

**Corrigendum-1**

**Sub: Request For Proposal for Selection of Concessionaire for “Design, Development, Implementation, Operation and Maintenance of Digital Interactive Information Panels to connect digitally with the online services provided by various government bodies in lieu of advertisement rights in NDMC area on BOT”. (Revised RFP)**

**Replies of queries raised by the prospective Applicants for the pre-bid meeting held on 21-03-17 at 11:00 AM:-**

| S. No.                                  | Clause                                | Description of Query   | Query raised by Participants  | Reply of NDMC   |
|---|---------------------------------------|--|---|---|
| <b>GLOBUS INFOCOM Limited</b>           |                                       |  |   |   |
| 1.                                      | Refer clause 3.8.4<br>(Display Panel) |  | <p>We wish to state that there is no any Touch Displays are available in the International Market with 2500 CD/M2 Brightness. This should be amended to 500 CD/M2 Brightness or higher.</p> <p>Further, please clarify that this is indoor or outdoor displays.</p> | <p>RFP clause remains unchanged.</p> <p>All these panels proposed in the RFP are to be installed outdoor.</p> |
| <b>NUSYN Digital Solution Pvt. Ltd.</b> |                                       |  |   |   |
| 2.                                      | 3.8.1- 2                              | The Interactive Digital interactive information panels Experience Platform should be enterprise-grade configurable and manage web clients designed to deliver interactive multimedia services for public venues, including high-definition digital displays and panels. This managed digital interactive information panels platform should be both developer and IT friendly. | <p>What is meant by enterprise-grade configurable experience platform? Does it mean the solution should be scalable to a certain no’s of users? if so how many users?</p>   | RFP clause remains unchanged.   |

| <b>S. No.</b> | <b>Clause</b>     | <b>Description of Query</b>   | <b>Query raised by Participants</b>  | <b>Reply of NDMC</b>  |
|---------------|-------------------|---|--|---|
| 3.            | 3.8.1-3           | External keyboards and mice should be supported for accessibility compliance and administration.                                      | On a touch Kiosk when we have the Virtual Keyboard, we do not require the external mice and keyboards. Please tell us the purpose of external keyboard, as this will be used only during the first time configuration of the player and troubleshooting. | External keyboards and mice should be supported for accessibility compliance and administration under clause 3.8.1.3 is not mandatory but the concessionaire is responsible to design and implement complete solution as per RFP. |
| 4.            | 3.8.1-3           | Built-in support for voice and video communications will allow the rapid development and delivery of many collaboration applications. | What is the purpose of video and voice calls?<br>Need more info  | RFP clause remains unchanged.   |
| 5.            | 3.8.1-5           | Slots and support for connecting other components as required   | What other components slot required?   | Slots and support for connecting other components as required to completely implement the solution as per RFP document.   |
| 6.            | 3.8.1-6 & 3.8.1-7 | Physical form And Security Requirements   | Considering the kiosk will be an outdoor unit, what is the extend of safety/security measures and tamper proof mechanism expected from concessionaire.   | RFP clause remains unchanged.   |
| 7.            | 3.3               | Central management console will be used to remotely configure, control, and monitor digital interactive information panels.           | Need more info, We can configure and schedule contents remotely, but pairing of client machine to content manager should be done locally from client machine.<br>What is expected from remote configuration  | RFP clause remains unchanged.   |

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|---------------|---------------|---|--|-------------------------------|
| 8.            | 3.3           | Central manager should provides user management as well as real-time monitoring, live viewing of remote screen content, notification of events, and session management.   | Need more info on what is expected from real-time monitoring. We can monitor whether the client CPU is live in network and the status of new content download from content manager | RFP clause remains unchanged. |
| 9.            | 3.3           | Users should be notified when the status of devices in their account changes.   | Kindly let know what kind of notification required, email/msgetc?  | RFP clause remains unchanged. |
| 10.           | 3.3           | Device logs should be sorted and analyzed by clicking the Events tab of a device. Similarly, the device's performance should be monitored by viewing the Performance report of a device. The software should be capable to send logs to a third-party server. | Need more info on what is expected from third party server, is the server only for archive logs?   | RFP clause remains unchanged. |
| 11.           | 3.3           | the device's performance should be monitored by viewing the Performance report of a device  | Need more info on performance report. What all factors required on the report? Should the report detail on contents played by CPU?   | RFP clause remains unchanged. |
| 12.           | 3.3           | A policy is a restrictive mechanism, providing the user with a tool to enforce certain behavior. Policies represent dynamic and transportable setup rules. Policies can be persistent (long-term) or transient (short-term)                                   | Need more info on Policy, what kind of policies?<br>Is it regarding scheduling contents on each kiosk?<br>Is it regarding restricting roles of a user?                             | RFP clause remains unchanged. |

| S. No. | Clause | Description of Query  | Query raised by Participants   | Reply of NDMC                 |
|--------|--------|---|--|-------------------------------|
|        |        | and can be scheduled per digital interactive information panels based on time or events.                |  |                               |
| 13.    | 3.3    | Enable new interactive services to improve customer experiences   | What are the new interactive services expected from concessionaire? Will it be a web application? Will there be payment transfers? | RFP clause remains unchanged. |
| 14.    | 3.3    | Increase customer retention with consistent end-user experiences across multiple endpoints              | need more info ,Please explain the expectations.   | RFP clause remains unchanged. |
| 15.    | 3.3    | Educate the user with relevant information in real time   | need more info, is this regarding support/training or real time information like stock exchange information from web applications? | RFP clause remains unchanged. |
| 16.    | 3.3    | Increase visibility into products and services offered  | need more info, is this regarding panel visibility and content design?   | RFP clause remains unchanged. |
| 17.    | 3.3    | should support future requirement to interact virtual assistance using video collaboration technologies | Need more info on required video technologies collaboration.   | RFP clause remains unchanged. |
| 18.    | 3.3    | Reduce deployment and management timelines using policies and groups                                    | Need more info, is this regarding kiosk installation/ timelines and SLA?   | RFP clause remains unchanged. |
| 19.    | 3.3    | Improve management experience with integrated solution architecture                                     | Need more info, what is integrated solution architecture expected, kindly  | RFP clause remains unchanged. |

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|---------------------------------------|------------------------|---|--|--|
|                                       |                        |   | brief how it should improve management experience.   |  |
| 20.                                   | 3.1                    | Information regarding availability of trains, online status of railway reservation, information regarding various airlines, availability of tickets and reservation and cancellation etc. | Will there be any payment transactions through interactive kiosk, like rail/air ticket booking, payment transfer, online shopping etc.<br>We support Chromium browser. | Citizen can avail all online services through website.   |
| 21.                                   | 3.8.3                  | Server Aggregation Switches, Firewall & IPS : As per requirement  | What is the level of security expected?<br>Why Intrusion prevention required?  | RFP clause remains unchanged.<br>Refer clause 3.6.23.  |
| <b>LG Electronics India Pvt. Ltd.</b> |                        |   |  |  |
| 22.(A)                                | Display panel          | i. Display panel  | M+Panel<br>IPS Panels  | RFP clause remains unchanged.  |
| 22.(B)                                |                        | ii. Response Time (ms/GTG) 6  | 6 to 10ms  | Response time (ms, GTG) mentioned in column no-3&4 of table in clause 3.8.4, will be read as "6 to 10ms."      |
| 22.(C)                                |                        | iii. Contrast Ratio 5000:01   | 1000:01 with IPS M+ Panel  | RFP clause remains unchanged.  |
| 23.                                   | Control & Connectivity | Display inputs VGA (15pin D-sub) 1  | Keep it as a optional  | Refer ^^^ below table under clause 3.8.4   |
| 24.                                   | Built in Speaker       | 10W +10W  | To be keep it with enclosure with proper installation.   | RFP clause remains unchanged.  |
| 25.                                   | Power Consumption      | Max 46"- 400W and 75" - 960W  | 1) 49" / 55" - less than 320W max 2) 75" - 750W Max  | The power consumption given is the upper limit. The applicant can propose panel with lesser power consumption. |

| S. No.                                     | Clause                           | Description of Query   | Query raised by Participants  | Reply of NDMC                 |
|--|----------------------------------|--|---|-------------------------------|
| 26(A)                                      | Certificates                     | i)Product Should Have ULL/ CE certification  | Allow with similar certification  | RFP clause remains unchanged. |
| 26(B)                                      |                                  | ii) BIS Certificate  | 2)BIS Certificate for LCD / LED Panel   | RFP clause remains unchanged. |
| 27.  | To Incorporate Conformal Coating | Panel should have conformal Coating on PCB   | Request to incorporate Conformal Coating  | RFP clause remains unchanged. |
| 28.  | Error Detector                   | Error Detection through SNMP control   | Request to Incorporate Error detector   | RFP clause remains unchanged. |
| <b>Samsung India Electronics Pvt. Ltd.</b> |                                  |  |   |                               |
| 29.  |                                  | Should consider incorporating following details of OEM to ensure reputed OEM participation | (a) Should be OEM of the Display screens of national and/ or international repute and having presence in India for minimum of last Five years<br>(b) Should be among the top five LFD Display systems supplier in terms of Market Share. Supported document to be provided from i-supply or future source or Gartner or forester.<br>(c) OEM Should not have incurred any loss in more than 3 years during the last 5 years ending 31st March, 2016. (Scanned copy of certificate from CA to be uploaded)<br>(e) Documents indicating that OEM of LFD screen ( Indian subsidiary in case of International OEM of LFD screen) have | RFP clause remains unchanged. |

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|        |   |  | <p>registered office in India since minimum of last five years.</p> <p>f) Documents showing that OEM of LFD screen ( Indian subsidiary in case of international OEM of LFD screen) it has service center in India since five years.</p> <p>g) Certificate of Registration for Sales Tax / VAT and acknowledgement of up to date filed return. ( For bidder as well as the OEM)</p> <p>h) Certificate of Registration for Service Tax and acknowledgement of up to date filed return, as per Notification No.06/2015-Service Tax dt. 01.03.2015 of department of Revenue, M/o Finance. (For bidder as well as the OEM)</p> <p>i) OEM should clearly mention the manufacturing unit of these display's.</p> |  |
| 30.    | Page- 26 Point 5 Digital interactive information panels Computing | vi) Should have provision for wireless 802.11ac and Ethernet connectivity<br>vii) Should support Bluetooth communication | vi) Should have provision for Ethernet connectivity only. Vii) Delete Bluetooth   | S. No 5 (vii) under table of clause No 3.8.1 is optional.  |
| 31.    | 3.8.4 Contrast Ratio  | Digital interactive information panels Body & Display Requirement  | Change it to "Native Contrast Ratio "   | Contrast Ratio mentioned in column no-2 of table in clause 3.8.4, will be read as Contrast Ratio (Native). |
| 32.    | 3.8.4 Embedded player   |  | Built in player with Quad Core CPU,1.5 GB main memory ( minimum ) and 8 GB FDM Storage and provision to expand  | RFP clause remains unchanged.  |

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|--------|--|---|---|--|
|        |  |   | storage through SD Card.  |  |
| 33.    | 3.8.4<br>Display consumption Typical (W/h) | Display consumption Typical (W/h) : 400 for 46" and 75" 950 (W/h) | Display consumption Typical (W/h) : 220 for 46" and 75" 550 (W/h) | Refer reply to query at S. No. 25.   |
| 34.    | 3.8.4                                      | Please add  | Touch screen can be an overlay.                                   | Touch input mentioned in column no. 3 of table in clause 3.8.4, Touch panel can be an overlay. |

- Note:**
- (i) The Specifications mentioned in the RFP Documents are minimum Specifications. Bidder is free to propose any higher Specification in its bid.
  - (ii) Column No. 3 in S.No. 5 of the table under clause 5.2.3 will be read as “The Applicant / Lead Member shall have bank Solvency certificate of not less than Rs.4.00 Crores (certificate issued within last six months from the date of issue of this RFP document will be considered for this purpose).”
  - (iii) Column No. 3 in S.No. 3 of the table under clause 5.2.3 will be read as “The Applicant / Lead Member shall have an average annual turnover of at least INR 5 crores in last 3 Financial Year (2013-14, 2014-15, 2015-16)
  - (iv) Lead members of consortium shall be a Legal entity duly registered under the Companies Act 1956/2013 on or before 01.04.2014 Experience of members of the consortium, whose holding in the consortium is 26% or more, shall only be considered for the purpose of technical capacity and networth evaluation purposes. Other member of consortium shall be the legal entity, which has legal capacity to (1) enter into agreements or contracts, (2) Assume obligations, (3) incur and pay debts, (4) sue and be sued in its own right, and (5) to be accountable for illegal activities.
  - (v) Note (ii) under table of clause 5.2.3 will be read as “In case of a Consortium, the combined technical capacity and networth of those Members, who shall have holding of at least 26% (twenty six per cent) each in the consortium, should satisfy the above conditions of eligibility; provided that each such Member shall, for a period of 2 (two) years from the date of commercial operation of the Project, hold not less than 26% (twenty six per cent) of the consortium”.



