall be subjected to application security audit (by any of the CERTIN empanelled vendors) to ensure that the application is free from any | Request for deletion of the clause | This clause stands deleted |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | vulnerability; and approved by the NDMC | | |
| 312 | 357/Volume , 7.2.18 | Load Balancer | Request for deletion of the clause since the CCC has already been considered in HA and other security aspects asked in the Data Center design. The functionality mentioned in this section seems to be redundant. | RFP clause remains unchanged. |
| 313 | 207/5.7 Unpriced BOM | | No mention of Blade Server- 4 socket the technical specification in Volume II give a reference of blade server - 4 socket whereas the unpriced BoM does not have it. Please specify the number of 4 socket servers required. | Refer reply at S. No. 34. |
| **M/S H.P India Sales** | | | | |
| 314 | 328/7.1.1.1 | Laser light source | LED Light source We request you to change to LED Light source as the brightness of the videowall will be too bright which will create lot of issues for 24x7 viewing for the operator to monitor properly .Too add more to this the laser technology stability is yet to be tested .Hence we suggest to go in for stable , reliable & Proven technology i.e. LED | RFP clause remains unchanged. |
| 315 | 328/7.1.1.1 | Brightness  - 2200 Lumens(Laser) | Brightness  - minimum 300cd/m2 In the control room brightness which is coming out of the screen is  considered to be global norm & is measured in cd/m2.Hence request you to please mention  minimum 300cd/m2 or better .Current specifications are one OEM Specific. | RFP clause remains unchanged. |
| 316 | 328/7.1.1.1 | Dynamic contrast ratio (Laser Source) - 1400000:1 or more | Dynamic contrast ratio (LED Source) - 1200000:1 We request you to change the dynamic contrast ratio to 1200000:1 as this is single OEM Specific | S.N. 9 under table of Clause 7.1.1.1 will be read as, "Dynamic contrast - 1200000:1or more |
| 317 | 328/7.1.1.1 | IR remote control should also be provided for quick access | Request you to delete  it &  with access   through IP only This is OEM Specific hence we request you to delete this  & access to be provided through IP only | RFP clause remains unchanged. |
| 318 | 328/7.1.1.1 | Screen should have an anti-reflective glass backing to prevent bulging | Request you to mention screen should be anti reflective This is OEM Specific hence we request you  mention screen should be anti reflective | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | | |
| 319 | 328/7.1.1.1 | Control BD Input terminals - Input: 1 x Digital DVI , Input: 1 x HDMI ,Input: 1 x HD-BaseT ,Input: 1 x Display Port | Request you to change to 1DVI / HDMI . Request you to change to 1DVI / HDMI as current specifications are one OEM Specific | Modify as below: Control BD Input terminals - Input: 1 x Digital DVI/ 1 x HDMI ,Input: 1 x HD-BaseT , Input: 1 x Display Port |
| 320 | 328/7.1.1.1 | Should provide auto color adjustment function | Should provide continuous & auto color adjustment function & Brightness uniformity" The color calibration should be continuous rather than adjusted at the time of installation | RFP clause remains unchanged. |
| 321 | 328/7.1.1.1 | Maintenance access front | Maintenance access to be rear In case of failure of any one screen the complete video wall viewing experience will get affected if it is front access. Hence it is recommended to have rear access | RFP clause remains unchanged. |
| 322 | 328/7.1.1.1 | Depth of cube 560mm or less | Depth of cube be 1300 mm Current specifications are one OEM Specific hence request to consider minimum 1300 mm or less so that all leading OEMs can compete which as of now is restricted to single OEM | S.N. 22 under table of Clause 7.1.1.1, "Depth of cube 650mm or Less." |
| 323 | 328/7.1.1.1 | Input sources can be scheduled in " daily", "periodically" or "sequentially" mode per user convenience | Input sources can be scheduled in mode per user convenience Current specifications are one OEM Specific hence request to consider Input sources can be scheduled in mode per user convenience | RFP clause remains unchanged. |
| 324 | 328/7.1.1.1 | Provide videowall status including Source , light source ,temperature, fan and power information | Provide videowall status including Source , light source ,temperature and power information Request you to consider videowall status including Source , light source ,temperature and power information | RFP clause remains unchanged. |
| 325 | 328/7.1.1.1 | User should be able to define the error messages as informational, serious or warning messages | User should be able to define the error messages Request user should be abale to define the error messages | RFP clause remains unchanged. |
| 326 | 328/7.1.1.1 | Status log file should be downloadable in CSV format as per user convenience | Status log file should be downloadable in as per user convenience Request you to consider Status log file should be downloadable | S.N. 32 under table of clause no. 7.1.1.1 will be read as, "Status log file should be downloadable in as per |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | in as per user convenience | user convenience." |
| 327 | 329/7.1.1.2 | RAID 1, 5, 10 supports | RAID 0, 1 supports<br>Request you to consider RAID 0 & 1 Support | S.N. 8 under table of clause no. 7.1.1.2 will be read as, "RAID 0 & 1Support." |
| 328 | 330 | Not mentioned - To Include | To add - The video wall solution should be able to view live video wall on smart devices/phones through IE explorer<br>To add - The video wall solution should be able to view live video wall on smart devices/phones through IE explorer | RFP clause remains unchanged. |
| 329 | | Not mentioned - To Include | To add - The video wall controller should be based on distributed architecture and should be able to share content in other control rooms and should be able to encode the input sources such as DVI,IP streams etc based on MPEG,MP3,V2D,H.264,H.263 etc<br>To add - The video wall controller should be based on distributed architecture and should be able to share content in other control rooms and should be able to encode the input sources such as DVI,IP streams etc based on MPEG,MP3,V2D,H.264,H.263 etc | RFP clause remains unchanged. |
| 330 | 121/7.1.1.3 | Graphics Card Nvidia GeForce GT430 PCIe | Nvidia GeForce GTX460 PCIe or faster<br>better performance | RFP clause remains unchanged. |
| 331 | 100/6.8.1 | Milestone based payment terms with BG against payment | BG against payment be abolished. Payment model for products to be revised into one on 90% on equipment deivery and 10% on installation | Please refer Annexure 1 for updated payment terms |
| 332 | 294/2.4.16.5(f) | No Limitation of Liability Clause | Kindly include a clause to limit the liability of the system integrator to the cotract value of the project<br>to provide a better competitive landscape by including Tier 1 bidders, who cant bid without their liabiityimited to 100% of contract value | RFP clause remains unchanged. |
| 333 | Pg 237, Cl 2.1 | The SI shall carry out Preventive Maintenance (PM) of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. The PM should be carried out at least once in six months as per checklist | We request to remove Preventive maintenance requirement, as the materials are already under onsite support | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | and for components agreed with NDMC. | | |
| 334 | Pg 80, Annex-6 | The maintenance phase will be for a period of 5 (five) years after Go-Live. Post completion of the 5years period, the contract can be extended, at discretion of NDMC, for additional five years on yearly basis or part thereof. | We request to limit the maximum warranty support to 5 years, as the maximum support period for most IT hardware is limited to 5 years. | RFP clause remains unchanged. |
| 335 | Pg 132, Cl 12.1 | The price will be inclusive of all taxes/levies/duties/charges. | Any variation in statutory taxes or any new taxes will be to the customer's account. Kindly confirm. | Refer reply to the query at S.No. 149 |
| 336 | | End-User Equipment Uptime | We request to amend the End-User equipment uptime to 95% measured annually for all the equipment's supplied. | RFP clause remains unchanged. |
| 337 | Pg 101, Cl 6.8.1 (P2) | Monitoring workstations at Command Centers: Baseline – 99.5%; Lower Performance - >= 98 % to <99.5%; Breach - < 98 % | | RFP clause remains unchanged. |
| 338 | | Payment milestone for IT hardware: Upon delivery & inspection of IT hardware: | 1) We request to remove the requirement of submission of BG of equivalent amount, as the SI has already submitted a Performance Bank Guarantee of 10% of the contract value, valid for 180 days beyond the contract period. | Refer Annexure 1 to these pre-bid replies. |
| 339 | | - 100% of the CAPEX Value of the items delivered (except software and its integration), subject to submission of BG of equivalent amount. | 2) We request to amend the payment terms for IT hardware to "Upon delivery & inspection of IT hardware, or 30 days of delivery whichever is earlier". | |
| 340 | | | We request to include the below terms on Limitation of Liability: | |
| 341 | | New clause propose | 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. | RFP Clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | | |

**M/S EFKON**

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 342 | Volume 1; Page no.19 3.2.5 | Providing and installation of 500 CCTV surveillance cameras with network switches and other infrastructure like poles, fibre cabling electric cabling at outdoor locations in NDMC area complete in all respect except bandwidth cost. | The fibre cabling cost will be inclusive of the bandwidth cost. It is assumed that the bandwith/fibre laying falls in NDMC's scope. Please clarify if our understanding is correct. | NDMC will bear the cost of internet bandwidth or P2P is in scope of NDMC |
| 343 | Volume 1; Page no. 19 3.2.3.1 | NDMC requires IP based full high definition 1080 pixel video conferencing solution to be implemented in NDMC conference rooms, meeting rooms and executive desktop solutions. The solution shall be used for administrative meetings by NDMC at many instances, which will help NDMC reduce travel, faster decision making, save time. | Kindly elaborate the number of such locations and desktops to ascertain the quantity of VC solution. | RFP BOQ at annexure-4 |
| 344 | Volume 1; Page no. 24 3.4.1 | NDMC will bear the cost of consumables like papers, toners etc. at DC and ICCC after GO-LIVE. | It is assumed that the consumables also include backup storage media such as CDS, tape data cartridges as well. Please clarify if pur understanding is correct. | RFP Clause remains unchanged. |
| 345 | Volume 2; Page no. 11 1.7 | Current ICT based systems of NDMC There are various state of the art IT systems/initiatives already deployed in the city or being deployed. Following are the few important IT systems of the city and their features which NDMC envisages to integrate these IT systems with command and control center of smart city. | 1. It is assumed that the APIs for requisite iintegration with existing systems shall be provided by NDMC. Please clarify. 2. Also, kindly clarify whether the feeds from these existing field devices will be sent by the respective equipment vendor or the successful bidder for this tender. | API's for integration will be provided as available. In some cases, feeds from the CCC would also need to be given to other systems |
| 346 | Volume 2; Page no. 11 | CCTV: CCTV cameras have been installed in NDMC Class rooms, Hospital, dispensaries, ESS and other office buildings. | Please clarify the number of such cameras to ascertain the extent of integration by the bidder. | Will be provided at the time of integration. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 347 | Volume 2; Page no. 14 1.7 (i) | Variable Messaging Signs (VMS) Large size VMS are under installation. Several VMS for traffic information/parking availability/other information's are proposed to be installed. Digital interactive information panels are also proposed to be installed. Content to be displayed on these VMS is planned to be pushed from central location and monitored. NDMC is in process to install Digital information panels & Digital Interactive information Panels at various locations in NDMC. Through these Digital panels various online services will be delivered to Citizen. | It is assumed that the installation of new digital panels is in NDMC's scope. Please clarify if our understanding is correct. | Installation of VMS is not part of this RFP. SI to integrate it with ICCC. |
| 348 | Volume 2; Page no. 19 1.7 (CC) | REMOTE INFORMATION KIOSKS: POINTs OF DELIVERY (PODs) i) Allowing citizens to identify locate and connect with experts for specific services. ii) Helping experts to conduct a complete service transaction, including document sharing and printing. iii) Enabling citizens to have personalized experiences, maintaining complete confidentiality throughout the session. iv) Allowing for the creation of a centralized, virtual pool of experts, thereby increasing efficiency and enabling the full utilization of the available knowledge base. v) Providing a secure and confidential | Kindly clarify whether these kiosks already exist or need to be provided by the bidder. Alos, kindly clarify the number of such kiosk for integraton purposes also. | REMOTE INFORMATION KIOSKS are not part of this project. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
|  |  | setting via the remote expert kiosk (POD). |  |  |
| 349 | Volume 2; Page no. 25 1.7 (hh) | Video conferencing facility : Video conferencing facility at NDMC Hospitals - It is proposed to set-up video-conferencing facility at Charak Palika Hospital and Palika Maternity Hospital to facilitate utilization of real-time online services of medical experts. Video conferencing facility to other NDMC offices and schools will also be started in future. | Installation of VC setup for Hospitals: will it be done by SI for smart city? | Not in present RFP scope |
| 350 | Volume 2; Page no. 46 2.4.2 (O) | SI has to provide the remote licenses for all HOD's and other senior officer to see the ICCC from remote location. | Please clarify the number of such licenses required. | At least 50 licenses. |
| 351 | Volume 2; Page no. 50 2.4.6 | Disaster Management SI has to provide a separate module of Disaster Management as part of software solution. The Disaster Management module should be able to collect, gather and analyze the critical data of city from various components. The system should be able to create a strategic view or big picture of probable disaster. The system should be intelligent enough to make decisions that protect life and property. The system should disseminate such decisions to all concerned agencies and individuals.  The critical data elements my decided in consultation with NDMC.  The system should be able to use predictive analysis which can finally reduce response time  and improve SLAs. Disaster | Disaster management is a solution that requires specialized experience and expertise. Kindly  clarify the disaster-types/incidents the module is supposed to detect along with the sensor-types required to identify them. | DR is not scope of this RFP. Bidder needs to provide incidents management solution to manage Disaster situations. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | Management module should be able to communicate or to be integrated with National Emergency Operation Centre (NEOC) of National Disaster Response Force (NDRF) based on defined SOPs. The Disaster Management system should be in compliance to applicable laws. | | |
| 352 | Volume 2; Page no. 52 2.4.8 (O) | Physical Access to the building hosting Data Center should be armed and it must be possible to even depute police personnel for physical security of the premises if felt necessary. | It is assumed that enrty to data centre building should be restricted which can be achieved through biometric access. Please clarify. | "Physical Access to the building hosting Data Center should be armed and it must be possible to even depute police personnel for physical security of the premises if felt necessary". This part of the clause stands deleted. |
| 353 | Volume 2; Page no. 56 2.4.12.2.1(f) | VMS application should be a mobile application for Android & Apple devices such as the iPad and iPhone. App features should include recorded video playback, thumbnail video preview, and user profiles that allow multiple users to share a single device. | Please confirm if the VMS application required for Android and apple devices only and not for windows devices. Will this app be accessed by public as well? | Proposed VMS application should support for Android & Apple devices such as the iPad and iPhone. This will not be accessed by public. |
| 354 | Volume 2; Page no. 56 2.4.12.2.1(h) | The System shall support the scalability of additional camera installation beyond the originally planned capacity. One single Video Management system shall be expandable up to 10,000 cameras. | Please clarify whether the bidder needs to consider the storage also for 10,000 cameras. | Bidder need to provide base database and management license or 10000 cameras in single file system, however camera license can be offered as per current scope. Bidder to size storage & server sizing as per current camera requirement. |
| 355 | Volume 2; Page no. 177 7.11.1 (6) | Monitor and track other municipal corporation vehicles under Solid Waste Management Dept. | Kindly clarify the number of vehicles to be tracked. | At least 200 to 250 |
| 356 | Volume 2; Page | Solid waste management solution | Please clarify whether the bins are already existing or they need | Refer to un-priced BOM at |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | no. 176 7.11.1 (4) | requirement:<br><br>Efficient monitoring and management of waste collection bins | to be provided by the bidder. Also, confirm the number of bins to be provided if required to be provided by the bidder. | Annexure-4 |
| 357 | Volume 2; Page no. 176 7.11.1 (9) | Weight & Volume Sensor based bin to indicate maximum utilization status and trigger vehicle pick up | Kindly clarify the number of such bin required along with the weight and volume limit. | S. No. 9 of clause 7.11.1 will be read as Volume Sensor based bin to indicate maximum utilization status and trigger vehicle pick up. |
| 358 | Volume 2; Page no. 178 7.11.4 (2) | The RFID reading range of the transceiver antenna mounted on the vehicle at an average height of 3m above the road surface shall be upto 5m. | Generally bins are placed at the corner of the roads and placement of RFID tags on the bins may vary place to place. From execution point of view, it is not feasible to read an RFID tag with a fixed reader. Would recommend reading the same using handheld RFID readers. | RFP clause remains unchanged. |
| 359 | Volume 2; Page no. 172 7.10.5 | Audio Analytics<br>The System should support Audio Analytics at camera edge or at server level, should have provision to enable the following audio analytics with any camera, system Gunshot software shall be provided as per RFP requirements:<br>Gunshot—Detects a variety of firearms being discharged. The following general guidelines should apply to the Audio Analytics:<br>The Gunshot Audio Analytics should detect a variety of firearms being discharged.<br>Gunshots should be characterized by unique muzzle blasts that are associated with a range of unsilenced weapons that are typically used in civilian gun crimes. Types of weapons that this app can detect | Detecting gunshots in a civil area with already so much of ambient noise in not technically feasable as the system will generate many false alarms.<br>Request to delete the clause. | Refer reply to the query at S. No. 7, 8 & 9 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | being discharged are handguns (including 9 mm automatics and revolvers with or without muzzle diffusers), shotguns (including 20 gauge, .410 and 12 bore), bolt-action rifles (.22 mm and 7.62 mm), and automatic rifles (including AK-47, AR-15 and Uzi submachine gun). IP camera should detect a gunshot from a sound source that is up to 50 meters away from the microphone. | | |
| 360 | NA NA | GIS platform | Please clarify if Google maps is allowed to be used for GIA platform. | Existing GIS Platform is to be used. |
| 361 | NA NA | Renewal and support charges for licenses. | It is assumed that the renewal and support charges for all the software licences shall be borne by NDMC. Please confirm. | NDMC will bear the charges post 5 years of warranty completion period after Go-Live. |
| 362 | NA NA | System Audit requirements | It is assumed that the system application audits shall be done by NDMC. Please confirm. | Yes, system audit will be done by NDMC appointed third party or NDMC. |
| **M/S Hanwha Techwin** | | | | |
| 363 | 7.10 Surveillance solution requirement OEM Criteria & Page No. 169 | All proposed Cameras should be from single OEM and OEM should have Registration in India min from 10 Years | This will restrict the competition therefore requesting to kindly amend as The OEM for CCTV camera should be from single OEM and OEM should have presence in India from last 10 years. Which is general practice used in multiple govt. tenders i.e. Railway, Defense projects. | **Accepted, The CCTV camera should be from single OEM and OEM or its distributor should have presence in India from last 10 years.** |
| 364 | NIL | NIL | New clause for CCTV OEM should be added for Security Considerations & Security Agreement While evaluating the tender, regards would be paid to National Defense and Security considerations. The directives issued from time to time by the Department of Telecommunications (DoT), Ministry of Communications and IT | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | or any other Ministry of Govt. of India on security considerations shall be applicable to the present tender. Accordingly, as per the extent amendment of the National Long Distance (NLD) Service License Agreement for Security related concerns for expansion of Telecom Services in various zones of the country issued vide Department of Telecommunication, Ministry of Communication and IT, Govt. of India's letter no. 10-54/2010-CS-III (NLD) dated: 31.05.2011, the successful tenderer (OEM) shall comply with the provisions stated in the above mentioned directive of DoT and shall have to enter into an agreement as per the mutual agreement between Telecom Service Provider and the vendor of equipment, product and services (based on template, available on DoT website), covering all relevant clauses. The tenderer must submit a declaration along with their bid in this regard. | |
| 365 | NIL | NIL | New clause for CCTV OEM should be added for No Malicious Code Under taking Letter By OEM | RFP clause remains unchanged. |
| 366 | NIL | NIL | New clause for CCTV OEM should be added for The MAC address of the IP Camera must to registered in the name of OEM supplying the camera. | RFP clause remains unchanged. |
| 367 | NIL | NIL | New clause for CCTV OEM should be added for IP Camera and technologies should be proven, supplied in a Major govt. project globally | RFP clause remains unchanged. |
| **M/S TCS** | | | | |
| 368 | 5.2.3 Pre-Qualification Criteria Pg 69 | The average annual Turnover (TO) in Indian Rupees for last 3 audited financial years (2014-15, 2015-16, 2016-17) in the field of<br>(a) ICT infrastructure<br>(b) IT system integration services<br>(c) IT hardware manufacturer/ software developer<br>• For Sole Applicant or , lead member ( in | Request to amend the clause "For Sole Applicant or , lead member ( in case of Consortium) shall have average annual turnover of Rs. 100 Cr." to "For Sole Applicant or , One of the consortium member (in case of Consortium) shall have average annual turnover of Rs. 100 Cr. | Refer reply to the query at S.No. 141 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | case of Consortium) shall have average annual turnover of Rs. 100 Cr. | | |
| 369 | 6.8 payment term Pg 100 | 100% of the value of this component subject to submission of BG of equivalent amount | Request removal the BG clause at all the mile stones. Also suggest to pay the bought out components on delivery. | Please refer Annexure 1 for updated payment terms |
| 370 | 6.8 payment term Pg 102 | The SI shall bear all other taxes such as sales tax, octroi, VAT, custom duty, service tax, etc.. | As per the standard practice in all government tenders , the taxes are on actual and paid by the organization, request amending this clause accordingly. | Refer reply to the query at S.No.149 |
| 371 | 2.4 Integration Capabilities Pg 244 | Below are Brief of Scope for Integration; (The scope is illustrative and not exhaustive) | All the mentioned system should be integrated with CCC. 1. Please confirm that all the system provider will provider the standard API to integrate.. 2. THE SI should not be made liable to any delay due to the delay in API from the system provider. 3.For any delay in API integration due to other system provider, SI should be allowed to raise change request for additional work. 4. Acceptance of the system should not be held due to such an integration issues. | 1. Existing Solutions functionalities will be taken care by existing vendors , all functionalities will be available over API format. Bidder need to integrate as per tender scope. 2. Necessary time extension will be granted. 3. Not accepted 4. Not accepted. |
| 372 | 6.4 Software Defined Security (SDS) for Applications /Services pg 327 | Parameter and Minimum Specifications | The mentioned specification is required only when the virtualization has been proposed. Suggest to leave it on SI and ask for the needed security as this may lead to vendor specific binding for virtualization software and security software. | RFP clause remains unchanged. |
| 373 | 7.2.2.2 Blade Server – 4 Socket Pg 333 | Blade Server – 4 Socket | Request to leave it on SI to choose the server configurations to propose server as per their solution. Removing this may help more OEM to participate | RFP clause remains unchanged. |
| 374 | 7.2.17 Purpose Built Backup Appliance (PBBA) Features Pg 356 | Purpose Built Backup Appliance (PBBA) Features | Section 7.2.7 Backup Storage on pg 339 has been asked and specification has been provided. The section 7.2.17 seems to be another disk to disk backup application which include software and storage. Kindly revisit the requirement and specification and discard the one which is of least importance to you. | Clause stands deleted |
| 375 | Sec.5.2.3 Page | One of the consortium member should lead | Instead request to consider 40% instead of 50%. Still he will | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | 69, Clause 1 | the consortium. Lead member should have more that 50% stake in the consortium and should be registered in India under the Companies Act 1956/2013; | have maximum stake and lead the consortium. | |
| 376 | Sec.5.2.3 Page 69, Clause 2 | lead member ( in case of Consortium) shall have average annual turnover of Rs. 100 Cr. | Instead of Lead Member it is requested to consider Consortium Member as all the Consortium members are jointly & Severally responsible for delivery | Refer reply to the query at S.N.141 |
| 377 | Sec.5.2.3 Page 70, Clause 6 | The sole Applicant or the Lead Applicant in case of a Consortium , should possess the below Certifications which are valid at the time of bid submission:<br>(i) CMMI level 5 and above ; and<br>(ii) ISO 9001:2008 certification for system integration; or<br>ISO 20000:2011 for IT Service Management; or ISO 27001:2005 for Information Security Management System | Instead of Lead Member it is requested to consider Consortium Member as all the Consortium members are jointly & Severally responsible for delivery | **Clause stands amended as :**<br>**The sole Applicant or the Lead Applicant in case of a Consortium , should possess the below Certifications which are valid at the time of bid submission:**<br>**(i) CMMI level 3 and above ; or**<br>**(ii) ISO 9001:2008 certification for system integration; or**<br>**(iii) ISO 20000:2011 for IT Service Management; or ISO 27001:2005 for Information Security Management System** |
| 378 | Sec.5.2.3 Page 70, Clause 7 | Experience in development of Smart City component *<br>Applicant or any Consortium Partner having more than 26% stake in the consortium, should have experience in implementation and maintenance of following project of value not less than INR 10 Crore in India or abroad in last seven years: a)Utility Management (Water OR Electricity SCADA) and or b)Command & Control Centre or c) Network Operations Centre (NOC) in | Instead of Project of value less than INR 10 Crores- Request to consider INR 5 Crores | Value of each such project  executed shall be read as, INR 5 Crore instead of INR 10 Crore. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | India or abroad in last 7 years. Or Establishment of Command Control Centre with at least 1000 IP based CCTV Cameras successful installation & operations in any govt./semi govt./other agencies | | |
| 379 | 3.5.6, Page 27/462 | For services not covered in this RFP, any additional requirements will be arranged by SI. NDMC will take competitive rates from third party and payment will be made to SI at such competitive rates. | Request you to include a total cap on the penalty to be charged against this clause<br>An open ended clause keeps an ambiguity regarding what should be the risk to be factored by the bidders | RFP clause remains unchanged. |
| 380 | 3.5.24, Page 34/462 | Manpower exit from project during first 6 months of the Project in which case penalty of 2 lacs INR | Please drop this clause.<br>Sometimes it is beyond the control of the organization to hold the manpower with them in this case the penalty is unjustified | RFP clause remains unchanged. |
| 381 | 3.5.32, Page 36/462 | Customer reserves the right to review terms with OEM and no such contract shall be executed, amended, terminated without customer's written approval | This clause is not acceptable. Request please drop the same<br>This clause will not allow to have a better negotited terms & conditions with OEM as they may use it as an excuse for not giving better deal, which is a loss to both System integrator as well customer | RFP clause remains unchanged. |
| 382 | 3.7.4, Page 41/462 | Extension shall be at 7% enhancement | Rate negotiation & other T&N should be mutually negotiable at the time of extension<br>The increase depends on multiple factors, hence it may not be possible to cap it at the time of bidding itself for next 5 years | RFP clause remains unchanged. |
| 383 | 4.10.2, page 54/462 | EMD of 1 INR Cr. in the form of DD/Pay order/Bankers cheequq/FDR/TDR | Please add BG as well as mentioned in clause 4.1.10 on page 43/462<br>BG is well accepted precedence in bids of this magnitude | BG is also acceptable. |
| 384 | 4.23.1, Pge 59/462 | EMD shall be valid for 180 days inclusive of claim period of 60 days | Please limit the EMD BG validity equal to Bid validity period | RFP clause remains unchanged. |
| 385 | 6.3.2, Page 98/462 | PBG should be valid for 180 days beyond the Contract end date. | Please limit the BG validity till Contract end date. BG validity beyond 90 days from the Contract end is not acceptable<br>Once the work is completed and signed off, it should be an endpoint for Performance related to that particular work, hence | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | extended PBG does not make sense | |
| 386 | 6.6, Page 99/462 | Tax Liability | Please add a clause as to changes in the tax rate and / or introduction of new taxes / levies will be on account of Customer Over the past 4-5 years changes in the tax structure has been very dynamic and had huge impact on the bidders, also upcoming GST norms are not yet clear, hence tax should be at actuals at the time of invoice | Refer reply to the query at S.No. 149 |
| 387 | 6.7.1, Page 99/462 | Failure to SLAs, Contract will be terminated with notice period of 30 days | Notice period shall be minimum of 90 days There should be proper time availble for resolving the issue leading to failure of SLA, which should be given to bidder, this is a normal and accepted procedure and also has benefit to the customer | RFP clause remains unchanged. |
| 388 | 13, Page 132/462 | Liquidated damages 10% of Capex before go -live and 25% of Opex post go live | Please cap Liquidated damages as 10% of Total Contract value. There has to be a resonable cap on the liquidated damage 25% of opex is too high | RFP clause remains unchanged. |
| 389 | Annexure 2, Page 159/462 | Pre Contract Integrity Pact | Request you to please elaborate on the same | Form is self explanatory. |
| 390 | Clause 21, Page 428/462 | Hardware / Software support should be for 7 years. | Please clarify O&M period - is it 5 years or 7 years? This is required to submit a financial bid in accordance | From the date of installation upto 5 years from the date of GO-LIVE. |
| 391 | General | Invoicing of Hardware, Software and Services | Please clarify that billing will be separate from Services and it shall 100% at the time of Supply of Hardware / Software in order to claim Tax input credit under GST regime. Implementation Services shall be as per defined milestones. For O&M, billing shall be monthly in Arrears. This will help more clarity for all the bidders | Refer Annexure 1 to these pre-bid replies. |
| 392 | General | Payment | Please add a clause as to Payment shall be released within 30 days of Invoice in absence of which 1.5% interest will be chargeable for late payment Already discussed during pre-bid will also help a clarity for the bidders | Payment will be released within 30 days from the date of acceptance and submission of all formalities otherwise mater can be reported to higher authorities. |
| 393 | General | Liability | Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the NDMC or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the NDMC, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the NDMC. Such failures or delays shall be brought to the notice of the NDMC and subject to mutual agreement with the NDMC, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the NDMC for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.<br>This is required to have more clarity on the liability and can be added in the RFP | |
| 394 | NIL | NIL | Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. | RFP clause remains unchanged. |
| 395 | NIL | NIL | The total cumulative liability of either party arising from or relating to this Agreement shall not exceed the total amount paid to Bidder by the NDMC in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose). | Refer reply to the query at S.No. 222 |
| 396 | General | Validity | Please specify a period of Validity for the proposal | Period of Validity is 180 days. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | onse need to have a certain validity period | |
| 397 | 3.5.22 Acceptance Testing: page 33 | The system, after the integration is completed, will be put on Acceptance tests. As a part of Acceptance Testing, all the components would be powered on for a period of 72 hours before initiating the acceptance procedure. In the acceptance procedure the Applicant has to demonstrate full and documented functionalities and throughput of the system to NDMC team. The handling of the system and basic troubleshooting must be elaborated to the NDMC systems team for smooth day-to-day operations. NDMC system team and user groups will test the system over a period of 5 days. On successful completion of the acceptance test after successful completion of the entire scope of work as defined in the RFP to that stage, NDMC will issue Acceptance Certificate. | The system, after the integration is completed, will be put on Acceptance tests. As a part of Acceptance Testing, all the components would be powered on for a period of 72 hours before initiating the acceptance procedure. NDMC will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal. The application software (if any) will be delivered/installed for acceptance to NDMC as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of NDMC. NDMC will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by NDMC. In the acceptance procedure the Applicant has to demonstrate full and documented functionalities and throughput of the system to NDMC team as agreed by the parties. The handling of the system and basic troubleshooting must be elaborated to the NDMC systems team for smooth day-to-day operations. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by NDMC, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. NDMC system team and user groups will test the system over a period of 5 days. On completion of the acceptance test after completion of the entire scope of work as defined in the RFP to that stage, NDMC will issue Acceptance Certificate. The NDMC | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by NDMC if the NDMC (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT). Reworking of defects shall be at the cost of Bidder provided the defects are for reasons solely and entirely attributable to the Bidder, in all other cases it shall be to the account of the NDMC. Items reported as defects that are not deviations from the immediate previous accepted baseline will be reported again through fresh Change Request documents under the Change Management Procedure described herein. Items reported through the Change Management Procedure will be dealt with separately. It will bring more clarity in the procedure for acceptance | |
| 398 | 3.5.23 Post-Completion Liabilities during warranty: page 34 | a) The System Integrator will provide Post-completion onsite comprehensive Warranty for 5 years. b) The System Integrator will conduct onsite Major Patch upgrade of Software in consultation with NDMC. c) The System Integrator should provide On-site minimum 3-day Familiarization /Refresher of hardware/software by OEM-certified Personnel once every year. | a) The System Integrator will provide Post-completion onsite comprehensive Warranty for 5 years. b) The System Integrator will conduct onsite Major Patch upgrade of Software in consultation with NDMC at an agreed rate. c) The System Integrator should provide On-site minimum 3-day Familiarization /Refresher of hardware/software by OEM-certified Personnel once every year. d) The System Integrator has to maintain minimum spare in working condition, as recommended by OEM in built-up space | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | d) The System Integrator has to maintain minimum spare in working condition, as recommended by OEM in built-up space provided by the NDMC and manage the same as per the Service Level Agreement (SLA) throughout the contract period. e) The System Integrator has to depute resident Engineers at ICCC & DC as per the manpower schedule, during 5 years of comprehensive O&M period. Engineer has to be physically available onsite and also on call/mail 24x7. Engineer should be Certified from OEM. In case Engineer is on leave/non-available due to any reason, an alternate resource with similar experience has to be stationed during that time. However, backend support should be available 24 x 7 x 365 days. If the services of the deputed person is not satisfactory, he/she has to be replaced with competent person with immediate effect by the System Integrator. f) O&M of ERP solution g) O&M of RFID based solid waste management system for complete NDMC of 75000 households approx. h) Replacement of any defective item during O&M period of five years from the date of GO-LIVE. 1.5.24 SI shall ensure that none of the Key Personnel (refer Section 5.3.6.2 of the RFP Volume I proposed) and manpower exit | provided by the NDMC and manage the same as per the Service Level Agreement (SLA) throughout the contract period <u>as mutually agreed between the parties</u>. e) The System Integrator has to depute resident Engineers at ICCC & DC as per the manpower schedule, during 5 years of comprehensive O&M period. Engineer has to be physically available onsite and also on call/mail 24x7. Engineer should be Certified from OEM. In case Engineer is on leave/non-available due to any reason, an alternate resource with similar experience has to be stationed during that time. However, backend support should be available 24 x 7 x 365 days. If the services of the deputed person is not satisfactory, he/she has to be replaced with competent person with immediate effect by the System Integrator. f) O&M of ERP solution g) O&M of RFID based solid waste management system for complete NDMC of 75000 households approx. h) Replacement of any defective item during O&M period of five years from the date of GO-LIVE. 3.5.24 SI shall ensure that none of the Key Personnel (refer Section 5.3.6.2 of the RFP Volume I proposed) and manpower exit from the project during first 6 months of the beginning of the project.<u>(penalty amount sentence is deleted)</u><br><br>**3.5.27** SI shall ensure that SI"s Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. SI shall ensure that the services are performed through the efforts of SI"s Team, in accordance with the terms hereof to <u>("and to the satisfaction to" is deleted)</u> the NDMC. Nothing in the Contract relieves SI from its liabilities or obligations under the Contract to provide the Services in accordance with the | |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | from the project during first 6 months of the beginning of the project. In such cases of exit, a penalty of INR 2 lakhs per such replacement shall be imposed on SI. **3.5.27** SI shall ensure that SI"s Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. SI shall ensure that the services are performed through the efforts of SI"s Team, in accordance with the terms hereof and to the satisfaction of the NDMC. Nothing in the Contract relieves SI from its liabilities or obligations under the Contract to provide the Services in accordance with the NDMC"s directions and requirements and as stated in this Contract and the Bid to the extent accepted by the NDMC and SI shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team. **3.5.28** SI shall be fully responsible for deployment / installation / development/ laying of network fiber and integration of all the software and hardware components and resolve any problems / issues that may arise due to integration of components. **3.5.29** SI shall ensure that the OEMs supply equipment/ components including associated accessories and software | NDMC"s directions and requirements and as stated in this Contract and the Bid to the extent accepted by the NDMC and SI shall be liable for any non-performance <u>as per to the agreed scope of the Agreement/RFP</u>, non-compliance, <u>material</u> breach or other loss and damage resulting either directly or indirectly by or on account of its Team. **3.5.28** SI shall be fully responsible for deployment / installation / development/ laying of network fiber and integration of all the software and hardware components and resolve any problems / issues that may arise due to integration of components; <u>provided such problems / issues are solely attributable by the Bidder</u>. **3.5.29** SI shall ensure that the OEMs supply equipment/ components including associated accessories and software required and shall support SI in the installation, commissioning, integration and maintenance of these components during the entire period of contract. SI shall ensure that the COTS OEMs supply the software applications and shall support SI in the installation / deployment, integration, roll-out and maintenance of these applications during the entire period of contract. It must clearly be understood by SI that warranty and AMC of the system, products and services incorporated as part of system would commence from the day of Go-Live of system as a complete Smart city solutions including all the solutions proposed. SI would be required to explicitly display that he/ they have a back to back arrangement for provisioning of warranty/ AMC support till the end of contract period with the relevant OEMs. The annual maintenance support shall include patches and updates the software, hardware components and other devices <u>at a mutually agreed cost.</u><br><br>This is to synchronize the OEM policy which are to be negotiated and finalized at the time of execution. The purpose is | |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | required and shall support SI in the installation, commissioning, integration and maintenance of these components during the entire period of contract. SI shall ensure that the COTS OEMs supply the software applications and shall support SI in the installation / deployment, integration, roll-out and maintenance of these applications during the entire period of contract. It must clearly be understood by SI that warranty and AMC of the system, products and services incorporated as part of system would commence from the day of Go-Live of system as a complete Smart city solutions including all the solutions proposed. SI would be required to explicitly display that he/ they have a back to back arrangement for provisioning of warranty/ AMC support till the end of contract period with the relevant OEMs. The annual maintenance support shall include patches and updates the software, hardware components and other devices. | also to bring more clarity in the clause from execution point-of-view.<br><br>Also penalty on Manpower exit may not be practical as sometimes it is not even in control of the bidder. | |
| 399 | 4.26 Administrative Guidelines; page 62 | (iv) NDMC will hold ownership of all hardware equipment and software components, including but not limited to all active and passive devices, sensors, servers, computer systems, solutions, applications, reports, software and licenses etc. | (iv) NDMC will hold ownership of all hardware equipment and software components, including but not limited to all active and passive devices, sensors, servers, computer systems, solutions, applications, reports, which are solely and exclusively developed by Bidder for NDMC.<br>All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder's proprietary products or components thereof any | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | development carried out by Bidder thereto in the course of providing services hereunder, including customization, enhancement, interface development etc. shall remain the exclusive property of Bidder and NDMC shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favor of NDMC the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes NDMC to (a) separate Bidder pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder pre-existing IP in favor of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder pre-existing IP. All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and NDMC shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Contract. For the purposes of clarity the Service Provider | |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for Invest India, for any other client or Customer of the Service Provider. Nothing contained in this Section shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party. | |
| 400 | 6.6 TAX LIABILITY | 6.6.1 The System Integrator shall be responsible for all the statutory taxes, statutory dues, local levies, Service tax, GST, etc. to be paid to Government / Statutory bodies / Authorities etc. for the services rendered by it. There will be no tax liability upon the NDMC whatsoever on any account. 6.6.2 The System Integrator indemnifies NDMC from any claims that may arise from the statutory authorities in connection with this License. 6.6.3 The System Integrator should ensure enforcement of Applicable Laws including Labour Laws, Minimum Wages Laws etc. and at no point of time should the NDMC be drawn into litigation on these counts. | 6.6.1 NDMC shall be responsible for all the statutory taxes, statutory dues, local levies, Service tax, VAT, GST, or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction etc. to be paid to Government / Statutory bodies / Authorities, etc. for the services rendered by it. Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the NDMC. Any increase or decrease in the existing taxes or newly introduced taxes shall be to the account of the NDMC. Each party is responsible for its own income taxes, corporate taxes and franchise taxes. 6.6.2 The System Integrator indemnifies NDMC from any applicable claims that may arise from the statutory authorities in connection with this License. 6.6.3 The System Integrator should ensure enforcement of Applicable Laws including Labour Laws, Minimum Wages Laws.(etc. is deleted) and at no point of time should the NDMC be drawn into litigation on these counts. Prices are exclusive of taxes | RFP clause remains unchanged. |
| 401 | 6.8 Payment Terms; page 100-102 | (iii) Taxes and Statutory Payments will be paid by the SI. (iv) All payments agreed to be made by NDMC to the SI in accordance with the Bid shall be inclusive of all statutory | (iii) Taxes and Statutory Payments will be paid by the SI. (iv) All payments agreed to be made by NDMC to the SI in accordance with the Bid shall be exclusive of all statutory levies, duties, taxes and other charges, whenever levied/applicable. (v) Both parties shall bear all its personal/income taxes levied or | Refer reply to the query at S.N. 150. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | levies, duties, taxes and other charges, whenever levied/applicable.<br>(v) The SI shall bear all personal/income taxes levied or imposed on it and its personnel, etc. on account of payment received under this Contract. The SI shall bear all income/corporate taxes, levied or imposed on the SI on account of payments received by it from NDMC for the work done under this Contract. The SI shall bear all other taxes such as sales tax, octroi, VAT, custom duty, service tax, etc.. | imposed on it and its personnel. on account of payment received under this Contract. The SI shall bear all income/corporate taxes, levied or imposed on the SI on account of payments received by it from NDMC for the work done under this Contract. NDMC shall bear all other taxes such as sales tax, octroi, VAT, custom duty, service tax, etc..<br>All invoices and bills will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by NDMC and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.<br>Bidders' internal: Please take finance approval.<br>Bidder wishes to incorporate certain provision relating to payment. | |
| 402 | 9 Punitive Clause 9.1 Service Level Agreement (SLAs) ; page 113 | The benefits of the SLA are as follows:<br>(i) Increasing client/ client organization satisfaction with IT services | The benefits of the SLA are as follows:<br> (i)  Increasing client/ client organization with IT services<br>0.5% per week of the Project cost including O&M cost. Maximum<br>5% of the total Project cost including O&M cost. In case of delay in execution goes beyond six months from the scheduled date of Go-live then NDMC may terminate the contract.<br>The penalty shall be payable only for the SLA breach for reasons solely attributable for the Bidder and such liquidated damage shall be NDMC sole and exclusive remedy for all delays herein. The liquidated damages /Penalty shall be payable only for the SLA breach for reasons solely attributable for the Bidder and | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | such liquidated damage/Penalty shall be NDMC's sole and exclusive remedy for all delays herein. Bidder's corporate policy is to limit the maximum penalty for SLA breach to 5% of the payment due for the period for which it is measured | |
| 403 | 9.3.5; page 115 | | Uptime - The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement: (a) Time lost due to power or environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to NDMC such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Bidder/SI' consent and/ or failure to maintain the site as required by the SI; (d) Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required by NDMC (SI may also request NDMC for a shutdown for maintenance purpose, which request will not be denied unreasonably by NDMC); (g) Time taken for booting the system (h) Time lost due to unavailability of links.<br><br>Bidder wishes to add the exceptions to the uptime | RFP clause remains unchanged. |
| 404 | 9.3.6 Measurement of SLA; page 117 | Total liquidated damages to be levied on the SI shall be capped at 10% of the total contract value. However, NDMC would have right to invoke termination of the contract in case the overall liquidated damages equals 10% of total contract value. Liquidated damages to be levied during Post Implementation period shall be | Total liquidated damages to be levied on the SI shall be capped at 10% of the total contract value. However, NDMC would have right to invoke termination of the contract in case the overall liquidated damages equals 5% of delayed goods or services. The penalty shall be payable only for the SLA breach for reasons solely attributable for the Bidder and such liquidated damage shall be NDMC sole and exclusive remedy for all delays herein. The liquidated damages /Penalty shall be payable only for the | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | capped at 25% of the OPEX value. NDMC would also have right to invoke termination of contract in case cumulative debit point (breach points) are above twenty five in two consecutive quarters. | SLA breach for reasons solely attributable for the Bidder and such liquidated damage/Penalty shall be NDMC's sole and exclusive remedy for all delays herein.<br><br>Bidder's corporate policy is to limit the maximum penalty for SLA breach to 5% of the payment due for the period for which it is measured | |
| 405 | 9.3.11; page 123 | 9.3.11 Rate of Penalties prescribed in Clause 9.3.8 and 9.3.9 will increase @10% per annum on compounding basis from the date of signing of the agreement. | The clause need to be deleted<br><br>There is no reason, why the penalty should be increased. | RFP clause remains unchanged. |
| 406 | 11. EVENTS OF DEFAULT AND TERMINATION, page 126 | | The Bidder wishes to have similar termination rights. Further, the parties shall by providing 30 days written notice can terminate the contract.<br><br>Notwithstanding anything, the Bidder may terminate this Agreement for cause if NDMC materially breaches this contract, provided Bidder gives NDMC notice of such breach and it remains uncured after 30 days following notice.<br><br>If any amount due and payable by NDMC under the Agreement is more than 30 days overdue; and there is no dispute between NDMC and Bidder in relation to that amount, Bidder may issue to NDMC a notice that payment is overdue. If NDMC fails to pay Bidder within 7 days after the date of such notice, Bidder may by a further notice to NDMC terminate the contract or at its election withdraw services or stop performance of its obligations until payment is made.<br><br>Bidder wants to have a similar right of termination in case of default and non payment of fees by NDMC. | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 407 | 11.5 Obligation of Parties; page 129 | Following issue of Termination Notice by NDMC in accordance with clause 11.4, the Parties (i.e. the SI and the NDMC) shall promptly take all such steps as may be necessary or required to ensure that: (i) until Termination the Parties shall, to the fullest extent possible, discharge their respective obligations so as to maintain the continuity of service to the users of the Project Facilities, (ii) the Termination Payment, if any, payable by the SI is paid to the NDMC before the Termination Date; and (iii) the Project Facilities are handed over to NDMC by the SI on the Termination Date, free from any Encumbrance, under this Agreement. | Following issue of Termination Notice by NDMC in accordance with clause 11.4, the Parties (i.e. the SI and the NDMC) shall promptly take all such steps as may be necessary or required to ensure that: (i) until Termination the Parties shall, to the fullest extent possible, discharge their respective obligations so as to maintain the continuity of service to the users of the Project Facilities, ~~(ii) the Termination Payment, if any, payable by the SI is paid to the NDMC before the Termination Date; a~~nd (ii) the Project Facilities are handed over to NDMC by the SI on the Termination Date, free from any Encumbrance, under this Agreement.<br><br>What is Termination Payment? There should not be any such provision. | RFP clause remains unchanged. |
| 408 | 11.7 Termination Payments; page 129 | 11.7.1 Upon Termination of this Agreement, the NDMC shall be entitled to receive Termination Payment as under: (i) Prior to GO-LIVE If the Agreement is terminated due to Event of Default, NDMC shall forfeit all the Performance NDMC Guarantee(s) furnished by the SI, and all the assets and services created under this project will become the property of NDMC. The SI shall pay all fees/ dues, if any, to the NDMC before the date of termination. NDMC may also recover dues, if any, against the SI, and may take any other action as its deem fit. | ~~11.7.1 Upon Termination of this Agreement, the NDMC shall be entitled to receive Termination Payment as under:~~ ~~(i) Prior to GO-LIVE~~ ~~If the Agreement is terminated due to Event of Default, NDMC shall forfeit all the Performance NDMC Guarantee(s) furnished by the SI, and all the assets and services created under this project will become the property of NDMC. The SI shall pay all fees/ dues, if any, to the NDMC before the date of termination. NDMC may also recover dues, if any, against the SI, and may take any other action as its deem fit.~~ ~~(ii) After GO-LIVE~~ ~~If the Agreement is terminated due to Event of Default, NDMC shall forfeit the Performance NDMC Guarantee furnished by the SI, and all the assets and services created under this project will become the property of NDMC. The SI shall pay all fees/ dues, if~~ | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | (ii) After GO-LIVE<br>If the Agreement is terminated due to Event of Default, NDMC shall forfeit the Performance NDMC Guarantee furnished by the SI, and all the assets and services created under this project will become the property of NDMC. The SI shall pay all fees/ dues, if any, to the NDMC before the date of termination. NDMC may also recover due, if any, against the SI, and may take any other action as its deem fit.<br>11.7.2 The SI shall pay all fees/ dues, if any, to the NDMC before the date of termination.<br>11.7.3 The SI may terminate the agreement by giving a notice of 60 days to the NDMC. Such termination is subject to the fulfillment of the conditions, as prescribed under clause 11.7.1, 11.7.2 and 11.8, by the SI. | ~~any, to the NDMC before the date of termination. NDMC may also recover due, if any, against the SI, and may take any other action as its deem fit.~~<br>~~11.7.2 The SI shall pay all fees/ dues, if any, to the NDMC before the date of termination.~~<br>~~11.7.3 The SI may terminate the agreement by giving a notice of 60 days to the NDMC. Such termination is subject to the fulfillment of the conditions, as prescribed under clause 11.7.1, 11.7.2 and 11.8, by the SI.~~<br><br>This needs to be deleted, as on an event of any material default NDMC may impose penalty as agreed upon, however NDMC shall not be allowed to attach any assets or property of SI/Bidder. | |
| 409 | 11.8 Rights of NDMC on Termination ;page 130 | Upon Termination of this Agreement for any reason whatsoever, NDMC shall have the power and authority to:<br>(i) Enter upon the Project Site and take over the Project Facilities without any hindrance.<br>(ii) prohibit the SI or any Person claiming through or under the SI from entering upon/dealing with the Project Site / Project Facilities;<br>(iii) step in or nominate any person to step in without the necessity of any further | Upon Termination of this Agreement for ~~any reason whatsoever~~material default, NDMC shall have the power and authority to:<br>(i) Enter upon the Project Site and take over the Project Facilities without any hindrance.<br>(ii) prohibit the SI or any Person claiming through or under the SI from entering upon/dealing with the Project Site / Project Facilities;<br>(iii) step in or nominate any person to step in without the necessity of any further action by the SI, to the interests of the SI under such of the Project Agreements, as NDMC may in its discretion deem appropriate with effect from such date as NDMC | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | action by the SI, to the interests of the SI under such of the Project Agreements, as NDMC may in its discretion deem appropriate with effect from such date as NDMC may specify: Provided any sums claimed by counter party to any such Project Agreements as being due and owing for work or services performed or accruing on account of any act, omission or event prior to such date specified by NDMC for step in shall and shall always constitute debt between the SI and such counter party and NDMC shall in no way or manner be liable or responsible for such sums. The SI shall ensure that the Project Agreements contain provisions necessary to give effect to the provisions of this clause 11; (iv) Notwithstanding anything contained in this Agreement, NDMC shall not, as a consequence of Termination or otherwise, have any obligation whatsoever including but not limited to obligations as to compensation for loss of employment, continuance or regularization of employment, absorption or re-employment on any ground, in relation to any person in the employment of or engaged by the SI in connection with the Project, and the handback of the Project Site/facilities by the SI to NDMC shall be free from any such obligation. | may specify: Provided any sums claimed by counter party to any such Project Agreements as being due and owing for work or services performed or accruing on account of any act, omission or event prior to such date specified by NDMC for step in shall and shall always constitute debt between the SI and such counter party and NDMC shall in no way or manner be liable or responsible for such sums. The SI shall ensure that the Project Agreements contain provisions necessary to give effect to the provisions of this clause 11; (iv) Notwithstanding anything contained in this Agreement, NDMC shall not, as a consequence of Termination or otherwise, have any obligation whatsoever including but not limited to obligations as to compensation for loss of employment, continuance or regularization of employment, absorption or re-employment on any ground, in relation to any person in the employment of or engaged by the SI in connection with the Project, and the handback of the Project Site/facilities by the SI to NDMC shall be free from any such obligation. ~~(v) Notwithstanding anything contained in this Agreement, the right of NDMC to vacant and peaceful possession of the Project Facilities, upon Termination is absolute. If the SI fails to deliver vacant and peaceful possession of the Project Facilities as contemplated in this provision, the SI shall be liable to pay to NDMC and NDMC shall be entitled to recover from the SI, an amount that represents a genuine estimate of the losses, damages and costs suffered by NDMC by way of liquidated damages. The parties agree that the said liquidated damages shall be calculated at the rate applicable for the year when the Contract is Terminated plus the costs incurred by NDMC for recovery of the Project Facilities. Such liquidated damages shall be recoverable~~ | |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | (v) Notwithstanding anything contained in this Agreement, the right of NDMC to vacant and peaceful possession of the Project Facilities, upon Termination is absolute. If the SI fails to deliver vacant and peaceful possession of the Project Facilities as contemplated in this provision, the SI shall be liable to pay to NDMC and NDMC shall be entitled to recover from the SI, an amount that represents a genuine estimate of the losses, damages and costs suffered by NDMC by way of liquidated damages. The parties agree that the said liquidated damages shall be calculated at the rate applicable for the year when the Contract is Terminated plus the costs incurred by NDMC for recovery of the Project Facilities. Such liquidated damages shall be recoverable from the Termination Date to the date when NDMC receives vacant and peaceful possession of the Project Facilities. Provided, the recovery of liquidated damages shall be without prejudice to the rights and remedies available to NDMC against the SI who shall be deemed to be a trespasser in illegal and unauthorized possession and occupation of the Project Site and Project Facilities, upon Termination. | ~~from the Termination Date to the date when NDMC receives vacant and peaceful possession of the Project Facilities. Provided, the recovery of liquidated damages shall be without prejudice to the rights and remedies available to NDMC against the SI who shall be deemed to be a trespasser in illegal and unauthorized possession and occupation of the Project Site and Project Facilities, upon Termination.~~ This should be applicable only for material default | |
| 410 | 12 DISPUTE RESOLUTION; page 132 | 12.1 Any disputes and or difference relating to this agreement or claims arising out of or relating to this agreement or | 12.1 Any disputes and or difference relating to this agreement or claims arising out of or relating to this agreement or breach, termination or the invalidity thereof or on any issue whether | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | breach, termination or the invalidity thereof or on any issue whether arising during the progress of the services or after the completion or abandonment thereof or any matter directly or indirectly connected with this agreement will be resolved through joint discussion of the authorized representatives of both the parties (NDMC and SI). If the dispute is not resolved by joint discussion, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Chairman, NDMC on receipt of written notice / demand of appointment of Arbitrator from either party. 12.2 The award of the sole Arbitrator shall be final and binding on all the parties. The cost of Arbitration shall be borne by the respective parties equally. Arbitration proceedings will be held at premises of NDMC, New Delhi only. | arising during the progress of the services or after the completion or abandonment thereof or any matter directly or indirectly connected with this agreement will be resolved through joint discussion of the authorized representatives of both the parties (NDMC and SI). If the dispute is not resolved by joint discussion, then the matter will be referred for adjudication to a Board of Arbitration. This Board will be constituted prior to the commencement of the arbitration and will comprise of two arbitrators and an umpire. ~~sole Arbitrator appointed by the Chairman, NDMC on receipt of written notice / demand of appointment of Arbitrator from either party.~~ 12.2 The award of the Arbitrator shall be final and binding on all the parties. The cost of Arbitration shall be borne by the respective parties equally. Arbitration proceedings will be held at premises of NDMC, New Delhi only.<br><br>Arbitration cannot be one sided, the appointment of arbitrator should be neutral as per the Indian Arbitration and Conciliation Act 1996. | |
| 411 | 13 LIQUIDATED DAMAGES; page 132 | Time is the essence of the Agreement and the delivery dates are binding on the SI. In the event of delay or any gross negligence, for causes attributable to the SI, in meeting the deliverables, the NDMC shall be entitled at its option to recover from the SI as agreed, liquidated damages, as per the rates mentioned in Clause 9 "Punitive Clauses" as mentioned in this RFP document. The Liquidated Damages shall be capped at 10% of the total CAPEX before Go-Live and 25% of the OPEX per | Time is the essence of the Agreement and the delivery dates are binding on the SI. In the event of delay or any gross negligence, for causes attributable to the SI, in meeting the deliverables, the NDMC shall be entitled at its option to recover from the SI as agreed, liquidated damages, as per the rates mentioned in Clause 9 "Punitive Clauses" as mentioned in this RFP document. The Liquidated Damages shall be capped at 5% of the delayed goods or services, and in the event of Liquidated Damages exceeding this capping, the NDMC has a right to invoke "Termination Clause". The penalty shall be payable only for the SLA breach for reasons solely attributable for the Bidder and such liquidated damage shall be NDMC sole and exclusive remedy for all delays | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | year after Go-Live, and in the event of Liquidated Damages exceeding this capping, the NDMC has a right to invoke "Termination Clause". The activities pursuant to the termination of the Contract Agreement shall be in-line with the conditions of the RFP document. | herein. The liquidated damages /Penalty shall be payable only for the SLA breach for reasons solely attributable for the Bidder and such liquidated damage/Penalty shall be NDMC's sole and exclusive remedy for all delays herein. The activities pursuant to the termination of the Contract Agreement shall be in-line with the conditions of the RFP document.<br><br>Bidder's corporate policy is to limit the maximum penalty for SLA breach to 5% of the payment due for the period for which it is measured | |
| 412 | 14 EXIT MANAGEMENT SCHEDULE ; page 133 | 14.1 Purpose: This Clause sets out the provisions, which will on expiry or termination of the Contract Agreement. 14.2 Transfer of assets: 14.2.1 The SI shall within fifteen (15) days of the expiry of the Contract Agreement or termination of the Contract Agreement, whichever is earlier, hand over all the assets and services belonging to the NDMC, as per the Assets List made under the provisions of Clause 3.5.28, in proper working condition to the NDMC. 14.2.2 In case of any deficiency noticed at the time of such handing over, the SI has to get it rectified at his own cost within 45 days of such handing over otherwise NDMC will get it rectified at the risk and cost of the SI. 14.2.3 Performance NDMC Guarantee of the SI will be released only after successful handing over of the all the assets and services, including hardware, software, network and services in working conditions to NDMC, and after | 14.1 Purpose: This Clause sets out the provisions, which will on expiry or termination of the Contract Agreement. 14.2 Transfer of assets: 14.2.1 The SI shall within fifteen (15) days of the expiry of the Contract Agreement or termination of the Contract Agreement, whichever is earlier, hand over all the assets and services belonging to the NDMC, as per the Assets List made under the provisions of Clause 3.5.28, in proper working condition to the NDMC.<br>14.2.2 In case of any deficiency noticed at the time of such handing over, the SI has to get it rectified at his own cost within 45 days of such handing over otherwise NDMC will get it rectified at the risk and cost of the SI; provided such deficiency is solely attributable by the Bidder/SI.<br>14.2.3 Performance NDMC Guarantee of the SI will be released only after handing over of the all the assets and services, including hardware, software, network and services in working conditions to NDMC, and after adjustments of any amount due and recoverable from the SI under this Agreement by NDMC, if any as per the agreed scope of work.<br> 14.2.4 Upon service of a notice under this Clause the following provisions shall apply:<br>(a) The SI shall ensure that all liabilities have been cleared | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | adjustments of any amount due and recoverable from the SI under this Agreement by NDMC, if any. 14.2.4 Upon service of a notice under this Clause the following provisions shall apply:<br><br>(a) The SI shall ensure that all liabilities have been cleared beyond doubt, prior to transfer/all fungible/non-fungible assets to NDMC . All documents regarding the discharge of such liabilities shall be furnished to the NDMC.<br><br>(b) All title to the Assets and Services to be transferred to the NDMC pursuant to this Clause shall be transferred to NDMC, within the time period as mentioned in clause 14.2.1.<br><br>14.2.5 The outgoing SI will pass on to NDMC, the subsisting rights in any licensed products on terms not less favorable to NDMC, than that enjoyed by the outgoing SI. 14.3 Cooperation and Provision of Information During the Exit Management Period:<br><br>(i) the SI will allow the NDMC access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the NDMC to assess the existing services being delivered;<br><br>(ii) promptly on reasonable request by the NDMC, the SI shall provide access to and copies of all information held or controlled | beyond doubt, prior to transfer/all fungible/non-fungible assets to NDMC . All documents regarding the discharge of such liabilities shall be furnished to the NDMC.<br><br>(b) All title to the Assets and Services to be transferred to the NDMC pursuant to this Clause shall be transferred to NDMC, within the time period as mentioned in clause 14.2.1.<br><br>14.2.5 The outgoing SI will pass on to NDMC, the subsisting rights in any licensed products on terms not less favorable to NDMC, than that enjoyed by the outgoing SI.<br><br>14.3 Cooperation and Provision of Information During the Exit Management Period:<br><br>(i) the SI will allow the NDMC access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the NDMC to assess the existing services being delivered;<br><br>(ii) promptly on reasonable request by the NDMC, the SI shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the SI). The NDMC shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The SI shall permit the NDMC or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by the NDMC to understand the methods of delivery of the services employed by the SI and to assist appropriate knowledge transfer.<br><br>Bidders' internal : Please check the feasibility of exit management schedule before accepting | |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the SI). The NDMC shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The SI shall permit the NDMC or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by the NDMC to understand the methods of delivery of the services employed by the SI and to assist appropriate knowledge transfer. | | |
| 413 | 15.1.16 "Intellectual Property Rights"; page 137 | 15.1.16 "Intellectual Property Rights" means any patent, copyright, trademark, trade name, service marks, brands, proprietary information whether arising before or after the execution of this Contract and the right to ownership and registration of these rights. | 15.1.16 "Intellectual Property Rights" means any patent, copyright, trademark, trade name, service marks, brands, proprietary information whether arising before or after the execution of this Contract and the right to ownership and registration of these rights. All intellectual property rights including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and NDMC shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of NDMC the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes NDMC to (a) separate Bidder pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | alienate the Bidder pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder pre-existing IP.<br><br>All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and NDMC shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.<br><br>Definition of IPR defined – pre-existing IPR ownership & EULA rights elloborated. | |
| 414 | 15.6 Warranty & Maintenance; page 141 | Bidder shall also provide complete maintenance support for all the proposed integrated solution as outlined in this RFP for a period of Sixty months from the date of go-live i.e. "Go-Live" + 60 months. "Go-live" is the date on which the proposed solution is completely operational as per the requirements provided in this RFP and all the acceptance tests are successfully concluded to the satisfaction of NDMC. During the warranty period, the bidder shall warrant that the goods supplied under the contract are new, unused, of the most recent version/models and incorporate all recent improvements in design and materials | Bidder shall also provide complete maintenance support for all the proposed integrated solution as outlined in this RFP for a period of Sixty months from the date of go-live i.e. "Go-Live" + 60 months. "Go-live" is the date on which the proposed solution is completely operational as per the requirements provided in this RFP and all the acceptance tests are successfully concluded. During the warranty period, the bidder shall warrant that the goods supplied under the contract are new, unused, of the most recent version/models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The bidder further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.<br>NDMC or designated representatives of the bidder shall promptly notify successful bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall, | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|--------|------------------|----------------------|------------------------------|----------------|
| | | unless provided otherwise in the contract. The bidder further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.<br><br>NDMC or designated representatives of the bidder shall promptly notify successful bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the bidder shall, within the warranty period and with all reasonable speed, repair or replace the defective systems, without costs to NDMC and within time specified and acceptable to NDMC.<br><br>If the successful bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract, NDMC may proceed to take such reasonable remedial action as may be necessary, at the successful bidder"s risk and expense and without prejudice to any other rights, which NDMC may have against the bidder under the contract.<br><br>During the comprehensive warranty period, the successful bidder shall provide all product(s) and documentation updates, patches/fixes, and version upgrades within 15 days of their availability and should carry out installation and make operational the same at no additional cost to NDMC.<br><br>The successful bidder hereby warrants | within the warranty period and with all reasonable speed, repair or replace the defective systems, without costs to NDMC and within time specified and acceptable to NDMC; provided such defects are solely attributable by the Bidder .<br><br>If the successful bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract, NDMC may proceed to take such reasonable remedial action as may be necessary, at the successful bidder"s risk and expense and without prejudice to any other rights, which NDMC may have against the bidder under the contract; provided such defects are solely attributable by the Bidder and such risk purchase shall not exceed 5% of the total delayed expenses.<br><br>During the comprehensive warranty period, the successful bidder shall provide all product(s) and documentation updates, patches/fixes, and version upgrades within 15 days of their availability and should carry out installation and make operational the same at noan agreed additional cost to NDMC.<br><br>The successful bidder hereby warrants NDMC that: The implemented integrated solution represents a complete, integrated solution meeting all the requirements as outlined in the RFP and further amendments if any and provides the functionality and performance, as per the terms and conditions specified in the contract.<br><br>i. The proposed integrated solution shall achieve parameters delineated in the technical specification/requirement.<br><br>ii. The successful bidder shall be responsible for warranty services from licensers of products included in the systems as per the agreed terms.<br><br>iii. The successful bidder undertakes to ensure the maintenance of the acceptance criterion/standards in respect of the systems during the warranty period.<br><br>NDMC shall promptly notify Bidder in writing of any 'defect' in | |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | NDMC that: The implemented integrated solution represents a complete, integrated solution meeting all the requirements as outlined in the RFP and further amendments if any and provides the functionality and performance, as per the terms and conditions specified in the contract.<br>i. The proposed integrated solution shall achieve parameters delineated in the technical specification/requirement.<br>ii. The successful bidder shall be responsible for warranty services from licensers of products included in the systems.<br>iii. The successful bidder undertakes to ensure the maintenance of the acceptance criterion/standards in respect of the systems during the warranty period. | the software arising due to the reasons solely and entirely attributable to Bidder under this warranty. Upon receipt of such notification, Bidder shall remove the 'defect' in the application software.<br><br>The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by the NDMC. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software, specifications, instructions, data, or materials not approved by Bidder and operation of the deliverables on incompatible hardware not recommended by Bidder; (ii) any change, not made by Bidder, to some or all of the deliverables; or (iii) if the deliverables have been tampered with, altered or modified by the NDMC without the written permission of Bidder; or (iv) defects in components or materials provided to Bidder by NDMC in connection with the preparation of the deliverable.<br>In case of breach of this warranty, NDMC's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of any service deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the fees allocable to that part of the deliverable will be due to the NDMC if already paid by the NDMC.<br>EXCEPT AS SET FORTH IN THIS AGREEMENT, BIDDER MAKES NO WARRANTIES TO NDMC, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR | |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | DELIVERABLES PROVIDED HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY THE BIDDER.<br><br>Bidder wishes to add certain exceptions to warranty clause | |
| 415 | 15.7 Failure to agree with the Terms & Conditions of the RFP; page 142 | Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event NDMC may call for new bids. In such a case, NDMC shall invoke the PBG and/or forfeit the EMD. | Failure of the successful bidder to agree with the Terms & Conditions of the RFP along with the deviation sheet submitted by the Bidder shall constitute sufficient grounds for the annulment of the award, in which event NDMC may call for new bids. In such a case, NDMC shall invoke the PBG and/or forfeit the EMD.<br>Self-explanatory | RFP clause remains unchanged. |
| 416 | 15.10 Warranty; Page 145 | 15.10.1 The warranties and remedies provided in this Clause are in addition to, and not in derogation of, the warranties provided in the RFP and the two are to be read harmoniously.<br>15.10.2 A comprehensive warranty applicable on goods/solutions supplied under the Contract by the respective OEMs and the warranties shall be passed on to the Procuring Entity. The SI shall be responsible for making any and all claims under the warranty on behalf of the Procuring Entity. Generally the warranty for goods and solutions shall be for a period of two (2) years from the date of installation and commissioning of the respective hardware and solution. If the warranty period provided by the OEM is | 15.10.1 The warranties and remedies provided in this Clause are in addition to, and not in derogation of, the warranties provided in the RFP and the two are to be read harmoniously.<br>15.10.2 A comprehensive warranty applicable on goods/solutions supplied under the Contract by the respective OEMs and the warranties shall be passed on to the Procuring Entity. The SI shall be responsible for making any and all claims under the warranty on behalf of the Procuring Entity. Generally the warranty for goods and solutions shall be for a period of two (2) years from the date of installation and commissioning of the respective hardware and solution. If the warranty period provided by the OEM is for more than two (2), then the same warranty period shall be passed on to the Procuring Entity. The AMC / ATS shall commence from the date of expiry of the warranty period of the respective goods and solutions.<br>15.10.3 Technical Support for Software applications shall be provided by the respective OEMs for the period of contract. The Technical Support should include all upgrades, updates and | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | for more than two (2), then the same warranty period shall be passed on to the Procuring Entity. The AMC / ATS shall commence from the date of expiry of the warranty period of the respective goods and solutions. | patches to the respective Software applications at an agreed cost. 15.10.4 The SI warrants that the Goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support; and shall be supported by the SI and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract as agreed mutually between the parties . | |
| | | 15.10.3 Technical Support for Software applications shall be provided by the respective OEMs for the period of contract. The Technical Support should include all upgrades, updates and patches to the respective Software applications. | 15.10.5 The SI warrants that the Goods supplied under the Contract shall be of the highest grade and quality and consisted with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available. | |
| | | 15.10.4 The SI warrants that the Goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support; and shall be supported by the SI and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract. | 15.10.5 The SI further warrants that the Goods supplied under the Contract shall be free from all encumbrances and any material defects/faults arising from design, material, manufacture or workmanship (except insofar as the design or material is required by the Procuring Entity's Specifications) or from any wilful act or wrongful omission of the SI, that may develop under normal use of the supplied Goods in the conditions prevailing at the respective Datacenter / Server Room Sites. | |
| | | 15.10.5 The SI warrants that the Goods supplied under the Contract shall be of the highest grade and quality and consisted with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available. 15.10.5 The SI further warrants that the | 15.10.6 Warranty for Services – The SI warrants that all services under the Contract will be performed with promptness and diligence and will be executed in a workmanlike and professional manner, in accordance with the practices and high professional standards used in well-managed operations performing services similar to the services under the Contract. The SI represents that it shall use adequate numbers of qualified individuals with suitable training, education, experience and skill to perform the Services hereunder. | |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | Goods supplied under the Contract shall be free from all encumbrances and defects/faults arising from design, material, manufacture or workmanship (except insofar as the design or material is required by the Procuring Entity's Specifications) or from any act or omission of the SI, that may develop under normal use of the supplied Goods in the conditions prevailing at the respective Datacenter / Server Room Sites.<br>15.10.6 Warranty for Services – The SI warrants that all services under the Contract will be performed with promptness and diligence and will be executed in a workmanlike and professional manner, in accordance with the practices and high professional standards used in well-managed operations performing services similar to the services under the Contract. The SI represents that it shall use adequate numbers of qualified individuals with suitable training, education, experience and skill to perform the Services hereunder.<br>15.10.7 The Procuring Entity shall promptly notify the SI in writing of any claims arising under this warranty.<br>15.10.8 Upon receipt of such notice, the SI shall, with all reasonable speed, repair or replace the defective goods or replace such goods with similar goods free from defect | 15.10.7 The Procuring Entity shall promptly notify the SI in writing of any defects/claims arising under this warranty arising due to the reasons solely and entirely attributable to Bidder under this warranty. Upon receipt of such notification, Bidder shall remove the 'defect' in the application software.<br>15.10.8 Upon receipt of such notice, the SI shall, with all reasonable speed, repair or replace the defective goods or replace such goods with similar goods free from defect at SI"s own cost and risk; <u>provided such defects are solely attributable by the SI/Bidder.</u> Any goods repaired or replaced by the SI shall be delivered at the Procuring Entity"s premises without costs to the Procuring Entity.<br>15.10.9 If the SI, having been notified, fails to remedy the defect(s) within a reasonable period, the Procuring Entity may proceed to take such remedial action as may be necessary, at the SI"s risk and expense and without prejudice to any other rights which the Procuring Entity may have against the SI under the Contract. <u>The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by the NDMC. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software, specifications, instructions, data, or materials not approved by Bidder and operation of the deliverables on incompatible hardware not recommended by Bidder; (ii) any change, not made by Bidder, to some or all of the deliverables; or (iii) if the deliverables have been tampered with, altered or modified by the NDMC without the written permission of Bidder; or (iv) defects in components</u> | |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | at SI"s own cost and risk. Any goods repaired or replaced by the SI shall be delivered at the Procuring Entity"s premises without costs to the Procuring Entity. Notwithstanding the foregoing, these are not the sole and exclusive remedies available to the Procuring Entity in case of breach of any warranty and are also not the sole and exclusive obligations on the SI in case of breach of any warranty. 15.10.9 If the SI, having been notified, fails to remedy the defect(s) within a reasonable period, the Procuring Entity may proceed to take such remedial action as may be necessary, at the SI"s risk and expense and without prejudice to any other rights which the Procuring Entity may have against the SI under the Contract. 15.10.10 Any OEM specific warranty terms that do not conform to conditions under this Contract shall not be acceptable. 15.10.11 Any OEM specific warranty terms that do not conform to conditions under this Contract shall not be acceptable. 15.10.12 The representations, warranties and covenants provided by the SI under the Contract will not be affected by Procuring Entity"s modification of any portion of the software so long as the SI can discharge its obligations despite such modifications, or following their removal by the Procuring | or materials provided to Bidder by NDMC in connection with the preparation of the deliverable. <br><br>15.10.10 Any OEM specific warranty terms that do not conform to conditions under this Contract shall not be acceptable. 15.10.11 In case of breach of this warranty, NDMC's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of any service deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the fees allocable to that part of the deliverable will be due to the NDMC if already paid by the NDMC. Any OEM specific warranty terms that do not conform to specification conditions under this Contract shall not be acceptable. 15.10.12 The representations, warranties and covenants provided by the SI under the Contract will not be affected by Procuring Entity's modification of any portion of the software so long as the SI can discharge its obligations despite such modifications, or following their removal by the Procuring Entity. 15.10.13 Notwithstanding anything contained in the Contract, unless the Procuring Entity has otherwise agreed in writing, the Procuring Entity reserves the right to reject Goods which do not conform to the specifications provided in the RFP. <br><br>EXCEPT AS SET FORTH IN THIS AGREEMENT, BIDDER MAKES NO WARRANTIES TO NDMC, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY THE BIDDER. | |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | Entity.<br>15.10.13 Notwithstanding anything contained in the Contract, unless the Procuring Entity has otherwise agreed in writing, the Procuring Entity reserves the right to reject Goods which do not conform to the specifications provided in the RFP. | Request to add the suggestion to warranty clause to keep it In line with general market accepted conditions | |
| 417 | 15.11 Change Control Note (CCN)/change requests; page 147 | | A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the NDMC to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Bidder will present this assessment to the NDMC for its approval within a reasonable time period. Bidder will incorporate the change after receiving the NDMC's written approval.  In case of delay in approval by the NDMC, the baseline itself may undergo a change; this will mean a reassessment of the charges.<br>Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by Bidder to the NDMC. These will be evaluated jointly by the NDMC and Bidder and will be provided by the NDMC at no cost to Bidder. | RFP clause remains unchanged. |
| 418 | Annexure-1 Letter Comprising the Application for Bid Submission; page 149 | With reference to your RFP document dated ……….., I/we, having examined the RFP Document and understood its contents, hereby submit my proposal for the aforesaid project. The Application is unconditional and unqualified.<br>18. I/ We hereby irrevocably waive any | With reference to your RFP document dated ……….., I/we, having examined the RFP Document and understood its contents, hereby submit my proposal and deviation sheet for the aforesaid project. The Application is unconditional and unqualified.<br><br>18. I/ We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of Applicants, selection of the Applicant, or in connection with the selection/ Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof. <br> 19. I/ We agree and undertake to abide by all the terms and conditions of the RFP document. | ~~to challenge or question any decision taken by the Authority in connection with the selection of Applicants, selection of the Applicant, or in connection with the selection/ Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.~~ <br><br> 19. I/ We agree and undertake to abide by all the terms and conditions of the RFP document <u>along with the deviation sheet</u>. | |
| 419 | Annexure- 2 PRE-CONTRACT INTEGRITY PACT; page 159 | (iv) To recover all sums already paid by the Principal/Owner, and in case of an Indian Applicant(s)/Contractor(s) with interest thereon at 2% higher than the prevailing Prime Lending Rate of State NDMC of India, while in case of a Applicant(s)/Contractor(s) form a country other than India with interest theron at 2% higher than the LIBOR. If any outstanding payment is due to the Applicant(s)/Contractor(s) form the Principal/Owner in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest. <br> (v) To encash the advance NDMC guarantee and performance bond/warranty bond, if furnished by the Applicant(s)/Contractor(s), in order to | ~~(iv) To recover all sums already paid by the Principal/Owner, and in case of an Indian Applicant(s)/Contractor(s) with interest thereon at 2% higher than the prevailing Prime Lending Rate of State NDMC of India, while in case of a Applicant(s)/Contractor(s) form a country other than India with interest theron at 2% higher than the LIBOR. If any outstanding payment is due to the Applicant(s)/Contractor(s) form the Principal/Owner in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.~~ <br> ~~(v) To encash the advance NDMC guarantee and performance bond/warranty bond, if furnished by the Applicant(s)/Contractor(s), in order to recover the payments, already made by the Principal/Owner, along with interest.~~ <br> ~~(vi) To cancel all or any other contracts with the Applicant(s)/Contractor(s). The Applicant(s)/Contractor(s) shall be liable to pay compensation for any loss or damage to the Principal/Owner resulting from such cancellation/ rescission and the Principal/Owner shall be entitled to deduct the amount so~~ | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | recover the payments, already made by the Principal/Owner, along with interest. (vi) To cancel all or any other contracts with the Applicant(s)/Contractor(s). The Applicant(s)/Contractor(s) shall be liable to pay compensation for any loss or damage to the Principal/Owner resulting from such cancellation/ rescission and the Principal/Owner shall be entitled to deduct the amount so payable form the money(s) due to the Applicant(s)/Contractor(s). (vii) To debar the Applicant(s)/Contractor(s) from participation in future bidding processes of the New Delhi Municipal Council for a period ranging from six months to maximum five years. However if the Applicant takes corrective measures against transgressions, subject to satisfaction of Principal/Owner & IEMs, the period of debar can be reviewed. (viii) To recover all sums paid in violation of this Pact by Applicant(s)/Contractor(s) to any middleman or agent or broker with a view to securing the contract. | ~~payable form the money(s) due to the Applicant(s)/Contractor(s). (vii) To debar the Applicant(s)/Contractor(s) from participation in future bidding processes of the New Delhi Municipal Council for a period ranging from six months to maximum five years. However if the Applicant takes corrective measures against transgressions, subject to satisfaction of Principal/Owner & IEMs, the period of debar can be reviewed. (viii) To recover all sums paid in violation of this Pact by Applicant(s)/Contractor(s) to any middleman or agent or broker with a view to securing the contract.~~ <br><br> Deletion requested | |
| 420 | Annexure- 5 Format of NDMC Guarantee; page 147 | The Guarantee will remain in force up to and including the date of expiry of the period of Bid Validity as stated in the RFP Document or as extended by NDMC at any time as per RFP, notice of which extension to the NDMC being hereby waived. Provided however, that In the event that this Applicant is selected for award of the | The Guarantee will remain in force up to and including the date of expiry of the period of Bid Validity as stated in the RFP Document or as extended by NDMC at any time as per RFP (including claim period of three months)~~notice of which extension to the NDMC being hereby waived~~. Provided however, that In the event that this Applicant is selected for award of the project through the issue of the Letter of Intent, the EMD shall remain in force until the date of signing of agreement by such | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | project through the issue of the Letter of Intent, the EMD shall remain in force until the date of signing of agreement by such Applicant OR In the event this Applicant is not selected for award of the Project, the Earnest Money Deposit shall remain in force up to and including a period of 60 days after the expiration of the bid validity period or signing of the agreement, which is later. Any demand in respect of this Guarantee should reach the NDMC not later than the date of expiry (as defined above) of this Guarantee. | Applicant<br>OR<br>In the event this Applicant is not selected for award of the Project, the Earnest Money Deposit shall remain in force up to and including a period of 60 days after the expiration of the bid validity period or signing of the agreement, which is later.<br>Any demand in respect of this Guarantee should reach the NDMC not later than the date of expiry (as defined above) of this Guarantee.<br>Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of NDMC under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.<br>Request to incorporate certain points in RFP clause | |
| 421 | Annexure-9 Declaration of Non-Blacklisting; page 185 | We confirm that our company or firm, _____, is currently not blacklisted in any manner whatsoever by any of the State or UT and or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice. | A per the Company's' record, We confirm that our company or firm, _____, is currently not blacklisted in any manner whatsoever by any of the State or UT and or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.<br>Self-explanatory | RFP clause remains unchanged. |
| 422 | Annexure-10; No Deviation Certificate page 186 | This is to certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no._____ dated._____. This is to expressly certify that our offer contains no deviation either Technical (including but not limited to Scope of Work, Business Requirements Specification, Functional Requirements Specification, Hardware Specification and | This is to certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no._____ dated._____. This is to expressly certify that our offer contains no deviation either Technical (including but not limited to Scope of Work, Business Requirements Specification, Functional Requirements Specification, Hardware Specification and Technical Requirements Specification) or Commercial in either direct or indirect form.<br>We cannot provide this certificate – as Bidder is submitting | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | Technical Requirements Specification) or Commercial in either direct or indirect form. | deviations – commercial/legal/technical. | |
| 423 | Annexure 20 Non-Disclosure Agreement; page 201 | 1. The confidential information to be disclosed by the Purchaser under this Agreement ("Confidential Information") shall include without limitation, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to processes, methodologies, algorithms, risk matrices, thresholds, parameters, reports, deliverables, work products, specifications, architecture, project information, security or zoning strategies & policies, related computer programs, systems, trend analysis, risk plans, strategies and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Purchaser. <br> 2. Confidential Information does not include information which: <br> a. the Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality; | 2. The confidential information to be disclosed by the disclosing party ~~Purchaser~~ under this Agreement ("Confidential Information") shall include without limitation, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to processes, methodologies, algorithms, risk matrices, thresholds, parameters, reports, deliverables, work products, specifications, architecture, project information, security or zoning strategies & policies, related computer programs, systems, trend analysis, risk plans, strategies and information communicated or obtained through meetings, documents, correspondence or inspection of tangible items, facilities or inspection at any site to which access is permitted by the Purchaser<ins>; such information's are clearly marked as confidential or some other similar means and where exchanged "orally" then shall be confirmed in writing to the receiving party within fifteen (15 ) days of such oral transmission by the disclosing party.</ins> <br> 2. Confidential Information does not include information which: <br> a. the Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality; <br> b. information in the public domain as a matter of law; <br> 202 <br> c. is obtained by the <ins>disclosing party</ins> ~~Bidder~~ from a third party without any obligation of confidentiality; <br> d. ~~the Bidder~~ is required to disclose by order of a competent court or regulatory authority; <br> e. is released from confidentiality with the written consent of the | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | b. information in the public domain as a matter of law; 202 c. is obtained by the Bidder from a third party without any obligation of confidentiality; d. the Bidder is required to disclose by order of a competent court or regulatory authority; e. is released from confidentiality with the written consent of the Purchaser. | ~~Purchaser~~ disclosing party f.     is independently developed by the receiving party without the use of confidential Information and without the participation of individuals who have had access to confidential information. This confidentiality restriction shall be for the term of the resultant contract and for a period of two years thereafter. Bidder wishes to make the NDA mutual, include clear marking to CI, include independent development as exceptions to confidentiality, and term/ obligation period | |
| **M/S L&T** | | | | |
| 424 | 69Pre-Qualification Criterion SL Number 1 | A Consortium of registered agencies consisting of: (i) Maximum 3 companies; and (ii) One of the consortium member should lead the consortium. Lead member should have more that 50% stake in the consortium and should be registered in India under the Companies Act 1956/2013; and | Its tough to define the percentage stake during the initial phases of preparing the bid so request NDMC to keep this cluase open ended. Any partner of the consortium agreement who is jointly and severally responsible can be treated as the Lead Bidder. The credentials of each and every Consortium partner shall be allowed to be used by the Lead Bidder | RFP clause remains unchanged. |
| 425 | 69Pre-Qualification Criterion SL Number 1 Point VI | Technical and financial experience of members of the consortium having more than 26% stake in the consortium will only be considered for the purpose of this RFP. | Please clarify this clause as a SI wants to use the credentials of all the partner then the total percentage is : (50+26+26)= 102 | RFP clause remains unchanged. |
| 426 | 70Pre-Qualification Criterion SL Number 2 & 3 | 2.The average annual Turnover (TO) in Indian Rupees for last 3 audited financial years (2014-15, 2015-16, 2016-17) 3.The Sole Applicant or lead member (in case of Consortium), shall have the Positive Net-Worth (PNW) in Indian | Q-1 As it's a presetigious project request NDMC to increase the bar for average annual turnover to 200 Crores. Q-2 Request NDMC to change the PNW to atleast 50 Crores looking at the scope of this project. | Refer reply to the query at S.No. 141 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | Rupees as on end of financial year 2015-16 as Rs. 20 Cr. | | |
| 427 | Pre-Qualification Criterion SL Number 6 | The sole Applicant or the Lead Applicant in case of a Consortium , should possess the below Certifications which are valid at the time of bid submission: <br> (i) CMMI level 5 and above ; and <br> (ii) ISO 9001:2008 certification for system integration; or ISO 20000:2011 for IT Service Management; or ISO 27001:2005 for Information Security Management System | Request NDMC to amend this clause as : <br> "The sole applicant or the consortium partner in case of consortium should possess the below certifications which are valid at the time of bid submission". <br> Any of the consortium partner's certification shall be allowed to be used by the Lead Bidder. <br> OR <br> "CMMI Level 3 certification and above" shall be the provision as most of the SI's dont have CMMI Level 5 certification. | Refer reply to the query at S.No. 377 |
| 428 | 70 Pre-Qualification Criterion SL Number 7 | Experience in development of Smart City component * | Please clarify that any one out of the four projects can be used as reference | **Yes, experience of either (a) or (b) or (c) or (d) will be required.** |
| 429 | 71Pre-Qualification Criterion SL Number 7 | Solvency Certificate | Request NDMC to increase the level of Solvency to atleast 100 Crores so that the prospective bidder is capable enough to execute the project. | RFP clause remains unchanged. |
| 430 | 73Note 3 | For International projects, original client certificate and other documents shall be duly attested by Indian embassy / High Commission. The same shall be submitted with the bid document. | It will be difficult to get the documents attested by the Indian Embassy/High Commission in such a small period of time. So request NDMC to amend this clause. | RFP clause remains unchanged. |
| 431 | 99Clause 6.6 Tax Liability | TAX LIABILITY <br> The System Integrator shall be responsible for all the statutory taxes, statutory dues, local levies, Service tax, GST, etc. to be paid to Government / Statutory bodies / Authorities etc. for the services rendered by it. There will be no tax liability upon | The GST is yet to be defined by the GoI so request NDMC to remove the GST liability on the bidder. | Refer reply to the query at S.No. 149 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | the NDMC whatsoever on any account. | | |
| 432 | 100Clause 6.8 | Payment terms | 1. Please remove the clause of BG submission for getting the paymnets against the milestone achieved.<br>2.Please define the timeline in which the payment will be done.<br>3.The OEM's generally give a credit period of 45 days whereas if NDMC pays the amount to the successful bidder after 100% completion of that milestone it will lead to negative cash flow so request NDMC to make the payments on Pro-rata basis. | Please refer annexure 1 for updated payment terms |
| 433 | 113Clause 9.2 | Service Level Agreements Implementation Period.<br>i) Manpower Deployment | 1.Request NDMC to Mobilization shall be within 30 days of contract and the delay penalty if any shall be after 15 days instaed of 07 days. The delay percentage shall be 0.1% after 15 days and 0.5% after every 30 days of delay.<br>2. | RFP clause remains unchanged. |
| 434 | 114Liquidated Dmages | Delay in execution of work (in Weeks) as per Clause 3.3:<br>i) 0.5% per week of the Project cost excluding O&M cost.<br>Ii) 10% of the project cost excluding O&M | 1. Request NDMC to apply the LD or penalty on the cost of undelivered portion only and not the entire project cost as the quantum will be huge even if a small item is left.<br>2. The maximum LD shall be limited to 05%. | RFP clause remains unchanged.. |
| 435 | 118SLA Post Implementation | The SLA of 99.98% against the Server & Storage | Request NDMC to revise the SLA to be 99.5% | RFP clause remains unchanged. |
| 436 | 243.4.4 | GIS Software | Please provide the details of the GIS Software | Details provided in RFP with available GIS Software |
| 437 | 363.5.30 | 3.5.30 All the software licenses that SI proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the NDMC should have the flexibility to use the software licenses for other requirements if required. | Please define the other requirements so that the software can be customized accordingly. | RFP clause remains unchanged. |
| 438 | 413.7.4 | Terms and condition of this agreement and at the rate of 'immediately preceding year rate with 7% enhancement'. | In case of extension of contract the escalation percentage seems to be too low request NDMC to consider the NPV(Net Present Value) when the contract will be extended. | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 439 | 2722.4.13.2.1 Property Tax Department | | How Many users of NDMC will be accessing the Property Tax Module? | Bidder to access the same at the time of implementation. |
| 440 | 2722.4.13.2.1 Property Tax Department | | How Many Citizens of NDMC will be accessing the Property Tax Module for Self Assessment, On-Line Payment, Self Service requests etc. What is the expected user foot fall at peak time? | Total properties in NDMC are 50,000. |
| 441 | 2722.4.13.2.1 Property Tax Department | | Please provide an approximate number of Property Tax Payers to be considered with percentage growth year on year | Total properties at present is 45k to 50k. |
| 442 | 2742.4.13.2.1 Property Tax Department | I] MIS | How many users need to be given access to MIS of Property tax department | Users at present are 20 number for MIS. |
| 443 | 2752.4.13.2.2 Estate Management | | How Many users of NDMC will be accessing the Estate Management Module? | |
| 444 | 2752.4.13.2.2 Estate Management | | How many users need to be given access to MIS fo Estate Management | |
| 445 | 2752.4.13.2.2 Estate Management | | Please provide the approximate number of Parcels (Survey numbers) for Land | |
| 446 | 2762.4.13.2.3 Asset Management | | How many users need to be given access to Asset Management Module | Bidder to access the same at the time of implementation. |
| 447 | 2772.4.13.2.3 Asset Management | C] MIS | How many users need to be given access to MIS of Asset Management | |
| 448 | 2782.4.13.2.4 Solid Waste Management Department | | How many users will be given access to Solid Waste Management Module | |
| 449 | 2782.4.13.2.4 | | How many SWM Vehicles need to be managed and how many | |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Solid Waste Management Department | | trips each truck takes in a day | |
| 450 | 2792.4.13.2.4 Solid Waste Management Department | E] MIS | How many users need to be given access to MIS of Solid Waste Management Module | |
| 451 | 2812.4.13.2.5 Project Systems (Engineering) Module | | How many users will be given access to Project Management Module | |
| 452 | 2822.4.13.2.5 Project Systems (Engineering) Module | MIS Reports | How many users will be given access to MIS of Project Management Module | Such details bidder has to access while SRS. |
| 453 | 2842.4.13.2.7 Web Portal | A] Home Page, B] City Information, C] About Authority | How many Page Views are expected in a Day | Application is considered to be scalable, hence bidder need to consider maximum views |
| 454 | 2852.4.13.2.7 Web Portal | E] Online Services | How many online Service requests are expected in a day in general and what can be the expected Peak Load | Application is considered to be scalable, hence bidder need to consider maximum views |
| 455 | 23Table 3: Services for integration in phase-III (as per scope define in volume II of RFP): | Sl no 5, Central Workshop Management [Proposed as part of ERP] | It is mentioned on page 23 that Central Workshop management will be part of ERP system, but no specifications are given for Central Workshop Management under Clause "2.4.13". Kindly provide the specifications for CWM | Bidder has to access the requirements and develop the software. |
| 456 | 22NDMC have ArcGIS licenses | We recommend Active – Active High Availability configuration. | Request high availability at application layer | RFP clause remains unchanged. |
| 457 | 592.4.13 Enterprise | Single Database (No Heterogeneous Database to be allowed as part of the | Please elaborate the requirement | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Resource Planning (ERP) | proposed solution. | | |
| 458 | 110Functionality Description-Enterprise resource planning (ERP) integration | The platform should also have the capability to read data directly from a set of databases (HBase, MongoDB, Oracle, Cassandra, MySQL, Impala). To connect to any of the databases information on how to connect should be provided. | ERP is system of records. Ability do read data from multiple sources is capability of reporting system. Please elaborate requirement. | Clarifications as under: Any ERP Application should have capability to read and write data from multiple sources like database/web services/API. |
| 459 | 110Analytics Engine | Analytics Engine should be an artificial intelligence-based smart city analytics platform module to maximize business value through advanced machine learning capabilities. | Is in-memory database and application platform capabilities envisioned to transform transactions, analytics, text analysis, predictive and spatial processing to operate in real-time. If yes please confirm size of such database | The proposed platform can offer in-memory capabilities as a business value but it is not mandatory. To elaborate on this point, the platform should have capabilities to run advanced machine learning algorithms that improve/re-train with more data sets. |
| 460 | 110Analytics Engine- | Advanced Predictive Analytics should be part of thesolution. | Please highlight advanced analytics capabilties required along with list of algorithms and if integration is envisioned with external libraries | Advance Analytics are analytics that provide predictive analysis and the data models can re-train based on the data collected. There are many standard algorithms available on internet. |
| 461 | 110Analytics Engine- | The solution should have predictions with measurable accuracy of at least > 70% | Please elaborate the requirement and measures for validating accuracy. Is automated predictive tool envisioned. | There is a minimum accuracy level for every predictive model and the one mentioned here is the minimum to ensure that one can call it a valid prediction. Any model less than the accuracy is considered not a prediction or a prediction with errors. Prediction accuracy is measured based on scores given to the data set |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | | classification, normalization, algorithms used, low variance models, models that scale with different data sets |
| 462 | 1307.2.8 Backup Software | Proposed capacity license must include unlimited database license including MS SQL, MySQL, PostgreSQL, Oracle, SharePoint, AD, DB2, Sybase etc. In case any database is not covered in capacity license, bidder must include 20 license for each type to avoid any challenge. | Please elaborate requirement | S.N. 6 of clause 7.2.8 will be read as, "Proposed capacity license must include all required database license including MS SQL, MySQL, PostgreSQL, Oracle, SharePoint, AD, DB2, Sybase etc. In case any database is not covered in capacity license, bidder must include licenses as per the proposed solution for this RFP to avoid any challenge." |
| 463 | 22310.2.5 Scalability | Smart City system functionality naturally lends itself for massive parallel and distributed system. For linear scaling, it is essential that entire system is architected to work in parallel within and across machines with appropriate data and system partitioning. Choice of appropriate data sources such as RDBMS, Hadoop, NoSQL data stores, distributed file systems; etc. must be made to ensure there is absolutely no ―single point of bottleneck‖ in the entire system including at the database and system level to scale linearly using commodity hardware. | Please confirm size of all database requirements. Also confirm on usage of innovative in-memory databases for real time scenarios. Use of specialised hardware should be considered for levearging hardware and software coinnovations. | NDMC shall provide size of the data base at a time of migration of SRS/IRS of existing database to be migrated. Further for ICCC, The bidder to assess and build the solution |
| 464 | 492.4.4 Data Analytics Capabilities | Forward looking decision making – BI and analytics tool provide the predictive and forecasting capabilities which can help | Please highlight forecasting capabilities required | For example: 1) Predict next traffic incident that can happen. 2) Forecast which area more property tax will be |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | department in forward looking policy and decision making. | | paid |
| 465 | 502.4.4 Data Analytics Capabilities | Analysis of citizen sentiment across topics as represented through news and social media | Please highlight social media listening and analyzing capabilities required | Platform should be able to integrate with social media APIs or SDKs or RSS feeds from news sources |
| 466 | 10845 | The platform should have capability to provide access to real time data and historical data from various connected devices for reporting and analytics. | Please highlight real time use cases | Clarification following highlight or real time are:- Smart Parking, Vehicle tracking / Garbage collects, Property Tax, Electric & Water SCADA and Smart Street lighting etc. Detailed list given in clause 3.2.2 vol-I. |
| 467 | 112 | Social Media Intelligence | Please specify use case and ability to store volume of data required | The data storage depends on the analytical engine capabilities to make predictions. It's specific to the platform provided hence volume cannot be given |
| 468 | 2.4.4 Data Analytics Capabilities | | As intensive reporting and analytics requirement are envisioned. Request you to consider OLAP database capabilities for efficient performance of analytical & reporting engine | RFP clause remains unchanged. |
| 469 | 492.4.4 Data Analytics Capabilities | | Please highlight on volumetric of data base requirement across application. | The data volume depends on the analytical engine capabilities to make predictions. It's specific to the platform provided hence volume cannot be given |
| **M/S Forcepoint** | | | | |
| 470 | 1387.2.13 Web Security Appliance | Minimum of 1 * 6-core CPUs, 2.4 TB storage, RAID 10, 32 GB or more DRAM, hot-swappable hard drive | It is suggested to amend the clause as "Minimum of 2 multi core CPUs, 1.2 TB storage, 32 GB or more DRAM, hot-swappable hard drive" The hardware sizing is specific to specific OEM. The asked HDD capacity is over killing because all logs are stored in log server and proxy HDD is used for caching and OS. The log | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | database should have High Capacity HDD and RAID 10 for better performance. | |
| 471 | 1397.2.13 Web Security Appliance | The solution should allow administrator to define access to internet based on IP addresses, range of IP addresses, subnet and CIDR basis. It should also support to be forced for Authentication from Specific IP addresses, Subnet or CIDR's | It is suggested to amend the clause as "The solution should allow administrator to define access to internet based on IP addresses, range of IP addresses, subnet basis or CIDR. It should also support to be forced for Authentication from Specific IP addresses, Subnet or CIDR's" The CIDR functionality is not supported by all proxy vendors and only by specific OEM's. The CIDR is more required in routers for external routings like BGP. By putting range and subnet, all combinations can be covered. | RFP clause remains unchanged. |
| 472 | 1407.2.13 Web Security Appliance | The solution shall provide option to scan all ports at wire speed, detecting and blocking spyware activity trying to connect to the outside Internet. By tracking all 65,535 network ports and all protocols, the solution shall effectively mitigate malware that attempts to bypass Port 80 | It is suggested to amend the clause as "The solution shall provide option detecting and blocking spyware activity trying to connect to the outside Internet and shall effectively mitigate malware" because only known ports are open on Firewall from proxy address like HTTP/HTTPS and FTP protocol, other protocol will be tunneled over these protocols. This is specific and proprietary to OEM. Any Proxy works for known port/ applications for better performance and URL controls. The malware, spyware, key logger, C&C channel are mitigated at application level not at port levels for effective control. | RFP clause remains unchanged. |
| 473 | 1527.2.19 Data Leakage Prevention | The proposed solution should have built-in Automated Policy Synthesis mechanism | Please clarify the Policy synthesis? and this is specific to one OEM. The proposed solution should have built-in Automated Policy Synthesis mechanism/pre-defined templates based on region and Industry | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 474 | 1527.2.19 Data Leakage Prevention | The end point solution should inspect data leaks from all portable storage and to keep track of what data users are taking from and to their work computers on any kind of portable storage device | Data coming from the portable Device is not the Data leaks and hence need to be neutralized as is specific to one OEM The end point solution should inspect data leaks from all portable storage and to keep track of what data users are taking from their work computers on any kind of portable storage device | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 475 | 1527.2.19 Data Leakage Prevention | The proposed solution should be able to monitor and prevent Advanced Persistent Threats (APT) | The APT is separate technology than DLP, which require to protect web and email channel from targeted attacks. The DLP is used to protect the confidential and sensitive data not APT. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 476 | 1407.2.13 Web Security Appliance | New | The solution should have cloud application usage and associated risk visibility.<br>Inspect files and cloud content in real-time to prevent the malicious or unintentional leakage of confidential information. Identify and analyze sensitive or regulated data stored in cloud file-sync services to understand sharing permissions exposure and ensure compliance with regulations such as PCI, SOX, and HIPAA. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 477 | 1407.2.13 Web Security Appliance | New | The solution should inspect the sensitive content through pre-defined templates, textual content inside image, cumulative content control and inspection through web channel from day 1. Monitor and protect text within an image to identifies sensitive data such as CAD designs, scanned documents, MRI's and screen shots on web channel. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 478 | 1407.2.13 Web Security Appliance | New | The solution should provide details geo-location awareness for security incidents. The solution should provide inbuilt capability malicious content of password and unknown encryption files. It will help to block unwanted traffic of Geo-location specific. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 479 | 1407.2.13 Web Security Appliance | New | The solution should support same policy enforcement in real time policy sync for users even when they access Internet outside the corporate network, this should be enforced through an agent deployment on roaming endpoints ( (MAC/Windows). Roaming user traffic should not come to the organization network for the policy check.<br>By using on premise appliances to provide high-capacity throughput for large offices while using the cloud to secure smaller satellite offices and mobile users with no need to route traffic back to a central location. It reduce bandwidth utilization | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | for better performance. | |
| 480 | 1527.2.19 Data Leakage Prevention | New | The advance security solution like DLP, web and Email security should be enterprise proven so any third party validation is very critical to secure the critical infrastructure. The solution should be leaders/challengers in the Gartner DLP and Web security Quadrant from last 3 years | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 481 | 1527.2.19 Data Leakage Prevention | New | Database fingerprinting is important as most of the information lying within the structure data, also granular columns need to be used within that need to protected which is confidential data. The solution should have Simple to use wizards to register documents and DB's , select the specific columns and apply the Boolean logic to define the actual condition or violation to trigger. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 482 | 1527.2.19 Data Leakage Prevention | New | As all critical applications will be on cloud so DLP solution should have the cloud based application detection and protection as most of data now going toward the cloud store. The solution should support more than 50 predefined applications and also provides the capability to add third party application by the tool. It should support Print Screen, Cloud Apps and detection of text inside image and slow leakage. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 483 | 1527.2.19 Data Leakage Prevention | New | As per latest security analyst, the insider threat impose biggest security risk or threat to organization. It is very monitor the user behavior analytics and stop insider threats before they become a disaster with fully automated Visibility. The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of behavior. At a minimum, behavior monitored should include: application usage, clipboard activity, email activity, file activity, keyboard activity, log on and log off events, printer activity, process activity, web browsing, and desktop video capture. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| **M/S CIPL** | | | | |
| 484 | 1.7 Other | PBG shall be valid till for 180 days beyond | Request for clarification | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Important Information Related to Bid Performance Bank Guarantee (PBG) validity period 11 | the term of the contract period of five years from the date of GO-LIVE. | | |
| 485 | Pre-Qualification Criteria 6 70 | The sole Applicant or the Lead Applicant in case of a Consortium , should possess the below Certifications which are valid at the time of bid submission: (i) CMMI level 5 and above ; and (ii) ISO 9001:2008 certification for system integration; or ISO 20000:2011 for IT Service Management; or ISO 27001:2005 for Information Security Management System | Request to remove CMMi Level Certificate or it should be use as Or in please of ""and"" because this terms is support to specific Vendor only. Also in other Smart City Project this specific terms not mentioned. so, it is support to specific Vendors only. due to this project cost will go high.<br>Whereas the same terminology for quality and process also match in ISO 9001:2008, ISO 20000:2011 and ISO 27001:2005, So ISO certified vendors itself follow the same procedure as compare to CMMI L5.<br>Request for amendment/Changes :- Remove CMMi 5 certificate Or it should be as and genuine terms for multiple vendors:(i) CMMI level 5 and above ; Or (ii) ISO 9001:2008 certification for system integration; and ISO 20000:2011 for IT Service Management; and ISO 27001:2005 for Information Security Management System | Refer reply to the query at S.N. 377 |
| 486 | Pre-Qualification Criteria 70 | The Sole Applicant or lead member (in case of Consortium), shall have the Positive Net-Worth (PNW) in Indian Rupees as on end of financial year 2015-16 as Rs. 20 Cr. | because as per RFP All the consortium members are equally responsible and jointly & severally liable under this RFP Request for amendment / changes :- The consortium members  or lead member (in case of Consortium), shall have the Positive Net-Worth (PNW) in Indian Rupees as on end of financial year 201516 as Rs. 20 Cr. | RFP clause remains unchanged. |
| 487 | Pre-Qualification Criteria 8 71 | The Applicant or Lead member in case of Consortium, shall have Bank Solvency certificate of not less Rs. 40 Crores (certificate issued within last six months | because as per RFP All the consortium members are equally responsible and jointly & severally liable under this RFP Request for amendment / changes:- The consortium members or lead member (in case of consortium) shall have bank solvency | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | from the date of issue of this RFP document will be considered for this purpose). | certificate of not less Rs. 40 Cr. (certificate issued within last six months from the date of issue of this RFP document will be considered for this purpose). | |
| 488 | Pre-Qualification Criteria | The average annual Turnover (TO) in Indian Rupees for last 3 audited financial years (201415, 2015-16, 2016-17) in the field of (a) ICT infrastructure (b) IT system integration services (c) IT hardware manufacturer/ software developer • For Sole Applicant or , lead member ( in case of Consortium) shall have average annual turnover of Rs. 100 Cr. | because as per RFP All the consortium members are equally responsible and jointly & severally liable under this RFP Request for amendment / changes :- it should be combined turnover of consortium members | RFP clause remains unchanged. |
| 489 | 15.6 Warranty & Maintenance 140 | Bidder shall also provide complete maintenance support for all the proposed integrated solution as outlined in this RFP for a period of Sixty months from the date of go-live i.e. "Go-Live" + 60 months. "Go-live" is the date on which the proposed solution is completely operational as per the requirements provided in this RFP and all the acceptance tests are successfully concluded to the satisfaction of NDMC | Request for amendment :- Warranty should be from the date of installation not from Go-live | RFP clause remains unchanged. |
| 490 | Pre-Qualification Criteria 4 70 | The Sole Applicant or lead member (in case of Consortium), shall not have incurred losses during last three years. | Request for clarification | RFP clause remains unchanged. |
| 491 | Payment Terms 6.8 100 | 6.8 Payment Terms | Request for amendment :- On delivery for hardware and softwares 80% and on delivery 20% For Opex :- On monthly basis because from starting as per RFP 11 Manager deployment (Manpower) deploy Manpower during implementation and O&M phases and GO-live as per RFP 12 month but practically it can be 18 months due to involvement of other Govt | Please refer annexure 1 for updated payment terms |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | departments | |
| 492 | Pre-Qualification Criteria 7 70 | Experience in development of Smart City component * Applicant or any Consortium Partner having more than 26% stake in the consortium, should have experience in implementation and maintenance of following project of value not less than INR 10 Crore in India or abroad in last seven years: a)Utility Management (Water OR Electricity SCADA) and or b)Command &Control Centre or c) Network Operations Centre (NOC) in India or abroad in last 7 years. Or Establishment of Command Control Centre with at least 1000 IP based CCTV Cameras successful installation & operations in any govt./semi govt./other agencies. Note: projects for each component for evaluation. Each project should have minimum value of INR 10 Crores | request for clarification | Refer reply to the query at S. No. 378 |
| 493 | 3 Remote Line card and Virtualization support 7.2.3 Data Center Switch Type 1 124 | Switch must support IEEE 802.1BR (Bridge Port Extension) or equivalent technology, which in turn enable remote line card functionality to optimize cabling inside the data center. 125 Switch must support virtualization features like VXLAN Gateway/Bridging and routing functionality. Capability of supporting NVGRE is preferred. | NVGRE and VXLAN are alternative technologies for the same purpose. Different OEMS do follow different lines of technologies. VXLAN is most accepted and Universal standard with largest deployments. Suggest to Change to NVGRE OR VXLAN. Request for amendment | RFP clause remains unchanged. |
| 494 | 2 Switch Features 7.2.4 Data Center | It is preferred that switch must support VXLAN (Bridging and Routing) as well | NVGRE and VXLAN are alternative technologies for the same purpose. Different OEMS do follow different lines of | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|--------|------------------|----------------------|------------------------------|----------------|
| | Switch Type 2 126 | as NVGRE overlay encapsulation protocol in hardware to support multiple hypervisor deployment in the Data Center | technologies. VXLAN is most accepted and Universal standard with largest deployments. Suggest to Change to NVGRE OR VXLAN. Request for amendment | |
| 495 | Architecture 7.2.9 WAN Services Router and Internet Router 131 | The router line card must support following interface: Fast Ethernet, Gigabit Ethernet, Channelized STM1, STM1, STM16, STM64, 10G Ethernet, POS, ATM, V.35 Serial Ports, E1, Chn E1, E3 Ports. Support for these port requirement can be considered optional for Internet routers | STM interfaces are obsolete in today's era of IP networking. The bandwidth termination on routers in all probabilities is now on Ethernet interfaces. Request to relax the clause for obsolete TDM interfaces and change to Ethernet Support for 10/100/1000 & optical 1G and optical 10G interfaces. Request for amendment | RFP clause remains unchanged. |
| 496 | C1 Evaluation of the products offered on the basis of Original Equipment Manufacturer (OEM) OEM Qualification 82 | OEM prescribed as Leaders (3 Marks) OEM prescribed as Challengers (2 Marks) OEM prescribed as Visionaries (1 Marks) OEM prescribed as Niche Players, (0 Marks) or OEM not listed in Gartner magic Quadrant | Suggest removing this clause ( marking System pertaining to the Data center networking ) to encourage equal participtation for all the OEM s Request for amendment | RFP clause remains unchanged. |
| 497 | 11 Management 7.2.1 Blade Chassis & Management 122 | Redundancy should be built in the Sub system so that if one management module fails other should be able to take over automatically. Management solution should be provided so that management upto 10 blade chassis can be done from single console. | The point highlighted in red is a vendor specific. We would request you to please remove this so that all the vendors can get a fair chance & Open participation. To make it more generic you can put management upto 4 or more chassis from single console as your requirement is only for 3 chassis which you have asked in the tender. Request for amendment | Minimum specifications are provided, bidders may quote minimum or higher to meet the solution requirements |
| 498 | 4 Memory 7.2.2.2 Blade Server – 4 Socket | The server should have at least 16 GB per core DDR 3/DDR 4 memory. After populating DIMMs, Each blade server | You have asked 100% free memory DIMM slots for future expansion which can be provided with total 32 DIMM slots in a server then why do you require 96 DIMM slots. As per your | Clause amended as follows: The server should have at least 16 GB per core DDR 3/DDR 4 memory. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
|  | 123 | should have 100% free memory DIMM slots remaining for future expansion. Server should be scalable to 96 DIMM slots per blade. Should have atleast 48 DIMMs slots with 2 CPUs populated. | requirement you need 16GB memory per core which means total 320GB memory as you are taking total 20 cores in dual processor. With 64GB DIMM's ,320GB can be met with 5 DIMM slots which means you do not need more than 10 DIMM slots with dual processor but you have asked 48DIMM's with dual processors. To make it more generic we would request you to remove the point which is highlighted in red. Request for amendment | Should have atleast 48 DIMMs slots with 4 CPUs populated & 16 DIMM slots with 2 CPU populated. Clause stands amended as follows: The server should have at least 16 GB per core DDR 3/DDR 4 memory. Server should be scalable to 48 DIMM slots per blade for 4 socket server and should have atleast 16 DIMM slots for 2 socket |
| 499 | 5 7.2.2.1 Blade Server – 2 Socket 122 | The server should be configured to provide for port and card level redundancy | This clause is vendor specific as NDMC is asking for card level redundancy. We request you to modify the clause as "The server should be configured to provide for port level redundancy." Request for amendment | Refer reply to the query at S.No. 111 |
| 500 | 7.10.1 Type 1-360° Panoramic Camera 164165 | 360° Panoramic Camera | Suggest to change panaormic camera to outdoor speed dome PTZ 360, degree coverage, because Panaromic cameras will give spherical videos & on the large display magnification & quality is not too good..But outdoor 30X PTZ can be more use full in terms of coverage & zooming capability...Suggest to add min.30X for the same. Request for amendment | RFP clause remains unchanged. |
| 501 | 20 Video Compression & Video Streaming 7.10.2 Type 2-Fixed IR Camera 167 | (1920 x 1080) at 30 fps ◦ Primary stream programmable up to 1280 x 720 at 30 fps ◦ Secondary stream programmable up to 960 x 544 at 15 fps | Suggest to add latest H.265 compression, which will help in reducing the bandwidth & Storage requirement. Request for amendment | No change, however bidder is free to provide H.265 compression |
| 502 | 26 Operating Temperature 7.10.2 Type 2-Fixed IR Camera 168 | 40° to 122°F (-40° to 50°C) | Suggest to change it to(0 to 50°C) Request for amendment | Clause stands amended as follows: Changed to $0^o$ to 50°C. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 503 | 2 Sensor Type 7.10.3 Type 3-Fixed Box Camera 168 | 1/2.7" Progressive Scan CMOS with additional digital signal processor (DSP) to support complex applications such as real-time video analytics | 1/2.8" 2.0 megapixel progressive scan CMOS Request for amendment | RFP clause remains unchanged. however bidder is free to provide better solution |
| 504 | 16 Video Compression & Video Streaming 7.10.3 Type 3-Fixed Box Camera 169 | (1920 x 1080) at 30 fps ∘ Primary stream programmable up to 1280 x 720 at 30 fps ∘ Secondary stream programmable up to 960 x 544 at 15 fps | Suggest to add latest H.265 compression, which will help in reducing the bandwidth & Storae requirement. Request for amendment | No change, however bidder is free to provide H.265 compression |
| 505 | Anti-Virus, Anti_Spam 10.3.4 Infrastructure Security 242 | Deploy Anti-Virus and Anti-SPAM | In RFP its mentioned that required Anti-Spam but there are no specifications mentioned, which allows SI to deploy or proposed any abc solution. To avoid that kindly add Anti-Spam and Anti-Virus solution specifications. Request for amendment | RFP clause remains unchanged. |
| 506 | HIPS 2.4.2 Design, Supply, Installation and Commissioning of IT infrastructure at ICCC 47 and 52 | HIPS | In RFP its mentioned that required HIPS but there are no specifications mentioned, which allows SI to deploy or proposed any abc solution. To avoid that kindly add HIPS solution specifications. Request for amendment | RFP clause remains unchanged. |
| 507 | Anti-APT Point 8 of 7.2.11 AntiAPT(AdvancePersistentThreat) 134 | Propose solution should include On-premise Malware Analysis Solution (sandboxing) appliance should support minimum of 30 virtual machines and should have 2 x 10G ports with integrated redundant power supply | Sandboxing appliance working as a component of APT and this particular component is not going to be inline and main of Anti-APT would be inline and parllelry sandboxing will do analysis for zero day threat, kindly remove port requirement from sandboxing component. Request for amendment | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | Propose solution should include Onpremise Malware Analysis Solution (sandboxing) appliance should support minimum of 30 virtual machines with integrated redundant power supply | |
| 508 | Anti-APT Point 16 of 7.2.11 AntiAPT(Advanc ePersistentThreat) 135 | The solution should be capable of gathering Active Directory user identity information, mapping IP addresses to username and passively gathering information about network devices including but not limited to: ●Operating system vendor ●Operating system version ●Network protocols used, e.g. IPv6, IPv4 ●Network services provided, e.g. HTTPS, SSH ●Open ports, e.g. TCP:80 ● Client applications installed and type, e.g. Chrome - web browser ● Web applications access, e.g. Facebook, Gmail ● Risk and relevance ratings should be available for all applications ● Potential vulnerabilities ● Current User ● Device type, e.g. Bridge, Mobile device ● Files transferred by this device / user | Anti-APT solution can integrate with AD for user and IP mapping but for OS version and application details, required some endpoint solution or endpoint APT. SO either include endpoint APT into specification or modify this point. Request for amendment The solution should be capable of gathering Active Directory user identity information, mapping IP addresses to username | RFP clause remains unchanged. |
| 509 | Anti-APT Point 18 of 7.2.11 AntiAPT(Advanc ePersistentThreat) 135 | The solution should detect and classify mobile devices as mobile devices. For example: iPad, iPhone and Blackberry devices. These devices should be discovered and related back to the user, applications, and possible services they offer | This point is not related with Anti-APT this is related to mobile device management or mobile security. Kindly remove this point or modify Request for amendment The solution should detect mobile devices malwares and threat. | RFP clause remains unchanged. |
| 510 | IPS Point 1.1 of 7.2.14 IPS 142 | The proposed solution must be based on standard computer technology (not ASICs) so that future enhancements and protocols do not require hardware refresh to support. | ASICs model are always most highly scalable and robust then still why we are saying no to ASICs model and for enhancement in future, you can deploy module in stack for enhancement purpose. So, kindly modify this point. | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | The proposed solution platforms must be based on a hardened operating system. | Request for amendment<br>The proposed solution must be based on standard computer technology or ASICs and the proposed solution platforms must be based on a hardened operating system. | |
| 511 | IPS Point 2.1 of 7.2.14 IPS 142 | The solution must be capable of providing network-based detection of malware by checking the disposition of known files in the cloud/on premises using the SHA-256 file- hash as they transit the network (SHA-256 and target IP address should be given to aid remediation efforts). | In Anti-APT we are taking about that all analysis should be on-premises then why we are putting cloud option over here and cloud based analysis mostly worked on file hash based, which is not full proof. So, kindly modify this point and consider on-premises full proof analysis only.<br>Request for amendment The solution must be capable of providing network-based detection of malware by checking the disposition of known and unknown files in the on premises solution and provide solution for that. | RFP clause remains unchanged. |
| 512 | IPS Point 3 and all sub-points of 7.2.14 IPS 142 | Application visibility and URL Filtering | All these points related to Web security, kindly move all these points under web security only and remove from IPS specifications requirement.<br>Request for amendment | RFP clause remains unchanged. |
| 513 | Web Security Appliance Point 1 of 7.2.13 Web Security Appliance 138 | The solution should be a hardened Web Proxy, Caching, Web based Reputation filtering, URL filtering, Antivirus and Anti-malware appliance. All the functionalities should be in a single appliance only. | All features and functionality can be provide by physical or virtual appliance, why we are restricting on physical appliance. When we are taking in IPS specifications for enhancement and restricting ourself in Web security. Kindly modify this modify and you can deploy solution on virtual environment as well and during enhancement you can easily add resources as per requirement.<br>Request for amendment The solution should be a inbuilt Web Proxy, Caching, Web based Reputation filtering, URL filtering, Antivirus and Antimalware features and all the functionalities should be in a single appliance/virtual appliance only. | RFP clause remains unchanged. |
| 514 | Web Security Appliance Point 2 of 7.2.13 Web Security | Minimum of 1 * 6-core CPUs, 2.4 TB storage, RAID 10, 32 GB or more DRAM, hot-swappable hard drive | All features and functionality can be provide by physical or virtual appliance, why we are restricting on physical appliance. When we are taking in IPS specifications for enhancement and restricting ourself in Web security. Kindly modify this modify | Refer reply to the query at S.N. 470 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Appliance 138 | | and you can deploy solution on virtual environment as well and during enhancement you can easily add resources as per requirement. Request for amendment Remove this point, lets bidder propose HW as per requirement. | |
| 515 | Web Security Appliance Point 52 of 7.2.13 Web Security Appliance 141 | For emergency, the appliance should have serial console access | All features and functionality can be provide by physical or virtual appliance, why we are restricting on physical appliance. When we are taking in IPS specifications for enhancement and restricting ourself in Web security. Kindly modify this modify and you can deploy solution on virtual environment as well and during enhancement you can easily add resources as per requirement. Request for amendment Remove this point, specific to hardware appliance | RFP clause remains unchanged. |
| 516 | Web Security Appliance Point 53 of 7.2.13 Web Security Appliance 141 | Should have provision for separate Ethernet for managing the appliance | All features and functionality can be provide by physical or virtual appliance, why we are restricting on physical appliance. When we are taking in IPS specifications for enhancement and restricting our self in Web security. Kindly modify this modify and you can deploy solution on virtual environment as well and during enhancement you can easily add resources as per requirement. Request for amendment Remove this point, specific to hardware appliance | RFP clause remains unchanged. |
| 517 | Web Security Appliance Point 11 of 7.2.13 Web Security Appliance 139 | The solution should support configuration to use Split DNS. It should be able to refer to different DNS for Different Domains e.g. (root dns for all external domains and internal DNS for organization domain | This feature related to DNS and internal traffic should not reach to proxy server. So that kindly remove this point. Request for amendment Kindly remove this point, not feature of web security. | RFP clause remains unchanged. |
| 518 | Web Security Appliance | The appliance should support at least 2 industry known Anti Malware/Anti-Virus | We have Multiple engines for antivirus and antimalware, but we ourselves as a AV company and we are not using other OEM | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | Point 25 and 26 of 7.2.13 Web Security Appliance 139 & 140 | engine that can scan HTTP, HTTPS and FTP traffic for web based threats, that can range from adware, browser hijackers, phishing and pharming attacks to more malicious threats such as rootkits, Trojans, worms, system monitors and Keyloggers and as defined by the organizations policy. Please mention the antimalware engine. With dual AV/Anti-Malware engine scanning when a URL causes different verdicts from the scanning engine the appliance should perform the most restrictive action | Anti Malware engine. So kindly modify this point so that we can also participate in this tender.<br>Request for amendment<br>The appliance should support have multiple engine for known Anti Malware/Anti-Virus that can scan HTTP, HTTPS and FTP traffic for web based threats, that can range from adware, browser hijackers, phishing and pharming attacks to more malicious threats such as rootkits, Trojans, worms, system monitors and Keyloggers and as defined by the organizations policy. Please mention the antimalware engine. With multiple engine scanning when a URL causes different verdicts from the scanning engine the solution should perform the most restrictive action. | |
| 519 | Web Security Appliance Point 31 of 7.2.13 Web Security Appliance 140 | The solution shall provide option to scan all ports at wire speed, detecting and blocking spyware activity trying to connect to the outside Internet. By tracking all 65,535 network ports and all protocols, the solution shall effectively mitigate malware that attempts to bypass Port 80 | Web security solution for Web traffic and which work on 80 and 443, this point is not related to Web security. Kindly remove this point.<br>Request for amendment<br>Not related with Web security, kindly remove this point. | Refer reply to the query at S. No. 472 |
| 520 | Web Security Appliance Point 46 of 7.2.13 Web Security Appliance 141 | The remote support from principal company should be available via India Toll Free and Email. The Support Portal access should be provided for Case management, knowledgebase, new version information, tools etc. | We can support via remotely but don't have India tollfree number, every organization have different working model. We have support team in India as well. Kindly modify this point so that we can participate in this tender.<br>Request for amendment<br>The remote support from principal company should be available via Toll Free and Email. The Support Portal access should be provided for Case management, knowledgebase, new version information, tools etc. | RFP clause remains unchanged. |
| 521 | 5.3.2 Criteria for Technical Evaluation | The smart city central control application offered by the Applicant in its bid for this project will be evaluated on the basis of | The Navigant Research Leader Board : Smart City Suppliers . This report   is not a representation of the OEM capability in providing Command and Control Center Software and only | Refer reply to the query at S. No. 1 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | C. OEM Qualification (for Quality of products offered) Max. Marks : 14 C2. Evaluation of the products offered on the basis of Original Equipment Manufacturer (OEM) 82 | manufacturer of the products as per Navigant Research Leader board. OEM Qualification for the following categories of the products/ equipment will be evaluated as per Navigant Research Leader board: In terms of Navigant Research Leader board, marks would be awarded as per the following criteria: OEM prescribed as Leaders (5 Marks) OEM prescribed as Contenders (3 Marks) OEM prescribed as Challengers (1 Marks) OEM prescribed as Followers, or OEM not listed in Navigant Research Leader board (0 Marks) | reflects the overall capability of Smart City Suppliers. Using this report to provide Technical Score for OEMs who provide City Command and Control Software will be unfair and will lead to restrictive bidding. The clause should be modified to include OEMs who provide City Command and Control Software. Accordingly we request that this clause be modified to also include the following : The Proposed City Command and Contro software Platform should be deployed in at least 5 locations in India or globally integrated with Cameras / Sensors events in city wide projects. Bidder to furnish the list of Projects alongwith Work Order and Completion Certificate. Request for amendment | |
| 522 | 6.2 Integrated Command and Control Centre 108 | The Smart City supplier should be industry leader and belong to leader quadrant of the "Navigant Research Leader board Report For Smart City Supplier". | This clause is contradictory to the Clause of 5.3.2 Criteria for Technical Evaluation . It limits the Smart City Suppliers who are only listed only in the leaders quadrant - namely two to give compliance to the City Command and Control Software. We feel this is very restrictive and therefore should be dropped. Request for amendment | Refer reply to the query at S. No. 2 |
| 523 | 6.2 Integrated Command and Control Centre | 6. GIS Map Support 314 6. GIS Map Support System should support Esri, map box, Open street etc. | This should also be modified to include Google Map Support since Google is more widely used and is supported with very advanced spatial features and capabilities. Request for amendment | Refer reply to the query at S. No. 3 |
| 524 | 7.2.7 Backup Storage 129 | Backup Storage | We understand that Primary storage as per clause 7.2.5 and Tape Storage for backup as per clause 7.2.6 has to be provided. Please clarify what has to be offered against Backup Storage required in clause 7.2.7. Request for amendment | Refer reply to the query at S.No. 4 |
| 525 | 7.2.17 Purpose Built Backup Appliance | Purpose Built Backup Appliance (PBBA) Features | Kindly clarify how Purpose Built Backup Appliance is different from Clause 7.2.6 Tape Library and Clause 7.2.7 Backup Storage. Do we need to offer Tape Library, Backup Storage and | This clause stands deleted |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | (PBBA) Features 146 | | PBBA separately. Request for amendment | |
| 526 | 7.10.5 Video & Audio Analytics 172 | The System should support Audio Analytics at camera edge or at server level, should have provision to enable the following audio analytics with any camera, system Gunshot software shall be provided as per RFP requirements | Please note that Audio Analytics is linked to a microphone in the field and not to a camera. Audio Analytics licenses are offered basis on the no. of Microphones installed in the field. Please clarify at how many locations we need to provide Gun Shot Detection Audio Analytics. Request for amendment | Refer reply to the query at S. No. 7 |
| 527 | 7.10.5 Video & Audio Analytics 172 | Types of weapons that this app can detect being discharged are handguns (including 9 mm automatics and revolvers with or without muzzle diffusers), shotguns (including 20 gauge, .410 and 12 bore), bolt-action rifles (.22 mm and 7.62 mm), and automatic rifles (including AK-47, AR15 and Uzi submachine gun). | Please note that Gunshot detection audio analytics feature will be able to detect the shots but will not be able to provide the identification or type of gun used for fire. Request for amendment | Refer reply to the query at S. No. 8 |
| 528 | 7.10.5 Video & Audio Analytics 172 | IP camera should detect a gunshot from a sound source that is up to 50 meters away from the microphone. | Performance of Audio Detection Analytics is dependent on the ambient noise, weather conditions and various other parameters. Therefore 100% detection accuracy of gunshot at 50m away from the microphone cannot be guaranteed. Request for amendment | Refer reply to the query at S. No. 9 |
| 529 | 8 Works related to Civil, Electrical, Furniture & Air conditioning for Command & Control Centre. 181 | i. The tentative room area shall be provided to the Command and Control room designer to develop the various options. | Kindly provide the area and dimensions of the Command & Control Center. Also confirm if NDMC will provide the area covered with walls and roof. We understand that erection of brick walls and exterior work of Command & Control Center is not in the scope of bidder. Request for amendment | Refer reply to the query at S. No. 10 |
| 530 | 7.10 Surveillance solution | Surveillance solution requirement | Please note that there are no technical specifications provided in the RFP for the Video Management Software. Request you to | Refer reply to the query at S. No. 11 |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | requirement 164 | | provide the same. Request for amendment | |
| 531 | 7.10.1 Type 1- 360° Panoramic Camera 164 | Type 1- 360° Panoramic Camera | It is recommended to have Full HD Bullet /Box cameras with IR illumination for the NDMC Market Areas. 360° Panoramic Camera are not suitable for surveillance in outdoor crowded areas. You may refer to the multiple city surveillance projects having similar kind of surveillance requirement being fulfilled with Bullet/Box cameras. Request for amendment | Refer reply to the query at S. No. 12 |
| 532 | 7.11.4 RFID Reader S.No. 8 179 | The firmware should be upgradable to support future protocols. | This is very generic requirement. Request you to remove this clause. Request for amendment | Refer reply to the query at S. No. 13 |
| 533 | 7.11.4 RFID Reader S.No. 12 179 | It shall support communication interface RS232 at minimum. | RS232 is not available in RFID readers. Most of the readers have Ethernet and USB connectivity. Therefore we request to add Ethernet/ USB connectivity in the reader. Request for amendment | Refer reply to the query at S. No. 14 |
| 534 | 7.11.4 RFID Reader S.No. 15 179 | Readers shall be powered by Vehicle DC Power 12 to 60V, 4.5A maximum. | Since the reader will connect to Ethernet. We request to add PoE power support. Request for amendment | Refer reply to the query at S. No. 15 |
| 535 | 7.11.5 RFID Tag S.No. 11 180 | The Mounting of tag shall be of screw, rivet, superglue, ribbon, double faced adhesive tape type. | The Mounting of tag shall be of screw, rivet, superglue, ribbon, double faced adhesive tape type | Refer reply to the query at S. No.  16 |
| 536 | 7.11.5 RFID Tag S.No. 12 180 | Tags shall be IP 68 rated. | RFID Tags are IP67 only. We request this clause to change to "IP67". Request for amendment | Refer reply to the query at S. No. 17 |
| 537 | S.No. 5.6 of Bill of Material 207 | Primary & Secondary Storage Solution (Non Video) Applications ( Min 200TB) And for CCTV Applications 800 TB i.e. for 500 CCTV @15 fps of 2 MP for 30 days | We understand that the mentioned capacity of 200TB+800TB is of only Primary Storage. Secondary Storage is Tape Library and is given at S. No. 5.7 of BOM. Request for amendment | Refer reply to the query at S.No. 18 |
| 538 | 12 132 | DISPUTE RESOLUTION | The Parties shall resolve all disputes arising out of or in | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | | | connection with this Agreement through friendly negotiation within a period of 30 days which may be extended as mutually agreed by both Parties failing which the dispute shall be finally resolved by arbitration in accordance with the Arbitration and Conciliation Act 1996 and its subsequent amendments thereof. The place of arbitration will be Pune. The language of the arbitration will be English. Any award will be payable in Indian Rupees. If the value of the dispute is less than Rupees five Crores, then arbitration will be conducted by a mutually appointed single arbitrator.  If the Parties are unable to agree on the appointment of a single arbitrator within 30 days of dispute, then a single arbitrator will be appointed by the Chief Justice of Bombay High Court. If the value of the dispute is Rupees five Crores or more, then arbitration will be conducted by a panel of three arbitrators. Each Party will appoint one arbitrator and the said arbitrators will appoint a third arbitrator to act as Presiding Arbitrator.  Parties will bear their own costs of arbitration. Notwithstanding the foregoing, either Party may apply to any court of competent jurisdiction at Pune for preliminary injunctive relief without breach of this arbitration provision<br>Request for amendment | |
| 539 | 6.8 100 | Payment terms | It should be 10 % advance against PBG, 70 % against delivery on prorata basis, 10 % against Installation , 10 % successful handing over of site.<br>Request for amendment | Please refer annexure 1 for updated payment terms |
| **M/S Tamron** | | | | |
| 540 | Volume I | | | |
| 541 | 378/Volume I 7.10.3 Type 3- Fixed Box Camera | 5. Lens/Iris: 3.1- 8mm- P-Iris | 5. Lens/Iris: 8 – 50 mm- P-Iris, IR Corrected | RFP clause remains unchanged. |
| 542 | 380/Volume I | 6. Lens/Iris: 3 to 9 mm P-Iris/DC-Iris or | 6. Lens/Iris: 12 to 50 mm P-Iris/DC-Iris, IR Corrected | RFP clause remains unchanged. |

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| | 7.10.4 Type 4- Camera- High Definition | better with Motorized Zoom Lens and Vandal-Resistant Dome | | |

**M/S Inspira Additional Queries**

| S. No. | Page /Clause No. | Description of Query | Query raised by Participants | Reply of NDMC |
|---|---|---|---|---|
| 543 | Page-82:C/C2 Volume-1 | *C. OEM Qualification (for Quality of products offered) Max. Marks : 14 Evaluation of the products offered on the basis of Original Equipment Manufacturer (OEM)*<br><br>The smart city central control application offered by the Applicant in its bid for this project will be evaluated on the basis of manufacturer of the products as per **Navigant Research Leader board**. OEM Qualification for the following categories of the products/ equipment will be evaluated as per **Navigant Research Leader board**: In terms of Navigant Research Leader board, marks would be awarded as per the following criteria:<br>OEM prescribed as Leaders (5 Marks) OEM prescribed as Contenders (3 Marks) OEM prescribed as Challengers (1 Marks) OEM prescribed as Followers, or OEM not listed in Navigant Research Leader board (0 Marks) | *Kindly Amend the clause as-*<br><br>The smart city central control application offered by the Applicant in its bid for this project will be evaluated on the basis of manufacturer of the products as per *IHS top five/Navigant Research Leader board*. OEM Qualification for the following categories of the products/ equipment will be evaluated as per *IHS top five/Navigant Research Leader board*: In terms of *IHS top five/Navigant Research Leader board*, marks would be awarded as per the following criteria:<br><br>OEM prescribed as *IHS top five/Leader*s (5 Marks) OEM prescribed as *IHS top Ten/Contenders* (3 Marks) OEM prescribed as *IHS/Challengers* (1 Marks) OEM prescribed as Followers, or OEM not listed in *IHS/Navigant Research Leader board* (0 Marks) | Refer reply to the query at S.No.1 |

| 544 | Page-108/ 52 Volume-2 | **6.2 Integrated Command and Control Centre** **Global Market Presence & Support System** The Smart City supplier should be industry leader and belong to leader quadrant of the "Navigant Research Leader board Report For Smart City Supplier". | **Kindly Amend the clause as-** The Smart City supplier should be industry leader and belong to leader quadrant of the "**IHS/Navigant Research Leader board Report** For **Command Center Application** Supplier". | Refer reply to the query at S.No.2 |
|---|---|---|---|---|
| 545 | Page-108/49 Volume-2 | **6.2 Integrated Command and Control Centre** **Data Security** Software should support security standards: OAuth 2.0, HTTPS over SSL, and key management help protect the data across all domains. | **Kindly Amend the clause as-** Software should support security standards: **HTTPS over SSL-128 bit**, and key management help protect the data across all domains. | Proposed solution of Integrated Command and Control Centre Data Security should support security standards: OAuth 2.0, HTTPS over SSL or equivalent security standards |
| 546 | Page-107/35 Volume-2 | **6.2 Integrated Command and Control Centre** **Notifications, Alerts and Alarms** Exhibit 3. - System should generate Notification, Alert and Alarm messages that should be visible within the Dashboard and the Enforcement Officer Mobile App if required. | **Looking towards the Integrated Command Center Application Crucial requirement-** **Kindly Amend the clause as-** Exhibit 3. - **System should generate Notification, Alert and Alarm messages over GIS Platform** that should be visible within the Dashboard and the Enforcement Officer Mobile App if required. | Exhibit 3 at **S.N. 35 of table under Clause 6.2 will be read as, "** Exhibit 3. - System should generate Notification, Alert and Alarm messages that should be visible within the Dashboard/ GIS Platform and the Enforcement Officer Mobile App if required". |

| 547 | Page-106/27 Volume-2 | **6.2 Integrated Command and Control Centre** **Integration capabilities** The platform should be able to integrate any type of parking sensor irrespective of the technology used. For example, some parking sensors might use RF technology like LoRa or ZigBee to communicate the data and events, some might use GPRS or some might use Wi-Fi. Some parking sensors might use infra-red based detection, some might use magnetic field based detection or combination of the both where as some might use a video camera to detect parking occupancy. Irrespective of the technology, the platform should be able to integrate with these devices and their software managers and provide the data from such devices in a normalized and standard based data models. | **The Below Requirement just not limited to the LoRa/Zigbee/GPRS/Wi-Fi** **Kindly Amend the clause as-** The platform should be able to integrate any type of parking sensor irrespective of the technology used. For example, some parking sensors might use RF technology like LoRa or ZigBee to communicate the data and events, some might use GPRS or some might use Wi-Fi, **Wired/Wireless communication**. Some parking sensors might use infra-red based detection, some might use magnetic field based detection or combination of the both where as some might use a video camera to detect parking occupancy. Irrespective of the technology, the platform should be able to integrate with these devices and their software managers with **Enterprise Service Bus.** **Provide the data from such devices in a normalized and standard based data models.** | RFP clause remains unchanged. |
|------|------|------|------|------|
| 548 | Page-108/52 Volume-2 | **6.2 Integrated Command and Control Centre** **Support System** the Proposed OEM Solution software platform should be deploy in at least-1 city in India and 5- City globally. Bidder to furnish OEM self certification with name of Cities | **Kindly Amend the clause as-** **the Proposed OEM Solution software platform should be deploy in at least 5- City/Critical infra Airport/multistate Railway globally. Bidder to furnish OEM self certification with name of Cities** | RFP clause remains unchanged. |

| | | | | |
|---|---|---|---|---|
| 549 | Page-108/53 Volume-2 | **6.2 Integrated Command and Control Centre** **Support System** Software platform OEM should Provide the Online developer program tool that helps city to produce new application, and/or used solution API to enhance or mange existing solution free of cost. OEM Should have the Technology lab via an online/web interface. These labs should available 24x7. | *Suggestion-* *The CCC application is hosted in the NDMC premises. The Complete programme is highly secured and prompt responding. If we will use the the Application platform for the public it will hampered the operations of CCC.* *Kindly amend the clause like:* Software platform OEM should Provide the inbuilt ESB layer which can be used by the NDMC software development team to add more sensors/application and customization without coding. That helps city to produce new application, and/or used solution API to enhance or mange existing solution free of cost. OEM Should have the Technology lab in India for the Support and should available 24x7. | RFP clause remains unchanged. |
| 550 | Page-109/54 Volume-2 | **6.2 Integrated Command and Control Centre** **Support System** Command Center OEM Should have registered Office in India at least from last 10 years and should software development center in India. Should have Quality Management System ISO 9001 and Environment management System ISO 14001 quality certifications | *Kindly amend the clause like:* *Command Center OEM Should have registered Office in India at least from last 10 years and the CCC software solution provider should be in the same  business of CCC application from last 15 years. The OEM of the CCC software should have the development center in India along with R&D lab. Should have Quality Management System ISO 9001 and should be in the list of top 10 IHS/Navigant Research Leader Board.* | Refer reply to the query at S. No. 83 |

| 551 | Page-109/60-61 Volume-2 | **6.2 Integrated Command and Control Centre** **Standard Operating Procedure** 60. The ICCC platform should have the capability to bring in multiple stake holders automatically into a common collaboration platform like persistent chat rooms and virtual meeting rooms in response to a SOP defined to handle a particular event. 61. The ICCC platform should provide an ability to bring multiple stake holders on to a common voice conference call as a standard operating procedure in response configured events | *The functionality is OEM specific. This is only one OEM in that Space who have this function.* *Kindly amend the clause like:* *60. The ICCC platform should have the capability to bring in multiple stake holders into a common collaboration platform using the IPBX in response to a SOP defined to handle a particular event.* *This clause is OEM Specific -61. The ICCC platform should provide an ability to bring multiple stake holders on to a common voice conference call using the IPBX standard operating procedure in response configured events* | RFP clause remains unchanged. |
|---|---|---|---|---|
| 552 | Page-111/84 to97 Volume-2 | **6.2 Integrated Command and Control Centre** **Video Display and integration capabilities** Integrates with existing cameras and new cameras. Should support multiple video sources from multiple locations. Platform should have no limitation in displaying the number of CCTV video sources............................................................... Should support multiple Local operation center along with Viewer stations that requires monitoring function. | *Change Request-* *Page-55, 2.4.12 Smart City Surveillance and 2.4.12.1 Functional requirement of City Surveillance are separate requirement in NDMC Tender. NDMC is looking VMS capability in the CCC application. at page- 111 point 84 to 97. This is OEM specific capability. Kindly exclude the requirement from the CCC.* | Bidder need to provide Smart City Surveillance software and , same should be integrated with Integrated Command and Control Centre software. |

| 553 | Page-110/72 Volume-2 | *Enterprise Resource Planning (ERP) Integration* <br><br> The platform should have the capability to receive data directly from ERP systems. The API's should be like restful and return the data in JSON format. | *Kindly amend the clause like:* <br><br> The platform should have the capability to receive data directly from ERP systems. The *API's can be like restful and return the data in JSON/XML format.* | Clause stands amended as follows: <br><br> The platform should have the capability to receive data directly from ERP systems. The API's can be like restful and return the data in JSON/XML format. |
|---|---|---|---|---|
| 554 | Page-110/74 Volume-2 | *Enterprise Resource Planning (ERP) Integration* <br><br> System should be able to read data from flat CSV files | *Kindly amend the clause like:* <br><br> *System should be able to read data from Data Base/flat CSV files* | RFP clause remains unchanged. |

| 555 | Page-110/76 to 81 Volume-2 | **Analytics Engine**<br><br>Analytics Engine should be an artificial intelligence based smart city analytics platform module to maximize business value through advance machine learning capability aid in automating polices that result in better asset and infrastructure management<br><br>The solution should be flexible to integrate with other city and government software application.......................................................<br>.......................................<br><br>till point 79 | *The proposed application analytic engine is OEM specific to single OEM that Tool is SPSS. It is required for the Chain Analysis/Activity Analysis. It is widely used by the National Low enforcement Agencies like RAW/CBI etc. It has required very high level of Skills for operation and Configuration. It do not work on the real time data .*<br>*Kindly amend the clause like:*<br>Inform Decision for Makers- The richer insight and clear presentation of complex information helps agencies optimize resources and responses, deliver more effective and efficient services, and easily communicate with executive managers, political stakeholders, and citizens. The multiple filter can be add to the incident Analysis. Based on the multiple input, solution can compare the incidents over the GIS. ICOP and Reporting dashboard should be from the same OEM<br>Key Information Regarding Event, Incidents and Alarms - The proposed application should uncovers  important details and delivers the context required to understand the complete picture, improve decision-making, and provide accurate information. The Data should be searchable using the filter over GIS<br>Provide dashboard filtering capabilities that enable end-users to dynamically filter the data in their dashboard<br>The analytics engine should be real time  and should be integrated with CCC Data base | RFP clause remains unchanged. These functionality regard for further integration purpose. |
| 556 | Page-111/80 Volume-2 | **Analytics Engine**<br><br>Analytics Engine should support multiple data source. Min below standard source should be supported from day-1 CSV,TSV,Excel,NOSQL,RDBMS | *Kindly amend the clause like:*<br><br>Analytics Engine should support multiple data source *including the real-time data base*. Min below standard source should be supported from day-1 CSV,TSV,Excel,NOSQL,RDBMS | Minimum requirement are provided. |

| 557 | Page-111/84 Volume-2 | **Video Display and Integration Capability** Integrates with existing cameras and new cameras. Should support multiple video source from multiple location. Platform should have no limitation in displaying the number of CCTV video sources | *Kindly amend the clause like:* ***Integrates with existing Video Management System.*** *Should support multiple video source from multiple location. Platform should have no limitation in displaying the number of CCTV video sources.* ***CCC application platform should support the Camera Mapping with Icon on the GIS layer*** | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
|---|---|---|---|---|
| 558 | Page-246 Volume-2 | 10.5.1 Automated Testing Should provide Unicode support for multilingual application testing. | *Kindly amend the clause like:* ***Should provide support for multilingual application testing.*** | RFP clause remains unchanged. |
| 559 | Page-59 Volume-2 | 2.4.13 Enterprise Resource Planning (ERP) (b) User Interface · The solution proposed should be Unicode compliant. Authority envisages requirements for both English and Hindi for Data Entry, Display, Input and Output | *Kindly amend the clause like:* · ***The solution proposed should be multilingual compliant.*** ***Authority envisages requirements for both English and Hindi for Display.*** | RFP clause remains unchanged. |
| 560 | Page -138 7.2.13 Web Security Appliance | Minimum of 1 * 6-core CPUs, 2.4 TB storage, RAID 10, 32 GB or more DRAM, hot-swappable hard drive | It is suggested to amend the clause as "Minimum of 2 multi core CPUs, 1.2 TB storage, 32 GB or more DRAM, hot-swappable hard drive" The hardware sizing is specific to specific OEM. The asked HDD capacity is overkilling because all logs are stored in log server and proxy HDD is used for caching and OS. The log database should have High Capacity HDD and RAID 10 for better performance. | RFP clause remains unchanged. |
| 561 | Page -139 7.2.13 Web Security Appliance | The solution should allow administrator to define access to internet based on IP addresses, range of IP addresses, subnet and CIDR basis. It should also support to be forced for Authentication from Specific IP addresses, Subnet or CIDR's | It is suggested to amend the clause as "The solution should allow administrator to define access to internet based on IP addresses, range of IP addresses, subnet basis or CIDR. It should also support to be forced for Authentication from Specific IP addresses, Subnet or CIDR's" The CIDR functionality is not supported by all proxy vendors and only by specific OEM's. The CIDR is more required in routers for external routings like BGP. By putting range and subnet, all combinations can be covered. | Refer reply to the query at S. No. 471 |

| 562 | Page No-140 7.2.13 Web Security Appliance | The solution shall provide option to scan all ports at wire speed, detecting and blocking spyware activity trying to connect to the outside Internet. By tracking all 65,535 network ports and all protocols, the solution shall effectively mitigate malware that attempts to bypass Port 80 | It is suggested to amend the clause as "The solution shall provide option detecting and blocking spyware activity trying to connect to the outside Internet and shall effectively mitigate malware" because only known ports are open on Firewall from proxy address like HTTP/HTTPS and FTP protocol, other protocol will be tunneled over these protocols. This is specific and proprietary to OEM. Any Proxy works for known port/ applications for better performance and URL controls. The malware, spyware, key logger, C&C channel are mitigated at application level not at port levels for effective control. | Refer reply to the query at S. No. 472 |
|---|---|---|---|---|
| 563 | Page No 152 7.2.19 Data Leakage Prevention | The proposed solution should have built-in Automated Policy Synthesis mechanism | Please clarify the Policy synthesis? and this is specific to one OEM. The proposed solution should have built-in Automated Policy Synthesis mechanism/pre-defined templates based on region and Industry | Refer reply to the query at S. No. 473 |
| 564 | Page No152 7.2.19 Data Leakage Prevention | The end point solution should inspect data leaks from all portable storage and to keep track of what data users are taking from and to their work computers on any kind of portable storage device | Data coming from the portable Device is not the Data leaks and hence need to be neutralized as is specific to one OEM The end point solution should inspect data leaks from all portable storage and to keep track of what data users are taking from their work computers on any kind of portable storage device | Refer reply to the query at S. No. 474 |
| 565 | P.N-152 7.2.19 Data Leakage Prevention | The proposed solution should be able to monitor and prevent Advanced Persistent Threats (APT) | The APT is separate technology than DLP, which require to protect web and email channel from targeted attacks. The DLP is used to protect the confidential and sensitive data not APT. The proposed solution should be able to monitor and prevent confidential data leaked outside. | Refer reply to the query at S. No. 475 |
| 566 | P.N-140 7.2.13 Web Security Appliance | New | The solution should have cloud application usage and associated risk visibility. Inspect files and cloud content in real-time to prevent the malicious or unintentional leakage of confidential information. Identify and analyze sensitive or regulated data stored in cloud file-sync services to understand sharing permissions exposure and ensure compliance with regulations such as PCI, SOX, and HIPAA. | Refer reply to the query at S. No. 476 |

| 567 | P.N-140<br>7.2.13 Web Security Appliance | New | The solution should inspect the sensitive content through pre-defined templates, textual content inside image, cumulative content control and inspection through web channel from day 1.<br>Monitor and protect text within an image to identifies sensitive data such as CAD designs, scanned documents, MRI's and screen shots on web channel. | Refer reply to the query at S. No. 477 |
|---|---|---|---|---|
| 568 | P.N-140<br>7.2.13 Web Security Appliance | New | The solution should provide details geo-location awareness for security incidents. The solution should provide inbuilt capability malicious content of password and unknown encryption files.<br>It will help to block unwanted traffic of Geo-location specific. | Refer reply to the query at S. No. 478 |
| 569 | P.N-140<br>7.2.13 Web Security Appliance | New | The solution should support same policy enforcement in real time policy sync for users even when they access Internet outside the corporate network, this should be enforced through an agent deployment on roaming endpoints ( (MAC/Windows). Roaming user traffic should not come to the organization network for the policy check.<br>By using on premise appliances to provide high-capacity throughput for large offices while using the cloud to secure smaller satellite offices and mobile users with no need to route traffic back to a central location. It reduce bandwidth utilization for better performance. | Refer reply to the query at S. No. 479 |
| 570 | P.N-152<br>7.2.19 Data Leakage Prevention | New | The advance security solution like DLP, web and Email security should be enterprise proven so any third party validation is very critical to secure the critical infrastructure.<br>The solution should be leaders/challengers in the Gartner DLP and Web security Quadrant from last 3 years | Refer reply to the query at S. No. 480 |
| 571 | P.N-152<br>7.2.19 Data Leakage Prevention | New | The advance security solution like DLP, web and Email security should be enterprise proven so existing deployment reference in India is very critical to secure the critical infrastructure.<br>The solution should be deployed in minimum 10 customers in India. | RFP clause remains unchanged. |

| 572 | P.N-152<br>7.2.19 Data<br>Leakage Prevention | New | Database fingerprinting is important as most of the information lying within the structure data, also granular columns need to be used within that need to protected which is confidential data.<br>The solution should have Simple to use wizards to register documents and DB's , select the specific columns and apply the Boolean logic to define the actual condition or violation to trigger. | Refer reply to the query at S. No. 481 |
|---|---|---|---|---|
| 573 | P.N-152<br>7.2.19 Data<br>Leakage Prevention | New | As all critical applications will be on cloud so DLP solution should have the cloud based application detection and protection as most of data now going toward the cloud store.<br>The solution should support more than 50 predefined applications and also provides the capability to add third party application by the tool. It should support Print Screen, Cloud Apps and detection of text inside image and slow leakage. | Refer reply to the query at S. No. 482 |
| 574 | P.N-152<br>7.2.19 Data<br>Leakage Prevention | New | As per latest security analyst, the insider threat impose biggest security risk or threat to organization. It is very monitor the user behavior analytics and stop insider threats before they become a disaster with fully automated Visibility.<br>The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of behavior. At a minimum, behavior monitored should include: application usage, clipboard activity, email activity, file activity, keyboard activity, log on and log off events, printer activity, process activity, web browsing, and desktop video capture. | Refer reply to the query at S. No. 483 |
| 575 | 7.2.20<br>P-154 | Form Factor : The solution should be an OEM integrated system with a single 55" LCD display, codec, camera, Microphones and touch panel. All the components 55" LCD display with floor mounting kit, codec, camera, microphones, and touch panel should be from the same OEM. The OEM website should have information of the quoted product along | Form Factor : The solution should be an OEM integrated system with a single 55" LCD display, codec, camera, Microphones and touch panel/wireless remote control. All the components 55" LCD display with floor mounting kit/Wall Mount Kit, codec, camera, microphones, and touch panel/Wireless Remote Control should be from the same OEM. The OEM website should have information of the quoted product along.<br>We request the authority to consider Wall Mount Kit as an option for Video Conferencing Unit. Wall Mount option reduces the space | RFP clause remains unchanged |

| | | | required on floor and the unit looks clean mounted on wall.<br>Also we request to consider Wireless Remote Control for Video Conferencing Operation as it has no limitations of distance of operation. Touch Panel restricts the operation from a fixed place in the room. | |
|---|---|---|---|---|
| 576 | 7.2.20<br>P-155 | Camera : Minimum of 8x or more zoom | Camera : Minimum of 12x or more zoom.<br>We request the authority to consider 12x or more camera zoom for better coverage. The solution is available with all OEM's | RFP clause remains unchanged |
| 577 | 7.4<br>P-159 | Video Inputs : Should have at least 3 HDMI inputs to connect multiple HD cameras. | Video Inputs : Should have at least 2 HDMI/HDCI inputs to connect multiple HD cameras.<br>We request the authority to consider 2 HDMI/HDCI Inputs to connect to different cameras. Also 2 cameras are required to be supplied day one. | RFP clause remains unchanged |
| 578 | 7.4<br>P-159 | Audio Inputs : Should support minimum 8 Microphone inputs. | Audio Inputs : Should support minimum 4 Microphones.<br>We request the authority to consider 4 mics as 8 mic inputs is specific to one OEM. | RFP clause remains unchanged |
| 579 | 7.4<br>P-159 | Cameras : Should have at least 70 degrees field of view (horizontal) | Cameras : Should have at least 65 degrees field of view (horizontal).<br>We request the authority to consider 65 degrees field of view, as the proposed product support 65 degrees. | RFP clause remains unchanged |

| 580 | 7.4<br>P-161 | 1080p, 720p & SD should be supported over WebRTC | 720p & SD should be supported over WebRTC.<br><br>We request the authority to remove 1080p resolution as WebRTC is required for Desktop Clients, which have limited screen size and HD 720p is good quality for small screen.<br><br>Also 1080p on WebRTC is not supported by proposed product. | RFP clause remains unchanged |
|---|---|---|---|---|
| 581 | 7.7<br>P-162 | High definition (HD) support with 720p or better H.264 video | High definition (HD) support with 1080p or better H.264 video. As the complete Video Conferencing solution is with Full HD 1080p, we recommend to consider recording as well at Full HD 1080p. | RFP clause remains unchanged |

**M/s Nvidia**

| 582 | Page No 331/7.1.1.3 Point No. 4 Operators Workstation | NVIDIA GTX 460 | NVIDIA Quadro K620<br>GTX 460 is a Consumer card & not recommended by NVIDIA for 24*7 critical environment like Command & Control Centres. Quadro GPUs are enterprise grade stable GPUs and are built for 24x7 environment.<br>Consumer cards come with 1 Yr. warranty where as NVIDIA Quadro GPUs are with 3 Year standard warranty.<br>Quadro GPUs are certified by 300+ ISV applications and its | Minimum specification provided bidder can proposed higher specifications. |
|---|---|---|---|---|

| | | | drivers are optimized to give optimum performance. | |
|---|---|---|---|---|
| 583 | Page 381/7.10.5 Video & Audio Analytics | CPU based Analytics | GPU based Computing & Analytics<br>Real time Video & Audio analytics are parallel computing problems in nature hence require humongous compute power. There is no other alternate to GPUs as GPUs have got thousands of cores and these cores work parallel to execute the instructions where as CPUs processing is sequential in nature.<br>GPU based Video & Audio analytics may give 5x-15x performance boost over CPU based Video & Audio Analytics.<br>Overall hardware infrastructure requirement becomes significantly less as GPUs has thousands of cores to execute the instructions compared to CPUs, which currently have maximum 24 cores available<br>Power & cooling requirement becomes significantly less when GPU based servers are deployed | RFP clause remains unchanged. |
| **CommScope** | | | | |
| 584 | | | You have requested for CAT 7 cabling, which provides 10G throughput as per the standards (such as ISO/IEC 11801). CAT 6A also provide 10G throughput and is less expensive than CAT 7 cable. Also considering the fact that the components of CAT 7 are CAT 6A only, then there seems to be no point in going for a CAT 7 cabling system. Kindly allow for CAT 6A cabling system. | RFP clause remains unchanged. |
| 585 | | | You have not provided any specs for Passive Structured Cabling, request you to kindly provide specs otherwise the chances of you getting a good quality canling brand is low. | As per applicable standards. |
| **Dlink** | | | | |
| 586 | 13/Standards | RoHS Compliant, IEEE 1588v2 hardware ready - Precision Time Protocol, IEEE 802.3af, 802.3at, NTP, PTP | Please change as<br>RoHS, IEEE1588v2 Hardware ready-Precision Time Protocol (PTP) / NTP, IEEE802.3af, 802.3at.<br>IEEE1588v2 & PTP are same protocols. PTP & NTP is used for similar function of synchronizing time of the device with server. Hence any of the one protocol should be suffice. | RFP clause remains unchanged. |
| 588 | 14/ Industry | • KEMA,NEMA TS-2, ODVA Industrial | Request to change as KEMA / DNV, NEMA-TS2, ODVA | RFP clause remains unchanged. |

| | Standards | EtherNet/IP, PROFINETv2, ABB IT Certificate, IP30 | Industrial Ethernet/IP, Profinet v2, IP-30<br>KEMA is a laboratory testing offered by DNV GL. Which means it is a same thing.<br>ABB IT Certificate is required for components used in hazardous area such as Oil & GAS industry. It is not require for city wide deployment. | |
|---|---|---|---|---|
| 589 | 15/Safety & Hazard | • UL 508, CSA C22.2 No.142, UL/CSA 60950-1, EN60950-1, CB to IEC 60950-1, ANSI/ISA 12.12.01 (Class 1, Div 2 A-D), EN 60079-0, -15 ATEX certification (Class 1, Zone 2 A-D) with cabinet enclosure | Please change to<br>UL508 / CE / EN60950, FCC Part 15 Class A, EN61000-4-2 ESD, EN61000-4-3 RS, EN61000-4-4 EFT, EN61000-4-5 (for RJ45 Port, Surge 6KV), EN61000-4-6 CS, EN61000-4-8 PFMF, ISA 12.12.01 (Class 1, Div 2 A-D), EN60079-0, -15 ATEX certification (Class 1, Zone2 A-D) are require for components used in Hazardous locations such as Oil & Gas industries. For city wide deployment it is not require. | RFP clause remains unchanged. |
| 590 | | | Further we request to add T & C for passive OEM<br>(a) Manufacturer should have ISO 9001:2008 Certification for Quality Management System.<br>(b) Manufacturer should have ISO 14001:2004 Certification for Environmental Management System.<br>(c) To ensure only principal networking companies participate having strong product service and support, OEM should have Indian based operation at least for a period of 20 years and should have an Annual Turnover of Rs. 500 Crores and above in any of last three consecutive Audited Financial years. | RFP clause remains unchanged. |
| **Wipro Limited** | | | | |
| 591 | Clause 5.2.3 Section Pre-Qualification Criteria Eligibility Criteria | (iv) All the consortium members are equally responsible and jointly & severally liable under this RFP, including:<br>☐ The delivery of products & services.<br>☐ Successful completion of this entire Project<br>☐ Meeting the SLAs; and | All the consortium members shall be severally responsible only for their respective scope. | Lead member should have more than 50% stake, this clause cannot be amended to keep lead member fully liable. Balance consortium members would be jointly and severally liable to the extent of their stake in the consortium. |

| | | IL & FS Additional Queries | | |
|---|---|---|---|---|
| 592 | Page 70, Prequalification criteria | If the applicant is a l00% subsidiary of any legal entity, then the financial and technical capabilities of such parent legal entity may be considered for purpose of Technical and Financial eligibility of Clause 5.2.3 and 5.3.2, subject to the condition that the parent company will own the responsibility of its subsidiary company . | If the applicant is a l00% subsidiary of any legal entity, then the financial and technical capabilities of such parent legal entity may be considered for purpose of Technical and Financial eligibility of Clause 5.2.3-Pre-Qualification Criteria and 5.3.2-5.3.2 Criteria for Technical Evaluation, subject to the condition that the parent company will own the responsibility of its subsidiary company/Sister concern . Defination of Sister concern is as under:<br>a). Bidders are allowed to submit experience in terms of technical qualification of their holding (parent) company or subsidiary company or Sister Concern only.<br>b). 'Sister concern' in relation to Bidder Company, means a company whose holding company is same as bidder's holding company and holding company (a) controls the composition of the Board of Directors; or (b) exercises or controls more than one-half of the total share capital at its own | RFP clause remains unchanged. |
| 593 | Page 80, Prequalification criteria | Experience in development of Smart City component | Case Study + Copy of work order + Completion/Phase completion Certificates from the client (in case of ongoing project).<br>In case the experience shown is that of the bidder's parent / subsidiary company/Sister concern, then the following additional documents are required:<br>i.    Letter from the Company Secretary of the bidder certifying that the entity whose experience is shown is parent/subsidiary Company/Sister concern.<br>ii.    · Shareholding pattern of the bidding entity as per audit reports | RFP clause remains unchanged. |
| 594 | Page 80, Prequalification criteria | · The Applicant should have experience in executing projects for setting up, O&M of Data Centre of atleast 500 TB storage<br>· Each project of data centre having 500 TB storage or more will be considered as one unit. | · The Applicant should have experience in executing projects for setting up, O&M of Data Centre of atleast 500 TB storage or Tier-II certified data center or 27001 Certified data center.<br>· Each project of data centre having 500 TB storage or Tier-II certified data center or 27001 Certified data center will be considered as one unit. | Refer reply to the query at S.No.144 |

| | | · Points are allocated based on number of units executed | · Points are allocated based on number of units executed | |
|---|---|---|---|---|
| **M/s BARCO Electronic System Pvt. Ltd.** | | | | |
| 595 | 328/ 7.1.1.1 | Laser light source | We request you to change to LED Light source as the brightness of the video wall will be too bright which will create lot of issues for 24x7 viewing for the operator to monitor properly .Too add more to this the laser technology stability is yet to be tested .Hence we suggest to go in for stable , reliable & Proven technology i.e LED. | RFP clause remains unchanged. |
| 596 | 328/ 7.1.1.1 | Brightness - 2200 Lumens(Laser) | In the control room brightness which is coming out of the screen is considered to be global norm & is measured in cd/m2.Hence request you to please mention minimum 300cd/m2 or better. Current specifications are one OEM Specific. | RFP clause remains unchanged. |
| 597 | 328/ 7.1.1.1 | Dynamic contrast ratio (Laser Source) - 1400000:1 or more | We request you to change the dynamic contrast ratio to 1200000:1 as this is single OEM Specific | Refer reply to the query at S.N.316 |
| 598 | 328/ 7.1.1.1 | IR remote control should also be provided for quick access | This is OEM Specific hence we request you to delete this & access to be provided through IP only | RFP clause remains unchanged. |
| 599 | 328/ 7.1.1.1 | Screen should have an anti-reflective glass backing to prevent bulging | This is OEM Specific hence we request you mention screen should be anti reflective | RFP clause remains unchanged. |
| 600 | 328/ 7.1.1.1 | Control BD Input terminals - Input: 1 x Digital DVI , Input: 1 x HDMI ,Input: 1 x HD-BaseT ,Input: 1 x Display Port | Request you to change to 1DVI / HDMI as current specifications are one OEM Specific | Modify as below: Control BD Input terminals - Input: 1 x Digital DVI/ 1 x HDMI ,Input: 1 x HD-BaseT , Input: 1 x Display Port |
| 601 | 328/ 7.1.1.1 | Should provide auto color adjustment function | The color calibration should be continuous rather than adjusted at the time of installation. | RFP clause remains unchanged. |
| 602 | 328/ 7.1.1.1 | Maintenance access front | In case of failure of any one screen the complete videowall viewing experience will get affected if it is front access. Hence it is recommended to have rear access | RFP clause remains unchanged. |

| 603 | 328/ 7.1.1.1 | Depth of cube 560mm or less | Current specifications are one OEM Specific hence request to consider minimum 1200 mm or less so that all leading OEMs can compete which as of now is restricted to single OEM | Refer reply to the query at S.N. 322 |
|---|---|---|---|---|
| 604 | 328/ 7.1.1.1 | Input sources can be scheduled in " daily", "periodically" or "sequentially" mode per user convenience | Current specifications are one OEM Specific hence request to consider Input sources can be scheduled in mode per user convenience | RFP clause remains unchanged. |
| 605 | 328/ 7.1.1.1 | Provide videowall status including Source , light source ,temperature, fan and power information | Request you to consider videowall status including Source , light source, temperature and power information | RFP clause remains unchanged. |
| 606 | | User should be able to define the error messages as informational, serious or warning messages | Request user should be able to define the error messages | RFP clause remains unchanged. |
| 607 | | Status log file should be downloadable in CSV format as per user convenience | Request you to consider Status log file should be downloadable in as per user convenience | Refer reply at S. No. 326 |
| 608 | 329/ 7.1.1.2 | RAID 1, 5, 10 supports | Request you to consider RAID 0 & 1 Support | Refer reply at S. No. 327 |
| 609 | 330 | | To add - The video wall solution should be able to view live video wall on smart devices/phones through IE explorer | RFP clause remains unchanged. |
| 610 | 330 | | To add - The video wall controller should be based on distributed architecture and should be able to share content in other control rooms and should be able to encode the input sources such as DVI,IP streams etc based on MPEG,MP3,V2D,H.264,H.263 etc. | RFP clause remains unchanged. |
| **M/s Newgen** | | | | |
| 611 | 2.4.2/Volume 2 Design, Supply, Installation and Commissioning of IT infrastructure at ICCC | Standard business process management framework should be followed for work flow management with capabilities of configurability at user level. | We assume that the NDMC is looking or a highly configurable and flexible solution based on workflow with regards to the workflow. To achieve the same and ensure best of breed solution. Request you to include the following: The workflow solution is to be provided on a highly configurable BPM based Workflow platform complying with workflow standards such as BPMN, BPEL, WFMC. | These are the minimum specifications SI can provide higher specifications. |
| 612 | **Integration Capabilities** | **e-office (including e-dak)** | In any government organisation, movement of files and DAKs is one of the key process, so based on our experience of | NDMC has already e-office software of M/S NIC. |

| | | | working with various Govt organizations we strongly feel that following features should also be part of the required DAK/File Management and Tracking System:<br>• DAK/File Management System should be based on Manual of office Procedure (MOP from DARPG- Department of Administrative Reforms And Public Grievances)<br>• DAK/File Management with features like DAK/File register, etc<br>• Secure notes and annotations.<br>• Electronic correspondence/ file creation, management, movement and performance of related tasks like diary entry, indexing, noting, cross referencing, search/ retrieval, etc.<br>• Bilingual solution with support for Hindi. | |
|---|---|---|---|---|
| 613 | **Integration Capabilities** | **e-office (including edak)** | Request you to include the following specification to ensure best of breed solution:<br>The electronic view of the file should be similar to the physical file structure being followed widely in various government organizations. Therefore, the file should open in a Whitehall file view wherein all documents are shown on one side and green Note Sheet on other side. | RFP clause remains unchanged. |
| 614 | General | Office Note Management | As per our experience of working with the Government Organisations, Office note management is of the key administrative activity in the government departments.<br>Therefore, we recomment that the department should have a Office Note Management module with the following features:<br>• In-built Web based Text Editor with basic functionalities such as bold, alignment, font, color etc.<br>• A draft folder to save Office Notes that are created through in-built text editor.<br>• Ability to route the Office Note for approval.<br>• Search and check the status of a Note in workflow<br>• Facility to add the approved Office Note in a File.<br>Please confirm if our understanding is correct. | RFP clause remains unchanged. |

| 615 | General | RTI Management | As per our experience of working with the Government Organisations, RTI management is of the key administrative activity in the government departments.<br>Therefore, we recommend that the department should have a RTI Management module based on BPM framework with the following features:<br>• Ability to record incoming RTI queries into the system.<br>• Ability to upload the documents along with the queries.<br>• Ability to route the RTI queries to different department users.<br>• Ability to send the response of the queries to the Applicant who had filed the RTI.<br>• Ability to reopen old RTI request in case of First and Second RTI Appeal. | RFP clause remains unchanged. |
|---|---|---|---|---|
| 616 | General | Committee and Meeting Management | As per our experience of working with the Government Organisations, Committee and Meeting management is of the key administrative activity in the government departments.<br>Therefore, we recomment that the department should have a Committee and Meeting module based on BPM framework with the following features:<br>• Create a new committee or update an existing committee and send Office Memorandum to the department officials through email.<br>• Schedule/ reschedule meetings and sending invites to the members through email/sms.<br>• Circulating Minutes of Meeting to the attendees and share the actionable assigned to various members. | RFP clause remains unchanged. |
| 617 | General | Users | Please specify the concurrent users and named users for the BPM as well as modules such as e-Dak and court case management etc. | RFP clause remains unchanged. Integration is required through API/Web services. |
| 618 | General | Document Management System | Since all processes will be document intensive is there a requirement for an enterprise wide document Management system to manage all the documents | RFP clause remains unchanged. |

| | **M/S Hexagon Safety and infrastructure** | | | |
|---|---|---|---|---|
| 619 | Page-82:C/C2 Vol-1 | *C. OEM Qualification (for Quality of products offered) Max. Marks : 14 Evaluation of the products offered on the basis of Original Equipment Manufacturer (OEM)* <br><br> The smart city central control application offered by the Applicant in its bid for this project will be evaluated on the basis of manufacturer of the products as per **Navigant Research Leader board**. OEM Qualification for the following categories of the products/ equipment will be evaluated as per **Navigant Research Leader board**: In terms of Navigant Research Leader board, marks would be awarded as per the following criteria: OEM prescribed as Leaders (5 Marks) OEM prescribed as Contenders (3 Marks) OEM prescribed as Challengers (1 Marks) OEM prescribed as Followers, or OEM not listed in Navigant Research Leader board (0 Marks) | **Kindly Amend the clause as-** <br><br> The smart city central control application offered by the Applicant in its bid for this project will be evaluated on the basis of manufacturer of the products as per **IHS top five/Navigant Research Leader board**. OEM Qualification for the following categories of the products/ equipment will be evaluated as per **IHS top five/Navigant Research Leader board**: In terms of **IHS top five/Navigant Research Leader board**, marks would be awarded as per the following criteria: <br><br> OEM prescribed as **IHS top five/Leader**s (5 Marks) OEM prescribed as **IHS** top **Ten/Contenders** (3 Marks) OEM prescribed as **IHS/Challengers** (1 Marks) OEM prescribed as Followers, or OEM not listed in **IHS/Navigant Research Leader board** (0 Marks) | Refer reply to the query at S.No.2 |
| 620 | Page-108/ 52 Vol-2 | *6.2 Integrated Command and Control Centre* *Global Market Presence & Support System* The Smart City supplier should be industry leader and belong to leader quadrant of the "Navigant Research Leader board Report For Smart City Supplier". | **Kindly Amend the clause as-** <br><br> The Smart City supplier should be industry leader and belong to leader quadrant of the "**IHS/Navigant Research Leader board Report** For **Command Center Application** Supplier". | Refer reply to the query at S.No.2 |
| 621 | Page-108/49 | *6.2 Integrated Command and Control* | **Kindly Amend the clause as-** | Refer reply to the query at S.No.545 |

| | Vol-2 | *Centre*<br>*Data*<br>*Security*<br>Software should support security standards: OAuth 2.0, HTTPS over SSL, and key management help protect the data across all domains. | Software should support security standards: **HTTPS over SSL-128 bit**, and key management help protect the data across all domains. | |
|---|---|---|---|---|
| 622 | Page-107/35<br>Vol-2 | *6.2 Integrated Command and Control Centre*<br>*Notifications, Alerts and Alarms* Exhibit 3. - System should generate Notification, Alert and Alarm messages that should be visible within the Dashboard and the Enforcement Officer Mobile App if required. | **Looking towards the Integrated Command Center Application Crucial requirement-** **Kindly Amend the clause as-** Exhibit 3. - **System should generate Notification, Alert and Alarm messages over GIS Platform** that should be visible within the Dashboard and the Enforcement Officer Mobile App if required. | Refer reply to the query at S.No.546 |
| 623 | Page-106/27<br>Vol-2 | *6.2 Integrated Command and Control Centre*<br>*Integration capabilities*<br><br>The platform should be able to integrate any type of parking sensor irrespective of the technology used. For example, some parking sensors might use RF technology like LoRa or ZigBee to communicate the data and events, some might use GPRS or some might use Wi-Fi. Some parking sensors might use infra-red based detection, some might use magnetic field based detection or combination of the both where as some might use a video camera to detect parking | **The Below Requirement just not limited to the LoRa/Zigbee/GPRS/Wi-Fi** **Kindly Amend the clause as-**<br><br>The platform should be able to integrate any type of parking sensor irrespective of the technology used. For example, some parking sensors might use RF technology like LoRa or ZigBee to communicate the data and events, some might use GPRS or some might use Wi-Fi, **Wired/Wireless communication**. Some parking sensors might use infra-red based detection, some might use magnetic field based detection or combination of the both where as some might use a video camera to detect parking occupancy. Irrespective of the technology, the platform should be able to integrate with these devices and their software managers with **Enterprise Service Bus. Provide the data from such devices in a normalized and standard based data models.** | Refer reply to the query at S.No.547 |

| | | occupancy. Irrespective of the technology, the platform should be able to integrate with these devices and their software managers and provide the data from such devices in a normalized and standard based data models. | | |
|---|---|---|---|---|
| 624 | Page-108/52 Vol-2 | **6.2 Integrated Command and Control Centre Support System** the Proposed OEM Solution software platform should be deploy in at least-1 city in India and 5- City globally. Bidder to furnish OEM self certification with name of Cities | *Kindly Amend the clause as-* *the Proposed OEM Solution software platform should be deploy in at least 5- City/Critical infra Airport/multistate Railway globally. Bidder to furnish OEM self certification with name of Cities* | Refer reply to the query at S.No.548 |
| 625 | Page-108/53 Vol-2 | **6.2 Integrated Command and Control Centre Support System** Software platform OEM should Provide the Online developer program tool that helps city to produce new application, and/or used solution API to enhance or mange existing solution free of cost. OEM Should have the Technology lab via an online/web interface. These labs should available 24x7. | *Suggestion-* *The CCC application is hosted in the NDMC premises. The Complete programme is highly secured and prompt responding. If we will use the the Application platform for the public it will hampered the operations of CCC.* *Kindly amend the clause like:* Software platform OEM should Provide the inbuilt ESB layer which can be used by the NDMC software development team to add more sensors/application and customization without coding. That helps city to produce new application, and/or used solution API to enhance or mange existing solution free of cost. OEM Should have the Technology lab in India for the Support and should available 24x7. | Refer reply to the query at S.No.549 |
| 626 | Page-109/54 Vol-2 | **6.2 Integrated Command and Control Centre Support System** Command Center OEM Should have registered Office in India at least from last 10 years and should software development center in India. Should have Quality Management System ISO 9001 and | *Kindly amend the clause like:* *Command Center OEM Should have registered Office in India at least from last 10 years and the CCC software solution provider should be in the same business of CCC application from last 15 years. The OEM of the CCC software should have the development center in India along with R&D lab. Should have Quality Management System* | Refer reply to the query at S. No. 83 |

| | | | | |
|---|---|---|---|---|
| | | Environment management System ISO 14001 quality certifications | *ISO 9001 and should be in the list of top 10 IHS/Navigant Research Leader Board.* | |
| 627 | Page-109/60-61 Vol-2 | *6.2 Integrated Command and Control Centre* *Standard Operating Procedure* 60. The ICCC platform should have the capability to bring in multiple stake holders automatically into a common collaboration platform like persistent chat rooms and virtual meeting rooms in response to a SOP defined to handle a particular event. 61. The ICCC platform should provide an ability to bring multiple stake holders on to a common voice conference call as a standard operating procedure in response configured events | *The functionality is OEM specific. This is only one OEM in that Space who have this function. Kindly amend the clause like:* *60. The ICCC platform should have the capability to bring in multiple stake holders into a common collaboration platform using the IPBX in response to a SOP defined to handle a particular event.* *This clause is OEM Specific -61. The ICCC platform should provide an ability to bring multiple stake holders on to a common voice conference call using the IPBX standard operating procedure in response configured events* | Refer reply to the query at S.No.551 |
| 628 | Page-111/84 to97 Vol-2 | *6.2 Integrated Command and Control Centre* *Video Display and integration capabilities* Integrates with existing cameras and new cameras. Should support multiple video sources from multiple locations. Platform should have no limitation in displaying the number of CCTV video sources........................................................ Should support multiple Local operation center along with Viewer stations that requires monitoring | *Change Request-* *Page-55, 2.4.12 Smart City Surveillance and 2.4.12.1 Functional requirement of City Surveillance are separate requirement in NDMC Tender. NDMC is looking VMS capability in the CCC application. at page- 111 point 84 to 97. This is OEM specific capability. Kindly exclude the requirement from the CCC.* | Refer reply to the query at S. No. 552 |

| | | function. | | |
|---|---|---|---|---|
| 629 | Page-110/72 Vol-2 | **Enterprise Resource Planning (ERP) Integration** The platform should have the capability to receive data directly from ERP systems. The API's should be like restful and return the data in JSON format. | **Kindly amend the clause like:** The platform should have the capability to receive data directly from ERP systems. The **API's can be like restful and return the data in JSON/XML format.** | Refer reply to the query at S. No. 553 |
| 630 | Page-110/74 Vol-2 | **Enterprise Resource Planning (ERP) Integration** System should be able to read data from flat CSV files | **Kindly amend the clause like:** **System should be able to read data from Data Base/flat CSV files** | Refer reply to the query at S. No. 554 |
| 631 | Page-110/76 to 81 Vol-2 | **Analytics Engine** Analytics Engine should be an artificial intelligence based smart city analytics platform module to maximize business value through advance machine learning capability aid in automating polices that result in better asset and infrastructure management The solution should be flexible to integrate with other city and government software application.................................................... .......................................... till point 79 | **The proposed application analytic engine is OEM specific to single OEM that Tool is SPSS. It is required for the Chain Analysis/Activity Analysis. It is widely used by the National Low enforcement Agencies like RAW/CBI etc. It has required very high level of Skills for operation and Configuration. It do not work on the real time data . Kindly amend the clause like:** Inform Decision for Makers- The richer insight and clear presentation of complex information helps agencies optimize resources and responses, deliver more effective and efficient services, and easily communicate with executive managers, political stakeholders, and citizens. The multiple filter can be add to the incident Analysis. Based on the multiple input, solution can compare the incidents over the GIS. ICOP and Reporting dashboard should be from the same OEM Key Information Regarding Event, Incidents and Alarms - The proposed application should uncovers important details and delivers the context required to understand the complete picture, improve decision-making, and provide accurate information. The Data should be searchable using the filter over GIS Provide dashboard filtering capabilities that enable end-users | Refer reply to the query at S. No. 555 |

| | | | to dynamically filter the data in their dashboard The analytics engine should be real time and should be integrated with CCC Data base | |
|---|---|---|---|---|
| 632. | Page-111/80 Vol-2 | *Analytics Engine* Analytics Engine should support multiple data source. Min below standard source should be supported from day-1 CSV, TSV, Excel, NOSQL, RDBMS | *Kindly amend the clause like:* Analytics Engine should support multiple data source *including the real-time data base*. Min below standard source should be supported from day-1 CSV,TSV, Excel, NOSQL, RDBMS | Refer reply to the query at S. No. 556 |
| 633 | Page-111/84 Vol-2 | *Video Display and Integration Capability* Integrates with existing cameras and new cameras. Should support multiple video source from multiple location. Platform should have no limitation in displaying the number of CCTV video sources | *Kindly amend the clause like: Integrates with existing Video Management System.* Should support multiple video source from multiple location. Platform should have no limitation in displaying the number of CCTV video sources. *CCC application platform should support the Camera Mapping with Icon on the GIS layer* | Refer reply to the query at S. No. 557 |
| 634 | Page-246 Vol-2 | 10.5.1 Automated Testing Should provide Unicode support for multilingual application testing. | *Kindly amend the clause like: Should provide support for multilingual application testing.* | Refer reply to the query at S. No. 558 |
| 635 | Page-59 Vol-2 | 2.4.13 Enterprise Resource Planning (ERP) (b) User Interface. The solution proposed should be Unicode compliant. Authority envisages requirements for both English and Hindi for Data Entry, Display, Input and Output | *Kindly amend the clause like: · The solution proposed should be multilingual compliant. Authority envisages requirements for both English and Hindi for Display.* | Refer reply to the query at S. No. 559 |
| **M/S Radware** | | | | |
| 636 | **Load Balancer** C. OEM Qualification (for Quality of products offered) Max. Marks : 14 P-82 | Evaluation of the products offered on the basis of Original Equipment Manufacturer (OEM) | Worldwide recognized Third party analysis agencies like Gartner ensures that the proposed Link Load Balancer, Load Balancer & Application Load Balancer are proven & recognized worldwide in the respective domain area. Also as per RFP, Gartner Leader Clause is already considered for components like Server, Firewall, IPS, Network Switches. By mentioning Certfications/third party anlysis reports like GARTNER will help to ensure the LEADER OEM's to participate in this prestigious project, while giving healthy | RFP clause remains unchanged. |

| | | | competition among themselvesfor this technology. Please confirm. **SUGGESTED CLAUSE:** The proposed Load Balancer, Application Load Balancer, LLB vendor should be present in Gartner's Leader quadrant for ADC in the latest report (2016). | |
|---|---|---|---|---|
| 637 | **Server Load Balancer** Section : Load Balancer Server Load Balancer P-357 | Segmentation / Virtualization support along with resource allocation per segment, dedicated access control for each segment | <u>**Virtualization is a latest NEXT GENERATION technology in the Load Balancer.**</u> ADC-VX/Virtualization feature is a specialized Application Delivery Controller (ADC) hypervisor that runs multiple virtual ADC instances on dedicated ADC hardware. ADC-VX is built on a unique architecture that virtualizes the resources—including CPU, memory, network, and acceleration resources. This specialized hypervisor runs fully functional virtual ADC instances, each of which delivers ADC functionality just like a dedicated physical ADC. Each virtual ADC instance contains a complete and separated environment of resources, configurations and management. **QUERY:** We would suggest you to kindly confirm the virtualization functionality requirement in the proposed Load balancers. **SUGGESTED CLAUSE:** VIRUTALIZATION: The proposed Load Balancer should have ADC-VX/Virtualization feature that virtualizes the Device resources—including CPU, memory, network, and acceleration resources. Each virtual ADC instance contains a complete and separated environment of the Following: a)Resources, b)Configurations, c)Management. The proposed device should have 2 Virtual Instances from Day | Bidder to design the solution as per the requirement of CCC, minimum specifications are provided, bidders may quote minimum or higher to meet the solution requirements |

| | | | 1 and scalable upto 24 Virtual Instances. | |
|---|---|---|---|---|
| 638 | Section : Load Balancer<br><br>Server Load Balancer<br>P-357 | Load Balancing Applications<br>DNS, FTP- ACTIVE & PASSIVE,<br>REXEC, RSH, | **SUGGESTED CLAUSE:**<br>A framework for customizing application delivery should be provided using user-written scripts, that provides the flexibility to control application flows and fully meet business requirements in a fast and agile manner.<br><br>**The proposed framework should enables to:**<br>• Extend Server Load Balancer Fabric services with delivery of new applications<br>• Quickly deploy new services<br>• Mitigate application problems without changing the application<br>• Preserve infrastructure investment by adding new capabilities without additional equipment investment | Refer reply to the query at S. No. 637 |
| 639 | **Application Load Balancer**<br>Section :<br>Application Load Balancer<br>P-358 | The appliance should support server load balancing algorithms i.e. round robin, weighted round robin, least connection, Persistent IP, Hash IP, Hash Cookie, consistent hash IP, shortest response, proximity, snmp, SIP session ID, hash header etc. | **SUGGESTED CLAUSE:**<br>**The proposed Load Balancer should support the below metrics:**<br>— Minimum Misses,<br>— Hash,<br>— Persistent Hash,<br>— Tunable Hash,<br>— Weighted Hash,<br>— Least Connections,<br>— Least Connections Per Service,<br>— Round-Robin,<br>— Response Time,<br>— Bandwidth | Refer reply to the query at S. No. 637 |
| 640 | Section :<br>Application Load Balancer<br>P-358 | New Clause Request | **Virtualization is a latest NEXT GENERATION technology in the Load Balancer.**<br>ADC-VX/Virtualization feature is a specialized Application Delivery Controller (ADC) hypervisor that runs multiple virtual ADC instances on dedicated ADC hardware. | Refer reply to the query at S. No. 637 |

| | | | ADC-VX is built on a unique architecture that virtualizes the resources—including CPU, memory, network, and acceleration resources. This specialized hypervisor runs fully functional virtual ADC instances, each of which delivers ADC functionality just like a dedicated physical ADC. Each virtual ADC instance contains a complete and separated environment of resources, configurations and management.

**QUERY:**
We would suggest you to kindly confirm the virtualization functionality requirement in the proposed Load balancers.

**SUGGESTED CLAUSE:**
VIRUTALIZATION: The proposed Load Balancer should have ADC-VX/Virtualization feature that virtualizes the Device resources—including CPU, memory, network, and acceleration resources.
Each virtual ADC instance contains a complete and separated environment of the Following:
a)Resources,
b)Configurations,
c)Management.
The proposed device should have 2 Virtual Instances from Day 1 and scalable upto 24 Virtual Instances. | |
|------|------|------|------|------|
| 641 | Section : Application Load Balancer P-358 | Should support Multi-level virtual service policy routing – Static, default and backup policies for intelligent traffic distribution to backend servers | Clause ambiguous. Pls clarify else requesting you to kindly delete this clause.

**SUGGESTED CLASUE:**
Remove this clause | Refer reply to the query at S. No. 637 |
| 642 | Section : Application Load Balancer P-358 | Script based functions support for content inspection, traffic matching and monitoring of HTTP, SOAP, XML, diameter, generic TCP, TCPS. Load balancer should support ePolicies to | **SUGGESTED CLAUSE:**
The proposed Load Balancer should support Scripting, out of the box. It should provide flexibility to customize the operations/policies specific to your requirement. | Refer reply to the query at S. No. 637 |

| | | customize new features in addition to existing feature/functions of load balancer | | |
|---|---|---|---|---|
| 643 | Section : Application Load Balancer P-358 | Traffic load balancing using ePolicies should support algorithms including round robin, least connections, shortest response, persistence ip, hash ip, hash ip and port, consistent hash ip and snmp | **SUGGESTED CLAUSE:**<br><br>**The Load Balancer should support the below metrics:**<br><br>— Minimum Misses,<br>— Hash,<br>— Persistent Hash,<br>— Tunable Hash,<br>— Weighted Hash,<br>— Least Connections,<br>— Least Connections Per Service,<br>— Round-Robin,<br>— Response Time,<br>— Bandwidth | Refer reply to the query at S. No. 637 |
| 644 | Section : Application Load Balancer P-358 | **Clustering and failover** | Clustering is OLD technology. Now a days, Industry leading OEM's have platform ranging upto 100's of Gbps performance, hence not requiring any cluster of Load Balancer to share the load itself. Kindly dilute this clause.<br><br>**SUGGESTED CLAUSE**<br>High Availability and Failover: The proposed solution should support HA (VRRP protocol) and support Active - Passive, Active - Active configurations. | Refer reply to the query at S. No. 637 |
| 645 | Section : Application Load Balancer P-358 | Should have option to define customized rules for gateway health check - administrator should able to define a rule to inspect the status of the link between the unit and a gateway | **SUGGESTED CLAUSE**<br><br>The proposed device should support Configuration synchronization. | Refer reply to the query at S. No. 637 |
| 646 | Section : Application Load Balancer P-358 | Support for automated configuration synchronization support at boot time and during run time to keep consistence configuration on both units. | **SUGGESTED CLAUSE**<br><br>The proposed device should support Configuration synchronization. | Refer reply to the query at S. No. 637 |

| 647 | Section : Application Load Balancer P-359 | Clustering function should support IPv6 VIP's (virtual service) switchover | Clustering is OLD technology. Now a days, Industry leading OEM's have platform ranging upto 100's of Gbps performance, hence not requiring any cluster of Load Balancer to share the load itself. Kindly dilute this clause.<br><br>**SUGGESTED CLAUSE**<br>High Availability and Failover: The proposed solution should support HA (VRRP protocol) and support Active - Passive, Active - Active configurations. | Refer reply to the query at S. No. 637 |
|---|---|---|---|---|
| 648 | Section : Application Load Balancer P-359 | Support for multiple communication links for real-time configuration synchronizations including HA group, gateway health check, decision rules, SSF sessions etc. and heartbeat information | **SUGGESTED CLAUSE**<br>The proposed device should support Configuration synchronization. | Refer reply to the query at S. No. 637 |
| 649 | Section : Application Load Balancer P-359 | N+1 clustering support with active-active and active-standby configurations. | Clustering is OLD technology. Now a days, Industry leading OEM's have platform ranging upto 100's of Gbps performance, hence not requiring any cluster of Load Balancer to share the load itself. Kindly dilute this clause.<br><br>**SUGGESTED CLAUSE**<br>High Availability and Failover: The proposed solution should support HA (VRRP protocol) and support Active - Passive, Active - Active configurations. | Refer reply to the query at S. No. 637 |
| 650 | **Link Load Balancer** Section : Link Load Balancer P-360 | Should support Outbound load balancing algorithms like round robin, Weighted round robin, shortest response, hash ip, target proximity and dynamic detect | **The Load Balancer should support the below metrics:**<br><br>— Minimum Misses,<br>— Hash,<br>— Persistent Hash,<br>— Tunable Hash,<br>— Weighted Hash,<br>— Least Connections,<br>— Least Connections Per Service,<br>— Round-Robin,<br>— Response Time, | Refer reply to the query at S. No. 637 |

| | | | — Bandwidth | |
|---|---|---|---|---|
| 651 | Section : Link Load Balancer P-360 | Should support inbound load balancing algorithms like round robin, Weighted round robin, target proximity & dynamic detect. | **The Load Balancer should support the below metrics:**<br><br>— Minimum Misses,<br>— Hash,<br>— Persistent Hash,<br>— Tunable Hash,<br>— Weighted Hash,<br>— Least Connections,<br>— Least Connections Per Service,<br>— Round-Robin,<br>— Response Time,<br>— Bandwidth | Refer reply to the query at S. No. 637 |
| 652 | Section : Link Load Balancer P-360 | Dynamic detect (DD) based health check for intelligent traffic routing and failover | **Suggested Clause:**<br>Should support Pre-defined and User defined health checks for intelligent traffic routing and failover | Refer reply to the query at S. No. 637 |
| 653 | Section : Link Load Balancer P-360 | Should support TCP optimization options including windows scaling, timestamp & Selective Acknowledgement for enhanced TCP transmission speed. | **Suggested Clause:**<br>Should support TCP optimization options including congestion control,selective acknowledgement, adaptive tuning for enhanced transmission speed. | Refer reply to the query at S. No. 637 |
| 654 | Section : Link Load Balancer P-360 | Should support QOS for traffic prioritization, CBQ, borrow and unborrow bandwidth from queues. | **SUGGESTED CLAUSE:**<br>The proposed solution must support Bandwidth Management based on following classification rules:<br>a) Physical Port<br>b) VLAN<br>c) IP Source Address<br>d) IP Destination Address | Refer reply to the query at S. No. 637 |
| 655 | Section : Link Load Balancer P-360 | Remote access:<br>SSL VPN solution should be 100% client less for web based applications | SSL VPN Solution is NOT supposed to be a part of Link load balancer. Hence kindly delete this clause in order to avoid any ambiguity.<br><br>**SUGGESTED CLAUSE:**<br>Remove this clause | Refer reply to the query at S. No. 637 |
| 656 | Section : Link | Remote access: | SSL VPN Solution is NOT supposed to be a part of Link load | Refer reply to the query at S. No. 637 |

| | | | | |
|---|---|---|---|---|
| | Load Balancer P-360 | must support for CIFS file share and provision to browse, create and delete the directories through web browser | balancer. Hence kindly delete this clause in order to avoid any ambiguity.<br><br>**SUGGESTED CLAUSE:**<br>Remove this clause | |
| 657 | Section : Link Load Balancer P-360 | Remote access:<br>should maintain original server access control policies while accessing the file resources through VPN | SSL VPN Solution is NOT supposed to be a part of Link load balancer. Hence kindly delete this clause in order to avoid any ambiguity.<br><br>**SUGGESTED CLAUSE:**<br>Remove this clause | Refer reply to the query at S. No. 637 |
| 658 | Section : Link Load Balancer P-360 | Remote access:<br>must support Single Sign-On (SSO) for web based applications and web based file server access | SSL VPN Solution is NOT supposed to be a part of Link load balancer. Hence kindly delete this clause in order to avoid any ambiguity.<br><br>**SUGGESTED CLAUSE:**<br>Remove this clause | Refer reply to the query at S. No. 637 |
| 659 | Section : Link Load Balancer P-360 | Remote access:<br>Should have secure access solutions for mobile PDAs, Andriod smart phones, Ipad, Iphones. | SSL VPN Solution is NOT supposed to be a part of Link load balancer. Hence kindly delete this clause in order to avoid any ambiguity.<br><br>**SUGGESTED CLAUSE:**<br>Remove this clause | Refer reply to the query at S. No. 637 |
| 660 | Section : Link Load Balancer P-360 | Remote access:<br>Should Support IPV6 | SSL VPN Solution is NOT supposed to be a part of Link load balancer. Hence kindly delete this clause in order to avoid any ambiguity.<br><br>**SUGGESTED CLAUSE:**<br>Remove this clause | Refer reply to the query at S. No. 637 |
| 661 | Section : Link Load Balancer P-360 | Remote access:<br>SSL VPN solution must provide machine authentication based on combination of HDD ID, CPU info and OS related | SSL VPN Solution is NOT supposed to be a part of Link load balancer. Hence kindly delete this clause in order to avoid any ambiguity. | Refer reply to the query at S. No. 637 |

| | | parameters i.e. mac address to provide secure access to corporate resources. | **SUGGESTED CLAUSE:** Remove this clause | |
|---|---|---|---|---|
| 662 | Section : Link Load Balancer P-361 | Remote access: Should support following Authentication methods: - LDAP, Active directory, Radius, secureID, local database, and certificate based authentication and anonymous access. | SSL VPN Solution is NOT supposed to be a part of Link load balancer. Hence kindly delete this clause in order to avoid any ambiguity.<br><br>**SUGGESTED CLAUSE:** Remove this clause | Refer reply to the query at S. No. 637 |
| 663 | Section : Link Load Balancer P-361 | The appliance should have SSH CLI, Direct Console, SNMP, Single Console per Cluster with inbuilt reporting. | Pls clarify whether external reporting & management station is required for Real time as well as for historical reporting.<br><br>**Suggested Clause:** The appliance should have SSH CLI, Direct Console, SNMP,Telnet and inbuilt/external reporting & management station for Real time & historical graphs/reporting. | Refer reply to the query at S. No. 637 |
| 664 | Section : Link Load Balancer P-361 | Should support XML-RPC for integration with 3rd party management and monitoring | Pls clarify whether external reporting & management station is required for Real time as well as for historical reporting.<br><br>**Suggested Clause:** The appliance should have SSH CLI, Direct Console, SNMP,Telnet and inbuilt/external reporting & management station for Real time & historical graphs/reporting. | Refer reply to the query at S. No. 637 |
| 665 | Section : Link Load Balancer P-361 | The appliance should provide detailed logs and graphs for real time and time based statistics | Pls clarify whether external reporting & management station is required for Real time as well as for historical reporting.<br><br>**Suggested Clause:** The appliance should have SSH CLI, Direct Console, SNMP,Telnet and inbuilt/external reporting & management station for Real time & historical graphs/reporting. | Refer reply to the query at S. No. 637 |
| 666 | Section : Link Load Balancer P-361 | New Clause Request | Most of the Industry leading OEM's provide both Link Load Balancer and Server load Balancer solutions. Kindly allow the SLB and LLB from the same OEM, in order to have better | Refer reply to the query at S. No. 637 |

| | | | management and single point of contact for Load Balancing solutions.<br><br>**SUGGESTED CLAUSE:**<br>LLB and SLB should be from same OEM | |
|---|---|---|---|---|
| **M/s Allied Digital Services Limited** | | | | |
| 667 | RFP_CCC/Pre Qualification Criteria/Page no.69/Eligibility Criteria 1 P-69 | A Consortium of registered agencies consisting of:<br>(i) Maximum 3 companies; and<br>(ii) One of the consortium member should lead the consortium. Lead member should have more that 50% stake in the consortium and should be registered in India under the Companies Act 1956/2013; and<br>(iii) Lead Member should be registered in India for atleast three completed financial years i.e. should be registered on or before 01/04/2014; and<br>(iv) All the consortium members are equally responsible and jointly & severally liable under this RFP, including:<br>· The delivery of products & services.<br>· Successful completion of this entire Project<br>· Meeting the SLAs; and<br>(v) Other consortium members should be a legal entity; and<br>(vi) Technical and financial experience of members of the consortium having more than 26% stake in the consortium will only be considered for the purpose of this RFP. | Due to diversified nature of components of the RFP, we request to increase the number of consortium members from 3 to 5. This will help to involve specialist OEMs and preparation of better technology solution in line with optimized commercial. | Refer reply to the query at S. No. 637 |
| 668 | RFP_CCC/Pre Qualification | The average annual Turnover (TO) in Indian Rupees for last 3 audited financial | We Request to revise the average annual turnover with 75 Cr to enable us and other competent companies to participate. | Refer reply to the query at S.N. 141 |

| | | years (2014-15, 2015-16, 2016-17) in the field of (a) ICT infrastructure (b) IT system integration services (c) IT hardware manufacturer/ software developer • For Sole Applicant or , lead member ( in case of Consortium) shall have average annual turnover of Rs. 100 Cr. | | |
|---|---|---|---|---|
| | Criteria/Page no.69/Eligibility Criteria 2 P-69 | | | |
| 669 | RFP_CCC/Pre Qualification Criteria/Page no.69/Eligibility Criteria 6 P-70 | The sole Applicant or the Lead Applicant in case of a Consortium , should possess the below Certifications which are valid at the time of bid submission: (i) CMMI level 5 and above ; and (ii) ISO 9001:2008 certification for system integration; or ISO 20000:2011 for IT Service Management; or ISO 27001:2005 for Information Security Management System | We request to make CMMI Level 5 and above certificate optional. | Refer reply to the query at S.N. 377 |
| 670 | RFP_CCC/5.3.2 Criteria for Technical Evaluation/B. Project Experience of Sole Applicant/ any consortium member Max. Mark : 41/Page no. 81/Criteria B5/ERP System P-81 | The Applicant should have experience in executing projects for customization/ configuration and installation of ERP system for an urban local body (Municipal Corporation / municipal council / Development authority). · Each executed project worth Indian Rupees Two Crores will be considered as one unit. · Points are allocated based on number of units executed Number of units Percentage = 4 or >4 100 = 3 90 | We request to de-scope ERP system from this tender. ERP relates to software development so request to float separate tender for the ERP System | ERP is very much part of this RFP scope. |

| | | =2 75<br>=1 60 | | |
|---|---|---|---|---|

**M/s Cosmotec India**

| 671 | 8.12<br>P-404 | Copy of FSC certification (Forest Stewardship Council) _**for consoles**_. Certificate for compliance towards sustainable forest initiative ensuring wood used is from sustainable forest harvesting. | Copy of FSC certification (Forest Stewardship Council) _**from the OEM of Wood / Board used in Consoles.**_ Certificate for compliance towards sustainable forest initiative ensuring wood used is from sustainable forest harvesting.<br>Cosmos (the possible vendor for supply of the console Workstations), is into manufacturing of the Console Workstations / Desk assemblies. The MDF / Particle Board that is used in the manufacturing of the Console Workstations / Desk assemblies is not manufacturered by Cosmos, but is a purchased element. Cosmos can confirm that the MDF / Particle Board will be purchased from manufacturers who have FSC certifications & copies of the same can be included as part of the Test Reports | Clause stands ammended as follows: Copy of FSC certification (Forest Stewardship Council) from the OEM of Wood / Board used in Consoles. Certificate for compliance towards sustainable forest initiative ensuring wood used is from sustainable forest harvesting. |
|---|---|---|---|---|
| 672 | 8.12<br>P-404 | The consoles shall be suitable for areas of Seismic zone; it should be Zone 4 or better. | Request if this Clause can be deleted<br>a) Console Desk assemblies are almost always customised to specific customer requirements & it is not possible to provide Earthquake resistance Seismic Qualifications for all designs / permutations of customised Desk assemblies. b) Zone 4 Seismic qualifications require for the Desk Assemblies to be grouted to the Floor of the Control Room & cannot be placed on False Flooring. c) Zone 4 Seismic qualification only for the control desk would be of not much use if the Control Room including the Building, False Floor, False Ceiling, LVS assemblies etc are not Seismic qualified at the same levels. d) Zone 4 Seismic qualifications are generally not a prerequisite in Control Room Environment except in Nuclear installations (NPCIL's is one of the very few organisations which require | Refer reply to the query at S. No. 75 |

| | | | this qualification) In light of the above we request NDMC to waive this clause from the Tender RFP. | |
|---|---|---|---|---|
| **M/s. HUAWEI** | | | | |
| 673 | 7.2.3 Data Center Switch Type 1 P-124 | Switch must support IEEE 802.1BR (Bridge Port Extension) or equivalent technology, which in turn enable remote line card functionality to optimize cabling inside the data center. 125 Switch must support virtualization features like VXLAN Gateway/Bridging and routing functionality. Capability of supporting NVGRE is preferred. | NVGRE and VXLAN are alternative technologies for the same purpose. Different OEMS do follow different lines of technologies. VXLAN is most accepted and Universal standard with largest deployments. Suggest to Change to NVGRE OR VXLAN. | Refer reply to the query at S. No. 493 |
| 674 | 7.2.4 Data Center Switch Type 2 P-126 | t is preferred that switch must support VXLAN (Bridging and Routing) as well as NVGRE orverlay encapsulation protocol in hardware to support multiple hypervisor deployment in the Data Center | NVGRE and VXLAN are alternative technologies for the same purpose. Different OEMS do follow different lines of technologies. VXLAN is most accepted and Universal standard with largest deployments. Suggest to Change to NVGRE OR VXLAN. | Refer reply to the query at S. No. 494 |
| 675 | 7.2.9 WAN Services Router and Internet Router P-131 | The router line card must support following interface: Fast Ethernet, Gigabit Ethernet, Channelized STM1, STM1, STM16, STM64, 10G Ethernet, POS, ATM, V.35 Serial Ports, E1, Chn E1, E3 Ports. Support for these port requirement can be considered optional for Internet routers | STM interfaces are obsolete in todays era of IP networking. The bandwidth termination on routers in all probabilities is now on Ethernet interfaces. Request to relax the clause for obsolete TDM interfaces and change to Ethernet Support for 10/100/1000 & optical 1G and optical 10G interfaces. | Refer reply to the query at S. No. 495 |
| 676 | OEM Qualification P-82 | OEM prescribed as Leaders (3 Marks) OEM prescribed as Challengers (2 Marks) OEM prescribed as Visionaries (1 Marks) OEM prescribed as Niche Players, (0 Marks) or OEM not listed in Gartner magic | Suggest removing this clause ( marking System pertaining to the Data center networking ) to encourage equal participation for all the OEM s | RFP clause remains unchanged. |

| | | Quadrant | | |
|---|---|---|---|---|
| 677 | 7.2.1 Blade Chassis & Management P-122 | Redundancy should be built in the Sub system so that if one management module fails other should be able to take over automatically. Management solution should be provided so that management upto 10 blade chassis can be done from single console. | The point highlighted in red is a vendor specific. We would request you to please remove this so that all the vendors can get a fair chance & Open participation. To make it more generic you can put management upto 4 or more chassis from single console as your requirement is only for 3 chassis which you have asked in the tender. | Refer reply to the query at S. No. 497 |
| 678 | 7.2.1 Blade Chassis & Management P-123 | The server should have at least 16 GB per core DDR 3/DDR 4 memory. After populating DIMMs, Each blade server should have 100% free memory DIMM slots remaining for future expansion. Server should be scalable to 96 DIMM slots per blade. Should have atleast 48 DIMMs slots with 2 CPUs populated. | You have asked 100% free memory DIMM slots for future expansion which can be provided with total 32 DIMM slots in a server then why do you require 96 DIMM slots. As per your requirement you need 16GB memory per core which means total 320GB memory as you are taking total 20 cores in dual processor. With 64GB DIMM's ,320GB can be met with 5 DIMM slots which means you do not need more than 10 DIMM slots with dual processor but you have asked 48DIMM's with dual processors. To make it more generic we would request you to remove the point which is highlighted in red. | Refer reply to the query at S. No. 498 |
| 679 | 7.2.1 Blade Chassis & Management P-122 | The server should be configured to provide for port and card level redundancy | This clause is vendor specific as NDMC is asking for card level redundancy. We request you to modify the clause as "The server should be configured to provide for port level redundancy." | Refer reply to the query at S. No. 111 |
| 680 | 7.10.1 Type 1- 360° Panoramic Camera P-164-165 | **360° Panoramic Camera** | Suggest to change panaormic camera to outdoor speed dome PTZ 360, degree coverage, because Panaromic cameras will give  spherical videos & on the large display magnification & quality is not too good..But outdoor 30X PTZ can be more useful in terms of coverage & zooming capability...Suggest to add min.30X for the same. | Refer reply to the query at S. No. 500 |
| 681 | 7.10.2 Type 2- Fixed IR Camera P-167 | · Single-stream H.264 or MJPEG up to 1080p (1920 x 1080) at 30 fps · Dual-stream H.264 and MJPEG | Suggest to add latest H.265 compression, which will help in reducing the bandwidth & Storage requirement. | RFP clause remains unchanged. however  bidder  is  free  to  provide H.265 compression |

| | | ∘ Primary stream programmable up to 1280 x 720 at 30 fps<br>∘ Secondary stream programmable up to 960 x 544 at 15 fps | | |
|---|---|---|---|---|
| 682 | 7.10.2 Type 2-Fixed IR Camera P-168 | 40° to 122°F (-40° to 50°C) | Suggest to change it to(0 to 50°C) | Refer reply to the query at S. No. 502 |
| 683 | 7.10.3 Type 3-Fixed Box Camera P-168 | 1/2.7" Progressive Scan CMOS with additional digital signal processor (DSP) to support complex applications such as real-time video analytics | 1/2.8" 2.0 megapixel progressive scan CMOS | Refer reply to the query at S. No. 503 |
| 684 | 7.10.3 Type 3-Fixed Box Camera P-169 | · Single-stream H.264 or MJPEG up to 1080p (1920 x 1080) at 30 fps<br>· Dual-stream H.264 and MJPEG<br>∘ Primary stream programmable up to 1280 x 720 at  30 fps<br>∘ Secondary stream programmable up to 960 x 544 at  15 fps | Suggest to add latest H.265 compression, which will help in reducing the bandwidth &Storae requirement. | RFP clause remains unchanged. however bidder is free to provide better solution. |
| **M/s. I Value Info Solution** | | | | |
| 685 | 7.2.13 Web Security Appliance P-138 | Minimum of 1 * 6-core CPUs, 2.4 TB storage, RAID 10, 32 GB or more DRAM, hot-swappable hard drive | It is suggested to amend the clause as "Minimum of 2 multi core  CPUs, 1.2 TB storage, 32 GB or more DRAM, hot-swappable hard drive"<br>The hardware sizing is  specific to specific  OEM. The asked HDD capacity  is overkilling because all logs are stored in log server and proxy HDD is used for caching and OS.  The log database should have High Capacity HDD and RAID 10 for better performance. | Refer reply to the query at S.N. 470 |
| 686 | 7.2.13 Web Security Appliance P-139 | The solution should allow administrator to define access to internet based on IP addresses, range of IP addresses, subnet and CIDR basis. It should also support to be forced for Authentication from Specific | It is suggested to amend the clause as "The solution should allow administrator to define access to internet based on IP addresses, range of IP addresses, subnet basis or CIDR. It should also support to be forced for Authentication from Specific IP addresses, Subnet or CIDR's" | Refer reply to the query at S.N. 471 |

| | | IP addresses, Subnet or CIDR's | The CIDR functionality is not supported by all proxy vendors and only by specific OEM's. The CIDR is more required in routers for external routings like BGP. By putting range and subnet, all combinations can be covered. | |
|---|---|---|---|---|
| 687 | 7.2.13 Web Security Appliance P-140 | The solution shall provide option to scan all ports at wire speed, detecting and blocking spyware activity trying to connect to the outside Internet. By tracking all 65,535 network ports and all protocols, the solution shall effectively mitigate malware that attempts to bypass Port 80 | It is suggested to amend the clause as "The solution shall provide option detecting and blocking spyware activity trying to connect to the outside Internet and shall effectively mitigate malware" because only known ports are open on Firewall from proxy address like HTTP/HTTPS and FTP protocol, other protocol will be tunneled over these protocols.<br><br>This is specific and proprietary to OEM.Any Proxy works for known port/ applications for better performance and URL controls. The malware, spyware, key logger, C&C channel are mitigated at application level not at port levels for effective control. | Refer reply to the query at S. No. 472 |
| 688 | 7.2.19 Data Leakage Prevention P-152 | The proposed solution should have built-in Automated Policy Synthesis mechanism | Please clarify the Policy synthesis? and this is specific to one OEM.<br>The proposed solution should have built-in Automated Policy Synthesis mechanism/pre-defined templates based on region and Industry | Refer reply to the query at S. No. 473 |
| 689 | 7.2.19 Data Leakage Prevention P-152 | The end point solution should inspect data leaks from all portable storage and to keep track of what data users are taking from and to their work computers on any kind of portable storage device | Data coming from the portable Device is not the Data leaks and hence need to be neutralized as is specific to one OEM<br>The end point solution should inspect data leaks from all portable storage and to keep track of what data users are taking from their work computers on any kind of portable storage device | Refer reply to the query at S. No. 474 |
| 690 | 7.2.19 Data Leakage Prevention P-152 | The proposed solution should be able to monitor and prevent Advanced Persistent Threats (APT) | The APT is separate technology than DLP, which require to protect web and email channel from targeted attacks. The DLP is used to protect the confidential and sensitive data not APT. The proposed solution should be able to monitor and prevent confidential data leaked outside. | Refer reply to the query at S. No. 475 |
| 691 | 7.2.13 Web Security | New | The solution should have cloud application usage and associated risk visibility. | Refer reply to the query at S. No. 476 |

| | | | | |
|---|---|---|---|---|
| | Appliance P-140 | | Inspect files and cloud content in real-time to prevent the malicious or unintentional leakage of confidential information. Identify and analyze sensitive or regulated data stored in cloud file-sync services to understand sharing permissions exposure and ensure compliance with regulations such as PCI, SOX, and HIPAA | |
| 692 | 7.2.13 Web Security Appliance P-140 | New | The solution should inspect the sensitive content through pre-defined templates, textual content inside image, cumulative content  control and inspection through web channel from day 1. Monitor and protect text within an image to identifies sensitive data such as CAD designs, scanned documents, MRI's and screen shots on web channel. | Refer reply to the query at S. No. 477 |
| 693 | 7.2.13 Web Security Appliance P-140 | New | The solution should provide details geo-location awareness for security incidents. The solution should provide inbuilt capability malicious content of password and unknown encryption files.  It will help to block unwanted traffic of Geo-location specific. | Refer reply to the query at S. No. 478 |
| 694 | 7.2.13 Web Security Appliance P-140 | New | The solution should support same policy enforcement in real time policy sync for users even when they access Internet outside the corporate network, this should be enforced through an agent deployment on roaming endpoints ( (MAC/Windows). Roaming user traffic should not come to the organization network for the policy check. By using on premise appliances to provide high-capacity throughput for large offices while using the cloud to secure smaller satellite offices and mobile users with no need to route traffic back to a central location. It reduce bandwidth utilization for better performance. | Refer reply to the query at S. No. 478 |
| 695 | 7.2.19 Data Leakage | New | The advance security solution like DLP, web and Email security should be enterprise proven so any third party | Refer reply to the query at S. No. 480 |

| | | | | |
|---|---|---|---|---|
| | Prevention P-152 | | validation is very critical to secure the critical infrastructure. The solution should be leaders/challengers in the Gartner DLP and Web security Quadrant from last 3 years | |
| 696 | 7.2.19 Data Leakage Prevention P-152 | New | The advance security solution like DLP, web and Email security should be enterprise proven so existing deployment reference in India is very critical to secure the critical infrastructure. The solution should be deployed in minimum 10 customers in India. | Refer reply to the query at S. No. 571 |
| 697 | 7.2.19 Data Leakage Prevention P-152 | New | Database fingerprinting is important as most of the information lying within the structure data, also granular columns need to be used within that need to protected which is confidential data. The solution should have Simple to use wizards to register documents and DB's , select the specific columns and apply the Boolean logic to define the actual condition or violation to trigger. | Refer reply to the query at S. No. 481 |
| 698 | 7.2.19 Data Leakage Prevention P-152 | New | As all critical applications will be on cloud so DLP solution should have the cloud based application detection and protection as most of data now going toward the cloud store. The solution should support more than 50 predefined applications and also provides the capability to add third party application by the tool. It should support Print Screen, Cloud Apps and detection of text inside image and slow leakage. | Refer reply to the query at S. No. 482 |
| 699 | 7.2.19 Data Leakage Prevention P-152 | New | As per latest security analyst, the insider threat impose biggest security risk or threat to organization. It is very monitor the user behavior analytics and stop insider threats before they become a disaster with fully automated Visibility. The solution should collect data through an endpoint agent that is capable of monitoring and collecting metadata for various types of behavior. At a minimum, behavior monitored should include: application usage, clipboard activity, email activity, file activity, keyboard activity, log on and log off events, | Refer reply to the query at S. No. 483 |

| | | | printer activity, process activity, web browsing, and desktop video capture. | |
|---|---|---|---|---|
| **M/s. VMware** | | | | |
| 700 | 2.4.2 | Design, Supply, Installation and Commissioning of IT infrastructure at ICCC | e. Virtualization technologies to be used to reduce the physical space required for hosting<br><br>We appreciate your decision to in corporate virtualization solution in such critical project.<br><br>As you are aware, along with the higher consolidation ratio server virtualization does provide many other critical features/ functionalities which are essential for the applications to be deployed in the smart city project.<br><br>For eg:<br>High Availability during server health degradation or failure, Live Migration at VMs and virtual disk level, Network and Storage I/O control, automated movement of VMs and virtual disk in situation of contention without any downtime, on the fly addition of CPU, RAM, vNIC and additional disk, zero data loss and downtime during the issue in primary instance without the need of any agent or additional software solution/ licenses . secure boot at host and VM level to protect from any attack and ensure the integrity of the data and So to have more clarity on the requirement, we would like to suggest you to define the Server Virtualization | These are minimum specifications/ requirements the SI can offer higher specifications. |

| | | | specification/ functional requirements. This will help to deliver the right platform for the deployment of all the critical applications related to smart city projects and ensure the adherence of SLA, performance, scalability and availability of the applications and virtual infrastructure. | |
|---|---|---|---|---|
| 701 2.4.8 | | ICCC Data Centre | f. Virtualization technologies to be used to reduce the physical space required for hosting | These are minimum specifications/ requirements the SI can offer higher specifications. |
| 702 2.4.8 | | ICCC Data Centre | q. Following are the Key Infrastructure Elements of the Data Centre<br>- Application & System Software<br>• Integrated Command and Control Centre Application<br>• Enterprise Management Software (EMS)<br>• GIS software<br>• RDBMS (if required)<br>• Anti-virus Software<br>• Backup Software<br>• **Virtualization software**<br>• Host Intrusion Prevention System (HIPS) software<br>• Security Information & Event Management (SIEM) software<br>• Customized Software to cater to requirements of Project Requirements<br>As we understood that virtualization software/ solution is one of the key infrastructure elements of Data Centre, We would like to suggest to define the key specifications/ funtional requirement for the same.<br>Few of the key essential features to be suggested are:<br>a. live Virtual Machine migration with enhanced CPU compatibility and without the need for shared storage option. | These are minimum specifications/ requirements the SI can offer higher specifications. |

| | | | b. zero downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions.<br>c. secure boot for protection for both the hypervisor and guest operating system by ensuring images have not been tampered with and preventing loading of unauthorized components<br>d. ability to set constraints that restrict placement of a virtual machine to a subset of hosts in a cluster and to keep virtual machines paired or separated.<br>e. Capabilities of Hot Add (CPU, Memory & devices) to virtual machines when needed, without disruption or downtime in working for both windows and Linux based VMs<br>f. Virtualization layer that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security and positioned as Leaders in the Gartner's Magic Quadrant or Forrester for at least last 4 years in a row.<br>g. OEM should provide direct support 24x7x365 with unlimited incident support and 30mins or less response time including the unlimited upgrades and updates.<br>h. VM-level encryption protects unauthorized data access both at-rest and in-motion<br>i. in-built Replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. | |
|---|---|---|---|---|
| **M/s AMD** | | | | |
| 703 | Desktop Systems P-232 | CPU Speed: 2.2 GHz minimum; Hyper threading (HHT) or Multi-core recommended | Minimum 3.2 GHz, AMD A4 / Intel Pentium Processor with Hyper Threading or Multi-core or better. | RFP clause remains unchanged. S.N. 6 of table under clause 7.1.1.3 will be read as, "Monitor 40" to 45" LED Curved Screens". |
| **M/s NAESYS Dimensions** | | | | |
| 704 | Page no. 69 5.2.3 | A Company Registered under the Companies Act 1956/2013; OR A | Ok | No response required |

| | | | | |
|---|---|---|---|---|
| | Point No. 1 | Consortium of registered agencies consisting of:<br>(i) Maximum 3 companies; and<br>(ii) One of the consortium member should lead the consortium. Lead member should have more that 50% stake in the consortium and should be registered in India under the Companies Act 1956/2013; and<br>(iii) Lead Member should be registered in India for atleast three completed financial years i.e. should be registered on or before 01/04/2014; and<br>(iv) All the consortium members are equally responsible and jointly & severally liable under this RFP, including:<br>1 The delivery of products & services.<br>2 Successful completion of this entire Project<br>3 Meeting the SLAs; and<br>(v) Other consortium members should be a legal entity; and<br>(vi) Technical and financial experience of members of the consortium having more than 26% stake in the consortium will only be considered for the purpose of this RFP. | | |
| 705 | Page no. 69<br>5.2.3<br>Point No. 2 | The average annual Turnover (TO) in Indian Rupees for last 3 audited financial years (2014-15, 2015-16, 2016-17) in the field of<br>(a) ICT infrastructure<br>(b) IT system integration services<br>(c) IT hardware manufacturer/ software developer | Ok | No response required |

| | | | | |
|---|---|---|---|---|
| | | • For Sole Applicant or , lead member ( in case of Consortium) shall have average annual turnover of Rs. 100 Cr. | | |
| 706 | Page no. 70 5.2.3 Point No. 3 | The Sole Applicant or lead member (in case of Consortium), shall have the Positive Net-Worth (PNW) in Indian Rupees as on end of financial year 2015-16 as Rs. 20 Cr. | ok | No response required |
| 707 | Page no. 70 5.2.3 Point No. 4 | The Sole Applicant or lead member (in case of Consortium), shall not have incurred losses during last three years. | ok | No response required |
| 708 | Page no. 70 5.2.3 Point No. 5 | Duly signed Integrity Pact as per Annexure – 2 | ok | No response required |
| 709 | Page no. 70 5.2.3 Point No. 6 | The sole Applicant or the Lead Applicant in case of a Consortium , should possess the below Certifications which are valid at the time of bid submission: (i) CMMI level 5 and above ; and (ii) ISO 9001:2008 certification for system integration; or ISO 20000:2011 for IT Service Management; or ISO 27001:2005 for Information Security Management System | CMMI level 3 or above | Refer reply to the query at S.No.377 |
| 710 | Page no. 71 5.2.3 Point No. 7 | Experience in development of Smart City component * Applicant or any Consortium Partner having more than 26% stake in the consortium, should have experience in implementation and maintenance of following project of value not less than INR 10 Crore in India or abroad in last seven years: a)Utility Management (Water OR | 5 Cr | Refer reply to the query at S.No. 378 |

| | | Electricity SCADA) and or b)Command & Control Centre or c) Network Operations Centre (NOC) in India or abroad in last 7 years. Or Establishment of Command Control Centre with at least 1000 IP based CCTV Cameras successful installation & operations in any govt./semi govt./other agencies. Note: * Bidder can propose separate (one or more) projects for each component for evaluation. Each project should have minimum value of INR 10 Crores | | |
|---|---|---|---|---|
| 711 | Page no. 71 5.2.3 Point No. 7 | 100% compliance to technical specification and functionality as per this RFP. | ok | No response required |
| 712 | 5.2.3 Point No. 8 | The Applicant or Lead member in case of Consortium, shall have Bank Solvency certificate of not less Rs. 40 Crores (certificate issued within last six months from the date of issue of this RFP document will be considered for this purpose). | ok | No response required |
| 713 | 5.2.3 Point No. 9 | Registration under Tax, Labour Laws, Electrical Laws, etc. | The Applicant or the Lead Applicant should have a registered number of: (a) VAT/Sales Tax where its business is located; (b) Service Tax; (c) Income Tax PAN; The ESI & EPF registration as per Labour Laws; | No response required |

| 714 | 5.2.3 Point No. 10 | No Barring Certificate : Sole Applicant or in case of consortium all members of the consortium, which has been barred, by the Central Government/ any State Government/ NDMC, or any entity controlled by these, from participating in any project (BOT or otherwise), and the bar subsists as on the date of Application, would not be eligible to submit an Application, either individually or as member of a Consortium. | Undertaking by the authorized signatory as well as all member of consortium as per the form mentioned in Annexure- 9; | No response required |
|---|---|---|---|---|
| 715 | 19 3.2.3. Collaboration solution for Administrative Meeting | 3.2.3.1 NDMC requires IP based full high definition 1080 pixel video conferencing solution to be implemented in NDMC conference rooms, meeting rooms and executive desktop solutions. The solution shall be used for administrative meetings by NDMC at many instances, which will help NDMC reduce travel, faster decision making, save time. Detailed scope of work, including functional requirements and technical specifications, has been provided in the volume-II of this RFP document | 3.2.3.1 NDMC requires IP based full high definition 1080 pixel@30fps video conferencing solution in 1+1 redundancy in all the components to be implemented in NDMC conference rooms, meeting rooms and executive desktop solutions. The solution shall be used for administrative meetings by NDMC at many instances, which will help NDMC reduce travel, faster decision making, save time. Detailed scope of work, including functional requirements and technical specifications, has been provided in the volume-II of this RFP document Request you to have redundancy into the solution. | Redundancy of collaboration is not part of present RFP. |
| 716 | 235 hh) Video conferencing facil | Video conferencing facility at NDMC Hospitals - It is proposed to set-up video-conferencing facility at CharakPalika Hospital and Palika Maternity Hospital to facilitate utilization of real-time online services of medical experts. Video conferencing facility to other NDMC offices and schools will also be started in future. | Video conferencing facility at NDMC Hospitals - It is proposed to set-up video-conferencing facility at Charak Palika Hospital and Palika Maternity Hospital to facilitate utilization of real-time online services of medical experts within the HIS application with the help of Videoconferenicng solution provider API's. Video conferencing facility to other NDMC offices and schools will also be started in future. By Integration Videoconferencing with HIS system all the present and future hospital will have Videoconferenicng with the desktop / mobile application . It will save the cost also. | Refer reply to the query at S.No.349 |

| 717 | 255<br>2.4.1.1 Integration<br>of Future IT initiat | The software solution should be scalable and modular in structure and should be able to integrate other future IT initiative of NDMC Smart City. The bidder should estimate and provide estimated cost of extra service integration in terms of man month rate (Rate Card). The Rate card will be valid for 5 (five) years. This rate card will be for extra work only and it should not be the part of commercial bid. | The software solution should be scalable and modular in structure and should be able to integrate other future IT initiative of NDMC Smart City including Videoconferencing . The bidder should estimate and provide estimated cost of extra service integration in terms of man month rate (Rate Card). The Rate card will be valid for 5 (five) years. This rate card will be for extra work only and it should not be the part of commercial bid.<br>Videoconferencing should also be included . | RFP clause remains unchanged. |
|---|---|---|---|---|
| 718 | 315<br>6.2 Integrated<br>Command and<br>Control Centre | 14 . API Repository / API Guide : - Normalized APIs should be available for the listed domains (Parking, Outdoor Lighting, Traffic, Environment, Urban mobility etc.) to monitor, control sensor and/or actuators functionality to enable app developers to | 15 . API Repository / API Guide : - Normalized APIs should be available for the listed domains (Parking, Outdoor Lighting, Traffic, Environment, Urban mobility , videoconferencing etc.) to monitor, control sensor and/or actuators functionality to enable app developers to develop apps on the platform. For example Lighting APIs: Vendor agnostic APIs to control Lighting functionality.<br>Request you to add videoconferencing domain also. API for client and server side should be available from day one. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 719 | 316<br>Integration<br>capabilities | Integration capabilities | Videoconferencing facility provided should have open API provided from day one with the support for 5 years.( Any license, support documentaiton required need to be provided day ) request you to add below point. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 720 | 322<br>100. Field Respon<br>Mobile<br>Apps | Provide integrated Mobile Application for Android and Windows for capturing real-time information from the field response team using Mobile- Standard Operating Procedure | Provide integrated Mobile Application for Android and Windows for capturing real-time information from the field response team using Mobile- Standard Operating Procedure and also it should have integrated videoconferecing facility within the same app so that if requried user can accelate the call from audio to video for better interaction.<br>Request you to add integrated videoconferencing facility in the Mobile App. Example Indusind Bank and HDFC Bank in India. | RFP clause remains unchanged. |
| 721 | 364<br>7.2.20 | **Meeting Room Based Video conferencing Solution:** The solution | The solution should be an OEM  system which can be integrated with any single 55" LCD display. The codec, | RFP clause remains unchanged. |

| | | should be an OEM integrated system with a single 55" LCD display, codec, camera, Microphones and touch panel. All the components 55" LCD display with floor mounting kit, codec, camera, microphones, and touch panel should be from the same OEM. The OEM website should have information of the quoted product along with the brochures | camera, Microphones should be supplied along with the system. It should be possible to add touch panel or any standard Ipad with the system.The OEM website should have information of the quoted product along with the brochures. | |
|---|---|---|---|---|
| 722 | 364 7.2.20 | H.263, H.264 | H.263, H.264 SVC /AVC request You to define protocols also. | RFP clause remains unchanged. |
| 723 | 364 7.2.20 | Should support H.239 and BFCP protocols with High definition resolution for presentations | Should support H.239 and BFCP protocols with High definition resolution for presentations from any legacy device it should support these protocols from any legacy device( h.323 or Sip ) | RFP clause remains unchanged. |
| 724 | 364 7.2.20 | The system should be integrated with any 3rd party display with a single 55" LCD / LED Monitor | The system should be integrated with any 3rd party display with a single 55" LCD / LED Monitor it should support any 3rd party display device | RFP clause remains unchanged. |
| 725 | 364 7.2.20 | Should have DVI (Digital Video Interface)/HDMI input to connect PC / Laptop directly to the Video conferencing system and display resolutions WXGA / HD720p along with PC Audio. | Should have DVI (Digital Video Interface)/HDMI input to connect PC / USB/ Laptop directly to the Video conferencing system and display resolutions WXGA / HD720p along with PC Audio. Request you to add USB port also. | RFP clause remains unchanged. |
| 726 | 364 7.2.20 | G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD or equivalent standard must be supported.. | G.711 /G.722/ G.722.1 / 64 kbps MPEG-4 AAC-LD or equivalent standard must be supported. equivalent or higher | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 727 | 364 7.2.20 | Noise Reduction, Automatic Gain control, Acoustic Echo Canceller | Noise Reduction /Automatic Gain control /Acoustic Echo Canceller or equivalent or higher. equivalent or higher | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 728 | 364 7.2.20 | The system should have integrated speakers as part of the display | The system should have integrated speakers as part of the display or provided externally. | RFP clause remains unchanged. |
| 7279 | 365 7.2.20 | Differentiated Services( QOS): | Differentiated Services( QOS) or through central management server. | RFP clause remains unchanged. |

| | | | | same feature but via different mode | |
|---|---|---|---|---|---|
| 730 | | | Auto Gatekeeper discovery | Auto Gatekeeper discovery or equivalent<br>same feature but via different mode | RFP clause remains unchanged. |
| 731 | | | Auto Network Address Translation(NAT) support | Auto Network Address Translation(NAT) support or through central server<br>same feature but via different mode | RFP clause remains unchanged. |
| 732 | | | Standards based- Packet Loss Recovery feature on H.323 call | Standards based- Packet Loss Recovery feature on H.323 call or other H.264 SVC calls or equivalent<br>equivalent or higher | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 733 | | | Should support URL Dialing | Should support URL Dialing or name dialing or equivalent .<br>equivalent or higher | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 734 | | 365<br>7.2.20 | Should support Standards-based: H.235 and AES Encryption via Automatic key generation and exchange. | Should support Standards-based: H.235 and 128 AES Encryption via Automatic key generation and exchange from central server | RFP clause remains unchanged. |
| 735 | | | Ability to manually turn encryption On or OFF should be there. | Ability to manually turn encryption On or OFF should be there. | RFP clause remains unchanged. |
| 736 | | | Automatic key generation and exchange | Automatic key generation and exchange from central server. | RFP clause remains unchanged. |
| 737 | | | Should support Local and Global directories. | Should support Local or Global directories. | RFP clause remains unchanged. |
| 738 | | | Should support LDAP and H.350 protocols for directory transfer. | Should support LDAP or H.350 protocols for directory transfer. | RFP clause remains unchanged. |
| 739 | | 367.36 | **Centralized Video Portal with Centralized distribution engine**: Should have active-active High Availability | Should have active-standby High Availability | This clause stands deleted |
| 740 | | 366<br>7.3 | Solution should support load balancing between redundant servers and set failover paths | Solution should support load balancing between redundant servers or set failover paths | This clause stands deleted |
| 741 | | 366<br>7.3 | Integrated encoder support | request you to delete the same as it is not required. | This clause stands deleted |
| 742 | | 366<br>7.3 | Should support 40 classrooms to start and capable of expanding to 500 classrooms in future by just adding required licenses | Should support 5000 virtual rooms to start and capable of expanding to 10,000 virtual rooms in future by just adding required licenses<br>Not able to understand classroom concept here. | This clause stands deleted |

| 743 | | 366 7.3 | Should support allocation / Access rights of media to selective AD Users & Groups. This ensures that only content pertinent to a specific AD user/Group is viewable | Should support or all development of application for allocation / Access rights of media to selective AD Users & Groups. This ensures that only content pertinent to a specific AD user/Group is viewable or allow to develop | This clause stands deleted |
|---|---|---|---|---|---|
| 744 | | 366 7.3 | Portal should allow authorized users to both upload and view content via an intuitive and device agnostic browser based flexible UI | Portal should allow development of interface for authorized users to both upload and view content via an intuitive and device agnostic browser based flexible UI | This clause stands deleted |
| 745 | | 366 7.3 | Centralized Video Portal with Centralized distribution engine | If any existing or additional feature is required then it should allow development of application on top of the server / solution proposed | This clause stands deleted |
| 746 | | 367 7.3 | Should support ingest of live video from Video conferencing devices over H.264/SIP | Should support ingest of live video from Video conferencing devices over H.264/SIP/ SVC | This clause stands deleted |
| 747 | | 369 7.4 | High end Interactive Conferencing Device at Central Location H.263, H.264 | H.263, H.264 SVC /AVC | RFP clause remains unchanged. |
| 748 | | 369 7.4 | Should support H.239 and BFCP protocols with High definition resolution for presentations | Should support H.239 and BFCP protocols with High definition resolution for presentations from any legacy device it should support these protocols from any legacy device( h.323 or Sip ) | RFP clause remains unchanged. |
| 749 | | 369 7.4 | Should have at least 3 nos. of HD (High Definition) output to connect Full High Definition display devices such as plasma and projectors for both Video and content. | Should have at least 4 nos. or more of HD (High Definition) output to connect Full High Definition display devices such as plasma and projectors for both Video and content. it allow better visibility. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 750 | | 369 7.4 | Should have at least 3 HDMI inputs to connect multiple HD cameras. | Should have at least 3 HDMI / DVI / USBinputs to connect multiple HD cameras. | RFP clause remains unchanged. |
| 751 | | 7.4 | Should have DVI (Digital Video Interface)/HDMI input to connect PC / Laptop directly to the Video conferencing system and display resolutions WXGA / HD720p along with PC Audio. | Should have DVI (Digital Video Interface)/HDMI input to connect PC / USB/ Laptop directly to the Video conferencing system and display resolutions WXGA / HD720p along with PC Audio. Request you to add USB port also. | RFP clause remains unchanged. |

| 752 | 369<br>7.4 | G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD or equivalent standard must be supported.. | G.711 /G.722/ G.722.1 / 64 kbps MPEG-4 AAC-LD or equivalent standard<br>must be supported..<br>equivalent or higher | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
|---|---|---|---|---|
| 753 | 369<br>7.4 | Should support minimum 8 Microphone inputs | Should support minimum 8 Microphone inputs or in array | RFP clause remains unchanged. |
| 754 | 369<br>7.4 | Noise Reduction, Automatic Gain control, Acoustic Echo Canceller | Noise Reduction /Automatic Gain control /Acoustic Echo Canceller or equivalent or higher.<br>equivalent or higher | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 755 | 369<br>7.4 | The endpoint must register with any standard SIP server. | The endpoint must register with any standard SIP server or equivalent for registration<br>equivalent or higher | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 756 | 369<br>7.4 | The system should have integrated speakers as part of the display | The system should have integrated speakers as part of the display or provided externally. | RFP clause remains unchanged. |
| 757 | 365<br>7.4 | The Camera and codec should be from the same manufacturer. | The Camera and codec should be supplied from the same manufacturer. | No response required |
| 758 | 365<br>7.4 | Should support Standards-based: H.235 and AES Encryption via Automatic key generation and exchange. | Should support Standards-based: H.235 and 128 AES Encryption via Automatic key generation and exchange from central server | RFP clause remains unchanged. |
| 759 | 370<br>7.5 | Conferencing System should have minimum 40 ports at 1080p 60fps on IP in continuous presence mode with 60fps and H.264 resolution and AES encryption. | Conferencing System should have minimum 90 ports at 1080p 30fps on IP in continuous presence mode with 30fps and H.264 resolution and AES<br>encryption. Same MCU should be expandable to 300 ports @ 1080p with license only. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 760 | 371<br>7.5 | It should provide flexibility to the schools, where they can join the online fully two-way interactive live session using WebRTC compatible browser. This facility should be available from day one. | It should provide flexibility to the users , where they can join the online fully two-way interactive live session using WebRTC compatible browser or via any browser plugin. This facility should be available from day one.<br>not able to understand the concept of schools , look like specs are just copied. | No response required |
| 761 | 371<br>7.5 | 1080p, 720p & SD should be supported over WebRTC | 1080p, 720p & SD should be supported over WebRTC via any 3rd party external server or inbuilt. | RFP clause remains unchanged. |
| 762 | 371<br>7.5 | Video Call connected on browser, should be easily moved to the external VC | Video Call connected on browser, should be easily moved to the external VC endpoint by joining it to the same conference | RFP clause remains unchanged. |

| | | | | |
|---|---|---|---|---|
| | | endpoint | or room. | |
| 763 | 371 7.5 | Users should be able to connect at 250kbps (lowest bandwidth) over video using WebRTC | Users should be able to connect at 250kbps (lowest bandwidth) over video using WebRTC with 3rd party server supplied in same cost. | RFP clause remains unchanged. |
| 764 | 371 7.5 | It should support H.263, H.264, WebRTC | It should support H.263, H.264, WebRTC via 3rd party server | RFP clause remains unchanged. |
| 765 | 371 7.5 | It should support G.711, G.722, G.722.1 | It should support G.711, G.722 / G.722.1 | RFP clause remains unchanged. |
| 766 | 372 7.6 | **Management & Scheduling at Central Studio Location** : The central management solution should be able to schedule meeting quickly and easily manage conference infrastructure device configuration and provision of endpoint. | The central management solution should be able to schedule meeting quickly via Outlook or any standard calendar and easily manage conference infrastructure device configuration and provision of endpoint. it should support standard email calanders also. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 767 | | The Central management server must support 100 devices capacity from day one and must be scalable to support minimum 250 devices in future through software license. | The Central management server must support 5000 devices capacity from day one and must be scalable to support minimum 10,000 devices in future through software license. capacity should be more from day one. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 768 | 372 7.7 | High definition (HD) support with 720p or better H.264 video | Full High definition (FHD) support with 1080p or better H.264 video full HD should be supported | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 769 | 373 7.7 | Should support minimum 5 concurrent multi party HD720p video conferencing recording sessions with full video, audio and content. | Should support minimum 6 concurrent multi party FHD 1080p video conferencing recording sessions with full video, audio and content. expansion should be more | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 770 | 373 7.7 | All of the Media Library should be exportable a CD/DVD | All of the Media Library should be exportable a CD/DVD or NAS NAS should be supported. | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 771 | 373 7.7 | AES media encryption | AES media encryption for all the participants in the call for recording. Encrypted calls should be recorded | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
| 772 | 373 7.7 | TLS/SSL and HTTPS Support | TLS/SSL or HTTPS Support https or TLS for security. | As per RFP |

| 773 | 364<br>Video Output | The system should be an OEM integrated solution with a single 55" LCD Monitor | Number of display not mentioned in RFP | Minimum specifications are provided. Bidders may quote min. or higher to meet the solution requirement. |
|---|---|---|---|---|
| 774 | 365<br>Network Capabilit | Packet Loss Based Down-speeding | More clarity required on packet loss | RFP clause remains unchanged |
| 775 | 365<br>Camera | CMOS or equivalent | Wide angle should be 56 degree<br>Optical zoom should be 3X or 4X<br>Wide angle 85 degree | Refer reply to the query at S.N. 503 |
| 776 | | Minimum of 8x or more zoom | | RFP clause remains unchanged. |
| 777 | | 1920 x 1080 pixels progressive @ 60fps | | RFP clause remains unchanged. |
| 778 | | Should have at least 65 degrees field of view (horizontal) | | RFP clause remains unchanged. |
| 779 | 238<br>G | SI will provide the design and area specific requirement for the Physical building for the ICCC. SI<br>must appoint Civil Architect and Interior designer for doing a designing and defining the requirements for ICCC. | Pl share the network design & area | Refer reply to the query at S.N.10 |
| 780 | 245<br>3 | Water- SCADA &<br>Water Meter | Why WSO2 ?? When there are other integration mechanism available better than WSO 2 | RFP clause remains unchanged. |
| 781 | 315<br>11 | Sensor platform OEM should provide online Developer Program tools that help City to produce new applications, and/or use solution APIs to enhance or manage existing solution free of cost. OEM should have technology labs via an online public facing web interface. These labs should be available 24X7. | Sensor platform OEM should provide online/offline Developer Program tools that help City to produce new applications, and/or use solution APIs to enhance or manage existing solution free of cost. OEM should have technology labs via an online public facing web interface. These labs should be available 24X7. | RFP clause remains unchanged. |
| 782 | 316<br>18 | Platform should be able to be deployed on a public cloud for disaster recovery. | Platform should be able to be deployed on a public/ on-premise cloud/local DC for disaster recovery. | DR not in scope of present RFP. |
| 783 | 317<br>33 | Policies and Events | This is nothing to do with C&C application, kindly remove this clause | RFP clause remains unchanged. |
| 784 | 318 | The Smart City supplier should be industry | Pl remove this clause, this favouring only to IBM as C&C S/w | RFP clause remains unchanged. |

| | | 51 | leader and belong to<br>leader quadrant of the "Navigant Research<br>Leader board Report<br>For Smart City Supplier". | provider | |
|---|---|---|---|---|---|
| 785 | | 319<br>64-69 | | Kindly remove this clauses | RFP clause remains unchanged. |
| 786 | | 320<br>76 | Analytics Engine | There is no technical charactristics mentioned | Refer S.N. 76-78 of the table under clause 6.2. |
| 787 | | 320<br>78 | c) The solution should be able to predict insights consuming<br>data from city infrastructure viz., Traffic, Parking, Lighting<br>etc.<br>d) The solution should have predictions with measurable<br>accuracy of at least > 70% | Kindly remove this clauses | RFP clause remains unchanged. |
| **M/s. Tritonics** | | | | | |
| 788 | Vol-I: Clause - 3.5.23/ Page-34 | | a) The System Integrator will provide Post-completion onsite comprehensive Warranty for 5 years | As regards 5 years warranty on the UPS is acceptable but for batteries it is requested to amend the warranty to 2 years, battery being a consumable item. Also, Battery life is a function of no. of charging/ discharging cycles and depth of discharge on each cycle & hence cannot be predicted accurately. Therefore it is requested to amend the battery warranty to 2 years in lieu of 5 years. **It is also recommended to mandatorily replace the batteries every 2 years for effective functioning.** | RFP clause remains unchanged. |
| 789 | Vol-I: Clause - 3.5.23/ Page-34 | | e) The System Integrator has to depute resident Engineers at ICCC & DC as per the manpower schedule, during 5 years of comprehensive O&M period. Engineer has to be physically available onsite and also on call/mail 24x7. Engineer should be Certified from OEM. In case Engineer is on leave/non-available due to any reason, | We request you to kindly remove the requirement of Permanent Resident Engineer physically available onsite at ICCC & DC as it will not be financially viable to keep one Resident Engineer permanently at ICCC & DC. We suggest that a SPOC be nominated from System Integrator side who would visit ICCC & DC twice a week to help coordinate & resolve issues, if any. | RFP clause remains unchanged. |

| | | an alternate resource with similar experience has to be stationed during that time. However, backend support should be available 24 x 7 x 365 days. If the services of the deputed person is not satisfactory, he/she has to be replaced with competent person with immediate effect by the System Integrator. | | |
|---|---|---|---|---|
| 790 | Vol-II: Detailed Scope of Work & Technical Specifications: 7. Technical Specifications: Clause - 7.8 Online UPS: S. No - 4/ Page No.- 163 | **Three Phase 3 Wire for over 5 KVA** | It is requested to kindly amend the clause to read as:- **"Single Phase for upto 10 KVA & Three Phase 3 wire above 10 KVA"** | RFP clause remains unchanged. |
| 791 | Vol-II: Detailed Scope of Work & Technical Specifications: 7. Technical Specifications: Clause - 7.8 Online UPS: S. No - 5/ Page No.- 163 | Input Voltage Range - 305-475VAC at Full Load | It is requested to kindly amend the input voltage range to read as:- **"160V - 270V DC Single Phase for UPS upto 10 KVA Ratings & 360V AC to 460V AC Three Phase for UPS above 10 KVA rating"** | RFP clause remains unchanged. |
| 792 | Vol-II: Detailed Scope of Work & Technical Specifications: 7. Technical Specifications: | Output Voltage - 400 VAC, Three Phase for over 5KVA UPS | It is requested to kindly the Output Voltage to read as:- **"220V/230V/240V Single Phase for UPS upto10 KVA Rating & 415V AC Three Phase for UPS above 10 KVA rating"** | RFP clause remains unchanged. |

| | | | | |
|---|---|---|---|---|
| | Clause - 7.8 Online UPS: S. No - 7/ Page No.-163 | | | |
| 793 | Vol-II: Detailed Scope of Work & Technical Specifications: 7. Technical Specifications: Clause - 7.8 Online UPS: S. No - 11/ Page No.-164 | **UPS shutdown -** UPS should shut down with an alarm and indication on following conditions 1) Output over voltage 2) Output under voltage 3) Battery low 4) Inverter over load 5) Over temperature 6) Output short | UPS shutdown (with alarm) for Output Over/under Voltage & Over temperature cannot be demonstrated since these are fault conditions, but would however, be incorporated in UPS. Kindly incorporate & oblige. | RFP clause remains unchanged. |
| 794 | **Suggested Certifications** | **ISO 9001 & ISO 14001 Certification** | **We request to recommend that the UPS Systems to be supplied for this project should be ISO 9001 & ISO 14001 Certified.** | RFP clause remains unchanged. |
| 795 | | **BIS Certificate** | **BIS certification for UPS Systems upto 5 KVA capacity has become compulsory from March' 2016 as per GOI notifications to this effect & this requirement may be factored in (Notification attached for reference).** | RFP clause remains unchanged. |
| 796 | Vol-II: Detailed Scope of Work & Technical Specifications: 9 Data Centre Infrastructure Requirement: Clause - 9.1 IBMS Solution for Data Centre/ Page No.-201 | UPS with modular/hot swappable batteries | **We suggest to amend this clause to read as: We suggest floor mount UNITARY type UPS which will allow wider competition thereby would benefit to the department in getting competitive offers in terms of cost effective solution. Also, floor mount UPS are more robust & last longer.** | RFP clause remains unchanged. |
| 797 | Vol-II: Detailed Scope of Work & | **UPS with modular batteries( Adequate capacity with 30 minutes backup):** | | RFP clause remains unchanged. |

| | | | | |
|---|---|---|---|---|
| | Technical Specifications: 9 Data Centre Infrastructure Requirement: 9.6 UPS with modular batteries (Adequate capacity with 30 minutes backup):/ Page No.-205 | Uninterrupted Power supply: For entire set up, uninterrupted and efficient power supply is of primary concern. Hence, it is proposed to install a pair of modular KVA (Max) UPS with N+1 redundancy. No single point of failure should be there in the complete uninterrupted power system. Bidder should propose a solution that would help in right sizing the UPS System and avoid over sizing to keep system energy efficient. | | |
| 798 | Vol-II: Detailed Scope of Work & Technical Specifications: 9 Data Centre Infrastructure Requirement: 9.6 UPS with modular batteries (Adequate capacity with 30 minutes backup):/ Page No.-206 | Modular - 19" rack based | | RFP clause remains unchanged. |
| 799 | Vol-II: Detailed Scope of Work & Technical Specifications: 9 Data Centre Infrastructure Requirement: 9.6 UPS with modular batteries | Batteries & Runtime - 1. Modular, user replaceable hot swappable battery | We do **NOT** recommend 'user replaceable' batteries on account of safety considerations & this clause may kindly be deleted. | RFP clause remains unchanged. |

| | | | | |
|---|---|---|---|---|
| | (Adequate capacity with 30 minutes backup):/ Page No.-206 | | | |
| **M/s Crompton** | | | | |
| 800 | B. Project Experience of Sole Applicant/ any consortium member(Evaluati on of the products offered on the basis of Original Equipment Manufacturer (OEM) Point no. C2,Page no 82) | The smart city central control application offered by the Applicant in its bid for this project will be evaluated on the basis of manufacturer of the products as per Navigant Research Leader board. OEM Qualification for the following categories of the products/ equipment will be evaluated as per Navigant Research Leader board: In terms of Navigant Research Leader board, marks would be awarded as per the following criteria: OEM prescribed as Leaders (5 Marks) OEM prescribed as Contenders (3 Marks) OEM prescribed as Challengers (1 Marks) OEM prescribed as Followers, or OEM not listed in Navigant Research Leader board (0 Marks) | This remains a restrictive clause that allows the bidders to propose products from only two vendors listed as leaders. This report only cites views expressed by analysts and does not translate as statements of facts. It is impirtant to note the navigant report contains the following statement: "Navigant has provided the information in this publication for informational purposes only. The information has been obtained from sources believed to be reliable; however, Navigant does not make any express or implied warranty or representation concerning such information. Any market forecasts or predictions contained in the publication reflect Navigant's current expectations based on market data and trend analysis. Market predictions and expectations are inherently uncertain and actual results may differ materially from those contained in the publication. Navigant and its subsidiaries and affiliates hereby disclaim liability for any loss or damage caused by errors or omissions in this publication." Therefore this clause may not be considered as an objective certification by a standards body for quality like ISO/CMMi etc. To ensure quality products, we request you to use this as a prequalification (PQ) criteria for bidders to propose only top 5/10 vendors listed on the report or amend the clause such that OEMs listed as top 5 vendors are scored full @ 5 marks. | Refer reply to the query at S.No.1 |
| 801 | 6. Functional & Technical Requirements, 6.2 Integrated | The Smart City supplier should be industry leader and belong to leader quadrant of the "Navigant Research Leader board Report For Smart City Supplier". | This remains a restrictive clause that allows the bidders to propose products from only two vendors listed as leaders. This report only cites views expressed by analysts and does not translate as statements of facts. It is impirtant to note the | Refer reply to the query at S.No.2 |

| | | | navigant report contains the following statement: "Navigant has provided the information in this publication for informational purposes only. The information has been obtained from sources believed to be reliable; however, Navigant does not make any express or implied warranty or representation concerning such information. Any market forecasts or predictions contained in the publication reflect Navigant's current expectations based on market data and trend analysis. Market predictions and expectations are inherently uncertain and actual results may differ materially from those contained in the publication. Navigant and its subsidiaries and affiliates hereby disclaim liability for any loss or damage caused by errors or omissions in this publication." Therefore this clause may not be considered as part of functional requirement specification. To ensure competitive quality products are offered , it is requested to revise this prequalification (PQ) criteria to say: "bidders to propose only top 5/10 vendors listed on the Navigant report" | |
|---|---|---|---|---|
| 802 | 6.2 Integrated Command and Control Center, Point 52 (Page-108) | The proposed OEM solution software platform should be deployed in at least 1 city in India and 5 cities globally. Bidder to furnish OEM self- certification with the name of the cities. | This clause is seen to be a Pre Qualification condition, as one of the PQ condition clearly specifies that '100% compliance to technical specification and functionality as per this RFP'. Since implementation experience is not a part of the Functional Requirement of the software solution and the RFP clearly seeks for the required experience of the bidders as part of technical evaluation, it is requested this clause be removed. | Refer reply to the query at S. No.82 |
| 803 | 6.2 Integrated Command and Control Center, Point 54 (Page-109) | Command Centre OEM should have registered office in India atleast from last 10 Years and should software development center in India. Should have Quality Management System ISO 9001 and Environmental Management System ISO 14001 Quality Certifications. | The ISO standards like IT Service Management System Service Standard ISO 20000-1 and Information Security Management System ISO 27001 are more important and applicable to implement software solutions such as Integrated Command and Control Center instead of Environmental Management System ISO 14001:2015 sets out the criteria for an environmental management system. It maps out a framework that a company or organization can follow to set up | Refer reply to the query at S. No. 83 |

| | | | an effective environmental management system. Using ISO 14001:2015 can provide assurance to company management and employees as well as external stakeholders that environmental impact is being measured and improved. This is not a critical measure as against the ISO 27001 Certification. Therefore the clause ISO 27001 should be mandatory as this describes a comprehensive set of information security control objectives and a set of generally accepted good practice security controls.<br>Hence, we request for revision of clause as:<br>Command Centre OEM should have registered office in India atleast from last 10 Years and should software development center in India.<br>Command Center OEM should have any of the two following Quality Management System certifications:<br>1. Quality Management System ISO 9001<br>2. IT Service Management System Service Standard ISO 20000-1<br>3. Information security Management System ISO 27001 | |
|---|---|---|---|---|
| **M/s Sterling And Wilson Pvt. Ltd.** | | | | |
| 804 | 69/2 (PQ-2) | The average annual Turnover (TO) in Indian Rupees for last 3 audited financial years (2014-15, 2015-16, 2016-17) in the field of<br>(a) ICT infrastructure<br>(b) IT system integration services<br>(c) IT hardware manufacturer/ software developer<br>• For Sole Applicant or , lead member ( in case of Consortium) shall have average annual turnover of Rs. 100 Cr. | The average annual Turnover (TO) in Indian Rupees for last 3 audited financial years (2014-15, 2015-16, 2016-17) in the field of<br>(a) ICT infrastructure<br>(b) IT system integration services<br>(c) IT hardware manufacturer/ software developer<br>• For Sole Applicant or , lead member ( in case of Consortium) shall have average annual turnover of Rs. 50 Cr. | Refer reply to the query at S.No. 141 |
| 805 | 70/6 (PQ-5) | The sole Applicant or the Lead Applicant in case of a Consortium , should possess the below Certifications which are valid at | The sole Applicant or any member of consortium/JV should possess the below Certifications which are valid at the time of bid submission: | Refer reply to the query at S.No. 377 |

| | | | | |
|---|---|---|---|---|
| | | the time of bid submission:<br>(i) CMMI level 5 and above ; and<br>(ii) ISO 9001:2008 certification for system integration; or<br>ISO 20000:2011 for IT Service Management; or ISO 27001:2005 for Information Security Management System | (i) CMMI level 5 and above ; and<br>(ii) ISO 9001:2008 certification for system integration; or ISO 20000:2011 for IT Service Management; or ISO 27001:2005 for Information Security Management System | |
| 806 | 70,71/7 | Experience in development of Smart City component *<br>Applicant or any Consortium Partner having more than 26% stake in the consortium, should have experience in implementation and maintenance of following project of value not less than INR 10 Crore in India or abroad in last seven years: a)Utility Management (Water OR Electricity SCADA) and or<br>b)Command & Control Centre or<br>c) Network Operations Centre (NOC) in India or abroad in last 7 years.<br>Or Establishment of Command Control Centre with at least 1000 IP based CCTV Cameras successful installation & operations in any govt./semi govt./other agencies. Note:<br>☐ Bidder can propose separate (one or more) projects for each component for evaluation.<br>Each project should have minimum value of INR 10 Crores | Experience in development of Smart City component *<br>Applicant or any Consortium Partner having more than 26% stake in the consortium, should have experience in implementation and maintenance of following project of value not less than INR 10 Crore in India or abroad in last seven years: a)Utility Management (Water OR Electricity SCADA) and or<br>b)Command & Control Centre or<br>c) Network Operations Centre (NOC) in India or abroad in last 7 years.<br>Or Order for Command Control Centre with at least 500 IP based CCTV Cameras  executed/under execution in any govt./semi govt./other agencies. Note:<br>* Bidder can propose separate (one or more) projects for each component for evaluation.<br>Each project should have minimum value of INR 5 Crores | Refer reply to query at S.No. 378 |
| 807 | 78 (PQ-10)/A1 | Average Annual Turnover of last 3 audited financial years (2013- 14, 2014-15, 2015-16).in following fields<br>(i) ICT solution | Average Annual Turnover of last 3 audited financial years (2014-15, 2015-16,2016-17).in following fields<br>(i) ICT solution<br>(ii) Telecom infrastructure | Refer reply to the query at S.No. 141 |

| | | (ii) Telecom infrastructure<br>(iii) IT system integration services | (iii) IT system integration services | |
|---|---|---|---|---|
| 808 | 79(PQ-11)/B1 | * The Applicant should have experience in executing ICT projects.<br>* Each project work Rs. 50 Cr (Indian Rupees) is considered as one unit.<br>* Points are allocated based on number of units executed | * The Applicant should have experience in executing ICT projects.<br>* Each project work Rs. 20 Cr (Indian Rupees) is considered as one unit.<br> * Points are allocated based on number of units executed | RFP clause remains unchanged. |
| 809 | 81 (PQ-11)/B4 | * The Applicant should have experience in executing projects for operationalization of Command and Control/Communications Centre (covering surveillance/ traffic/ disaster management/ city operations functions).<br>* Each executed project of Rs. 10 Crore value will be considered as one unit.<br>* Points are allocated based on number of units executed | * The Applicant should have experience in executing projects for operationalization of Command and Control/Communications Centre (covering surveillance/ traffic/ disaster management/ city operations functions).<br>* Each executed project of Rs. 5 Crore value will be considered as one unit.<br>* Points are allocated based on number of units executed | Refer reply to the query at S.No.378 |
| 810 | B. Project Experience of Sole Applicant/ any consortium member(Evaluation of the products offered on the basis of Original Equipment Manufacturer (OEM) Point no. C2,Page no 82) | The smart city central control application offered by the Applicant in its bid for this project will be evaluated on the basis of manufacturer of the products as per Navigant Research Leader board. OEM Qualification for the following categories of the products/ equipment will be evaluated as per Navigant Research Leader board:<br>In terms of Navigant Research Leader board, marks would be awarded as per the following criteria:<br><br>OEM prescribed as Leaders (5 Marks)<br>OEM prescribed as Contenders (3 Marks)<br>OEM prescribed as Challengers (1 Marks) | This remains a restrictive clause that allows the bidders to propose products from only two vendors listed as leaders. This report only cites views expressed by analysts and does not translate as statements of facts. It is impirtant to note the navigant report contains the following statement:<br>"Navigant has provided the information in this publication for informational purposes only. The information has been obtained from sources believed to be reliable; however, Navigant does not make any express or implied warranty or representation concerning such information. Any market forecasts or predictions contained in the publication reflect Navigant's current expectations based on market data and trend analysis. Market predictions and expectations are inherently uncertain and actual results may differ materially from those contained in the publication. Navigant and its subsidiaries and affiliates hereby disclaim liability for any loss | Refer reply to the query at S.No.1 |

| | | | | |
|---|---|---|---|---|
| | | OEM prescribed as Followers, or OEM not listed in Navigant Research Leader board (0 Marks) | or damage caused by errors or omissions in this publication." Therefore this clause may not be considered as an objective certification by a standards body for quality like ISO/CMMi etc. To ensure quality products, we request you to use this as a prequalification (PQ) criteria for bidders to propose only top 5/10 vendors listed on the report or amend the clause such that OEMs listed as top 5 vendors are scored full @ 5 marks. | |
| 811 | 6. Functional & Technical Requirements, 6.2 Integrated Command and Control Center, Table Point 51 (Page-108) | The Smart City supplier should be industry leader and belong to leader quadrant of the "Navigant Research Leader board Report For Smart City Supplier". | This remains a restrictive clause that allows the bidders to propose products from only two vendors listed as leaders. This report only cites views expressed by analysts and does not translate as statements of facts. It is impirtant to note the navigant report contains the following statement: "Navigant has provided the information in this publication for informational purposes only. The information has been obtained from sources believed to be reliable; however, Navigant does not make any express or implied warranty or representation concerning such information. Any market forecasts or predictions contained in the publication reflect Navigant's current expectations based on market data and trend analysis. Market predictions and expectations are inherently uncertain and actual results may differ materially from those contained in the publication. Navigant and its subsidiaries and affiliates hereby disclaim liability for any loss or damage caused by errors or omissions in this publication." Therefore this clause may not be considered as part of functional requirement specification. To ensure competitive quality products are offered , it is requested to revise this prequalification (PQ) criteria to say: "bidders to propose only top 5/10 vendors listed on the Navigant report" | Refer reply to the query at S.No.2 |
| 812 | 6.2 Integrated Command and Control Center, | The proposed OEM solution software platform should be deployed in at least 1 city in India and 5 cities globally. Bidder | This clause is seen to be a Pre Qualification condition, as one of the PQ condition clearly specifies that '100% compliance to technical specification and functionality as per this RFP'. | Refer reply to the query at S.N. 82 |

| | | | | |
|---|---|---|---|---|
| | Point 52 (Page-108) | to furnish OEM self- certification with the name of the cities. | Since implementation experience is not a part of the Functional Requirement of the software solution and the RFP clearly seeks for the required experience of the bidders as part of technical evaluation, it is requested this clause be removed. | |
| 813 | 6.2 Integrated Command and Control Center, Point 54 (Page-109) | Command Centre OEM should have registered office in India atleast from last 10 Years and should software development center in India. Should have Quality Management System ISO 9001 and Environmental Management System ISO 14001 Quality Certifications. | The ISO standards like IT Service Management System Service Standard ISO 20000-1 and Information Security Management System ISO 27001 are more important and applicable to implement software solutions such as Integrated Command and Control Center instead of Environmental Management System ISO 14001:2015 sets out the criteria for an environmental management system. It maps out a framework that a company or organization can follow to set up an effective environmental management system. Using ISO 14001:2015 can provide assurance to company management and employees as well as external stakeholders that environmental impact is being measured and improved. This is not a critical measure as against the ISO 27001 Certification. Therefore the clause ISO 27001 should be mandatory as this describes a comprehensive set of information security control objectives and a set of generally accepted good practice security controls.<br>Hence, we request for revision of clause as:<br>Command Centre OEM should have registered office in India atleast from last 10 Years and should software development center in India.<br>Command Center OEM should have any of the two following Quality Management System certifications:<br>1. Quality Management System ISO 9001<br>2. IT Service Management System Service Standard ISO 20000-1<br>3. Information security Management System ISO 27001 | Refer reply to the query at S. No. 83 |
| **M/s Rittal** | | | | |
| 814 | 205/9.6 | UPS with modular batteries | UPS capacity is not mentioned | Bidder has to access the capacity of the UPS and batteries as per solution |

| | | | design and implemented to meet the RFP requirements. |
|---|---|---|---|

**M/s Polycom India**

| 815 | 154/7.2.20 | Form Factor : The solution should be an OEM integrated system with a single 55" LCD display, codec, camera, Microphones and touch panel. All the components 55" LCD display with floor mounting kit, codec, camera, microphones, and touch panel should be from the same OEM. The OEM website should have information of the quoted product along with the brochures | Form Factor : The solution should be an OEM integrated system with a single 55" LCD display, codec, camera, Microphones and touch panel/wireless remote control. All the components 55" LCD display with floor mounting kit/Wall Mount Kit, codec, camera, microphones, and touch panel/Wireless Remote Control should be from the same OEM. The OEM website should have information of the quoted product along with the brochures. We request the authority to consider Wall Mount Kit as an option for Video Conferencing Unit. Wall Mount option reduces the space required on floor and the unit looks clean mounted on wall. Also we request to consider Wireless Remote Control for Video Conferencing Operation as it has no limitations of distance of operation. Touch Panel is wired and restricts the operation from a fixed place in the room. | Refer reply to the query at S. No. 575 |
|---|---|---|---|---|
| 816 | 155/7.2.20 | Camera : Minimum of 8x or more zoom | Camera : Minimum of 12x or more zoom We request the authority to consider 12x or more camera zoom for better coverage. The solution is available with all OEM's | Refer reply to the query at S. No. 576 |
| 817 | 159/ 7.4 | Video Inputs : Should have at least 3 HDMI inputs to connect multiple HD cameras. | Video Inputs : Should have at least 2 HDMI/HDCI inputs to connect multiple HD cameras. We request the authority to consider 2 HDMI/HDCI Inputs to connect to different cameras. Also 2 cameras are required to be supplied day one. | Refer reply to the query at S. No. 577 |
| 818 | 159/7.4 | Audio Inputs : Should support minimum 8 Microphone inputs. | Audio Inputs : Should support minimum 4 Microphones. We request the authority to consider 4 mics as 8 mic inputs is specific to one OEM. | Refer reply to the query at S. No. 578 |
| 819 | 159/7.4 | Cameras : Should have at least 70 degrees field of view (horizontal) | Cameras : Should have at least 65 degrees field of view (horizontal) We request the authority to consider 65 degrees field of view, | Refer reply to the query at S. No. 579 |

| | | | as the proposed product support 65 degrees. | |
|---|---|---|---|---|
| 820 | 161/7.4 | 1080p, 720p & SD should be supported over WebRTC | 720p & SD should be supported over WebRTC We request the authority to remove 1080p resolution as WebRTC is required for Desktop Clients, which have limited screen size and HD 720p is good quality for small screen. Also 1080p on WebRTC is not supported by proposed product. | Refer reply to the query at S. No. 580 |
| 821 | 162/7.7 | High definition (HD) support with 720p or better H.264 video | High definition (HD) support with 1080p or better H.264 video As the complete Video Conferencing solution is with Full HD 1080p, we recommend to consider recording as well at Full HD 1080p. | Refer reply to the query at S. No. 581 |
| **M/s Hexagon Geospatial** | | | | |
| 822 | | Clause No. 3.2.2 Pg No. 24 : NDMC will provide the GIS map (Software). Volume II Detailed Scope of Work & Technical Specifications , Clause No. ee) at Page no. 17 : Geographic Information System (GIS) | 1. We understands that the existing GIS license is not adequate to serve the NDMC requirement completely. Please confirm the number of additional licenses, if required. 2. As NDMC is having Arc Gis Licenses, please confirm if bidder can quote any other License to fulfil the requirement of NDMC. | Providing GIS software license is not part of this RFP. SI has to do the integration of GIS with services. |
| **M/s  SISL Infotech Pvt Ltd.** | | | | |
| 823 | Load Balancer C. OEM Qualification (for Quality of products offered) Max. Marks : 14 | Evaluation of the products offered on the basis of Original Equipment Manufacturer (OEM) P-82 | Worldwide recognized Third party analysis agencies like Gartner ensures that the proposed Link Load Balancer, Load Balancer & Application Load Balancer are proven & recognized worldwide in the respective domain area. Also as per RFP, Gartner Leader Clause is already considered for components like Server, Firewall, IPS, Network Switches. By mentioning Certfications/third party anlysis reports like GARTNER will help to ensure the LEADER OEM's to participate in this prestigious project, while giving healthy competition among themselvesfor this technology. Please confirm. SUGGESTED CLAUSE: The proposed Load Balancer, Application Load Balancer, | Refer reply to the query at S.No. 636 |

| | | | LLB vendor should be present in Gartner's Leader quadrant for ADC in the latest report (2016). | |
|---|---|---|---|---|
| 824 | Server Load Balancer Section : Load Balancer Server Load Balancer | Segmentation / Virtualization support along with resource allocation per segment, dedicated access control for each segment P-357 | Virtualization is a latest NEXT GENERATION technology in the Load Balancer. ADC-VX/Virtualization feature is a specialized Application Delivery Controller (ADC) hypervisor that runs multiple virtual ADC instances on dedicated ADC hardware. ADC-VX is built on a unique architecture that virtualizes the resources—including CPU, memory, network, and acceleration resources. This specialized hypervisor runs fully functional virtual ADC instances, each of which delivers ADC functionality just like a dedicated physical ADC. Each virtual ADC instance contains a complete and separated environment of resources, configurations and management.  QUERY: We would suggest you to kindly confirm the virtualization functionality requirement in the proposed Load balancers.  SUGGESTED CLAUSE:  VIRUTALIZATION: The proposed Load Balancer should have ADC-VX/Virtualization feature that virtualizes the Device resources—including CPU, memory, network, and acceleration resources. Each virtual ADC instance contains a complete and separated environment of the Following: a)Resources, b)Configurations, c)Management. The proposed device should have 2 Virtual Instances from Day 1 and scalable upto 24 Virtual Instances. | Refer reply to the query at S.No. 637 |
| 825 | Application Load Balancer | The appliance should support server load balancing algorithms i.e. round robin, | SUGGESTED CLAUSE: The proposed Load Balancer should support the below | Refer reply to the query at S.N.639 |

| | | | metrics: |  |
|---|---|---|---|---|
| | Section : Application Load Balancer | weighted round robin, least connection, Persistent IP, Hash IP, Hash Cookie, consistent hash IP, shortest response, proximity, snmp, SIP session ID, hash header etc. P-358 | — Minimum Misses,<br>— Hash,<br>— Persistent Hash,<br>— Tunable Hash,<br>— Weighted Hash,<br>— Least Connections,<br>— Least Connections Per Service,<br>— Round-Robin,<br>— Response Time,<br>— Bandwidth | |
| 826 | Section : Application Load Balancer | New Clause Request P-358 | Virtualization is a latest NEXT GENERATION technology in the Load Balancer.<br>ADC-VX/Virtualization feature is a specialized Application Delivery Controller (ADC) hypervisor that runs multiple virtual ADC instances on dedicated ADC hardware.<br>ADC-VX is built on a unique architecture that virtualizes the resources—including CPU, memory, network, and acceleration resources. This specialized hypervisor runs fully functional virtual ADC instances, each of which delivers ADC functionality just like a dedicated physical ADC. Each virtual ADC instance contains a complete and separated environment of resources, configurations and management.<br><br>QUERY:<br>We would suggest you to kindly confirm the virtualization functionality requirement in the proposed Load balancers.<br><br>SUGGESTED CLAUSE:<br><br>VIRUTALIZATION: The proposed Load Balancer should have ADC-VX/Virtualization feature that virtualizes the Device resources—including CPU, memory, network, and | Refer reply to the query at S.N.640 |

| | | | acceleration resources.<br><br>Each virtual ADC instance contains a complete and separated environment of the Following:<br>a)Resources,<br>b)Configurations,<br>c)Management.<br>The proposed device should have 2 Virtual Instances from Day 1 and scalable upto 24 Virtual Instances. | |
|---|---|---|---|---|
| 827 | Section : Application Load Balancer | Should support Multi-level virtual service policy routing – Static, default and backup policies for intelligent traffic distribution to backend servers P-358 | Clause ambiguous. Pls clarify else requesting you to kindly delete this clause.<br><br>SUGGESTED CLASUE:<br>Remove this clause | Refer reply to the query at S.N. 641 |
| 828 | Section : Application Load Balancer | Script based functions support for content inspection, traffic matching and monitoring of HTTP, SOAP, XML, diameter, generic TCP, TCPS. Load balancer should support ePolicies to customize new features in addition to existing feature/functions of load balancer P-358 | SUGGESTED CLAUSE:<br>The proposed Load Balancer should support Scripting, out of the box. It should provide flexibility to customize the operations/policies specific to your requirement. | Refer reply to the query at S.N. 642 |
| 829 | Section : Application Load Balancer | Traffic load balancing using ePolicies should support algorithms including round robin, least connections, shortest response, persistence ip, hash ip, hash ip and port, consistent hash ip and snmp  P-358 | SUGGESTED CLAUSE:<br><br>The Load Balancer should support the below metrics:<br><br>— Minimum Misses,<br>— Hash,<br>— Persistent Hash,<br>— Tunable Hash,<br>— Weighted Hash,<br>— Least Connections,<br>— Least Connections Per Service,<br>— Round-Robin,<br>— Response Time, | Refer reply to the query at S.N. 643 |

| | | | — Bandwidth | |
|---|---|---|---|---|
| 830 | Section : Application Load Balancer | Clustering and failover P-358 | Clustering is OLD technology. Now a days, Industry leading OEM's have platform ranging upto 100's of Gbps performance, hence not requiring any cluster of Load Balancer to share the load itself. Kindly dilute this clause.<br><br>SUGGESTED CLAUSE<br><br>High Availability and Failover: The proposed solution should support HA (VRRP protocol) and support Active - Passive, Active - Active configurations. | Refer reply to the query at S.N. 644 |
| 831 | Section : Application Load Balancer | Should have option to define customized rules for gateway health check - administrator should able to define a rule to inspect the status of the link between the unit and a gateway p-358 | SUGGESTED CLAUSE<br><br>The proposed device should support Configuration synchronization. | Refer reply to the query at S.N. 645 |
| 832 | Section : Application Load Balancer | Support for automated configuration synchronization support at boot time and during run time to keep consistence configuration on both units. P-358 | SUGGESTED CLAUSE<br><br>The proposed device should support Configuration synchronization. | Refer reply to the query at S.N. 646 |
| 833 | Section : Application Load Balancer | Clustering function should support IPv6 VIP's (virtual service) switchover P-359 | Clustering is OLD technology. Now a days, Industry leading OEM's have platform ranging upto 100's of Gbps performance, hence not requiring any cluster of Load Balancer to share the load itself. Kindly dilute this clause.<br><br>SUGGESTED CLAUSE<br>High Availability and Failover: The proposed solution should support HA (VRRP protocol) and support Active - Passive, Active - Active configurations. | Refer reply to the query at S.N. 647 |
| 834 | Section : Application Load Balancer | Support for multiple communication links for real-time configuration synchronizations including HA group, gateway health check, decision rules, SSF sessions etc. and heartbeat information P- | SUGGESTED CLAUSE<br><br>The proposed device should support Configuration synchronization. | Refer reply to the query at S.N. 648 |

| | | 359 | | |
|---|---|---|---|---|
| 835 | Section : Application Load Balancer | N+1 clustering support with active-active and active-standby configurations. P-359 | Clustering is OLD technology. Now a days, Industry leading OEM's have platform ranging upto 100's of Gbps performance, hence not requiring any cluster of Load Balancer to share the load itself. Kindly dilute this clause.<br><br>SUGGESTED CLAUSE<br>High Availability and Failover: The proposed solution should support HA (VRRP protocol) and support Active - Passive, Active - Active configurations. | Refer reply to the query at S.N. 649 |
| 836 | Link Load Balancer Section : Link Load Balancer | Should support Outbound load balancing algorithms like round robin, Weighted round robin, shortest response, hash ip, target proximity and dynamic detect P-360 | The Load Balancer should support the below metrics:<br>— Minimum Misses,<br>— Hash,<br>— Persistent Hash,<br>— Tunable Hash,<br>— Weighted Hash,<br>— Least Connections,<br>— Least Connections Per Service,<br>— Round-Robin,<br>— Response Time,<br>— Bandwidth | Refer reply to the query at S.N. 650 |
| 837 | Section : Link Load Balancer | Should support inbound load balancing algorithms like round robin, Weighted round robin, target proximity & dynamic detect. P-360 | The Load Balancer should support the below metrics:<br>— Minimum Misses,<br>— Hash,<br>— Persistent Hash,<br>— Tunable Hash,<br>— Weighted Hash,<br>— Least Connections,<br>— Least Connections Per Service,<br>— Round-Robin,<br>— Response Time,<br>— Bandwidth | Refer reply to the query at S.N. 651 |
| 838 | Section : Link Load Balancer | Dynamic detect (DD) based health check for intelligent traffic routing and failover P- | Suggested Clause:<br>Should support Pre-defined and User defined health checks | Refer reply to the query at S.N. 652 |

| | | 360 | for intelligent traffic routing and failover | |
|---|---|---|---|---|
| 839 | Section : Link Load Balancer | Should support TCP optimization options including windows scaling, timestamp & Selective Acknowledgement for enhanced TCP transmission speed. P-360 | Suggested Clause: Should support TCP optimization options including congestion control,selective acknowledgement, adaptive tuning for enhanced transmission speed. | Refer reply to the query at S.N. 653 |
| 840 | Section : Link Load Balancer | Should support QOS for traffic prioritization, CBQ, borrow and unborrow bandwidth from queues. P-360 | SUGGESTED CLAUSE:<br><br>The proposed solution must support Bandwidth Management based on following classification rules:<br>a) Physical Port<br>b) VLAN<br>c) IP Source Address<br>d) IP Destination Address | Refer reply to the query at S.N. 654 |
| 841 | Section : Link Load Balancer | Remote access:<br>SSL VPN solution should be 100% client less for web based applications P-360 | SSL VPN Solution is NOT supposed to be a part of Link load balancer. Hence kindly delete this clause in order to avoid any ambiguity.<br><br>SUGGESTED CLAUSE:<br>Remove this clause | Refer reply to the query at S.N. 655 |
| 842 | Section : Link Load Balancer | Remote access:<br>must support for CIFS file share and provision to browse, create and delete the directories through web browser P-360 | SSL VPN Solution is NOT supposed to be a part of Link load balancer. Hence kindly delete this clause in order to avoid any ambiguity.<br><br>SUGGESTED CLAUSE:<br>Remove this clause | Refer reply to the query at S.N. 656 |
| 843 | Section : Link Load Balancer | Remote access:<br>should maintain original server access control policies while accessing the file resources through VPN P-360 | SSL VPN Solution is NOT supposed to be a part of Link load balancer. Hence kindly delete this clause in order to avoid any ambiguity.<br><br>SUGGESTED CLAUSE:<br>Remove this clause | Refer reply to the query at S.N. 657 |
| 844 | Section : Link Load Balancer | Remote access:<br>must support Single Sign-On (SSO) for web based applications and web based file | SSL VPN Solution is NOT supposed to be a part of Link load balancer. Hence kindly delete this clause in order to avoid any ambiguity. | Refer reply to the query at S.N. 658 |

| | | server access P-360 | | |
|---|---|---|---|---|
| | | | SUGGESTED CLAUSE:<br>Remove this clause | |
| 845 | Section : Link<br>Load Balancer | Remote access:<br>Should have secure access solutions for<br>mobile PDAs, Andriod smart phones, Ipad,<br>Iphones.  P-360 | SSL VPN Solution is NOT supposed to be a part of Link load<br>balancer. Hence kindly delete this clause in order to avoid any<br>ambiguity.<br><br>SUGGESTED CLAUSE:<br>Remove this clause | Refer reply to the query at S.N. 659 |
| 846 | Section : Link<br>Load Balancer | Remote access:<br>Should have secure access solutions for<br>mobile PDAs, Andriod smart phones, Ipad,<br>Iphones.  P-360 | SSL VPN Solution is NOT supposed to be a part of Link load<br>balancer. Hence kindly delete this clause in order to avoid any<br>ambiguity.<br><br>SUGGESTED CLAUSE:<br>Remove this clause | Refer reply to the query at S.N. 659 |
| 847 | Section : Link<br>Load Balancer | Remote access:<br>Should Support IPV6  P-360 | SSL VPN Solution is NOT supposed to be a part of Link load<br>balancer. Hence kindly delete this clause in order to avoid any<br>ambiguity.<br><br>SUGGESTED CLAUSE:<br>Remove this clause | Refer reply to the query at S.N. 660 |
| 848 | Section : Link<br>Load Balancer | Remote access:<br>SSL VPN solution must provide machine<br>authentication based on combination of<br>HDD ID, CPU info and OS related<br>parameters i.e. mac address to provide<br>secure access to corporate resources. P-360 | SSL VPN Solution is NOT supposed to be a part of Link load<br>balancer. Hence kindly delete this clause in order to avoid any<br>ambiguity.<br><br>SUGGESTED CLAUSE:<br>Remove this clause | Refer reply to the query at S.N. 661 |
| 849 | Section : Link<br>Load Balancer | Remote access:<br>Should support following Authentication<br>methods: - LDAP, Active directory,<br>Radius, secureID, local database, and<br>certificate based authentication and<br>anonymous access. P361 | SSL VPN Solution is NOT supposed to be a part of Link load<br>balancer. Hence kindly delete this clause in order to avoid any<br>ambiguity.<br><br>SUGGESTED CLAUSE:<br>Remove this clause | Refer reply to the query at S.N.662 |
| 850 | Section : Link | The appliance should have SSH CLI, | Pls clarify whether external reporting & management station | Refer reply to the query at S.N. 663 |

| | | Direct Console, SNMP, Single Console per Cluster with inbuilt reporting. P361 | is required for Real time as well as for historical reporting. Suggested Clause: The appliance should have SSH CLI, Direct Console, SNMP, Telnet and inbuilt/external reporting & management station for Real time & historical graphs/reporting. | |
|---|---|---|---|---|
| 851 | Section : Link Load Balancer | Should support XML-RPC for integration with 3rd party management and monitoring P361 | Pls clarify whether external reporting & management station is required for Real time as well as for historical reporting.<br><br>Suggested Clause: The appliance should have SSH CLI, Direct Console, SNMP, Telnet and inbuilt/external reporting & management station for Real time & historical graphs/reporting. | Refer reply to the query at S.N. 664 |
| 852 | Section : Link Load Balancer | The appliance should provide detailed logs and graphs for real time and time based statistics P361 | Pls clarify whether external reporting & management station is required for Real time as well as for historical reporting. Suggested Clause: The appliance should have SSH CLI, Direct Console, SNMP, Telnet and inbuilt/external reporting & management station for Real time & historical graphs/reporting. | Refer reply to the query at S.N. 665 |
| 853 | Section : Link Load Balancer | New Clause Request P361 | Most of the Industry leading OEM's provide both Link Load Balancer and Server load Balancer solutions. Kindly allow the SLB and LLB from the same OEM, in order to have better management and single point of contact for Load Balancing solutions.<br><br>SUGGESTED CLAUSE:<br>LLB and SLB should be from same OEM | Refer reply to the query at S.N.666 |
| 854 | clause 7.1.1.3 Monitor Type and Size | | | S.N. 6 of table under clause 7.1.1.3 will be read as, "Monitor 40" to 45" LED Curved Screens". |

| 855 | S.N. 1 (iv) of clause 5.2.3 | All the consortium members are equally responsible and jointly & severally liable under this RFP, including: <br> ☐ The delivery of products & services. <br> ☐ Successful completion of this entire Project <br> ☐ Meeting the SLAs; and | | S.N. 1 (iv) of clause 5.2.3 will be read as, "The lead member of the consortium will be fully responsible solely for this project, including <br> ☐ The delivery of products & services. <br> ☐ Successful completion of this entire Project <br> ☐ Meeting the SLAs; <br> In addition to this, all other members of the consortium will also be equally responsible and jointly & severally liable under this RFP to the extent of their share in the consortium, including <br> ☐ The delivery of products & services. <br> ☐ Successful completion of this entire Project <br> ☐ Meeting the SLAs;". |

**Following amendments have been made in the RFP document:-**

1. Damaged RFID Tags by the users will be replaced as and when required on payment from the user.

2. Payment of that service will be with hold on proportionate basis which are not made available by NDMC till such period the same will be made available and integrated by the SI.

3. Database of water SCADA and Water Meter will also be at DC of ICCC. SI has to provision it. However, any software license of Database for the same will be procured by NDMC, if required.

4. Providing SMS Gateway, Email service, Payment Gateway, Mobile App have been deleted from scope of work but SI has to integrate all these with ICCC & ERP Software.

5. In case of delay of services to be provided by NDMC for integration beyond Go-Live, NDMC will release the payment of integration work done by the SI on proportionate basis and also release the BG kept for payment against P1 & P2 stage in proportionate amount. NDMC will pay the cost of BG preparation which is not released on account of pending integration due to non availability of services on NDMC part.

6. Last para of Clause No. 2.4.13.2.4 of Volume –II will be read as "In addition to the ERP of the Solid waste Management, the SI has to provide the RFID tags to the Bins of the 75,000 household in the NDMC area and the RFID reader to all the Vehicles collecting garbage from the NDMC area. The information of all the RFID

tag will be read by the readers installed in these vehicles while collecting garbage in the area. The same information will be transferred through GPRS/wifi/ wired network to the command and control centre. Based on the real time data received of individual household various reports will be generated by the System which will help NDMC to take further decision of improving efficiency of the system. Volume sensors will also be installed on all the road side garbage bins to convert them into smart bins and for managing these bins. These volume sensors will send the data through RF/GPRS or any other technology or combination of communication technology to the Command and Control centre. Based on the data received from these bins the garbage lifting vehicles can plan their route."

7. The location of the CCTV cameras given in the RFP (Volume-II) are tentative locations and will be finalized at the time of installation.

# Annexure-1

**Payment Terms under clause 6.8 has been modified as under:-**

**6.8.1** Payments for the Applicant will be done on the basis of the table given below. The various timelines and related milestones have been given below and payment will be made as per the achievement of milestones of RFP

**The equivalent amount of BG demanded against P1 and P2 will be reduced by the amount of Performance Bank Guarantee already submitted at the time of award of work. Milestone under P2 will be read as, "Upon delivery, inspection and installation of IT hardware and software".**

**Amount of BG to be submitted at the release of payment for P1= amount demanded against P1-PBG submitted at the time of signing of the agreement. In case, PBG is more than demand against P1 than the benefit of balance PBG(i.e. PBG-P1) may be used in similar manner for submission of BG at the time of release of payment against P2 i.e. amount of BG to be submitted at release at payment against P2=amount of payment to be released at P2-(PBG-amount of BG submitted at P1).**

| S.No. | Milestone | Payment |
|-------|-----------|---------|
| P1 | On Completion of Civil, Electrical, Air-conditioning work of ICCC and DC. | Bill raised for the value of this component subject to submission of equivalent BG. |
| P2 | Upon delivery, inspection and installation of IT hardware and software. | The CAPEX Value of the hardware & software items delivered (except software integration), subject to submission of equivalent BG. |
| P3 | Integration and commissioning of first 12 services of Phase-I defined in table under Clause 3.3 . | 33% of the cost of software and its integration after deducting necessary taxes. $1/3^{rd}$ of the BG kept against payment released for P1 & P2 will also be released. However, PBG will be kept for whole duration of the project. |
| P4 | Integration and commissioning of balance services of Phase-I and eight services of Phase-2 defined in table under Clause 3.3. | 33% of the cost of software and its integration after deducting necessary taxes etc. $1/3^{rd}$ of the BG kept against payment released for P1 & P2 will also be released. However, PBG will be kept for whole duration of the project. |
| P5 | supply, installation, commissioning and integration with ICCC of | Payment of RFID based Solid waste Management System |

| | RFID based Solid waste Management System | |
|---|---|---|
| P6 | Implementation of ERP Solution and its integration with ICCC. | Payment of ERP Solutions |
| P7 | supply, installation, commissioning and integration with ICCC of all 500 Surveillance cameras | Payment of Surveillance Cameras Solutions |
| P8 | Go-live of complete project for all components and services as per timelines | Balance payment of the CAPEX Value will be released. Balance BG kept against payment released for P1 & P2 will also be released. However, PBG will be kept for whole duration of the project. |
| P9 | Quarterly payments after Go-live of complete project for Operation & Maintenance period of five years. | Quarterly payment of O&M cost will be released at the end of each quarter after deducting penalties, if any. |

(i) The amount quoted by the SI will be inclusive of all taxes including Service tax. The payment of Service tax will be reimbursed to SI on submitting proof of payment of Service Tax.

Other Payment terms and conditions mentioned below this table will remain same as per RFP (except those changed in this pre-bid replies).

# Annexure – 2

**Technical Specification of Ultrasonic Type Volume Sensor**

| S. No | Key Features | Compliance (YES/NO) |
|---|---|---|
| 1 | The ultrasonic bin level sensor shall be used to sense the distance from the mounting point to the bottom of the garbage bin or collection truck to measure fill levels. The sensor shall have in-built M2M communications capability for data transfer between sensor & ACC. | |
| 2 | The sensor shall sense distance of minimum 3 metres. | |
| 3 | The sensor data shall be used to obtain the fill level of the waste bins. | |
| 4 | The sensor shall be IP67 rating (water & dust proof) and shall be capable to operate in conditions inside waste bins. These waste bins may be solid waste, wet waste, industrial waste, or others as per the site conditions. | |
| 5 | The sensor shall be easily mountable on the waste bin. | |
| 6 | The sensor shall have supporting Lithium-ion battery pack. | |
| 7 | The sensor should send automatic alarm to the ACC when the battery is about to run out of charge. | |
| 8 | The sensor processing unit shall be the on-board processing unit of the bin level sensors. | |
| 9 | The unit shall take input from the ultra-sonic bin level sensor. | |
| 10 | The unit shall process the input from level sensor (bin) into desired output format and transmit back to the central system via M2M communications. | |
| 11 | The unit shall send minimum 10 times or more (as required) data per day to the central software. This data pulling shall be user configurable. | |
| 12 | The unit shall send the data to central server when the bin & waste collection truck shall be 30%, 50%, 75% and 90% filled with different level of alarms as configured by the user. Once the bin & waste collection truck would be emptied, it shall send the signal to central software to confirm the same. | |

# Annexure -3

**IP Phones Specifications**

| S. No. | Specifications of Item | Compliance (YES/NO) |
|---|---|---|
| 1 | Should have 800 × 480, 24-bit color, 5-in. WVGA display which will provide scrollable access to calling features and text-based XML applications. | |
| 2 | Should have an internal 2-port Ethernet switch allows for a direct connection to a 10/100/1000BASE-T Ethernet network (IEEE 802.3i/802.3u/802.3ab) through a RJ-45 interface with single LAN connectivity for both the phone and a co-located PC. | |
| 3 | Should have the following keys: | |
| | ◦ Line keys | |
| | ◦ Soft keys | |
| | ◦ Back and release keys | |
| | ◦ Four-way navigation and select keys | |
| | ◦ Hold/Resume, Transfer, and Conference keys | |
| | ◦ Messaging, Application, and Directory keys | |
| | ◦ Standard keypad | |
| | ◦ Volume-control toggle key | |
| | ◦ Speakerphone, headset, and mute keys | |
| 4 | Should support IEEE Power over Ethernet class 2. The phone is compatible with both IEEE 802.3af and 802.3at switch blades and supports Link Layer Discovery Protocol - Power over Ethernet (LLDP-PoE). | |
| 5 | Should support G.711a-law and mu-law, G.722, G.729a, Internet Low Bitrate Codec (iLBC), and Internet Speech Audio Codec (iSAC) | |
| 6 | Should support 802.1Q/p standards, and can be configured with an 801.1Q VLAN header containing the VLAN ID overrides configured by the Admin VLAN ID. | |
| 7 | Should support security features | |
| | · Ethernet 802.1x supplicant options: Extensible Authentication Protocol-Flexible Authentication via Secure Tunneling (EAP-FAST) and Extensible Authentication Protocol-Transport Layer Security (EAP-TLS) | |
| | · Signaling authentication and encryption using TLS | |
| | · Media authentication and encryption using SRTP | |

| | | | |
|---|---|---|---|
| | · HTTPS for client and server | | |
| | · Secure Shell (SSH) Protocol server | | |
| | · SSL-based VPN client | | |
| 8 | Should support following network features | | |
| | · Session Initiation Protocol (SIP) for signaling | | |
| | · Session Description Protocol (SDP) | | |
| | · IPv4 and IPv6 | | |
| | · User Datagram Protocol (UDP) (used only for Real-Time Transport Protocol [RTP] streams) | | |
| | · Dynamic Host Configuration Protocol (DHCP) client or static configuration | | |
| | · Gratuitous Address Resolution Protocol (GARP) | | |
| | · Domain Name System (DNS) | | |
| | · Trivial File Transfer Protocol (TFTP) | | |
| | · Secure Hypertext Transfer Protocol (HTTPS) | | |
| 9 | 9.   Should support following Call Features | | |
| | · + Dialing | | |
| | · Abbreviated dialing | | |
| | · Adjustable ring tones and volume levels | | |
| | · Adjustable display brightness | | |
| | · Agent greeting | | |
| | · Auto-answer | | |
| | · Auto-detection of headset | | |
| | · cBarge | | |
| | · Busy Lamp Field (BLF) | | |
| | · Busy Lamp Field (BLF) Pickup | | |
| | · Busy Lamp Field (BLF) speed dial | | |
| | · Callback | | |
| | · Call forward | | |
| | · Call forward notification | | |
| | · Call filter | | |
| | · Call history lists | | |
| | · Call park | | |
| | · Call pickup | | |
| | · Call timer | | |

| | | · Call waiting | |
| --- | --- | --- | --- |
| | | · Call chaperone | |
| | | · Caller ID | |
| | | · Corporate directory | |
| | | · Conference, including traditional Join feature | |
| | | · Cross Cluster Extension Mobility (EMCC) | |
| | | · Direct transfer | |
| | | · Extension mobility | |
| | | · Fast-dial service | |

# Annexure-4

## Format for Un-priced Bill Of Material (BOM)

Bill of Material (Tentative items and their quantities have been given however System Integrator (SI) has to assess the quantities based on their design, NDMC requirements and site conditions. The number of items and quantities can also be more, some of these are the minimum required hardware and software items and quantities whereas some are illustrative, but in order to implement this scope of work, the items required may be more and the SI has to assess, mention the quantity in their proposal and provide those items to fully implement and made functional all the services as per scope defined in this RFP document).

| Sr. No | Description of items for supply and installation as per detailed specifications given in RFP document. | Unit of measurement | Qty. Proposed | Make/Brand warranty | Model Details | Full compliance with RFP requirements (Yes/No) |
|---|---|---|---|---|---|---|
| 1 | Command and Control Room site preparation covering Design, Supply, Installation of Civil, interior decoration (flooring, false ceiling, wall paneling, roof paneling, glass partitions, glass doors, creation of viewing gallery, space for video wall etc.), electrical works, airconditioning, data cabling, furniture, fire control system, CCTV, work console for operators for Command control centre complete in all respects. | Lump sum | 1 Job | | | |
| 1.1 | Civil, interior decoration (flooring, wall paneling, roof paneling, glass partitions, glass doors etc.), creation of space for Video-Wall. | Lump sum | | | | |
| 1.2 | Electrical works | Nos. | | | | |
| 1.3 | Air-conditioning | Nos. | | | | |
| 1.4 | Data cabling | Nos. | | | | |
| 1.5 | Workstation Console & Peripherals- Table and Chair for operators ( As required) - for 25 operators | Nos. | | | | |
| 1.6 | Other furniture items | Nos. | | | | |
| 1.7 | Fire control system | Nos. | | | | |
| 1.8 | Access control | Nos. | | | | |
| 1.9 | Camera | Nos. | | | | |
| 1.10 | Other miscellaneous items. | Nos. | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| 2 | Data Center Site preparation covering Design, Supply, Installation of Civil, interior decoration (flooring, wall paneling, roof paneling, glass partitions, glass doors etc.), electrical works, airconditioning, data cabling, furniture, CCTV, fire control system, work console for operators for Data Centre complete in all respects. | Lump sum | 1 Job | | | |
| 2.1 | Civil, interior decoration (flooring, wall paneling, roof paneling, glass partitions, glass doors etc.), | | | | | |
| 2.2 | Electrical works | Nos. | | | | |
| 2.3 | Air-conditioning | Nos. | | | | |
| 2.4 | Data cabling | Nos. | | | | |
| 2.5 | Networking racks with rack based airconditioning | Nos. | | | | |
| 2.6 | Other furniture items | Nos. | | | | |
| 2.7 | Fire control system | Nos. | | | | |
| 2.8 | Access control | Nos. | | | | |
| 2.9 | Camera | Nos. | | | | |
| 2.10 | Other miscellaneous items | Nos. | | | | |
| 3 | Command Control Center (CCC), Solution with integration/Data, Normalization & City Operation software in HA. | Lump Sum | 1 Job | | | |
| 4 | Study, Design, development and implementation of ERP Solution as per requirement defined in this RFP and integration with ICCC. | Lump sum | 1 Job | | | |
| 5 | Providing, installing and commissioning of Smart City Data Center (IT Components) in all respect as defined in RFP with following components but not limited to the same. | | | | | |
| 5.1 | Blade Chassis & Management | Nos. | 3 | | | |
| 5.2 | *Blade Servers for applications ( 2 socket servers-Min- 12Qty)* | Nos. | | | | |
| 5.3 | *Blade Servers for applications (4-socket servers-Min- 2 Qty)* | Nos | | | | |
| 5.4 | Operating Systems & DB License | Lot | As required | | | |
| 5.5 | Data Center Switch-Type I | Nos. | 2 | | | |
| 5.6 | Data Center Switch-Type II | Nos. | 2 | | | |

| 5.7 | Primary & Secondary Storage Solution (Non Video) Applications ( Min 280TB) And for CCTV Applications 800 TB i.e. for 500 CCTV @15 fps of 2 MP for 30 days | Lot | 1 | | | |
|------|------|------|------|------|------|------|
| 5.8 | Tape Library | Lot | 1 | | | |
| 5.9 | Backup Storage | Lot | 1 | | | |
| 5.10 | Backup Software | Lot | 1 | | | |
| 5.11 | Internet Router | Nos. | 2 | | | |
| 5.12 | WAN Services Router | Nos. | 2 | | | |
| 5.13 | Firewall | Nos. | 2 | | | |
| 5.14 | Anti-APT for Command & Control Room | Lot | 1 | | | |
| 5.15 | Network Behaviors Analyses | Lot | 1 | | | |
| 5.16 | Web-security appliance | Lot | 1 | | | |
| 5.17 | IPS | Nos. | 2 | | | |
| 5.18 | Network Management System and WLAN Management System | Lot | As required | | | |
| 5.19 | EMS for DC,SLA management and helpdesk | Lot | As required | | | |
| 5.20 | Networking  (Passive Components) | Lot | As required | | | |
| 5.21 | Air conditioning | Lot | As required | | | |
| 5.22 | UPS (30 minutes backup) of required capacity  as per equipments installed in data centre | Nos. | 1 | | | |
| 5.23 | Suitable rack solution for stacking Servers having complete electrical connections and rack based air conditioning. | Nos. | 5 | | | |
| 5.24 | Video Management System-  Software for Recording, Viewing of Videos (**500 Cameras**) | Nos. | | | | |
| 5.25 | Onboard/Server Based Advanced Video Analytics Package Software for Left Object Detection | Nos. | 100 | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| 5.26 | Onboard/Server Based Advanced Video Analytics Package Software for Crowd Monitoring | Nos. | 50 | | | |
| 5.27 | Onboard/Server Based Audio Analytics Software for Gunshot Detection | Nos. | 20 | | | |
| 6 | **Command and Control Centre Physical infrastructure** | | | | | |
| 6.1 | Video Wall (along with hardware & software) Solution - 6x3 Display of 70" each. | Nos. | 1 | | | |
| 6.2 | Operators Client Workstations for Command Control Centre and Communication System | Nos. | 25 | | | |
| | Curved Screen -40" to 45" LED | | | | | |
| 6.3 | Multi-Function Laser Printer | Nos. | 2 | | | |
| 6.4 | Computer with LED Screen 21"/22" – Help Desk/Admin Operation | Nos. | 4 | | | |
| 6.5 | Networking Cost (Passive Components) | Lump-sum | | | | |
| 6.6 | IP phone | Nos | 30 | | | |
| 7 | **Collaboration Solution** | | | | | |
| 7.1 | VC End Point - Meeting Room Based Video Conferencing Solution | Nos. | 5 | | | |
| 7.2 | Collaboration Solution - Multipoint Control Unit as per technical specifications | Nos. | 1 | | | |
| 7.3 | *High end interactive Conferencing solution at Central Location* | Nos. | 2 | | | |
| 8 | UPS with 30 minutes backup (ICCC & DC) | Nos. | 1 | | | |
| 9 | **CCTV** | | | | | |
| 9.1 | Type 1: Panoramic Camera | Nos. | 75 | | | |
| 9.2 | Type 2: Fixed IR Camera | Nos. | 225 | | | |
| 9.3 | Type 3: Fixed Box Camera | Nos. | 125 | | | |
| 9.4 | Type 4: Camera- High Definition | Nos. | 75 | | | |
| 9.5 | IR Illuminators | Nos. | | | | |
| 9.6 | Poles, Mounting for Cameras, Light and Equipment's | Nos. | 500 | | | |
| 9.7 | Provisioning of Electrical Power for CCTV camera | Nos. | 500 | | | |
| 9.8 | Industrial Grade Network Switches – Type 2 | Nos. | | | | |
| 9.9 | Industrial Grade Network Switches – Type 3 | Nos. | | | | |

| 9.10 | Enterprise Grade Layer 2 PoE Switch | Nos. | | | | | |
|---|---|---|---|---|---|---|---|
| 10 | RFID based Solid Waste Management System | | | | | | |
| 10.1 | RFID Tags for each household bins | Nos. | 75000 | | | | |
| 10.2 | RFID Tags Readers to be installed in Garbage Collection vehicles alongwith the data transfer module. | Nos. | 47 | | | | |
| 10.3 | Supply and installation of Volumes measuring sensors at each garbage collection vehicles. | Nos. | 1890 | | | | |
| 10.4 | ICT based Solid Waste Mgmt. System | Nos. | 1 | | | | |
| 10.5 | RFID based Bin Management System, Weight & Volume Sensor Management System | Nos. | 1 | | | | |
| 11 | DG Set of required capacity for ICCC & DC | Nos. | | | | | |
| 12 | AAA | Nos. | 1 | | | | |
| 13 | Email Security Solutions | Lot | 1 | | | | |
| 14 | Project Management & Project Installation cost | Lot | 1 | | | | |
| 15 | Manpower Cost for Helpdesk and Call Centre operation (24X7) for five years | Nos. | 1 | | | | |
| 16 | Comprehensive O&M cost including Manpower for 5 Years for the date of GO-LIVE | Lot | 1 | | | | |
| 17 | Training and Capacity Building | Lot | 1 | | | | |
| | Total Cost including 5 year Comprehensive AMC, Upgrades and Warranty etc. | | | | | | |

# Annexure-5

## AAA Specifications

| S. No. | Specifications | Compliance (Yes/No) |
|---|---|---|
| | **Network Access Control & Authentication Specification:** | |
| | **Minimum Requirement Description** | |
| 1. | The Solution should provide a highly powerful and flexible attribute-based access control solution that combines authentication, authorization, and accounting (AAA); posture; profiling; BYOD, and guest management services on a single platform. | |
| 2. | Solution should include all required licenses to perform above mentioned capabilities for 3,000 endpoints from day one | |
| 3. | It should allow enterprises to authenticate and authorize users and endpoints via wired, wireless, and VPN with consistent policy throughout the enterprise | |
| 4. | Provides complete guest lifecycle management by empowering sponsors to on-board guests | |
| 5. | Solution should be dedicated appliance based with each appliance supporting 3,000 endpoints from day one | |
| 6. | Proposed solution should include two appliances to be configured in Active/Standby | |
| 7. | Delivers customizable self service portals as well as the ability to host custom web pages to ease device and guest on-boarding, automate endpoint secure access and service provisioning, and enhance the overall end-user experience inside business-defined workflows | |
| 8. | Enforces security policies by blocking, isolating, and repairing noncompliant machines in a quarantine area without requiring administrator attention | |
| 9. | Offers a built-in monitoring, reporting, and troubleshooting console to assist helpdesk operators and administrators streamline operations | |
| 10. | Allows you to get finer granularity while identifying devices on your network with Active Endpoint Scanning | |
| 11. | Utilizes standard RADIUS protocol for authentication, authorization, and accounting (AAA). | |
| 12. | Supports a wide range of authentication protocols, including PAP, MS-CHAP, Extensible Authentication Protocol (EAP)-MD5, Protected EAP (PEAP), EAP-Flexible Authentication via Secure Tunneling (FAST), and EAP-Transport Layer Security (TLS). | |

| | | |
|---|---|---|
| 13. | Offers a rules-based, attribute-driven policy model for creating flexible and business-relevant access control policies. Provides the ability to create fine-grained policies by pulling attributes from predefined dictionaries that include information about user and endpoint identity, posture validation, authentication protocols, profiling identity, or other external attribute sources. Attributes can also be created dynamically and saved for later use | |
| 14. | Provides a wide range of access control mechanisms, including downloadable access control lists (dACLs), VLAN assignments, URL redirect | |
| 15. | Should have predefined device templates for a wide range of endpoints, such as IP phones, printers, IP cameras, smart-phones, and tablets. | |
| 16. | It should allow Administrators to create their own device templates. These templates can be used to automatically detect, classify, and associate administrative-defined identities when endpoints connect to the network. Administrators can also associate endpoint-specific authorization policies based on device type. | |
| 17. | The Solution should have capability to collect endpoint attribute data via passive network telemetry, querying the actual endpoints, or alternatively from the infrastructure via device sensors on switches. | |
| 18. | Solution should allow end users to interact with a self-service portal for device on-boarding, providing a registration vehicle for all types of devices as well as automatic supplicant provisioning and certificate enrollment for standard PC and mobile computing platforms. | |
| 19. | Should support full guest lifecycle management, whereby guest users can access the network for a limited time, either through administrator sponsorship or by self-signing via a guest portal. Should include guest portal customize from day one | |
| 20. | Verifies endpoint posture assessment for PCs connecting to the network. Should be a persistent client-based agent to validate that an endpoint is conforming to a company's posture policies. Provides the ability to create powerful policies that include but are not limited to checks for the latest OS patches, antivirus and antispyware software packages with current definition file variables (version, date, etc.), registries (key, value, etc), and applications. | |
| 21. | Allows administrators to quickly take corrective action (Quarantine, Un-Quarantine, or Shutdown) on risk-compromised endpoints within the network. This helps to reduce risk and increase security in the network. | |
| 22. | Enables administrators to centrally configure and manage profiler, posture, guest, authentication, and authorization services in a single web-based GUI console, greatly simplifying administration by providing consistency in managing all these services. | |
| 23. | Includes a built-in web console for monitoring, reporting, and troubleshooting to assist help-desk and network operators in quickly identifying and resolving issues. Offers comprehensive historical and real-time reporting for all services, logging of all activities, and real-time dashboard metrics of all users and endpoints connecting to the network. | |

| 24. | Should support consistent policy in centralized and distributed deployments that allows services to be delivered where they are needed | |
|---|---|---|
| 25. | Solution should have capability to determine whether users are accessing the network on an authorized, policy-compliant device. | |
| 26. | Solution should have capability to establish user identity, location, and access history, which can be used for compliance and reporting. | |
| 27. | Solution should support the following endpoint checks for compliance for windows endpoints: Check process, registry, file & application , Check operating system/service packs/hot fixes, check for Antivirus installation/Version/ Antivirus Definition Date, check for Antispyware installation/Version/ Antispyware Definition Date, Check for windows update running & configuration | |
| 28. | Solution should be able to integrate with the following MDM vendors like: Air-watch, Good, Mobileiron, Zenprise,etc | |
| 29. | Solution should support receiving updated endpoint profiling policies and the updated OUI database as a feed from the OEM database. | |
| 30. | Should support Identity source sequences which defines the order in which the solution will look for user credentials in the different databases. Solution should support the following databases: •Internal Users, Internal Endpoints, Active Directory, LDAP, RSA, RADIUS Token Servers, Certificate Authentication Profiles | |