INFORMATION TECHNOLOGY DEPARTMENT
NDMC: PALIKA KENDRA

SUBJECT: SUPPLY, INSTALLATION, COMMISSIONING OF REMOTE INFORMATION KIOSKS- POINTs OF DELIVERY (PoDs) ALONG WITH INTEGRATED HARDWARE AND SOFTWARE WITH ONE YEAR COMPREHENSIVE MAINTENANCE FOR ALL THE SUPPLIED HARDWARE AND SOFTWARE AND PODs AT FIVE (05) LOCATIONS IN NDMC AREA

Pre-Bid Queries Reply

		M/s e-Centric Solutions Pvt. Ltd.		
Sr. No.	Page No. / Clause No.	Clause	Queries	Decision of NDMC on the queries submitted during Pre-Bid meeting held on 09.01.2016.
1	Volume 1, Section no 4.1.4, Page no 13	The outside one side wall of the PoD should be utilized as general purpose information kiosk for various information pertaining to NDMC, Tourism, News, Alerts, Current affairs, Ads etc. To achieve this the POD should be supplied with 50″ interactive Kiosk screens on one side wall. The screens should be protected with a shutter that can be put down during the night to prevent theft or damage.	We will be able to provide a lift mechanism for protection instead of a shutter mechanism. We will be able to provide 55 inch display instead of 50 inch display.	Para 4.1.4 is amended to the extent that the screen sizes given of 50 inches interactive screen be **read as 65 interactive inches on one side external wall of the PoDs.** The rest of the para remain unchanged.
2	Volume 1, Section no 4.1.6, Page no 13	The bidder will be responsible for integrating various application in the Kiosk PoD and with the general purpose Kiosk screens on the side walls	a) Assuming the applications that should be integrated are optimized for the Kiosk resolution (responsive) b) For some integration,	1. In the para 4.1.6, page 12, Chapter 4, following is added in the end of paragraph:- The applications that would be integrated are optimized for kiosk resolution.

			the applications will have to add snippets of code and assuming NDMC will provide necessary access to the development teams who has worked on that application. c) Assuming the application servers will provide permissions (cross-origin resource sharing) to handle requests from Kiosk	
3	Volume 1, Section no 4.1.12, Page no 13	The contractor has to install the Application server as well as Data Base in NDMC data centre and the application will be able to integrate with old data base.	We will Need more details on integration details of old database used	In the para 4.1.12 page 14 of the tender documents following is added: NDMC shall provide requisite API/web services at the time of actual implementation of the project and integration of the apps.
4	Volume 1, Section no 4.3, point no 5, Page no 16	i. Ability to share documents, photos, videos etc.ii. Virtual keypad to control the document camera remotely. iii.Laserpointer iv. Zoom control v. Document notes and tasks vi. Print final documents for the citizen vii. Save documents for future reference	Save documents for future reference: Is the expectation that we create a document store per citizen? and should a UI be created for this? Is there a timeline on when these documents should be archived? And if yes, where should they be archived?	To the para 4.3 (5) following is added: Total 30 days data storage required. Further, NDMC will provide the storage space. Parent application UI and document stored would be with the original app provider. Log details of accessing of any app will be maintain at the NDMC data center.

M/s FORBES Technosys Limited

Sr No	Page no /Clause	Clause details	Suggestion	NDMC Reply
5	Page no 4/EMD	An EMD of Rs. 7.5 lakh (Rs. Seven Lakh and 50 Thousand) to be deposited in the form of Demand Draft/Pay order/Bankers Cheque/FDR/TDR	We request NDMC to reduce the EMD cost from 7.5 lakh to 2 lakh . Also please accept the EMD in the form of BG(Bank Guarantee)	**No Change**
6	Page no 30/ONLINE PROPOSAL/ BID SUBMISSION	Bidders should have valid class II Digital Signature Certificate (DSC) obtained from certifying Authorities	We have Class III digital signature with us. So will it be useful to bid in this tender. Please clarify	**No Change.** **Online Tender have to submitted on Delhi Government e-Tender Portal site which only supports Class-II DSC.**
7	Page no 31/5.4 The basic eligibility conditions:	Bidder should be an established IT System Integrator and should have been engaged in Supply, Installation, Commissioning and Operations & Maintenance Services of ICT projects for a period of at least 3 financial years as on last date of bid submission	We are the leading manufacturer of the Information kiosk. Software is one the integral part of the Information Kiosk. So we request NDMC consider the experience of Information Kiosk also for this RFP.	**No Change.**
8	Page no 32/5.4 The basic eligibility conditions:	The Prime Bidder/Lead Bidder must have annual turnover of at least Rs. 1.5 Crores solely from ICT Business and IT Services during each of the last 3 financial years as on 31.03.2016	We request NDMC to please consider total Annual turnover of the bidders . The clause should be "The Prime Bidder/Lead Bidder must have annual turnover of at least Rs. 1.5 Crores during each of the last 3 financial years as on 31.03.2016"	**No Change.**

9	Page no 33/5.4 The basic eligibility conditions:	The Bidder or the Prime Bidder/Lead Bidder must have positive net worth & profit making in each of the last 3 financial years as on 31.03.2016	We request NDMC please amend the clause . the clause should be "The Bidder or the Prime Bidder/Lead Bidder must have positive net worth & profit making company during two out of the 3 financial years as on 31.03.2016"	**Agreed.** Para 5.4 page 33/34 under the basic eligibility following is amended: The Bidder or the Prime Bidder/Lead Bidder must have positive net worth & profit making company during any of two years out of the 3 financial years as on 31.03.2016
10	Page no 33/5.4 The basic eligibility conditions: Certification	ISO 9001:2008 Certification for System Integration	We request NDMC to please amend the clause . The clause should be " The bidder should have ISO certificate 9001:2008 "	Para 5.4 page 33/34 under the basic eligibility conditions is amended as per the following: The bidder should have ISO certificate 9001:2008

M/s IL&FS Technologies Limited

S. No	RFP Page No.	RFP Section No.	Statement as per RFP document	Query by bidder	NDMC Reply
11	13	4.1.7	The various applications can be NDMC's own application, plus TAX transactions, TAN/PAN application, Passport, Land records, Tourism, Transport etc. The Kiosk should have various easy touch buttons to redirect to the appropriate Web based applications. If any specific NDMC's application needs to be integrated with the Kiosk NDMC will facilitate and provide necessary data and API's needed to integrate the same. For example, if Point of Sale machines (PoS) need to be integrated for payment transactions, NDMC will provide necessary data needed to do the integration. From day 1 the bidder should provide integration with the following applications, which need to be only considered indicative (NDMC can change the top five-priority application at the time of contract): ii. Accessing and interacting with NDMC-311 Citizen App	We understand that intigration with existing NDMC application are web service based. Please confirm if any intergation would be SDK or MIB based if Yes , Please provide list of application and intergation protocol Please provide details of service accessible through NDMC -311 App We undertand that Ticket booking is just an intergation of respective site on Kiosk screen vai web service . Please clearify if ticket booking site need to develop from scratch	Following is added para 4.1.7 on page 13 (i) Integration will be done with existing NDMC/Government application which are web/mobile service (ii) All the NDMC online applications are available on NDMC website. (iii) Refer to NDMC-311 App for the finding various citizen centric mobile apps which can be download from the Play Store/apple store (iv) As per clause 4.1.7 the bidder should provide integration services as part of their offer for 5 applications at para 4.1.7 page 13 and 14. Further as per clause 4.1.9 it is stated that "NDMC may decide to integrate new applications as and when needed in future during the contract period. In such case relevant data needed for the integration will be

					made available to the bidder from time to time. The bidder should provide one time integration efforts and estimates needed per application basis during the contract period. The integration as request change shall be considered by the committee constituted by NDMC with one representative member from the firm to determine the man hours and cost inputs for integration efforts."
12	16	3	3. Datacentre Components to be procured by NDMC from the selected bidder as part of the bid: 1. IP PBX/Call management platform 2. Contact Centre Platform for remote agents 3. Remote configuration and management platform for the Interactive Clients 4. Management platform for remote experts and capability management	Please elaborate requirement of IPBX, Contact Center, Management platform with specification of each	Details already given in RFP under the specification for the PoDs.
13	57	ANNEXURE-I-B	Minimum Bill of Material (Financial bid format) – Bidder to consider this BOM as minimum and indicative, bidder should propose the components as required considering the workability of overall solution: Roof mounted Max 300W Solar	Please clarify about power backkup (Battery) time for solar panal.	Details already given in RFP.

			panel		
14	24	4.4.6	The POD or the delivery cabin should be an engineered and pre-fabricated and tested solution suitable to be placed in outdoor environment.	Please provide auto cad drawing of POD with elevation and section view , top view etc	Specification given in RFP.
15	24	4.4.6		Please let us know about foundation specs for eraction of POD	It shall be as per the overall weight and structural stability and same shall be approved by NDMC before installation.
16	57	ANNEXURE-I-B	Integration Cost	Please confirm if we have to quote cost of 5 Application Integration refered in 4.1.7 . Any additional Integartion shall be quoted for 1 Qty for each type in this price format. Please confirm	Terms and condition already given in RFP and explanation given to the reply at serial No. 11.

Note:-Further, all the terms and condition remain same.

Sd/-
Director (IT)