

### Explanation for Queries Received

**Request for Proposal for Selection of Master System Integrator to Design, Develop, Implement and Maintain the Common Cloud Based DC and DR, Citizen Application and E-Governance Application along with Integrated Command and Control Center (ICCC) for ten smart cities (Coimbatore, Madurai, Salem, Thanjavur, Tiruchirapalli, Vellore, Tirunelveli, Tiruppur, Thoothukudi and Erode) of Tamil Nadu**

**RFP No.: TUFIDCO/CCC/738/AM(M)/2017**

Date: 12, March, 2018

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1	Detailed Scope of Work	72	Design and establishment of state level Cloud based common data center and DR for all 10 cities. Disaster recovery will also be cloud based for this data center.	1. Dilute the terms that the DC/DR has to be in TN only.	No change. RFP Condition prevails.
2	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	Video wall: 55" inches LED, The native resolution of each LED should be 1920 X 1080 pixels (Full HD) and should offer min 16.7 million colors.	Please change to: Video wall: 50" DLP Laser lit , The native resolution of each LED should be 1920 X 1080 pixels (Full HD) and should offer min 16.7 million colors.	Clause is modified as following, Video wall: 50" inches or above - LED/ LCD/ DLP, The native resolution of each should be 1920 X 1080 pixels (Full HD) and should offer min 16.7 million colors.
3	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	The screen should have front accessibility and adjustable low inter screen gap < 1 mm to give seamless viewing experience.	Please change to: The screen should have front accessibility with 450mm depth and adjustable low inter screen gap < 1 mm to give seamless viewing experience.	Clause is modified as following, The screen should have front accessibility and adjustable low inter screen gap < 1.8 mm to give seamless viewing experience.

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4	Annexure 6 – Formats for Submission of the Financial Bid	302	a. Video Wall (LED Technology 4 x 2 Modules of 55" each)	Please change to: Video Wall (DLP Technology 4 x 2 Modules of 50" Laser lit each)	Clause is modified to below, Video wall: 50" inches or above - LED/ LCD/ DLP – Quantity - 4x2 modules
5	O&M Cost for ICT Setup (including Head Quarter ICCC at CMA)	304	b. Video Wall (LED Technology 4 x 2 Modules of 55" each)	Please change to: Video Wall (DLP Technology 4 x 2 Modules of 50" Laser lit each)	Clause is modified to below, Video wall: 50" inches or above - LED/ LCD/ DLP – Quantity - 4x2 modules
6	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	Video Wall features	Expand on video wall functions according to smart city use case	Clarified as following, Video Wall should Display multiple sources anywhere on display up to any size. All input sources can be displayed on the video wall in freely resizable and movable windows. Support all Layout from Input Sources, Internet Explorer, Desktop and Remote Desktop Application  Mandatory Support for Remote Viewing - The video wall content will be able to show live on any remote display. Mobile with Chrome, Safari, IE (no apps) as this is very important feature for 24x7 Operations as well as for crisis management and for flexibility to see content as an when required
7	Schedule 2 – Detailed Scope of Work Section 1.5 GIS Platform,	70	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local	Please provide details on existing ArcGIS desktop software available with ULBS (Version, Quantity etc.).	Clause stands deleted

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			bodies need additional modules and user licensing		
8	Annexure 6 – Formats for Submission of the Financial Bid	302	Upgrade of existing ULB GIS platform Existing ESRI / ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing (Quantities 10)	Same as above. Also clarify how the quantity of 10 licenses has been estimated? Are there 10 existing Arc GIS desktop licenses that are required to be upgraded?	Clause stands deleted
9	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	No change. RFP Condition prevails.
10	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.
11	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	EMD of unsuccessful bidder should be returned within 30 days from the date of selection of SI.  Post selection of SI - EMD forfeiture in case parties fail to sign the contract on mutually agreed terms or if TUFIDCO rejects the deviations submitted by the bidder.

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			physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.		
12	Bid Validity Period	33	Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Validity period of the bid is 180 days.
13	1.16 Deviations and Exclusions	38	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit declaration to this effect.	We request that deviations be allowed	No change. RFP Condition prevails.
14	1.24.2 High Attrition	41	Mentioned under the RFP	Request deletion	No change. RFP Condition prevails.
15	1.25 Fraud and Corrupt Practices	41	Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice,	request for modification:  Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO a court of competent jurisdiction, to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice,	No change. RFP Condition prevails.

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			undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 3 years from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall be terminated. not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 1 year from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	
16	2.2 Preliminary Examination of Bids		As per RFP	<p>We request deletion of following :</p> <p>c. Found with intentional suppression of details</p> <p>d. With incomplete information, subjective, conditional offers and partial offers submitted</p> <p>f. Non-compliant to any of the clauses mentioned in the RFP except the deviations proposed by the bidder</p>	No change. RFP Condition prevails.
17	2.4.3 Stage 3: Financial Evaluation		Any conditional bid would be rejected	Request deletion.	No change. RFP Condition prevails.

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			<p>b. If there is a discrepancy between words and figures, the amount in words will prevail.”</p> <p>c. If the Bidder does not accept the error correction, its Bid will be rejected and its EMD may be forfeited.</p>		
18	Warranty & Maintenance			<p>Request modification:</p> <p>3.4 Warranty &amp; Maintenance Bidder shall also provide complete warranty and maintenance support for all the proposed integrated solution, software development/deployed as outlined 19in this RFP for a complete duration of this project i.e. 60 months from date of delivery Go-live date.</p> <p>“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 City SPVs (for City ICC) and TUFIDCO (for Common Cloud Based DC and DR).</p>	No change. RFP Condition prevails.

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				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.	
19	3.5. 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 TUFIDCO may award the contract to the next best value bidder or call for new bids. In such a case, TUFIDCO shall invoke the PBG and/or forfeit the EMD.	Request deletion	No change. RFP Condition prevails.
20	10 Start of Installation	139	As per TRAI guidelines, resale of bandwidth connectivity is not allowed. In such a case tripartite agreement should be	Is bandwidth also a component of our scope of work?	Initial Capex for internet connectivity is part of scope, reoccurring monthly charges is not part of SI scope of work. TUFIDCO

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			formed between designated authority, selected Bidder and Network Service Provider(s).Such tripartite agreement entered for provision of bandwidth services will form an integral part of the Contract.		<p>will directly pay the TSP/ISP monthly bills.</p> <p>Initial bandwidth requirements is capped at 100Mbps connectivity for each CCC across 10 cities &amp; 1 HQ in Chennai.</p> <p>Initial Capex to include RF Setup as backup to FiberNet. FiberNet selected by SI has to provide redundant Fiber connectivity .</p> <p>ISP/TSP has to provide tariff in addition to initial 100 Mbps. Increments of 100Mbps part of rate discovery for future expansions. Note the rate can be lower on actually monthly billing but not above the shared pricing in Bid.</p>
21	Section 1.2 - Functional Requirement of Command and Control Center	190	The clause should be enhanced to address all the relevant interfaces on the platform to support for cellular and non-cellular network: 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,	Our understanding for this requirement is "Proposed ICCC software should support for this in future, however vertical solution for this is not required. Pls clarify.	Clause stands deleted on Page 190



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			<p>3) Wifi over 802.11 support,  4) IPv6 Support for all kinds of access network, 5)  2G/3G/4G 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, etc.</p> <p>The platform should also support the Connectivity Management in order to provide end to end solution:</p> <ul style="list-style-type: none"> <li>• Change subscription (SIM) state: Activate, Deactivate, Pause, Terminate,</li> <li>• eUICC ordering and Subscription profile ordering,</li> <li>• eSIM Profile Download, Enable, Change, Delete</li> <li>• Subscription Activate, Deactivate, Pause, T terminate,</li> <li>• Query Subscription Status, Data consumed, # SMS sent/received, etc.</li> </ul>		
22	d. Integration Architecture	219	<p>Data integration in batch mode will be through ETL. The following integration points could be considered</p>	<p>Our understanding is "We need to provide Real-time integration with IoT/non-IOT applications. Common Cloud ICCC will do</p>	<p>Clarified as following,</p> <p>IoT &amp; non-IoT Data stored on Cloud Platform – MIETY empaneled CSP</p>

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			for ETL based data integration - Initial data migration to cleanse, validate and load the data extracted from source systems into target tables . Data load formal the individual transactional systems like ERP, Grievance Readressal to central enterprise data warehouse solution for aggregation, mining, dashboard reporting and analytics.	sensor integration, data store and control, access to this data using the rest API/SDK provided by 3rd party system as this is the most acceptable way for integrating between two applications and display common dashboards. DC will store use case relevant transformed data in a database. DC ICCC Application will not replicate non-IOT applications Database. Pls clarify.  Request to define requirement for data storage, which will help us provide complete solution.	has to be billed on consumption basis. TUFIDCO will need provision to verify city wise data / storage consumption part of monthly billing.  Only IoT & non-IoT integration – Opex only costing is mandated in financial bid.  CSP should provide scalable Events/ Big Data Platform as Service regardless of number of sensors.
23	Section: IVR Services	223	IVR services are envisaged as part of Call Center facility, which will be integrated with the solution		Clarified as following, IVR call center / Helpdesk is envisaged for 10 City based Command and Control Centre's to have common IT Helpdesk in State HQ
24	Section: 1.6.3.4 Helpdesk	86	MSI will be required to provide Help Desk cum Contact center in each city ICCC	How Many Call Center Voice Agents Per City? Will the Voice Agents be centrally located or in respective Cities? How Many Email and Chat Agents Per City? Will the Email and Chat Agents be centrally located or in respective Cities?	Clarified as following,  Max of 5 Voice Agents to be centrally located in State HQ, CMA Chennai  It is envisaged for individual cities to request IT Support and coordination from centrally managed helpdesk.

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				<p>Is Call Recording required for Voice Agents?</p> <p>What % of calls need to be recorded?</p> <p>What is the retention period of recordings?</p> <p>Is there a need for Outbound Agents?</p> <p>How Many Outbound Agents per City?</p> <p>Will the Voice Agents use IP Hard phones or Softphones?</p>	<p>Call recording to be transferred to Cloud Platform provided by CSP.</p> <p>Agents are recommended to us IP hard phones</p>
25	1.6.3.3 Training and Capacity Building	84	<p>Training and capacity building to be implemented at various levels namely</p> <p>a. Employees of each SPV of 10 Smart Cities</p> <p>b. Municipal Corporation's employees of 10 Cities</p> <p>c. Stakeholder departments</p> <p>d. Command Center Operators of each city</p>	We understand that the training has to be done separately for 10 Smart Cities (10 Batches). Kindly Confirm	<p>Clarified as following,</p> <p>State Level Training – 50 per batch</p> <p>City Level Training – 15 per batch – 150 in total for 10 Smart Cities</p>
26	1.6.3.3 Training and Capacity Building	85	10. There are estimated 150 users who need to be trained. MSI may accordingly plan the training budget.	Request TUFIDCO to kindly share the number of users per training batch	<p>Clarified as following,</p> <p>State Level Training – 50 per batch</p> <p>City Level Training – 15 per batch – 150 in total for 10 Smart Cities</p>
27	18 Ownership and Intellectual Property Rights		c. Pre-existing work: All intellectual property rights existing prior to the Effective Date of the Contract shall belong to the Party that owned such rights immediately prior to	<p>We request to add, "subject to payment for the same,"</p> <p>Pre-existing work: All intellectual property rights existing prior to the Effective Date of the Contract shall</p>	<p>No Change in RFP</p> <p>As TUFIDCO pays for monthly CSP consumption</p>

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			the Effective Date. Subject to the foregoing, the designated authority will also have rights to use and copy all intellectual property rights, process, specifications, reports and other document, drawings, manuals provided or used by the MSI as part of the Scope of Works under the Contract for the purpose of the Contract on non-exclusive, non-transferable, perpetual, royalty-free license to use basis.	belong to the Party that owned such rights immediately prior to the Effective Date.	
28	21.3 Conditions for Indemnity		Notwithstanding anything contained herein, the MSI and the designated authority agree and covenant that a notice by the designated authority to the MSI in relation to the claim as aforesaid shall amount to express acceptance and consent by the MSI to indemnify the designated authority for all losses in relation to such claim. Upon notice by the MSI, the designated authority shall reasonably co-operate with the MSI at the sole costs of the MSI,	We request modification:  Notwithstanding anything contained herein, the MSI and the designated authority agree and covenant that a notice by the designated authority to the MSI in relation to the claim as aforesaid shall amount to express acceptance and consent by the MSI to indemnify the designated authority for all losses in relation to such claim. Upon notice by the MSI, the designated authority shall reasonably co-operate with the MSI at the sole costs of the MSI, only to the extent the same	No change. RFP Condition prevails.

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			<p>only to the extent the same does not in any manner compromise, prejudice or adversely affect the rights of the designated authority. The designated authority shall have the right, at its option, to participate in the defense of such claim;</p> <p>If the MSI fails to take any action as per the above clause within the time period as specified therein, the designated authority shall have the right, in its absolute discretion, to take such action as it may deem necessary to avoid, dispute, deny, resist, appeal, compromise or contest or settle any claim (including without limitation, making claims or counterclaims against third parties). If the MSI does not assume control of the defense of such claims (as mentioned above), the entire defense, negotiation or settlement of such claim by the designated authority shall be deemed to have been consented to by, and shall be binding upon, MSI as</p>	<p>does not in any manner compromise, prejudice or adversely affect the rights of the designated authority. The designated authority shall have the right, at its option, to participate in the defense of such claim;</p>	

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			fully as though the MSI alone had assumed the defense thereof and a judgment had been entered into by the MSI, for such claim in respect of the settlement or judgment.		
29	16		<p>22.4. The MSI warrants that the Goods supplied under the Contract are new, nonrefurbished, unused and recently manufactured; shall not be nearing End of sale/End of support; and shall be supported by the MSI and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.</p> <p>22.5. The MSI warrants that the goods supplied under this 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</p>	<p>Bidder requests modification: -</p> <p>22.4. The MSI warrants that the Goods supplied under the Contract are at the time of delivery, new, nonrefurbished, unused and recently manufactured; shall not be nearing End of sale/End of support; and shall be supported by the MSI and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.</p> <p>22.5The MSI warrants that the goods supplied under this 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</p>	No change. RFP Condition prevails.

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			<p>operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available.</p> <p>22.6. The MSI further warrants that the Goods supplied under this 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 Authority's Specifications) or from any act or omission of the MSI, that may develop under normal use of the supplied Goods in the conditions prevailing at the respective Datacenter/Server Room Sites.</p> <p>22.9 Upon receipt of such notice, the MSI shall, with all reasonable speed, repair or replace the defective goods or replace such goods with similar goods free from</p>	<p>improvements in goods, unless provided otherwise in the Contract, shall also be made available.</p> <p>22.6. The MSI further warrants that the Goods supplied under this 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 Authority's Specifications) or from any act or omission of the MSI, that may develop under normal use of the supplied Goods in the conditions prevailing at the respective Datacenter/Server Room Sites.</p> <p>Upon receipt of such notice, the MSI shall, with all reasonable speed, repair or replace the defective goods or replace such goods with similar goods free from defect at MSI's own cost and risk. Any goods repaired or replaced by the MSI shall be delivered at the designated authority's premises without costs to the designated</p>	

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			<p>defect at MSI's own cost and risk. Any goods repaired or replaced by the MSI shall be delivered at the designated authority's premises without costs to the designated authority. Notwithstanding the foregoing, these are not the sole and exclusive remedies available to the designated authority in case of breach of any warranty and are also not the sole and exclusive obligations on the MSI in case of breach of any warranty.</p> <p>22.10 . If the MSI, having been notified, fails to remedy the defect(s) within a reasonable period, the Authority may proceed to take such remedial action as may be necessary, at the MSI's risk and expense and without prejudice to any other rights which the Authority may have against the MSI under the Contract.</p> <p>22.12 The representations, warranties and covenants provided by the MSI under the Contract will not be</p>	<p>authority. Notwithstanding the foregoing, these are not the sole and exclusive remedies available to the designated authority in case of breach of any warranty and are also not the sole and exclusive obligations on the MSI in case of breach of any warranty.</p> <p>22.9. If the MSI, having been notified, fails to remedy the defect(s) within a reasonable period, the Authority may proceed to take such remedial action as may be necessary, at the MSI's risk and expense and without prejudice to any other rights which the Authority may have against the MSI under the Contract.</p> <p>22.12 The representations, warranties and covenants provided by the MSI under the Contract will not be affected by designated authority's modification of any portion of the software so long as the MSI can discharge its obligations despite such modifications, or</p>	



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			affected by designated authority's modification of any portion of the software so long as the MSI can discharge its obligations despite such modifications, or following their removal by the designated authority	following their removal by the designated authority	
30	32.1		MSI shall furnish Performance Security to the designated authority at the time as indicated in the RFP which shall be equal to 10% of the Contract Value and shall be in the form of a Bank Guarantee Bond from a Nationalized / Scheduled Bank in the Performa given in Annexure of this RFP within 15 days after issuance of letter of intent (LOI) or Letter of Award (LoA) which would be valid up to a period of six months after the contract period.	PBG shall be provided after signing of the mutually agreed contract. The validity period of the PBG shall be contract period plus three months claim period.	No change. RFP Condition prevails.
31	B. SERVICE LEVELS  50 - Penalties  Penalty for non-achievement of SLA Requirement		As per RFP	Overall penalties are to be capped at the 5% of the annual contract value.  Total liquidated damages to be levied on the MSI shall be capped at 5 % of the value of the services delayed total contract value. However, the	No change. RFP Condition prevails.

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				designated authority would have right to invoke termination of the contract in case the overall liquidated damages equals 5 % of the value of services delayed total contract value. Liquidated damages to be levied during Post Implementation period shall be capped at 10% of the OPEX value.	
32	51.3.1 Operational SLAs		General Instructions related to SLAs mentioned above a. Theft cases by default would not be considered as “beyond the control of Bidder”. However, certain cases, based on circumstances & certain locations, the designated authority /End user department may agree to qualify as “beyond the control of Bidder”.	Bidder requests deletion	No change. RFP Condition prevails.
33	10. Annexure 9 - Consortium Agreement		iii. The Parties shall be jointly and severally responsible and bound towards the Purchaser for the performance of the works in accordance with the terms and conditions of the BID document, and Contract.	Request modification:  iii. The Parties shall be jointly and severally solely and individually responsible liable and bound towards the Purchaser for the performance of the works to the extent of their respective scope of work. in accordance with the terms	No change. RFP Condition prevails.

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				<p>and conditions of the BID document, and Contract.</p> <p>v. That the Parties shall carry out all responsibilities as Developer in terms of the Project Agreement</p> <p>viii. That the Parties affirm that they shall implement the Project in good faith and shall take all necessary reasonable steps to see the Project through expeditiously.</p>	
34	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICCG such as UPS, Diesel Generator Units, Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.	Request deletion of scope	<p>Clause is modified to below, Capex &amp; Opex of UPS with ICT &amp; Non ICT (lighting) power backup of up to 4 hrs will be borne by MSI.</p> <p>Each City SPV will provision for DG Set &amp; recurring diesel consumptions.</p> <p>DG Set &amp; recurring diesel consumption is out of SI Scope of work</p>
35	c	10	Method of selection - Least cost System (LCS)	Considering the fact that this it is for selection of Master system integrator and not only hardware requirement, we request the authority to reconsider the method of selection approach from Least	No change. RFP Condition prevails.

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				cost system to Quality and cost based selection (QCBS)	
36	2.5 Pre-Qualification Criteria	51	<p>The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17).</p> <ul style="list-style-type: none"> <li>• For Sole Bidder – 30 Cr (Indian Rupees)</li> <li>• For Consortium <ul style="list-style-type: none"> <li>o Lead Bidder should have minimum 20 Cr from TSE</li> <li>o Each of the consortium members should have minimum Rs. 2 Cr from TSE</li> <li>o Together the lead bidder and the consortium members should have 30 Cr TSE</li> <li>o Smart Elements Projects includes Command &amp; Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Utility</li> </ul> </li> </ul>	<p>Considering the fact that all the smart elements mentioned in the clause requires Smart Connectivity without which these 'SMART element " will not work. Does laying of OFC cabling, MPLS, WAN, Wi-Fi included in the SMART elements??? Also what does SMART DATA CENTRE/DR mean can you provide more details??</p>	<p>No change. RFP Condition prevails.</p> <p>Smart Data Centre / DR limited to commissioning of DC /DR Projects.</p>

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			Infrastructure such as water supply, power, gas, sewerage, drainage etc.		
37	2.5 Pre-Qualification Criteria	52	<p>The sole Bidder or the Lead bidder in case of a Consortium, should possess CMMi Level 5 and any one of the below valid Certifications which are valid at the time of bid submission:</p> <ul style="list-style-type: none"> <li>• ISO 20000:2011 for IT Service Management</li> <li>• ISO 27001:2005 for Information Security Management System</li> </ul>	<p>This is a restrictive clause as the project is more about System Integration and since consortium has been allowed we request the authority to consider Certification from consortium partners as well. Certification from Consortium partner is being considered in all the Smart City RFPs/Large Bid by Government.</p>	<p>Clause is hereby modified, The sole Bidder (including subsidiary / parent / group company) or any member of a Consortium, should possess CMMi Level 5 and any one of the below valid Certifications which are valid at the time of bid submission:</p> <ul style="list-style-type: none"> <li>• ISO 20000:2011 for IT Service Management</li> <li>• ISO 27001:2005 for Information Security Management System</li> </ul>
38	2.5 Pre-Qualification Criteria	52	Turnover & Positive net worth	Requesting addition of CA along with Statutory Authority	Clarified as following, Certificate from the Statutory auditor/ CA
39	2.5 Pre-Qualification Criteria	53	Blacklisting	Requesting removal of subsidiary or group companies	Clause modified as following, Lead Bidder and its Consortium partner should not have been blacklisted by Multi Lateral Funding Agency / Govt. Of India / Govt. of Tamil Nadu / by any other State Government / PSU's on the date of bid submission.
40	2.6.1 Bidder's Organizational Strength and Experience	56	Lead Bidder or its consortium members having experience in Implementation & maintenance of large Utility Management System / Municipal Services Project	Request the authority to consider projects value of 5 Cr or above in this criteria	Clause is modified as following, Lead Bidder or its consortium members having experience in Implementation & maintenance of large Utility Management System / Municipal Services Project in last

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			in last ten (10) financial years. Value of each project should be at least of INR 20 crores. <ul style="list-style-type: none"> <li>• 3 citations 7.5 marks,</li> <li>• 2 citation =5 marks</li> <li>• 1 citation 2.5 marks</li> <li>• else 0 Marks</li> </ul>		ten (10) financial years. Value of each project should be at least of INR 10 crores. <ul style="list-style-type: none"> <li>• 3 citations 7.5 marks,</li> <li>• 2 citation =5 marks</li> <li>• 1 citation 2.5 marks</li> </ul> else 0 Marks
41	2.6.1 Bidder's Organizational Strength and Experience	57	Experience in Implementation & maintenance of application in cloud hosted environment in India or abroad	Request the authority to consider projects value of 15 Cr or above in this criteria	No change. RFP Condition prevails.
42	RFP Section: 1.6.4.5   1.2 Functional Requirement of Command and Control Center	208	Specs Number: 84   Heading: High Availability	Should the data platform provide natively support high availability and scalability?	Clarified as following, Data Platform - PaaS service for availability and scalability
43	RFP Section: User Security and Monitoring   Sub section: Data Security	227	Heading: Traditional Structured Enterprise Data   Bullet point 2	Should the data platform provide native support to secure data from super users	Clarified as following, Data Platform should restrict access to data based on roles and access privileges only.
44	RFP Section: 1.6.4.5   Multi-tenancy	199	Specs Number: 47   Heading: Multi-tenancy	Should the data platform support managing multiple data platforms as a single entity natively?	Clarified as following, Data Platform should support isolation of Data for each city and should also be capable to manage all data platforms as single entity.
45	RFP Section: 1.6.4.5   ICCO Operations	194	Specs Number: 22   Heading: ICCO Operations	Should the audit trail of the data platform be secured and stored separately?	Clarified as following, Audit Trail of the data platform has to be stored and accessible

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
					separately for information security review as needed.
46	RFP Section: 1.6.4.5   Location engine	191	Specs Number: 6   Heading: Location engine	Should the data platform provide native support for geo-spatial data?	Clarified as following, Geo-spatial data format has to be support by PaaS based Data Platform
47	RFP Section: 1.6.4.5   Platform upgrade and maintenance	192	Specs Number: 15   Heading: Platform upgrade and maintenance	Should the data platform native support replication of data to multiple targets?	Clarified as following, As per RFP specs, Platform should be deployed on a cloud for replication with zero down time during platform upgrade or maintenance. The bidder can use suitable technology to achieve the same.
48	2.6.4. Common Command Center Application	65	Criteria - Number of deployments on cloud across the globe	Since the City Control and Common Center Application Software Platform is widely deployed on Premises and only recently the deployments of Cloud have started , we request that the Control and Command Center Application Platform experience also be taken into account.	Clause modified as following,  Number of deployments of Common Command Center Application (Platform or Product) across the globe
49	2.6.4. Common Command Center Application	65	Criteria Details - Proposed platform for City Control and Command Center by bidder should have been deployed in India or abroad in last 5 years, with each project of value Rs.5 Cr and above.	Since Smart City is a new initiative and many cities are currently adopting the same, We request you to revise the Project Citations to reflect the situation on ground .	Clause modified as followings,  Proposed platform for City Control and Command Center by bidder / OEM should have been deployed in India or abroad in last 5 years, with each project of value Rs.5 Cr and above.

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring &amp; Executive Dashboards and law enforcement.</p> <ul style="list-style-type: none"> <li>• 5 citations (with 2 hosted on cloud) = 10 mark,</li> <li>• 4 citations = 8 marks,</li> <li>• 3 citations = 5 marks,</li> <li>• 2 citation = 2 marks</li> <li>• else 0 Marks</li> </ul> <p>Bidder to submit Case study + Copy of work order/Client certificate detailing Scope &amp; value from platform OEM along with name of cities and details of use cases being handled.</p> <p>In Case of ongoing project - Case study + Copy of work order + Assignment Details as per the format provided.</p>		<p>The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring &amp; Executive Dashboards and law enforcement.</p> <ul style="list-style-type: none"> <li>• 4 citations (with one Citation hosted on cloud) = 10 mark,</li> <li>• 3 citations = 6 marks,</li> <li>• 2 citations = 4 marks,</li> <li>• 1 citation = 2 marks</li> <li>• else 0 Marks</li> </ul> <p>Bidder/OEM to submit Case study + Copy of work order/Client certificate detailing Scope &amp; value from platform OEM along with name of cities and details of use cases being handled.</p> <p>In Case of ongoing project - Case study + Copy of work order + Assignment Details as per the format provided.</p> <p>In Case of completed project - Case study + Copy of work order + Assignment Details as per the</p>



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>In Case of completed project - Case study + Copy of work order + Assignment Details as per the format provided.+ Completion Certificate</p> <p>In case of NDA, Company Secretary / Chartered Accountant Signed Certificate of OEM providing details of Scope of work and Value &amp; phase of project. Since Smart City is a new initiative and many cities are currently adopting the same, We request you to revise the Project Citations to reflect the situation on ground .</p>		<p>format provided.+ Completion Certificate</p> <p>In case of NDA, Company Secretary / Chartered Accountant Signed Certificate of OEM providing details of Scope of work and Value &amp; phase of project.</p>
50			To be added	<p>It is recommended to have a Cloud Access Security Broker for visibility, compliance, data security, and threat protection for cloud-based services, provides insights into users, behaviors, and data stored in the cloud with following features</p> <ul style="list-style-type: none"> <li>- On-Demand scanning of data stored in the cloud</li> <li>- Cloud usage analytics</li> <li>- User entitlement management</li> <li>- Configuration assessment</li> </ul>	No change in RFP

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				<ul style="list-style-type: none"> <li>- Predefined policies</li> <li>- Data loss prevention and threat detection</li> <li>- Compliance tools including SOX, PCI and HIPAA</li> <li>- User behavior and activity monitoring</li> </ul>	
51			To be added in ICCC Bill of Materials	<ol style="list-style-type: none"> <li>1. Firewall with UTM functionalities in High Availability Mode</li> <li>2. Link Load Balancer</li> <li>3. End Point Security for all end Point devices</li> <li>4. Security Event and Information System (SIEM) at Security Operations center in State ICCC</li> </ol>	No change in RFP
52			To be added in DC Bill of Materials	<ol style="list-style-type: none"> <li>1. Next Generation Firewall for Perimeter as VM in High Availability</li> <li>2. Intrusion Prevention System as VM in High Availability Mode</li> <li>2. Advanced Persistent Threat as VM</li> <li>3. Web Application Firewall as VM in High Availability</li> <li>4. Application Delivery Controller as VM in High Availability</li> <li>5. Cloud Access Security Broker</li> <li>6. Identity and Access Management</li> </ol>	No change in RFP

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
53	Section 2.5, Sl. No. 1, PQ criteria - Legal Entity	49	<ul style="list-style-type: none"> <li>All the consortium members are equally responsible and jointly &amp; severally liable under this RFP</li> </ul>	<p>We request for the following Changes.</p> <p>The Lead Bidder of the Consortium shall be Jointly and Severally Liable for the Entire project under this RFP, Whereas each Member of the Consortium liable for its scope of Work under this RFP</p>	No change. RFP Condition prevails.
54	2.6.4. Common Command Center Application	65	<p>Criteria Details - Proposed platform for City Control and Command Center by bidder should have been deployed in India or abroad in last 5 years, with each project of value Rs.5 Cr and above.</p> <p>The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring &amp; Executive Dashboards and law enforcement.</p>	<p>Since Smart City is a new initiative and many cities are currently adopting the same, We request you to revise the Project Citations to reflect the situation on ground .</p> <p>We would request you to consider Command Centre instead City Command Centre.</p> <p>We would request you to consider Indian environment only.</p>	Refer above changes / Prebid Queries

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<ul style="list-style-type: none"> <li>• 5 citations (with 2 hosted on cloud) = 10 mark,</li> <li>• 4 citations = 8 marks,</li> <li>• 3 citations = 5 marks,</li> <li>• 2 citation = 2 marks</li> <li>• else 0 Marks</li> </ul> <p>Bidder to submit Case study + Copy of work order/Client certificate detailing Scope &amp; value from platform OEM along with name of cities and details of use cases being handled.</p> <p>In Case of ongoing project - Case study + Copy of work order + Assignment Details as per the format provided.</p> <p>In Case of completed project - Case study + Copy of work order + Assignment Details as per the format provided.+ Completion Certificate</p> <p>In case of NDA, Company Secretary / Chartered Accountant Signed Certificate of OEM providing details of Scope of work and Value &amp; phase of project.</p>		
55	Pre -Qualification Criteria for MSI and its Consortium Partner- Legal Entity	51	<ul style="list-style-type: none"> <li>• The Sole Bidder OR Consortium (Max 3 companies</li> </ul>	<ul style="list-style-type: none"> <li>• The Sole Bidder OR Consortium (Max 3 companies are allowed in a consortium)</li> </ul>	No change. RFP Condition prevails.

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>are allowed in a consortium)</p> <ul style="list-style-type: none"> <li>One of the consortium member should lead the consortium and should be registered in India under Companies Act 1956/2013 or as amended</li> <li>All the consortium members are equally responsible and jointly &amp; severally liable under this RFP for: <ul style="list-style-type: none"> <li>The delivery of products &amp; services</li> <li>Successful completion of this entire Project</li> <li>Meeting the SLAs</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>One of the consortium member should lead the consortium and should be registered in India under Companies Act 1956/2013 or as amended</li> <li>Lead bidder shall be responsible for entire SOW under this RFP for: <ul style="list-style-type: none"> <li>The delivery of products &amp; services</li> <li>Successful completion of this entire Project</li> <li>Meeting the SLAs while All the consortium members are responsible liable for their respective Scope of work.</li> </ul> </li> </ul>	
56	Section 2.5 Pre-Qualification Criteria - Turnover	52	<p>Bidder should have an average annual turnover of at least INR 200 Crores in over last 3 financial years (FY 2014-15, 2015-16 and 2016-17) from Annual Turnover from IT systems / IT System integration / ICT / system integration services / ICT based utility management / Transport management / command &amp; control center implementation / Network Operating Center (NOC) /</p>	<p>Bidder should have an average annual turnover of at least INR 200 Crores in over last 3 financial years (FY 2014-15, 2015-16 and 2016-17) from Annual Turnover from IT systems / IT System integration / ICT / system integration services / ICT based utility management / Transport management / command &amp; control center implementation / Network Operating Center (NOC) / MeITY empanelled Cloud services in India</p>	<p>Clarified as following, Supporting Document : Certificate from the Statutory Auditor /CA</p>

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>MeiTY empanelled Cloud services in India</p> <ul style="list-style-type: none"> <li>• In case of Single bidder, the average annual turnover should be 200 Crores for the last three years.</li> <li>• In case of Consortium: <ul style="list-style-type: none"> <li>o The lead bidders should have average annual turnover of minimum Rs 120 Crores</li> <li>o Each of the consortium members should have average annual turnover of minimum Rs 10 Crores</li> <li>o Together the lead bidder and the consortium members should have an average turnover of Rs 200 Cr.</li> </ul> </li> </ul> <p>Supporting Document : Certificate from the Statutory Auditor.</p>	<ul style="list-style-type: none"> <li>• In case of Single bidder, the average annual turnover should be 200 Crores for the last three years.</li> <li>• In case of Consortium: <ul style="list-style-type: none"> <li>o The lead bidders should have average annual turnover of minimum Rs 120 Crores</li> <li>o Each of the consortium members should have average annual turnover of minimum Rs 10 Crores</li> <li>o Together the lead bidder and the consortium members should have an average turnover of Rs 200 Cr.</li> </ul> </li> </ul> <p>Supporting Document : Certificate from the Statutory Auditor /CA</p>	
57	Section 2.5 Pre-Qualification Criteria - Turnover Smart Elements	53	<p>The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17).</p> <ul style="list-style-type: none"> <li>• For Sole Bidder – 30 Cr (Indian Rupees)</li> <li>• For Consortium</li> </ul>	<p>Please include Business Infrastructure, Support Services, ERP, Citizen Centric Applications and so on under Smart Elements .</p>	<p>Clause modified as following, The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17).</p> <ul style="list-style-type: none"> <li>• For Sole Bidder – 30 Cr (Indian Rupees)</li> <li>• For Consortium</li> </ul>

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<ul style="list-style-type: none"> <li>o Lead Bidder should have minimum 20 Cr from TSE</li> <li>o Each of the consortium members should have minimum Rs. 2 Cr from TSE</li> <li>o Together the lead bidder and the consortium members should have 30 Cr TSE</li> <li>o Smart Elements Projects includes Command &amp; Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc</li> </ul>		<ul style="list-style-type: none"> <li>o Lead Bidder should have minimum 20 Cr from TSE</li> <li>o Each of the consortium members should have minimum Rs. 2 Cr from TSE / turnover from IT services</li> <li>o Together the lead bidder and the consortium members should have 30 Cr TSE</li> <li>o Smart Elements Projects includes Command &amp; Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Citizen Centric Applications, Mobile Apps, Business Intelligence, Utility Infrastructure such as water supply, power, gas, sewerage, drainage , Smart LED, Smart Lighting along with CCC implementation etc</li> </ul>
58	Section 2.6.4 Technical Evaluation Criteria- Common Command Center Application.Number of deployments on cloud across the globe	65	Proposed platform for City Control and Command Center by bidder should have been deployed in India or abroad in last 5 years, with each project of value Rs.5 Cr and above	1) Since the City Control and Common Center Application Software Platform is widely deployed on Premises and only recently the deployments of Cloud have started , we request that the Control and Command Center Application Platform	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring &amp; Executive Dashboards and law enforcement.</p> <ul style="list-style-type: none"> <li>• 5 citations (with 2 hosted on cloud) = 10 mark,</li> <li>• 4 citations = 8 marks,</li> <li>• 3 citations = 5 marks,</li> <li>• 2 citation = 2 marks</li> <li>• else 0 Marks</li> </ul> <p>Bidder to submit Case study + Copy of work order/Client certificate detailing Scope &amp; value from platform OEM along with name of cities and details of use cases being handled.In Case of ongoing project - Case study + Copy of work order + Assignment Details as per the format provided.</p>	<p>experience also be taken into account.</p> <p>we request that the Criteria be changed to reflect as follows:</p> <p>Number of deployments of Common Command Center Application across the globe</p> <p>2) Since Smart City is a new initiative and many cities are currently adopting the same, We request you to revise the Project Citations to reflect the situation on ground .</p> <p>We request the criteria to be changed to reflect as follows:</p> <p>Proposed platform for City Control and Command Center by bidder should have been deployed in India or abroad in last 5 years, with each project of value Rs.5 Cr and above.</p> <p>The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi ,</p>	



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>In Case of completed project - Case study + Copy of work order + Assignment Details as per the format provided.+ Completion Certificate</p> <p>In case of NDA, Company Secretary / Chartered Accountant Signed Certificate of OEM providing details of Scope of work and Value &amp; phase of project.</p>	<p>Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring &amp; Executive Dashboards and law enforcement.</p> <ul style="list-style-type: none"> <li>• 4 citations (with one Citation hosted on cloud) = 10 mark,</li> <li>• 3 citations = 6 marks,</li> <li>• 2 citations = 4 marks,</li> <li>• 1 citation = 2 marks</li> <li>• else 0 Marks</li> </ul> <p>Bidder to submit Case study + Copy of work order/Client certificate detailing Scope &amp; value from platform OEM along with name of cities and details of use cases being handled.</p> <p>In Case of ongoing project - Case study + Copy of work order + Assignment Details as per the format provided.</p> <p>In Case of completed project - Case study + Copy of work order + Assignment Details as per the format provided.+ Completion Certificate</p> <p>In case of NDA, Company Secretary / Chartered Accountant Signed Certificate of</p>	

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				OEM providing details of Scope of work and Value & phase of project.	
59	Section 2.6.4 Technical Evaluation Criteria- Common Command Center Application.Number of deployments on cloud across the globe	65	<p>Proposed platform for City Control and Command Center by bidder should have been deployed in India or abroad in last 5 years, with each project of value Rs.5 Cr and above</p> <p>The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring &amp; Executive Dashboards and law enforcement.</p> <ul style="list-style-type: none"> <li>• 5 citations (with 2 hosted on cloud) = 10 mark,</li> <li>• 4 citations = 8 marks,</li> <li>• 3 citations = 5 marks,</li> <li>• 2 citation = 2 marks</li> <li>• else 0 Marks</li> </ul>	<p>We request you to please change this criteria from bidder to OEM.</p> <p>Proposed platform for City Control and Command Center by PROPOSED OEM should have been deployed in India or abroad in last 5 years, with each project of value Rs.5 Cr and above</p> <p>The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring &amp; Executive Dashboards and law enforcement.</p> <ul style="list-style-type: none"> <li>• 5 citations (with 2 hosted on cloud) = 10 mark,</li> <li>• 4 citations = 8 marks,</li> <li>• 3 citations = 5 marks,</li> <li>• 2 citation = 2 marks</li> </ul>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>Bidder to submit Case study + Copy of work order/Client certificate detailing Scope &amp; value from platform OEM along with name of cities and details of use cases being handled.In Case of ongoing project - Case study + Copy of work order + Assignment Details as per the format provided.</p> <p>In Case of completed project - Case study + Copy of work order + Assignment Details as per the format provided.+ Completion Certificate</p> <p>In case of NDA, Company Secretary / Chartered Accountant Signed Certificate of OEM providing details of Scope of work and Value &amp; phase of project.</p>	<p>• else 0 Marks</p> <p>Proposed OEM to submit Case study + Copy of work order/Client certificate detailing Scope &amp; value from platform OEM along with name of cities and details of use cases being handled.In Case of ongoing project - Case study + Copy of work order + Assignment Details as per the format provided.</p> <p>In Case of completed project - Case study + Copy of work order + Assignment Details as per the format provided.+ Completion Certificate</p> <p>In case of NDA, Company Secretary / Chartered Accountant Signed Certificate of OEM providing details of Scope of work and Value &amp; phase of project.</p>	
60	6. Annexure 6 – Formats for Submission of the Financial Bid	302	6. License cost per sensor (per Video and non-Video sensors Including (applicable only when sensor level integration is required to be done)	<p>Our Understanding is that the Sensor here means Sensor data that will be processed by the Command and Control Center Application Platforms received either through the IoT Gateway or through the API gateway .</p> <p>Kindly confirm if our understanding is right.</p>	<p>Clarified as following, License cost per sensor (per Video and non-Video sensors ) when sensor level integration is required either directly through the IoT Gateway or through the API Gateway)</p> <p>Revised Financial Bid is shared below</p>

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
	6. Annexure 6 – Formats for Submission of the Financial Bid	302	7. Cost for number of client / user licenses for City Operations center platform (applicable only when sensor level integration is required to be done) - 1 license per 200 sensor licenses (total of line 6 / 200) This is cost for operations and comprehensive maintenance (Only for 10 Cities)	<p>The Command and Control Center Application Platform support three type of Users - Operator who operate on the Alerts , Supervisor of the command center and Analytics user. Our understanding is that the no of user mentioned is a sum of all the three type of users .</p> <p>We understand that the no of sensor to the no of user formula is only a guideline . However the costing will be based on the number of users indicated in the requirements and this will be the basis for procurement</p> <p>Kindly confirm if our understanding is right.</p>	<p>Clarified as following,</p> <p>Each CCC will have max of 10 operators only. Limited the overall ICCC platform user licensing to 200 users.</p> <p>Revised Financial Bid is shared below</p>
61	Section 2.5 Pre-Qualification Criteria/Turnover Smart Elements	53	<p>The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17).</p> <ul style="list-style-type: none"> <li>• For Sole Bidder – 30 Cr (Indian Rupees)</li> <li>• For Consortium <ul style="list-style-type: none"> <li>o Lead Bidder should have minimum 20 Cr from TSE</li> </ul> </li> </ul>	<p>Kindly change the clause to "The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17).</p> <ul style="list-style-type: none"> <li>• For Sole Bidder – 30 Cr (Indian Rupees)</li> <li>• For Consortium <ul style="list-style-type: none"> <li>o Lead Bidder should have minimum 20 Cr from TSE</li> <li>o Each of the consortium members should have minimum</li> </ul> </li> </ul>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<ul style="list-style-type: none"> <li>o Each of the consortium members should have minimum Rs. 2 Cr from TSE</li> <li>o Together the lead bidder and the consortium members should have 30 Cr TSE</li> <li>o Smart Elements Projects includes Command &amp; Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System</li> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken (work order &amp; partial (85% completion of project scope)/ final financial completion certificate from client</li> </ul>	<p>Rs. 2 Cr from TSE/turnover from IT services</p> <ul style="list-style-type: none"> <li>o Together the lead bidder and the consortium members should have 30 Cr TSE/ 30 Cr turnover from IT services</li> <li>o Smart Elements Projects includes Command &amp; Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System</li> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects / IT services for the specified years.</li> <li>• Proof of the projects undertaken (work order &amp; partial (85% completion of project scope)/ final financial completion certificate from client"</li> </ul>	
62	Section 2.5 Pre-Qualification Criteria/Experience in implementation of Smart Elements	55	The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC, atleast any of the seven	Kindly change the clause to "The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC, atleast any of the three smart	No Change in RFP

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			smart elements as mentioned in Annexure 16	elements as mentioned in Annexure 16 "	
	Section 1.16	40	Deviations and Exclusions Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit s declaration to this effect.	Please allow bidder to submit the modifications required in the RFP terms and conditions so that agreement can be signed based on mutually agreed clauses	No change in RFP
63	Section 1.21	41	In the event of any assumptions, presumptions, key points of discussion, recommendation or any points of similar nature submitted along with the Bid, TUFIDCO reserves the right to reject the Bid and forfeit the EMD.	Please remove the EMD forfeiture in this case. Please allow bidder to submit the modifications required in the RFP terms and conditions so that agreement can be signed based on mutually agreed clauses	No change in RFP
64	Section 1.26	45	Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, TUFIDCO shall forfeit the EMD,	Please remove the EMD forfeiture in this case. In case of conflict of interest, bid may be rejected	No Change in RFP
65	Section 2.4.3	49	The bidder with the least quote will be the successful bidder	Quality of the bid should be given due importance. Hence please modify the award criteria to Quality cum cost based (QCBS) giving 80% weightage to Technical score and 20% weightage to Commercial score	No Change in RFP
66	Section 50	180	Maximum Penalty applicable for any quarter shall not exceed 10% of the	Please modify this as "Maximum Penalty applicable for any quarter shall not exceed 5% of the 'applicable fees' for the	No Change in RFP

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			'applicable fees' for the respective month.	respective month." And also penalty should be applicable if the reason for non compliance is solely attributable to bidder	
67	Section 34	166	Limitation of Liability:	Limitation of Liability should be 10% of Total Contract Value	Clarified as following, Please read RFP SLA penalties – its capped at 10% of Total Contract Value
68	Section 19	153	Taxes	Bid prices should be tax exclusive. Taxes shall be payable @ rates prevailing on the date of invoicing.	Clarified as following, Bid prices is exclusive of Taxes but the prevailing Taxes as on bid submission must be shared with TUFIDCO and annexure to financial bid
69	1.5 Enterprise Management System	38	General Query	Data retention period, if any	Clarified as following, Under PaaS model TUFIDCO intends to store data and pay on consumption basis
70	1.5 Enterprise Management System	38	General Query	Number of users logging in simultaneously to the portal	Clarified as following, Initial 15 users per CCC for 10 city and 20 users for State HQ. limit the overall sizing to 200 users.  Under PaaS model TUFIDCO intends to expand user base as needed and pay on consumption basis
71	Section 3, Schedule 2	69	Common Cloud based DC & DR will be a PaaS (Platform as a Service) Component of the smart city project.	Does this refer to the smart city as a PaaS model?	Clarified as following, Smart City CCC Software platform is has to be PaaS model only.
72	iv. Infrastructure Security	231	Deploy anti-virus software to all workstations and servers to reduce the	Clarify?	Clarified as following,

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			likelihood of security threats		Endpoint Protection is an important threat vector coverage area. MSI has to ensure every workstations has to have adequate Endpoint Protection via cloud based subscription model.
73	RFP Section 2.6.2  Proposed Solution, Approach and Methodology (Total Marks-05)	60	Point 5 : ICCC platform OEM roadmap for next 10 years along with planned L1, L2 and L3 support	Please consider the roadmap duration same as the duration of tender contract	Clause is modified to the following, ICCC platform OEM roadmap for next 6 years along with planned L1, L2 and L3 support
74	RFP Section :2.6.4. Common Command Center Application	63	Point 1: Number of deployments on cloud across the globe	Some of our OEM'S have Enterprise Grade Command Center products. Hence request you allow to propose 'Platform or Products'	Clause is modified to the following, Number of deployments of Common Command Center Application (Platform or Products) across the globe
75	RFP Section :2.6.4. Common Command Center Application	63	Point 1:"The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force	There have been significant contributions in citizen welfare and services in the areas of Public sector Networks, Defence, Telco Networks. Additionally, can we consider use case related to these smart elements ?	No change. RFP Condition prevails.



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			management, KPI Monitoring & Executive Dashboards and law enforcement."		
77	Turnover Smart Elements		The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 201516, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements Projects includes Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Utility	The aggregate Turnover from the Smart Elements (TSE) or Information Technology (ICT) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements or Information Technology (ICT) Projects may includes some or all components such as Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Citizen Centric Application, ERP, Business	Refer above changes / PreBid Query

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			Infrastructure such as water supply, power, gas, sewerage, drainage etc.	Intelligence Application, Mobile Application, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.	
78	Section 1.4	238	DBMS requirement for Command and Control Center Application	Clarify PaaS requirement?	Clarified as following, The database platform should provide dynamic scalability to address database compute scaleout issues without any down time.
79	1.2 Objective of the RFP	12	Bidders are expected to carefully read the contents of RFP. For reference purposes, wherever TUFIDCO name appears, it shall be read as “for and on behalf of 9 Smart Cities of the State of Tamil Nadu	We assume that "9" is a typographical error, and any references of 9 Smart Cities should be considered as '10' Smart Cities. Please confirm.	Clause is modified to the following, Bidders are expected to carefully read the contents of RFP. For reference purposes, wherever TUFIDCO name appears, it shall be read as “for and on behalf of 10 Smart Cities of the State of Tamil Nadu
80	Section 1.6.8	118	Go Live – Common Command and Control Application ready with one city app integration.	Go Live is only for 5 cities clarify	Clause is modified as following, Go Live – Common Command and Control Application ready with one city app integration. – for all ten
81	11. Annexure 10 - Format for Power of Attorney to Authorize Signatory	231	Annexure 10 - Format for Power of Attorney to Authorize Signatory	Request to kindly accept either Power of Attorney or Board Resolution for authorized signatory. Board Resolution is the legal document.	Clarified as following, Board Resolution will be accepted in lieu of Power of Attorney
82	i) Document Management Security	90	Support for Digital certificate	Please confirm that dongle or DSC required for Digital Signature solution will be procured by TUFIDCO	Clarified as following, TUFIDCO & Smart SPV are responsible for providing dongle / DSC

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83	Section 1.7	121	Compliance to Standards & Certifications	Kindly confirm if the proposed Server Operating System for all servers shall be Common Criteria EAL4+ certified as security shall be an important aspect.	Clarified as following, With MEITY empanelled CSP offering PaaS. TUFIDCO is not required to share Server Operating System specifications.
84	Section 1.6.7.5	107	Warranty support	Please clarify if The Software OEM shall have defined product life cycle and update policies for the all the supplied products.	Clarified as following, Please refer RFP on OEM product roadmap requirements
85	Annexure 12	325	Common guidelines/ comments regarding the compliance of equipment/ systems	Kindly append that the bidder shall not propose any freeware software/community edition. (as any such underlying freeware/community-edition may be a severe security risk).	Clause is modified to the following, the bidder shall not propose any freeware software/community edition.
86	Section 1.6.7.5	107	Warranty support	Kindly confirm that OEM of the various proposed system software shall have presence in India and shall have its own India Support center as well.	Clause is modified to the following, the OEM of various proposed system software shall have presence in India and shall have an own/authorized India Support Center
87	Annexure 12	325	Common guidelines/ comments regarding the compliance of equipment/ systems	Kindly confirm that the bidder shall propose full use license/subscription of various industry leading middleware software i.e. Integration Server, API management , Application Server, RDBMS etc instead of using any restrictive bundle as part of any Platform. The proposed Platform shall support multiple choices for the	Clarified as following, Only subscription of software via PaaS or SaaS is mandated.  IaaS is allowed only for integration of existing eGovernance application.

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				<p>middleware software instead of any vendor lock-in.</p> <p>The Authority shall be able to use these OEM Middleware software i.e. ESB, API Management, RDBMS, Application server even if it decides to change or discard the platform/bundle also at a later date.</p>	
88	Integration Architecture	219	Integration Architecture	<p>The RFP specifies scope for Integration of Various Business Applications with ICC. Please confirm that the bidder shall propose an Industry leading Enterprise ESB Solution.</p> <p>It is highly recommended to have an enterprise service bus / SOA architecture considering existing and future integrations.</p>	Bidders are encouraged to provide additional and better architecture that meet and exceed the requirements of the RFP.
89	1.6.3.3 Training and Capacity Building	84	Training and Capacity Building,	<p>It is more recommended to have trainings delivered by industry certified experts. Request you to please clarify &amp; confirm that OEM training to be considered as part of technical training requirement for products and solutions required in RFP</p>	<p>SI to ensure OEM &amp; CSP is involved in training.</p> <p>2 members per CCC will be invited to Chennai or TNIUS Coimbatore for initial Training</p> <p>15 members per Smart City will be trained locally.</p> <p>Overall staff training will be capped at 250 under scope of the project.</p>

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90	Integration Architecture	219	Integration Architecture	Kindly specify the Line Item for ESB Line Item in the Software Bill of Material to ensure that the Bidder provides a proper full-use enterprise ESB Product ( Just as the way other software line items are specified)	<p>ESB has to be billing from CSP part of Platform as a Service – ICCC Integrations. Envisaged Integrations are listed in scope and Financial Bid has line items for each specific integrations as well.</p> <p>Since ESB – AWS Service (API Gateway, SQS, SWF), Azure Service(API Management, Logic Apps, Service Bus) or similar has to be part of Platform as a Service from CSP Bidder</p>
91	Integration Architecture	219	Integration Architecture	Kindly specify the Line Item for API Management Line Item in the Software Bill of Material to ensure that the Bidder provides a proper full-use enterprise API Management Product( Just as the way other software line items are specified)	Bidders are encouraged to provide additional and better architecture that meet and exceed the requirements of the RFP.
92	2.5 Pre-Qualification Criteria, 9. Data Centre Location of Cloud Service Provider	52	The CSP should have Data Centre within the state of Tamil Nadu	Request you to kindly remove condition of DC being in Tamil Nadu. As per the scope of this project, there is no requirement for the DC to be in the same state. And in current technological scenario, location of the DC is irrelevant for the smooth execution of project. Going by the guidelines issued by Government of India, DC should be located anywhere in	No Change in RFP

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				India.  Suggested Clause is : "The CSP should have Data Centre within India"	
93	2.6.1 Bidder's Organizational Strength and Experience (Total Mark -60)	55	Criteria 2: Experience in Implementation and maintenance of large scale ICT based Utility Management System / Municipal Services in India	Request you to kindly allow International experience in this clause. It will allow us to share with you the most relevant international experience we have for Smart Cities.  Suggested Clause is: "Experience in Implementation and maintenance of large scale ICT based Utility Management System / Municipal Services in India or abroad"	Refer above changes / PreBid Query
94	1.3 Project Vision & Objectives	15	The Cloud based DC & DR will be connected with various city level ICCCs and various applications of the city from where feeds are to be received (except video feeds). It will host common command center application platform for all 9 cities. It will also host other common applications like integrated analytical layer / BI engine.	Kindly clarify	Clarified as following, Common ICCC platform is deployed at central cloud based DC & DR  Only Operator Display Terminals will be extended to each Smart City's CCC & 1 State HQ
95	Introduction	70	....DR of this data center will be on cloud based technology.....	We understand both DC and DR sites should be cloud based. Kindly confirm	Clarified as following, MEITY empanelled CSP to provide DC and DR

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
96	section 1.5	70	GIS platform	What are the expected number of GIS users for desktop and web GIS applications for each city/state & command centre operations for all cities?	Clarified as following, Web GIS for internal in CCC – 250 max across all 10 Smarty Cities and 1 State HQ  GIS Map Engine is also envisaged to show embedded heatmaps on individual Smart City Website and unified Mobile Apps
97	section 1.5	70	GIS platform	Is there any field survey for city GIS data collection/updation in scope of MSI?	No field survey is planned for data collections as part of this scope
98	section 1.5	70	GIS platform	Is hardware procurement for city GIS upgradation in scope of MSI or ULB will provide the hardware for upgradation?	Clarified as following, No hardware or desktop software procurement is envisaged. Only Cloud based Map Engine procurement is mandated.
99	1.6.1.4 Integration and Testing	77	The software solution provided by MSI should have the capability to integrate these all four types of data.(Video feed, Sensor Data, Structured data packets and Voice call)	Should we integrate these data feeds with GIS Web applications & Dashboard?	Clarified as following,  Integration of data feeds vis GIS layer with ability to overlay on web application in web browser without any additional plug-ins
100	Section 13	327	None of the IT / Non-IT equipment's proposed by the Bidder should be End of Life product. It is essential that the technical proposal is accompanied by the OEM certificate, where-in the OEM will certify that the product is not end of life & shall support for at least 7	Kindly clarify why 7 years.	None of the IT / Non-IT equipment's proposed by the Bidder should be End of Life product. It is essential that the technical proposal is accompanied by the OEM certificate, where-in the OEM will certify that the product is not end of life & shall support for at least 5 years or contract period – whichever is

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			years from the date of Bid Submission.		longer from the date of Bid Submission.
101	1.6.6.1	104	The MSI shall be responsible for establishing/providing cloud based hosting for applications of all the 9 Cities.	Kindly clarify	Clause is modified as following, The MSI shall be responsible for establishing/providing cloud based hosting for applications of all the 10 cities .
102	1.6.1	189	Cloud provider should offer a dashboard that displays up-to-the-minute information on service availability across multiple regions	As a Standard frequency for dashboard updation is 5 min. Kindly we request you allow minimum time of 5 min. instead of upto Minutes.	No Change in RFP
103	Cloud Service Provider (CSP) Capabilities	66	PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud	We are in Process to get PCI DSS certification for Delhi & Mumbai which will take another 2-3 month. Hence request to allow certification to be completed before award of the contract.	No Change in RFP
104	Section 2.5 Pre-Qualification Criteria		<p>Turnover Smart Elements</p> <p>The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17).</p> <ul style="list-style-type: none"> <li>• For Sole Bidder – 30 Cr (Indian Rupees)</li> <li>• For Consortium <ul style="list-style-type: none"> <li>o Lead Bidder should have minimum 20 Cr from TSE</li> </ul> </li> </ul>	<p>Utility Infrastructure means any projects which includes civil works like, wiring, laying underground pipelines, and related activities. Utility Infrastructure doesn't corospond with the SoW in the RFP neither with the Smart elements.</p> <p>Whereas IT/ICT based Utility Management solutions requires implementation of software solution and integrates various Smart components.</p>	Refer above changes / PreBid Query



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			<ul style="list-style-type: none"> <li>o Each of the consortium members should have minimum Rs. 2 Cr from TSE</li> <li>o Together the lead bidder and the consortium members should have 30 Cr TSE</li> <li>o Smart Elements Projects includes Command &amp; Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.</li> </ul>	<p>Request you to kindly read the clause as below:</p> <p>Smart Elements Projects includes Command &amp; Co communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Utility ICT solutions for water, power, gas, sewerage, drainage etc./Enterprise Integration platform for Public Utilities.</p>	
105	Implementation Phase: Track I	24	Implementation of common applications on Cloud based DC & DR and integration as per the agreed FRS, SRS and SOPs.	<p>Who would be the authority to sign-off the agreed FRS, SRS &amp; SOP's ?</p> <p>Will it be single FRS, SRS &amp; SOP's for all 10 cities or different FRS, SRS &amp; SOP's for all 10 cities?</p>	<p>Clarified as following,</p> <p>TUFIDCO will be the nodal agency to coordinate with City SPV for an common FRS, SRS &amp; SOP's</p> <p>SI has to visit each smart city SPV will preparation of FRS, SRS &amp; SOPs to mark any deviations requested by the individual City SPV.</p>

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				Will the SI need to take sign-off from each Smart City SPV?	
106	1.2 Objective	12	For reference purposes, wherever TUFIDCO name appears, it shall be read as “for and on behalf of 9 Smart Cities of the State of Tamil Nadu”.	Kindly clarify whether it would be 9 cities or 10 cities.	Clause is modified as following, For reference purposes, wherever TUFIDCO name appears, it shall be read as “for and on behalf of 10 Smart Cities of the State of Tamil Nadu”.
107	Overview of Scope 2. H	72	MSI will be required to provide Help Desk for all cities ICC for following activities	What would be the support hours for Help Desk (24x7, 8x5)?	Clarified as following, MSI has to provide an centralized helpdesk from State HQ CCC only.  Individual City based CCC team will connect with Helpdesk on State HQ in Chennai.  24 x 7 support hours is expected in shifts – manpower prescribed in financial bid format only.
108	1.4 E-Governance Application	70	The MSI is required to enhance the current application and add the missing modules of E-Governance application which are required for seamless operations for all the ULBs and departments of Ten Cities of Tamil Nadu.	Please provide details of existing e-gov software – 1 If it is a custom built application, please let us know what is the technology stack? 2 What are the modules currently functional?	Clarified as following,  Phase 1 modules being used in all ULB, <ul style="list-style-type: none"> <li>• Accounts</li> <li>• Administration</li> <li>• Non-Tax</li> <li>• Profession Tax</li> <li>• Property Tax</li> <li>• Trade License</li> <li>• Birth &amp; Death</li> <li>• Water Supply</li> <li>• UGD</li> <li>• Grievance Redress System</li> <li>• Citizen Facilitation Centre</li> </ul>

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					<p>Phase 2 modules rolled out to model cities – Vellore &amp; Erode,</p> <ul style="list-style-type: none"> <li>• Audit</li> <li>• Asset Management</li> <li>• Employee Self Service</li> <li>• File Management System</li> <li>• Legal</li> <li>• Inventory and Material Management</li> <li>• Personnel Management System</li> <li>• Solid Waste Management System</li> <li>• Vehicle Management System</li> <li>• Procurement System</li> <li>• Building Permission System</li> <li>• School Management System</li> <li>• Citizen Portal</li> <li>• Ward Works</li> <li>• Hospital Management System</li> <li>• Assembly Questions and Answers</li> </ul>
109	Sec 1.29 Right to vary quantity,	46	At the time of award of contract, the quantity of goods, works or services originally specified in the bidding documents may be increased not more than 10%. It shall be without any change in the unit prices or other terms and conditions of the Bid and the bidding documents.	Kindly change to adjust cost per the quantities and unit price.	<p>Clause is modified as following,</p> <p>At the time of award of contract, the quantity of goods, works or services originally specified in the bidding documents may be increased not more than 10%. It shall be without any change in the unit prices or other terms and conditions of the Bid and the bidding documents. However the total price would be adjusted as per the quantities and unit price.</p>
110	2.5 Pre-Qualification Criteria,	51	The bidder should furnish, as part of its proposal,	As we are public sector undertaking, it is requested to	No change. RFP Condition prevails.

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			an earnest money deposit of Rs. 50 lakhs.	exempt us from submission of EMD.	
111	2.5 Pre-Qualification Criteria,	51	The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17).	Please confirm whether TSE of RS. 30 asked is for 3 years or for each year.  Requested to please include Traffic Signals, Vehicle detectors, Connectivity, bandwidth also under Smart Elements	No change. RFP Condition prevails.
112	2.5 Pre-Qualification Criteria,	56	The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC, atleast any of the seven smart elements as mentioned in Annexure 16.	As there are only two or three bidders in Smart City Market who possess the past experience in Smart City domain and Smart Utilities , it is requested to kindly change it 3 Smart Elements instead of 7.  Also please include variable message signage boards, traffic detectors	No change. RFP Condition prevails.
113	2.6.1 Bidder's Organizational Strength and Experience,	57	Experience in Implementation & maintenance of application in cloud hosted environment in India or abroad. By Sole Bidder or any members of the consortium	The cloud hosting technology has emerged in recent years, the availability of major bidders having cloud hosting experience in India are very few.  As we are engaging the CSPs for this opportunity for whom the required PQ-TQs are defined in the RFP, this criteria for SI may be relaxed	No change. RFP Condition prevails.

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114	2.6.1 Bidder's Organizational Strength and Experience	59	Bidders will be required to do the Demo / POC of a maximum of 15 smart city use cases. Bidder will be given minimum of 1 week to establish setup for infrastructure doing the Demo / POC at Tamil Nadu. Bidder will be provided with a room from TUFIDCO to do the required setup. Details of the use cases are provided in the Annexure 16 of this RFP	As POC requires complete set up of sensors and smart elements, one week time is very short.  It may be extended to 1 month.	No change. RFP Condition prevails.
115	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Clause stands deleted
116	2.6.1 Bidder's Organizational Strength and Experience (Total Mark -60)	59	5 Live Demo / POC Bidders will be required to do the Demo / POC of a maximum of 15 smart city use cases. Bidder will be given minimum of 1 week to establish setup for infrastructure doing the Demo / POC at Tamil Nadu. Bidder will be provided with a room from TUFIDCO to do the required setup. Details of	We understand that it will be an On-premise Demo POC where the CCC platform needs to be installed locally to demonstrate the use cases mentioned. Please confirm if the understanding is correct.	Clarified as following, POC/Demo of smart city use cases can be given through remote access from TUFIDCO Chennai Office or local demonstration. Demonstration has to be on proposed CSP with PaaS Service running.

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			the use cases are provided in the Annexure 16 of this RFP.		
117	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Please provide information on all the existing GIS Software at each location to work-out an architecture n how to these systems can be re-used	Clarified as following,  Clause referring to reuse and upgrade of existing ArcGIS stands deleted
118	1.6.1.4 Integration & Testing Phase	76	Structured Data Packets SCADA GIS Data, DIAL 100 (GPS Co-ordinates of vehicles), Alert messages, ITMS, Citizen Mobile App,	What are the GIS layers available with each city which can be used for the project?	Clarified as following,  Movable Asset Tracking (State Transport Unit, SWM Vehicles, Emergency Vehicles, Ambulance, Patrol Vehicles)  GIS integration for Variable message display  Ability to via traffic & terrain data similar to Google maps/bing maps/mapmyindia

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
					Ability to generate overlay on property tax, health statistics, citizen grievance locations – via heatmaps / map engine based visualization in each CCC for individual smart city and aggregated GIS map engine based display at State HQ ICCC in Chennai
119	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Clarify existing ArcGIS environments	<p>Clause is modified as following,</p> <p>Clause referring to existing ArcGIS stands deleted.</p> <p>MSI Should provide open GIS platform/Google Maps / Map My India / Bing Maps with an ability to have updated point on interests.</p> <p>Map Engine should be provided as Software as a Service only.</p> <p>MSI should provide Map Engine with the following specifications:</p> <p>1)Engine should have integrated Detailed GIS maps having features to support all the specific components of the requirements</p> <p>2)Integrated data sets to support search and routing features</p>

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
					<p>3)Engine should have support for both Web &amp; Mobile Platform</p> <p>4)Engine should publish API/Services to be consumed across all the applications including command and control center</p> <p>5)Engine should publish APIs to consume maps in 3rd party applications with basic navigations features on the map</p> <p>6)Engine should have capabilities to geo-code based on a text address, obtain address when latitude, longitudes are provided (reverse-geocode)</p> <p>7)Engine should provide APIs to routing and directions</p> <p>8)APIs/SDKs of the Map engine should be of open architecture and industry standard</p> <p>9)No additional licenses to needed procured in the future for scalability on number of city.</p> <p>10) MSI to provide map Engine usage based billing along with CSP consumption charges breakup</p>



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120	6. Annexure 6 – Formats for Submission of the Financial Bid	302	6. License cost per sensor (per Video and non-Video sensors Including (applicable only when sensor level integration is required to be done)	Kindly explain	Clarified as following, Sensor here refers to Sensor data that will be processed by the Command and Control Center Application Platforms received either through the IoT Gateway or through the API gateway .
121	6. Annexure 6 – Formats for Submission of the Financial Bid	302	7. Cost for number of client / user licenses for City Operations center platform (applicable only when sensor level integration is required to be done) - 1 license per 200 sensor licenses (total of line 6 / 200) This is cost for operations and comprehensive maintenance (Only for 10 Cities)	<p>The Command and Control Center Application Platform support three type of Users - Operator who operate on the Alerts , Supervisor of the command center and Analytics user. Our understanding is that the no of user mentioned is a sum of all the three type of users .</p> <p>We understand that the no of sensor to the no of user formula is only a guideline . However the costing will be based on the number of users indicated in the requirements and this will be the basis for procurement</p> <p>Kindly confirm if our understanding is right.</p>	Revised Financial format is shared below

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122	6. Annexure 6 – Formats for Submission of the Financial Bid	302	7. Cost for number of client / user licenses for City Operations center platform (applicable only when sensor level integration is required to be done) - 1 license per 200 sensor licenses (total of line 6 / 200) This is cost for operations and comprehensive maintenance (Only for 10 Cities)	It is noted that the number of user licenses for the year 1 Operations is not available in the financial format, whereas the same is provided for the remaining years. Can you please provide the same.	Revised Financial format is shared below
123	1.5.6.39		The PHP Agent must have the below features: Automatic Frontend Detection and Monitoring Deep Transaction Trace Visibility Custom Instrumentation of the Frontend Marker, BlamePointTracer and Backend Marker	Kindly clarify	Clause stands deleted
124	1.5.4 Application Performance Management	243	o The security module must be able to prevent leap frog attempts, session continuous recording & no ideal session time out.	Kindly clarify	Clause stands deleted
125	1.5.4 Application Performance Management	243	The proposed module must offer in various forms: appliance-based, virtual appliance based.	Kindly Clarify	Clause stands deleted
126	2.5 Pre-Qualification Criteria, Page No.51	51	• Certificate from the Statutory Auditor / CA	Request to modify the Clause as:	No Change in RFP

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			<p>clearly specifying the annual turnover from Smart Elements projects for the specified years.</p> <ul style="list-style-type: none"> <li>• Proof of the projects undertaken (work order &amp; partial (85% completion of project scope)/ final financial completion certificate from client)</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken - work order/Contract agreement/ final financial completion certificate from client)</li> </ul>	
127	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Clarified as following, all members of the Consortium are jointly and severally liable to TUFIDCO.
128	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.	Please provide compensation and extension of time in case of delay due to Site not Ready.	This is the draft contract, which will be discussed with the selected bidder.
129	Schedule-3 General Conditions of Contract	150	Dispute Resolution 24.7 Except as otherwise provided elsewhere in the contract if any dispute,	Appointment of Arbitrator under the disputes referred under the clause- are in violation to the Arbitration and	This is the draft contract, which will be discussed with the selected bidder.

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof the same shall be referred to a Tribunal of three (3) Arbitrators, constituted as per the terms of and under the (Indian) Arbitration and Conciliation Act, 1996. MD of MPUDC or the Commissioner of UADD will be the Arbitrator from TUFIDCO in this case. One arbitrator shall be appointed by MSI and the two arbitrators shall appoint a third arbitrator.</p>	<p>Conciliation (Amendment) Act 2015- Please reconsider and provide for appointment of arbitrator by both parties jointly. Further, the appointment of arbitrators in case of other disputes is also unclear. Please clarify.</p>	
130	17 Payments	149	Each City will pay for its use and implementation.	We request you to delete this clause.	Clarified as following, TUFIDCO will be nodal agency for all 10 cities to collect invoice and process payment.
131	17 Payments	148	5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP.	Kindly Modify the Clause as: 5.1 MSI will be paid 25% on the submission of all the relevant documentations as mentioned in RFP.	Clause is modified as following, 5.1 MSI will be paid 15% on the submission of all the relevant documentations as mentioned in RFP.

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform.</p>	<p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 20%, once the common platform is SQTC certified and Go-Live of common platform.</p>	<p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 30%, once the common platform is SQTC certified and Go-Live of common platform.</p>
132	17 Payments	148	<p>6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 90% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	<p>Request to modify the Clause as:</p> <p>6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 30% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 70% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	<p>Clause is modified as following,</p> <p>6. One time cost for each service integration. This component will be paid by TUFIDCO post concurrence from City SPV. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 25% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 75% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>
133	17 Payments	149	<p>7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after</p>	<p>Request to modify the Clause as:</p> <p>7.1 MSI will be paid 70% of particular Infrastructure</p>	<p>No change. RFP Condition prevails.</p>

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICC.	component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 20% of particular Infrastructure component on Installation of particular City ICC. 7.3 MSI will be paid 10% of particular Infrastructure component on Go – Live of particular City ICC.	
134	17 Payments	149	Calculation for CAPEX items required for ICC establishment – If MSI is able to procure any particular item in a specific month then MSI will receive 80% of the value quoted in financial bid for the particular item. (30% for procurement and 50% for installation). Left 20% will be received by MSI when the Go-Live for the City ICC physical setup takes place. (As per clause 7 of this section). Similarly for other components percentages of payments are defined in the clauses given above.	The percentage mentioned in this Clause and the percentage of payment mentioned in 7.1 and 7.2 do not match. Kindly clarify.	Clause on pg. 149 stands deleted
135	17 Payments	149	MSI shall submit a separate monthly invoice to all CITY	We understand that 11 invoices will be required. 'We request	Clarified as following, TUFIDCO will be the nodal agency to approve

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			SPVs based on the success achieved so far.	Tufidco to be the Nodal Agency to ensure the approval of invoices and the payment to the Bidder from the SPVs without any delay. Kindly clarify.	invoices and the payments to the bidders after TUFIDCO takes concurrence from individual SPVs within 10 working days from submission of bill/invoice.
136	51 Measurement of SLA	178	Measurement of SLA	We understand that Pre-implementation and Post-implementation SLA together is capped at 10% of Contact value. Kindly confirm	Clarified as following, Pre-implementation and Post implementation SLA penalties are capped at 10% of contract value
137	Annexure 6 – Formats for Submission of the Financial Bid	305	O&M cost for Initial Non IT Setup for city ICCC (including Head Quarter ICCC at Tufidco): Networking Services	We understand that the line item "Networking services" includes 5 years Bandwidth and internet connectivity charges. But bandwidth and internet connectivity has a significant one time cost as well. Kindly mention the Line item head under which the One time cost for bandwidth/internet connectivity is to be included.	Revised Financial format is shared below
138	Annexure 6 – Formats for Submission of the Financial Bid	306	Project Resources	We understand that "8. Project Resources" has provision for the rates to be entered for O&M period only. Also, similar manpower is required during the implementation period as well. Kindly specify the line item head under which the manpower cost during implementation period is to be included.	Revised Financial format is shared below

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
139	Annexure 6 – Formats for Submission of the Financial Bid	307	O&M for Common Cloud Operations and Command Center Application Platform	The quantities for every year is varying. Kindly clarify if this is accurate or any change is to be made.	Revised Financial format is shared below
140	Annexure 6 – Formats for Submission of the Financial Bid	307	DR Services	Kindly specify the line item head under which DR services is to be included.	Revised Financial format is shared below
141	Pg no: 302 1 I, j	302	Fire Alarm System , Public address system	Kindly provide the ICCC Layout (No. of floors) (Length x breadth) to design Fire alarm and public address system in each city	Clarified as following, Bidder will propose layout at the identified CCC sites at each city. Each City has identified built-up area of upto 3000 sq.ft
142	Pg no: 302 1 k	302	Access control system	Kindly provide the ICCC Layout (No. of doors) to design Access control system in each city	Clarified as following, Bidder will propose layout at the identified CCC sites at each city. Each City has identified built-up area of upto 3000 sq.ft
143	Pg no: 302 b	302	Citizen Mobile Application with integration in CCC-10 nos	As per the bill of materials, mobile application is asked for 10 cites only. State level CCC at chennai require mobile application which is not captured in the bill of materials. Kindly confirm	Citizen Mobile Application is limited to 10 cities and not State HQ at Chennai.  Chennai Smart City will publish separate RFP for Citizen Mobile App
144	Annexure 6 – Formats for Submission of the Financial Bid	306	. (f) API Management Expert h ITMS Expert o Surveillance Expert	Please clarify Project Resources are to be provided for the mentioned fields as the same is not present in Page No. 296 & 297 Manpower Plan	Revised Financial format is shared below
145	Annexure 6 – Formats for Submission of the Financial Bid	305	6. License cost per sensor (per Video and non-Video sensors Including (applicable only when	We request you to kindly confirmed that the year-wise quantities mentioned under S.No.6 and 7 are the assured quantities and there will not be	Revised Financial format is shared below



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			sensor level integration is required to be done) 7. Cost for number of client / user licenses for City Operations center platform (applicable only when sensor level integration is required to be done)	any abnormal increase or decrease of the same.	
146	1.2 Functional Requirement of Command and Control Center Sl. 26 , Page No 196	196	Provide centralized Device Management from sensor to cloud.	Command centers normally connect to Subsystems, and those subsystems then connect to devices. Please confirm if the command center should only connect to smart element subsystems.	Clarified as following, smart elements sub systems will be procured in separate tender / out of scope for this bid. Cloud based command center application to interface with smart elements sub systems and CSP based IoT Hubs
147	1.6.8 Project Implementation Timelines	116	*This is independent of the City ICCC Physical Infrastructure to be ready.	We understand that all the CCC of individual cities and central CCC will be ready by the time the Letter of Intent is given to the successful bidder. Kindly clarify if our understanding is correct.	Clarified as following, All individual cities and State HQ has identified location for CCC setup. And the same is shared is below,
148	1.6.8 Project Implementation Timelines	116	C. Integration of Individual Application 1 SOPs and Use-Cases for operations in Command Center Application T1+30 Days 2 Testing of Application Integration T1+75 Days 3 Completion of Integration with UAT sign off T1+90 Days	We understand that T1 is to be replaced with T2 for this Clause. Kindly Confirm.	Clause 1.6.8 is modified as following, T1 is replaced with T2

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
149	51.3.3 Breach in supply of Technical Manpower	183	Bidder is required to propose the CVs of the required technical manpower (as mentioned in Vol 2).	It is not available in the portal for download	Clarified as following, Bidder is required to propose the CVs of the required technical manpower
150	1.1 Bidding Datasheet	13	The Bidder can either be a Single Company or a Consortium of companies / corporations. Maximum number of parties allowed in consortium are 3 including lead bidder.	We Request to consider Consortium of 4 Members including Lead bidder	No change. RFP Condition prevails.
151	1.6.1.5		The software solution should be scalable and modular in structure and should be able to integrate other future IT initiative of various Smart Cities. 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 Financial bid.	Kindly Clarify whether rate card is for TN or other state for model development and adoption	Rate Card is limited to future Smart Cities of TN only
152	2.5 Pre-Qualification Criteria Pre -Qualification Criteria for MSI and its Consortium Partner	55	4. For the purpose of evaluation criteria, if the bidding company (the lead bidder in case of consortium) is 100% subsidiary of an	In Most of the recent tenders, bidders who are wholly owned/ 99.99% or above subsidiary of their parent company, holding the same name were allowed to submit both technical and	Clarified as following, Parent Company & Subsidiary's technical and financial credentials can be submitted towards PQ and TQ criteria.

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			international or Indian company then the lead bidder's parent company's or parent company's other subsidiary relevant experience can be considered as lead bidder's experience.	financial credentials to meet PQ and TQ criterias. Hence, we request the authority to allow bidders to submit financial & technical credentials of their parent company. Kindly confirm.	
153	1.6.1.4	78	The common cloud based Command and Control Center Application (CCCA) at ICCC should be integrated with data feeds of the various Smart City systems envisaged under the each Smart City Programme.	What is the kind of integration required with Voice systems like dial100, dial 108, IVRS. Should the system also integrate with Channels like Chat, Web and Social Media?	Clarified as following, The system should integrate with Social Media and dial 100, dial 108 and IVRS  IVRS is limited to IT helpdesk for internal 10 CCC & 1 HQ ICCC
154	Section 1.3	14	For seamless operations of Cloud based DC & DR, it will also have cloud based DR. This DR is also required to be located in India and better seismic zone than Data Center.	Suggested Clause:  DC & DR from CSP to in different geographical locations	No change in RFP
155	Section 1.3	14	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	Cloud Service Provider must have Data Centre in India	No change. RFP Condition prevails.
156	Annexure 18	410	m) Can the CSP offer "Government Community Cloud" services if required.	Suggested Clause:  The CSP must be an empaneled cloud service provider by MeiTY ( <a href="http://meity.gov.in/content/gi-cloud-meghraj">http://meity.gov.in/content/gi-cloud-meghraj</a> )(Ministry of Electronics and Information	Clause m) on page 410 stands deleted

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				Technology for Virtual Private Cloud	
157	Section No. 17 Payments	147	Entire Section of Payment	<p>1. We request to provide the timeframe in days to approve/reject the Bill/Invoice after the submission. It should be not more than 3 days.</p> <p>2. We request to provide the timeframe in days to release the payment after an approval of bill/Invoice. It should be not more than 15 days.</p>	Clarified as following, Timeframe to approve/reject the Bill/invoice after submission is 10 working days. Timeframe to release payments after approval of bill/invoice will be not more than 20 workings days.
158	General		Consortium Partner	Kindly clarify whether single CSP provider can be do Consortium partner with multiple MSI and also offer solution to multiple MSIs	<p>Clarified as following,</p> <p>MEITY empanelled CSPs do not have to form consortium with MSI for participation.</p> <p>Incase a CSP is part of an consortium with MSI, then the said CSP cannot be party to any other bids.</p> <p>Upon selection of SI – TUF DICO with enter tripartite agreement with SI and CSP</p>
159	General		CSP	Can we quote DC and DR from different CSP provider? Please confirm	<p>Clarified as following,</p> <p>Bidder can choose multiple CSPs</p>

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
					<p>Bidder is expected to provide single unified CSP bill to show consumption based charges.</p> <p>PaaS service used in platform and solution should be mirror copies on both DC and DR for effective failover</p>
160	Integration Architecture	219	Integration Architecture	<p>The RFP specifies scope for Integration of Various Business Applications with ICC. Please confirm that the bidder shall propose an Industry leading Enterprise ESB Solution.</p> <p>It is highly recommended to have an enterprise service bus / SOA architecture considering existing and future integrations.</p>	Refer above changes / PreBid Query
161	Integration Architecture	219	Integration Architecture	<p>Kindly confirm that the technical specifications provided are indicative in nature and Not restrictive. Kindly confirm that The Bidder shall be able to propose an enterprise OEM Integration Tool/ESB and API Management Suite.</p>	Refer above changes / PreBid Query
162	1.6.3.3 Training and Capacity Building	84	Training and Capacity Building,	<p>It is more recommended to have trainings delivered by industry certified experts. Request you to please clarify &amp; confirm that OEM training to be considered as part of technical training requirement for</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				products and solutions required in RFP	
163	Annexure 12	235	Common guidelines/ comments regarding the compliance of equipment/ systems	Kindly confirm if the OEM Software license/subscription shall allow the software to be deployed on physical, virtual or cloud based servers.	Refer above changes / PreBid Query
164	Integration Architecture	219	Integration Architecture	Kindly specify the Line Item for ESB Line Item in the Software Bill of Material to ensure that the Bidder provides a proper full-use enterprise ESB Product ( Just as the way other software line items are specified)	Refer above changes / PreBid Query
165	Additional Security Requirement	246	Additional Security Requirement	Kindly Confirm if we can also add aadhar enabled system for additional security	Refer above changes / PreBid Query
166	1.3 Project Vision & Objectives	14	Each ICCC for the smart cities will have, on basis of city SPV requirements, a video wall of minimum 8 display panels of 55" inches as per the specifications mentioned in schedule – 2 , ICCC will have seating capacity of minimum 8 operators, however, for the go-live stage only upto 2 operators will be required. ICCC will have minimum 9 nos. of Desktop computers with all the required software licenses as per the	Please change to: Each ICCC for the smart cities will have, on basis of city SPV requirements, a video wall of minimum 8 display panels of 50" DLP Laser lit as per the specifications mentioned in schedule – 2 , ICCC will have seating capacity of minimum 8 operators, however, for the go-live stage only upto 2 operators will be required. ICCC will have minimum 9 nos. of Desktop computers with all the required software licenses as per the specification mentioned in schedule – 2.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			specification mentioned in schedule – 2.		
167	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	Video wall: 55" inches LED, The native resolution of each LED should be 1920 X 1080 pixels (Full HD) and should offer min 16.7 million colors.	Please change to: Video wall: 50" DLP Laser lit , The native resolution of each LED should be 1920 X 1080 pixels (Full HD) and should offer min 16.7 million colors.	Refer above changes / PreBid Query
168	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	The screen should have front accessibility and adjustable low inter screen gap < 1 mm to give seamless viewing experience.	Please change to: The screen should have front accessibility with 450mm depth and adjustable low inter screen gap < 1 mm to give seamless viewing experience.	Refer above changes / PreBid Query
169	Item "I"	267	Battery back-up support for 60 minutes on full load	The back-up time is mentioned 30 minutes on pg no. 83(xiv). Request you to pl clarify whether 30 min or 60 min required on each UPS in Common Battery Bank	Clause is modified as following, Battery back-up support for 4 hours on full load
170	Item "I"	268	TVSS and UPS shall be from same OEM	This specific to only one OEM.	Clause stands modified to have Surge Compliance
171	Item "I"	268	Power Factor - 0.9 at 30 deg C	per industry standard as 30 deg C demand Air Conditioner in UPS Room 24X7X365 days	Clause is modified as following, Power Factor - 0.9 at 40 deg C
172	Item "I"	268	Configuration - 3-Ph, 3-wire, N+PE / 1 Phase, L-N+PE	This is specific to one OEM Only	These are all indicative specifications, bidder may provide similar or better specifications

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
173	Item "I"	268	Freq Regulation (sync with bypass)	This is specific to one OEM Only	These are all indicative specifications, bidder may provide similar or better specifications
174	Item "I"	268	Input Voltage Range - 228-478Vac	This is specific to one OEM Only	These are all indicative specifications, bidder may provide similar or better specifications
175	Item "I"9	269	Bypass - Voltage Range - +15%, -20%	This is specific to one OEM Only	These are all indicative specifications, bidder may provide similar or better specifications .
176	Item "I"	269	Bypass - Freq Range -20%	This is specific to one OEM Only	These are all indicative specifications, bidder may provide similar or better specifications
177	2.5 Pre-Qualification Criteria / Pre -Qualification Criteria for MSI and its Consortium Partner / #7 - Certifications	52	The sole Bidder or the Lead bidder in case of a Consortium, should possess CMMi Level 5 and any one of the below valid Certifications which are valid at the time of bid submission: <ul style="list-style-type: none"> <li>• ISO 20000:2011 for IT Service Management</li> <li>• ISO 27001:2005 for Information Security Management System</li> </ul>	We request to revise the clause as below: The sole Bidder or the Lead bidder/Consortium in case of a Consortium, should possess CMMi Level 3 or above and any one of the below valid Certifications which are valid at the time of bid submission: <ul style="list-style-type: none"> <li>• ISO 20000:2011 for IT Service Management</li> <li>• ISO 27001:2005 for Information Security Management System</li> </ul>	Refer above changes / PreBid Query
178	2.5 Pre-Qualification Criteria / Pre -Qualification Criteria for MSI and its Consortium Partner / #6 - Turnover Smart Elements [TSE]	52	The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17). <ul style="list-style-type: none"> <li>• For Sole Bidder – 30 Cr (Indian Rupees)</li> </ul>	For better clarify we request to revise the phrase of clause as below for the smart elements Projects: The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 2015-	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<ul style="list-style-type: none"> <li>• For Consortium <ul style="list-style-type: none"> <li>o Lead Bidder should have minimum 20 Cr from TSE</li> <li>o Each of the consortium members should have minimum Rs. 2 Cr from TSE</li> <li>o Together the lead bidder and the consortium members should have 30 Cr TSE</li> <li>o Smart Elements Projects includes Command &amp; Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.</li> </ul> </li> </ul>	16, 2016-17). <ul style="list-style-type: none"> <li>• For Sole Bidder – 30 Cr (Indian Rupees)</li> <li>• For Consortium <ul style="list-style-type: none"> <li>o Lead Bidder should have minimum 20 Cr from TSE</li> <li>o Each of the consortium members should have minimum Rs. 2 Cr from TSE</li> <li>o Together the lead bidder and the consortium members should have 30 Cr TSE</li> <li>o Smart Elements Projects includes Command &amp; Communications/Control, / City Surveillance System / Red Light Violation detection System / Environmental Sensors / Public Address System, Emergency Box / Variable Messaging Displays, / GPS based vehicle tracking system, / Smart Data Center/Disaster Recovery Center Projects, / Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.</li> </ul> </li> </ul>	
179	2.5 Pre-Qualification Criteria / Pre -Qualification Criteria for MSI and its Consortium Partner / #10 - Experience in	53	The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC, atleast any of the seven	The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC, atleast any of the	Refer above changes / PreBid Query

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	implementation of Smart Elements		smart elements as mentioned in Annexure 16.	five smart elements as mentioned in Annexure 16.	
180	51.2 SLA Matrix for Post Implementation SLAs (City ICC)		Entire Section of 51.2 SLA Matrix for Post Implementation	We request to include a period of two months after 'Go-live' of the Project, to monitor and check the performance of the system thus, to decide SLA and penalty parameters on the realistic ground. This should be decided on mutual decision between the Project Authority, Bidder and third party independent consultant.	No Change in RFP
181	Schedule 4 – Annexures / 1. Annexure 1 - Functional Requirements		Entire Section of Functional Requirement	We request to confirm names and number of total existing subsystems to be integrated by the bidder during the tenure of Implementation and O&M. Also, request for confirmation to provide Technical details/support for interoperability, Integration of existing systems by means of hardware/software, from the TUFIDCO. This would help the bidder to provide better proposal in terms of technical solution and commercials.	Refer to eGovernance Modules Section
182	Section No. 1.2 Eligible Bidders # Consortium of Firms	31	Bids can be submitted by a consortium of firms. A consortium should not consist of more than three parties (including the Lead Bidder). One of the Firms	Due to scope of work on various sub-systems in to the Project, we request to increase the number of consortium members up to four that would include lead bidder.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			would be designated as a "Lead Bidder". The Lead Bidder would have the sole responsibility of ensuring the delivery of products and services mentioned in this RFP. The Lead Bidder would also be responsible for ensuring the successful execution of integrated solution including meeting the SLAs. The names of the Consortium Members needs to be declared in the bid which cannot be changed by the bidder later on. Any change in the consortium partner will need to be approved by TUFIDCO.	This would help to specialist/niche solution provider to participate in the bidding that would benifit in terms of technology solution.	
183	Section 1 - Instruction to the Bidders	30	Mode of Submission for the Bid	"Request to clarify whether technical and commercial bid to be submitted online or not.	Please refer RFP on Mode of Submission – Physical only
184	General		CSP	Can we quote DC and DR from different CSP provider? Please confirm	<p>Clarified as following, Bidder can choose multiple CSPs</p> <p>Bidder is expected to provide single unified CSP bill to show consumption based charges.</p> <p>PaaS serviceused in platfrom and solution should be mirror copies on both DC and DR for effective failover</p>

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
185	Annexure 2-Technical Specifications (Integrated Command and Control Center (ICCC))	252	MSI needs do its due diligence and finalize Bill of Material (BoM) for each city at the time of implementation. This finalized BoM should be submitted by MSI to city SPV for approval. This approved BoM will become the base document for future payments to MSI.	We request to confirm providing contact details of authoised representative of TUFIDCO and a secured storage space at each city to delivery the goods to the authority, before the start of implementation schedule.	Clarified as following, TUFIDCO will be the nodal agency to ensure secured storage space is provided at each city before the start of implementation
186	"2.5 Pre-Qualification Criteria"	53	Experience in implementation of Smart Elements - The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC, atleast any of the seven smart elements as mentioned in Annexure 16.	Minimum 7 smart elements are done only 1 or 2 SI in india.We request you to kindly relax this feature and remove this clause which will allow more SI to participate and have healthy compitation Or Make this criteria for OEM choosen for this job.	Refer above changes / PreBid Query
187	"2.6.1 Bidder's Organizational Strength and Experience Point No. 2"	56	Experience in Implementation and maintenance of large scale ICT based Utility Management System / Municipal Services in India	ICT based utility management is done by 1 or 2 SI in india. Request you to kindly include Surveillance along with ICT in respective Experience Criteria also Request you to kindly consider Value of each project to be at least INR 15 crores	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
188	2.6.1 Bidder's Organizational Strength and Experience Point No. 3	57	Experience in Implementation & maintenance of application in cloud hosted environment in India or abroad	Request you to kindly consider Value of each project to be at least INR 10 crores	Refer above changes / PreBid Query
189	2.6.1 Bidder's Organizational Strength and Experience Point No. 2	58	Experience in Implementation of integrated ICT based Smart City / Emergency Services for city / Law Enforcement / Telecom / Defense including Command and Control Center (CCC) / Network Operating Center (NOC) in India or abroad	Request you to kindly consider Value of each project to be at least INR 15 Crores	Refer above changes / PreBid Query
190	1.5 Implementation Activities	23	Implementation of the missing modules and enhancement of the current modules in existing E-governance application: Citizen Facilitation Centre	In this list there is Implementation of Citizen Facilitation Centre(CFC), our understanding is to develop software module for CFC please confirm.	Refer above changes / PreBid Query
191	1.5 Implementation Activities Sr No. 0 (d);	302	Enhancement and addition of required Modules in Existing E-Governance	As per description we need to quote for enhancement & addition. Kindly separate enhancement & addition line BOQ items as addition requirement shall be considered as per new requirement and cost shall be based on actual module developed.	Revised Financial Format is shared below
192	General		Consortium Partner	Kindly clarify whether single CSP provider can be do Consortium partner with multiple MSI and	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				also offer solution to mutiple MSIs	
193	General		CSP	Can we quote DC and DR from different CSP provider? Please confirm	Refer above changes / PreBid Query
194	Payments		Payments to MSI will be done on monthly basis, based on the activities completed in the particular month including for Cloud Service consumption on pay for use basis	Please give details about payment terms. Request you to link payment terms with pricebid Serial Number and percentage of payment against milestone.	Refer above changes / PreBid Query
195	Section 2.5, Pre Qualification, point no.2	50	<ul style="list-style-type: none"> <li>• Bidder should have an average annual turnover of at least INR 200 Crores in over last 3 financial years (FY 2014-15, 2015-16 and 2016-17) from Annual Turnover from IT systems / IT System integration / ICT / system integration services / ICT based utility management / Transport management / command &amp; control center implementation / Network Operating Center (NOC) / MeiTY empanelled Cloud services in India</li> <li>• • In case of Single bidder, the average annual turnover should be 200 Crores for the last three</li> </ul>	<p>Bidder requests the turnover to be modified atleast to INR 500 cr in over last 3 financial years in case of single bidder.</p> <p>Or</p> <ul style="list-style-type: none"> <li>• In case of consortium : the lead bidder should have average annual turnover of min Rs.350 cr.</li> <li>• Each of the consortium members should have average annual turnover of minimum Rs. 50 cr.</li> <li>• Together the lead bidder and the consortium members should have an average turnover of Rs.350 Cr.</li> </ul>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>years.</p> <ul style="list-style-type: none"> <li>• In case of Consortium: o The lead bidders should have average annual turnover of minimum Rs 120 Crores</li> <li>o Each of the consortium members should have average annual turnover of minimum Rs 10 Crores</li> <li>o Together the lead bidder and the consortium members should have an average turnover of Rs 200 Cr</li> </ul>		
196	Section 2.5, Pre Qualification, point no.3- Positive Net worth	50	<p>The Positive Net Worth (PNW) in Indian Rupees as on 2016-17 financial year end</p> <ul style="list-style-type: none"> <li>• • For Sole Bidder – Rs.30 Cr</li> <li>• For Consortium o Lead Bidder should have minimum Rs. 25 Cr PNW</li> <li>o Each consortium partners should have a Networth of Rs. 1 Crore, together should have Rs. 30 Cr PNW</li> </ul>	<p>Bidder requests the change in the PNW to be considered for last 3 financial years.</p> <p>For Sole bidder – Rs. 100 Cr.</p> <p>For Consortium – Lead bidder should have minimum of Rs. 50-75 Cr PNW, each consortium partners should have network of Rs. 10Cr, together should have minimum Rs. 100 Cr PNW</p>	Refer above changes / PreBid Query
197	Clause 17 (Payments)	149	5. One time cost for common components like command center application, EMS, KM, etc implementation on cloud (If any).	<p>Bidder request the following change in the payment terms</p> <p>5.1 MSI will be paid 20% on the submission of all the relevant documentations as mentioned in RFP.</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP.</p> <p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform</p>	<p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 25%, once the common platform is SQTC certified and Go-Live of common platform</p>	
198	Clause 17 (Payments)	149	<p>6. One time cost for each service integration</p> <p>6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 90% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	<p>Bidder request to change the payment term as</p> <p>6.1 50% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 50% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	Refer above changes / PreBid Query
199	Clause 17 (Payments)	149	<p>7. Infrastructure Component cost</p> <p>7.1 MSI will be paid 50% of particular Infrastructure</p>	<p>Bidder request to change the payment term as</p> <p>7.1 MSI will be paid 50% of particular Infrastructure</p>	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICCC.	component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 30% of particular Infrastructure component on Power-up (for hardware), Installation, configuration and ready for Application deployment. 7.3 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICCC.	
200	1.5 Implementation Activities	26	Expectations from Cloud based Data Center and Data Recovery Center	Can bidder provide TUFIDCO an alternate model similar to cloud . This would be consumption based for the DC and DR infrastructure hosted in a hosting service provider environment.	Refer above changes / PreBid Query
201	2.5 Pre-Qualification Criteria Certifications	52	The sole Bidder or the Lead bidder in case of a Consortium, should possess CMMi Level 5.....	Bidder requesting the same to be changed to CMMi Level 3	Refer above changes / PreBid Query
202	1.6.4.6 Data Analytics Capabilities	92	Cloud based Platform as a Service or Software as a Service should be used to deliver enterprise grade operational intelligence and reporting.	Bidder requesting for more elaboration on the same.  Can bidder provide the same as a part of the ICCC platform which is being provided as a solution for this RFP rather than	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				having a separate SaaS option as our solution has this inbuilt	
203	1.6.8 Project Implementation Timelines	116	Go Live – Common Command and Control Application ready with one city app integration. – for all Five Cities of Track I* T+210 days	<p>Bidder Request TUFIDCO to relook this timelines considering the scope of Citizen App , GIS Upgrade and ULB additional modules Requirement as this requiriments are mini projects in themselves and realistically this timelines asked cannot be met.</p> <p>Alternately requesting TUFIDCO to keep the said modules of Citizen App, GIS Upgrade and ULD additional modules out of the Go Live Defination.</p>	Refer above changes / PreBid Query
204	Section 1.1/ 1.27	11	<p>Sub-Contracting not allowed except for:</p> <ul style="list-style-type: none"> <li>• Cloud Service Provider (CSP)</li> <li>• Cabling and fixtures work, and all civil work during implementation</li> <li>• Support Staff at City Level ICC &amp; State level ICC</li> <li>• Creating physical infrastructure of Command and Control Center</li> </ul>	We request that the restriction placed on sub-contracting be removed. The Bidder shall in all events of subcontracting, take the prior permission of the Authority.	Refer above changes / PreBid Query
205	Section 3.3	65	Performance Bank Guarantee	We submit that the Performance Guarantee shall be valid for a period of 12 months from the date of Contract which	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				shall be renewed at the end of each contract year.	
206	Schedule 3 Section 1.2	128	<p>“Acceptance of System”: The system including the hardware, software, solution or any deliverable shall be considered to have been accepted by designated authority, 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 MSI to the satisfaction of designated authority and the designated authority has indicated its acceptance by signing the Acceptance Certificate. Deliverable which are city specific like city ICCC and hardware/software/servers would be approved by city SPV authorities. Deliverables which are common to state will be reviewed and approved by TUFIDCO.</p>	<p>Bidder seeks to modify the Clause to state that: “Acceptance of System”: The system including the hardware, software, solution or any deliverable shall be considered to have been accepted by designated authority, 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 MSI to the satisfaction of designated authority and the designated authority has indicated its acceptance by signing the Acceptance Certificate. Deliverable which are city specific like city ICCC and hardware/software/servers would be approved by city SPV authorities. Deliverables which are common to state will be reviewed and approved by TUFIDCO.</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
207	Schedule 3 Section 8 j	136	MSI's Obligations	Bidder seeks to modify the Clause to state that: MSI shall ensure that MSI's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. MSI shall ensure that the services are performed through the efforts of MSI's Team, in accordance with the terms hereof <del>and to the satisfaction of the designated authority.</del>	Refer above changes / PreBid Query
208	Schedule 3 Section 11 l	141	Right to Audit	Bidder submits that the Agency appointed by designated authority to audit shall not be MSI's competitor and audit rights would be restricted with sufficient notice being given in advance before such audit is carried out. Any request for information or documents during Audit shall exclude MSI's confidential information such as (i) internal costing models, profit margins or overheads (ii) any confidential information relating to products or employees, or (iii) such other information of commercial-in-confidence nature which are not relevant to the Services.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
209	Schedule 3 Section 18	150	Ownership and Intellectual Property Rights	It is requested to revise and modify the ownership of IPR as below: If deliverables/document material are created by MSI specifically for designated authority and identified as such in Supporting Material, MSI shall grant the designated authority a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables/document material internally.	Refer above changes / PreBid Query
210	Schedule 3 Section 33	163	Liquidated Damages & SLA	It is requested to cap the liquidated damage to 10% of the monthly payable value. In case of certain sub-clauses where separate cap has not been provided (eg. Security Penalties), it is requested that all such penalties under the Service levels section are governed by 10% of the monthly payable value.	Refer above changes / PreBid Query
211	2.5 Pre-Qualification Criteria	50	2. Turnover Bidder should have an average annual turnover of at least INR 200 Crores in over last 3 financial years (FY 2014-15, 2015-16 and 2016-17) from Annual Turnover from IT systems / IT System integration / ICT /	We request you to kindly amend the clause as: "Bidder should have an average annual turnover of at least INR 400 Crores in over last 3 financial years (FY 2014-15, 2015-16 and 2016-17) from Annual Turnover from IT systems / IT System integration	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			system integration services / ICT based utility management / Transport management / command & control center implementation / Network Operating Center (NOC) / MeITY empanelled Cloud services in India	/ ICT / system integration services / ICT based utility management / Transport management / command & control center implementation / Network Operating Center (NOC) / MeITY empanelled Cloud services in India"	
212	2.5 Pre-Qualification Criteria	51	4. Blacklisting: Lead Bidder and its Consortium partner including its subsidiary/group companies should not have been blacklisted by Multi Lateral Funding Agency / Govt. Of India / Govt. of Tamil Nadu / by any other State Government / PSU's on the date of bid submission.	Request to Modify the Clause as: Lead Bidder and its Consortium partner should not have been blacklisted by Multi Lateral Funding Agency / Govt. Of India / Govt. of Tamil Nadu / by any other State Government / PSU's on the date of bid submission.	Refer above changes / PreBid Query
213	2.5 Pre-Qualification Criteria	51	5. Earnest Money Deposit (EMD) The bidder should furnish, as part of its proposal, an Earnest Money Deposit of Rs. 50 Lakhs.	We understand that EMD is to be given in DD as per this Clause. But, there is a BG format for EMD in 8. Annexure 7 (b), Page No. 311. We request you to accept EMD in the form of BG.	Refer above changes / PreBid Query
214	2.5 Pre-Qualification Criteria	51	6. Turnover Smart Elements Each of the consortium members should have minimum Rs. 2 Cr from TSE	We request you to delete this clause.	Refer above changes / PreBid Query
215	2.5 Pre-Qualification Criteria	51	6. Turnover Smart Elements • Certificate from the	Request to modify the Clause as:	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years. • Proof of the projects undertaken (work order & partial (85% completion of project scope)/ final financial completion certificate from client)	• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years. • Proof of the projects undertaken - work order/Contract agreement/ final financial completion certificate from client)	
216	2.5 Pre-Qualification Criteria	52	7. Certifications CMMi Level 5 Certification	We understand that we shall utilize the CMMi Level 5 certification of our Subsidiary company as specified in the Notes given in Page 53 Point 3.	Refer above changes / PreBid Query
217	2.6.1 Bidder's Organizational Strength and Experience	59	5 Live Demo / POC Bidders will be required to do the Demo / POC of a maximum of 15 smart city use cases. Bidder will be given minimum of 1 week to establish setup for infrastructure doing the Demo / POC at Tamil Nadu. Bidder will be provided with a room from TUFIDCO to do the required setup. Details of the use cases are provided in the Annexure 16 of this RFP.	Please clarify the smart elements that would be demonstrated during the PoC. Will the smart elements be provided by TUFIDCO? We understand the PoC will only appreciate Cloud based ICCC demo.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
218	Annexure 6 – Formats for Submission of the Financial Bid	302	Upgrade of existing ULB GIS platform Existing ESRI / ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing (Quantities 10)	Same as above. Also clarify how the quantity of 10 licences has been estimated? Are there 10 existing Arc GIS desktop licences that are required to be upgraded?	Refer above changes / PreBid Query
219	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
220	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	Refer above changes / PreBid Query
221	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	Refer above changes / PreBid Query



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			along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.		
222	Bid Validity Period	33	Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Refer above changes / PreBid Query
223	1.16 Deviations and Exclusions	38	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit declaration to this effect.	We request that deviations be allowed	Refer above changes / PreBid Query
224	1.24.2 High Attrition	41	Mentioned under the RFP	Request deletion	Refer above changes / PreBid Query
225	1.25 Fraud and Corrupt Practices	41	Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or	request for modification:  Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO a court of competent jurisdiction, to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 3 years from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall be terminated. not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 1 year from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	
226	6. Annexure 6 – Formats for Submission of the Financial Bid	302	7. Cost for number of client / user licenses for City Operations center platform (applicable only when sensor level integration is required to be done) - 1 license per 200 sensor licenses (total of line 6 / 200) This is cost for operations and comprehensive maintenance (Only for 10 Cities)	It is noted that the number of user licenses for the year 1 Operations is not available in the financial format, whereas the same is provided for the remaining years. Can you please provide the same.	Refer above changes / PreBid Query
227	1.5.6.39		The PHP Agent must have the below features: Automatic Frontend Detection and Monitoring Deep Transaction Trace Visibility	Kindly clarify	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Custom Instrumentation of the Frontend Marker, BlamePointTracer and Backend Marker		
228	1.5.4 Application Performance Management	243	o The security module must be able to prevent leap frog attempts, session continuous recording & no ideal session time out.	Kindly clarify	Refer above changes / PreBid Query
229	1.5.4 Application Performance Management	243	The proposed module must offer in various forms: appliance-based, virtual appliance based.	Kindly Clarify	Refer above changes / PreBid Query
230	2.5 Pre-Qualification Criteria, Page No.51	51	<ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken (work order &amp; partial (85% completion of project scope)/ final financial completion certificate from client)</li> </ul>	Request to modify the Clause as: <ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken - work order/Contract agreement/ final financial completion certificate from client)</li> </ul>	Refer above changes / PreBid Query
231	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query
232	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.		
233	RFP Section :2.6.4. Common Command Center Application	63	Point 1:"The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring & Executive Dashboards and law enforcement."	There have been significant contributions in citizen welfare and services in the areas of Public sector Networks, Defence, Telco Networks. Additionally, can we consider use case related to these smart elements ?	Refer above changes / PreBid Query
234	Turnover Smart Elements		The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 201516, 2016-	The aggregate Turnover from the Smart Elements (TSE) or Information Technology (ICT) projects for last 3 audited financial years (2014-15, 2015-	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements Projects includes Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.	16, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements or Information Technology (ICT) Projects may includes some or all components such as Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Citizen Centric Application, ERP, Business Intelligence Application, Mobile Application, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.	
235	Experience in implementation of Smart Elements		The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for	The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			implementing and integrating with the CCC, atleast any of the seven smart elements as mentioned in Annexure 16.	implementing and integrating with the CCC or IT application, atleast any of the Five smart elements as mentioned in Annexure 16.	
236	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query
237	2.6.1 Bidder's Organizational Strength and Experience (Total Mark -60)	59	5 Live Demo / POC Bidders will be required to do the Demo / POC of a maximum of 15 smart city use cases. Bidder will be given minimum of 1 week to establish setup for infrastructure doing the Demo / POC at Tamil Nadu. Bidder will be provided with a room from TUFIDCO to do the required setup. Details of the use cases are provided in the Annexure 16 of this RFP.	We understand that it will be an On-premise Demo POC where the CCC platform needs to be installed locally to demonstrate the use cases mentioned. Please confirm if the understanding is correct.	Refer above changes / PreBid Query
238	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application.	Please provide information on all the existing GIS Software at each location to work-out an architecture n how to these systems can be re-used	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing		
239	1.6.1.4 Integration & Testing Phase	76	Structured Data Packets SCADA GIS Data, DIAL 100 (GPS Co-ordinates of vehicles), Alert messages, ITMS, Citizen Mobile App,	What are the GIS layers available with each city which can be used for the project?	Refer above changes / PreBid Query
240	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Clarify existing ArcGIS environments	Refer above changes / PreBid Query
241	6. Annexure 6 – Formats for Submission of the Financial Bid	302	6. License cost per sensor (per Video and non-Video sensors Including (applicable only when	Kindly explain	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			sensor level integration is required to be done)		
242	Detailed Scope of Work	72	Design and establishment of state level Cloud based common data center and DR for all 10 cities. Disaster recovery will also be cloud based for this data center.	1. Dilute the terms that the DC/DR has to be in TN only.	Refer above changes / PreBid Query
243	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	Video wall: 55" inches LED, The native resolution of each LED should be 1920 X 1080 pixels (Full HD) and should offer min 16.7 million colors.	Please change to: Video wall: 50" DLP Laser lit , The native resolution of each LED should be 1920 X 1080 pixels (Full HD) and should offer min 16.7 million colors.	Refer above changes / PreBid Query
244	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	The screen should have front accessibility and adjustable low inter screen gap < 1 mm to give seamless viewing experience.	Please change to: The screen should have front accessibility with 450mm depth and adjustable low inter screen gap < 1 mm to give seamless viewing experience.	Refer above changes / PreBid Query
245	Annexure 6 – Formats for Submission of the Financial Bid	302	a. Video Wall (LED Technology 4 x 2 Modules of 55" each)	Please change to: Video Wall (DLP Technology 4 x 2 Modules of 50" Laser lit each)	Refer above changes / PreBid Query
246	O&M Cost for ICT Setup (including Head Quarter ICCC at CMA)	304	b. Video Wall (LED Technology 4 x 2 Modules of 55" each)	Please change to: Video Wall (DLP Technology 4 x 2 Modules of 50" Laser lit each)	Refer above changes / PreBid Query
247	1. Annexure 2- Technical Specifications	251	Video Wall features	Expand on video wall functions according to smart city use case	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
	(Integrated Command and Control Center (ICCC)  h. Video Wall				
248	Schedule 2 – Detailed Scope of Work Section 1.5 GIS Platform,	70	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Please provide details on existing ArcGIS desktop software available with ULBS (Version, Quantity etc.).	Refer above changes / PreBid Query
249	Annexure 6 – Formats for Submission of the Financial Bid	302	Upgrade of existing ULB GIS platform Existing ESRI / ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing (Quantities 10)	Same as above. Also clarify how the quantity of 10 licences has been estimated? Are there 10 existing Arc GIS desktop licences that are required to be upgraded?	Refer above changes / PreBid Query
250	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
251	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			(DD) payable at Tamil Nadu. EMD is Refundable	Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	
252	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	Refer above changes / PreBid Query
253	Bid Validity Period	33	Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Refer above changes / PreBid Query
254	1.16 Deviations and Exclusions	38	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit declaration to this effect.	We request that deviations be allowed	Refer above changes / PreBid Query
255	1.24.2 High Attrition	41	Mentioned under the RFP	Request deletion	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
256	1.25 Fraud and Corrupt Practices	41	Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 3 years from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	<p>request for modification:</p> <p>Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO a court of competent jurisdiction, to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall be terminated. not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 1 year from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.</p>	Refer above changes / PreBid Query
257	2.2 Preliminary Examination of Bids		As per RFP	<p>We request deletion of following :</p> <p>c. Found with intentional suppression of details</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				<p>d. With incomplete information, subjective, conditional offers and partial offers submitted</p> <p>f. Non-compliant to any of the clauses mentioned in the RFP except the deviations proposed by the bidder</p>	
258	2.4.3 Stage 3: Financial Evaluation		<p>Any conditional bid would be rejected</p> <p>b. If there is a discrepancy between words and figures, the amount in words will prevail.”</p> <p>c. If the Bidder does not accept the error correction, its Bid will be rejected and its EMD may be forfeited.</p>	Request deletion.	Refer above changes / PreBid Query
259	Warranty & Maintenance			<p>Request modification:</p> <p>3.4 Warranty &amp; Maintenance Bidder shall also provide complete warranty and maintenance support for all the proposed integrated solution, software development/deployed as outlined 19in this RFP for a complete duration of this project i.e. 60 months from date of delivery Go-live date.</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				<p>“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 City SPVs (for City ICCC) and TUFIDCO (for Common Cloud Based DC and DR).</p> <p>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.</p>	
260	3.5. 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 TUFIDCO may award the contract to the	Request deletion	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			next best value bidder or call for new bids. In such a case, TUFIDCO shall invoke the PBG and/or forfeit the EMD.		
261	10 Start of Installation	139	As per TRAI guidelines, resale of bandwidth connectivity is not allowed. In such a case tripartite agreement should be formed between designated authority, selected Bidder and Network Service Provider(s). Such tripartite agreement entered for provision of bandwidth services will form an integral part of the Contract.	Is bandwidth also a component of our scope of work?	Refer above changes / PreBid Query
262	Section 1.2 - Functional Requirement of Command and Control Center	190	The clause should be enhanced to address all the relevant interfaces on the platform to support for cellular and non-cellular network: 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,	Our understanding for this requirement is "Proposed ICCC software should support for this in future, however vertical solution for this is not required. Pls clarify.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>4) IPv6 Support for all kinds of access network, 5) 2G/3G/4G 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, etc.</p> <p>The platform should also support the Connectivity Management in order to provide end to end solution:</p> <ul style="list-style-type: none"> <li>• Change subscription (SIM) state: Activate, Deactivate, Pause, Terminate,</li> <li>• eUICC ordering and Subscription profile ordering,</li> <li>• eSIM Profile Download, Enable, Change, Delete</li> <li>• Subscription Activate, Deactivate, Pause, T terminate,</li> <li>• Query Subscription Status, Data consumed, # SMS sent/received, etc.</li> </ul>		
263	d. Integration Architecture	219	<p>Data integration in batch mode will be through ETL. The following integration points could be considered for ETL based data</p>	<p>Our understanding is "We need to provide Real-time integration with IoT/non-IOT applications. Common Cloud ICCC will do sensor integration, data store</p>	<p>Refer above changes / PreBid Query</p>

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			integration - Initial data migration to cleanse, validate and load the data extracted from source systems into target tables . Data load formal the individual transactional systems like ERP, Grievance Readressal to central enterprise data warehouse solution for aggregation, mining, dashboard reporting and analytics.	and control, access to this data using the rest API/SDK provided by 3rd party system as this is the most acceptable way for integrating between two applications and display common dashboards. DC will store use case relevant transformed data in a database. DC ICCC Application will not replicate non-IOT applications Database. Pls clarify.  Request to define requirement for data storage, which will help us provide complete solution.	
264	Section: IVR Services	223	IVR services are envisaged as part of Call Center facility, which will be integrated with the solution	Clarify ?	Refer above changes / PreBid Query
265	17 Payments	148	5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP. 5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports 5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform.	Kindly Modify the Clause as: 5.1 MSI will be paid 25% on the submission of all the relevant documentations as mentioned in RFP. 5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports 5.3 MSI will be paid 20%, once the common platform is SQTC certified and Go-Live of common platform.	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
266	17 Payments	148	<p>6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 90% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	<p>Request to modify the Clause as:</p> <p>6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 30% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 70% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	Refer above changes / PreBid Query
267	17 Payments	149	<p>7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency.</p> <p>7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICC.</p>	<p>Request to modify the Clause as:</p> <p>7.1 MSI will be paid 70% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency.</p> <p>7.2 MSI will be paid 20% of particular Infrastructure component on Installation of particular City ICC.</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				7.3 MSI will be paid 10% of particular Infrastructure component on Go – Live of particular City ICCC.	
268	51.3.1 Operational SLAs		General Instructions related to SLAs mentioned above a. Theft cases by default would not be considered as “beyond the control of Bidder”. However, certain cases, based on circumstances & certain locations, the designated authority /End user department may agree to qualify as “beyond the control of Bidder”.	Bidder requests deletion	Refer above changes / PreBid Query
269	10. Annexure 9 - Consortium Agreement		iii. The Parties shall be jointly and severally responsible and bound towards the Purchaser for the performance of the works in accordance with the terms and conditions of the BID document, and Contract.	Request modification:  iii. The Parties shall be jointly and severally solely and individually responsible liable and bound towards the Purchaser for the performance of the works to the extent of their respective scope of work. in accordance with the terms and conditions of the BID document, and Contract.  v. That the Parties shall carry out all responsibilities as Developer in terms of the Project Agreement	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				viii. That the Parties affirm that they shall implement the Project in good faith and shall take all necessary reasonable steps to see the Project through expeditiously.	
270	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICCC such as UPS, Diesel Generator Units, Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.	Request deletion of scope	Refer above changes / PreBid Query
271	c	10	Method of selection - Least cost System (LCS)	Considering the fact that this it is for selection of Master system integrator and not only hardware requirement, we request the authority to reconsider the method of selection approach from Least cost system to Quality and cost based selection (QCBS)	Refer above changes / PreBid Query
272	Annexure 6 – Formats for Submission of the Financial Bid	307	DR Services	Kindly specify the line item head under which DR services is to be included.	Refer above changes / PreBid Query
273	Pg no: 302 1 I, j	302	Fire Alarm System , Public address system	Kindly provide the ICCC Layout (No. of floors) (Length x breadth) to design Fire alarm and public address system in each city	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
274	Pg no: 302 1 k	302	Access control system	Kindly provide the ICCC Layout (No. of doors) to design Access control system in each city	Refer above changes / PreBid Query
275	Pg no: 302 b	302	Citizen Mobile Application with integration in CCC-10 nos	As per the bill of materials, mobile application is asked for 10 cites only. State level CCC at chennai require mobile application which is not captured in the bill of materials. Kindly confirm	Refer above changes / PreBid Query
276	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query
277	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query
278	Section 1.7	121	Compliance to Standards & Certifications	Kindly confirm if the proposed Server Operating System for all servers shall be Common Criteria EAL4+ cerified as	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				security shall be an important aspect.	
279	Section 1.6.7.5	107	Warranty support	Please clarify if The Software OEM shall have defined product life cycle and update policies for the all the supplied products.	Refer above changes / PreBid Query
280	Annexure 12	325	Common guidelines/ comments regarding the compliance of equipment/ systems	Kindly append that the bidder shall not propose any freeware software/community edition. (as any such underlying freeware/community-edition may be a severe security risk).	Refer above changes / PreBid Query
281	Section 1.6.7.5	107	Warranty support	Kindly confirm that OEM of the various proposed system software shall have presence in India and shall have its own India Support center as well.	Refer above changes / PreBid Query
282	1.6.1	189	Cloud provider should offer a dashboard that displays up-to-the-minute information on service availability across multiple regions	As a Standard frequency for dashboard updation is 5 min. Kindly we request you allow minimum time of 5 min. instead of upto Minutes.	Refer above changes / PreBid Query
283	Cloud Service Provider (CSP) Capabilities	66	PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud	We are in Process to get PCI DSS certification for Delhi & Mumbai which will take another 2-3 month. Hence request to allow certification to be completed before award of the contract.	Refer above changes / PreBid Query
284	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
285	Bid Validity Period	33	Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Refer above changes / PreBid Query
286	51.3.1 Operational SLAs		General Instructions related to SLAs mentioned above a. Theft cases by default would not be considered as “beyond the control of Bidder”. However, certain cases, based on circumstances & certain locations, the designated authority /End user department may agree to qualify as “beyond the control of Bidder”.	Bidder requests deletion	Refer above changes / PreBid Query
287	10. Annexure 9 - Consortium Agreement		iii. The Parties shall be jointly and severally responsible and bound towards the Purchaser for the performance of the works in accordance with the terms and conditions of the BID document, and Contract.	Request modification:  iii. The Parties shall be jointly and severally solely and individually responsible liable and bound towards the Purchaser for the performance of the works to the extent of their respective scope of work. in accordance with the terms and conditions of the BID document, and Contract.  v. That the Parties shall carry out all responsibilities as Developer in terms of the Project Agreement	Refer above changes / PreBid Query

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				viii. That the Parties affirm that they shall implement the Project in good faith and shall take all necessary reasonable steps to see the Project through expeditiously.	
288	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICCC such as UPS, Diesel Generator Units, Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.	Request deletion of scope	Refer above changes / PreBid Query
289	c	10	Method of selection - Least cost System (LCS)	Considering the fact that this it is for selection of Master system integrator and not only hardware requirement, we request the authority to reconsider the method of selection approach from Least cost system to Quality and cost based selection (QCBS)	Refer above changes / PreBid Query
290	Annexure 6 – Formats for Submission of the Financial Bid	307	DR Services	Kindly specify the line item head under which DR services is to be included.	Refer above changes / PreBid Query
291	Pg no: 302 1 l, j	302	Fire Alarm System , Public address system	Kindly provide the ICCC Layout (No. of floors) (Length x breadth) to design Fire alarm and public address system in each city	Refer above changes / PreBid Query
292	Pg no: 302 1 k	302	Access control system	Kindly provide the ICCC Layout (No. of doors) to design Access control system in each city	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
293	Pg no: 302 b	302	Citizen Mobile Application with integration in CCC-10 nos	As per the bill of materials, mobile application is asked for 10 cites only. State level CCC at chennai require mobile application which is not captured in the bill of materials. Kindly confirm	Refer above changes / PreBid Query
294	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query
295	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query
296	1.6.1	189	Cloud provider should offer a dashboard that displays up-to-the-minute information on service availability across multiple regions	As a Standard frequency for dashboard updation is 5 min. Kindly we request you allow minimum time of 5 min. instead of upto Minutes.	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
297	Cloud Service Provider (CSP) Capabilities	66	PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud	We are in Process to get PCI DSS certification for Delhi & Mumbai which will take another 2-3 month. Hence request to allow certification to be completed before award of the contract.	Refer above changes / PreBid Query
298	Annexure 6 – Formats for Submission of the Financial Bid	302	Upgrade of existing ULB GIS platform Existing ESRI / ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing (Quantities 10)	Same as above. Also clarify how the quantity of 10 licences has been estimated? Are there 10 existing Arc GIS desktop licences that are required to be upgraded?	Refer above changes / PreBid Query
299	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
300	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	Refer above changes / PreBid Query
301	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.		
302	Bid Validity Period	33	Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Refer above changes / PreBid Query
303	1.16 Deviations and Exclusions	38	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit declaration to this effect.	We request that deviations be allowed	Refer above changes / PreBid Query
304	1.24.2 High Attrition	41	Mentioned under the RFP	Request deletion	Refer above changes / PreBid Query
305	1.25 Fraud and Corrupt Practices	41	Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO to have directly or	request for modification:  Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 3 years from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	Bidder is found by TUFIDCO a court of competent jurisdiction, to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall be terminated. not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 1 year from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	
306	6. Annexure 6 – Formats for Submission of the Financial Bid	302	7. Cost for number of client / user licenses for City Operations center platform (applicable only when sensor level integration is required to be done) - 1 license per 200 sensor licenses (total of line 6 / 200) This is cost for operations and comprehensive maintenance (Only for 10 Cities)	It is noted that the number of user licenses for the year 1 Operations is not available in the financial format, whereas the same is provided for the remaining years. Can you please provide the same.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
307	1.5.6.39		The PHP Agent must have the below features: Automatic Frontend Detection and Monitoring Deep Transaction Trace Visibility Custom Instrumentation of the Frontend Marker, BlamePointTracer and Backend Marker	Kindly clarify	Refer above changes / PreBid Query
308	1.5.4 Application Performance Management	243	o The security module must be able to prevent leap frog attempts, session continuous recording & no ideal session time out.	Kindly clarify	Refer above changes / PreBid Query
309	1.5.4 Application Performance Management	243	The proposed module must offer in various forms: appliance-based, virtual appliance based.	Kindly Clarify	Refer above changes / PreBid Query
310	2.5 Pre-Qualification Criteria, Page No.51	51	<ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken (work order &amp; partial (85% completion of project scope)/ final financial completion certificate from client)</li> </ul>	Request to modify the Clause as: <ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken - work order/Contract agreement/ final financial completion certificate from client)</li> </ul>	Refer above changes / PreBid Query
311	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				jointly and severally liable to TUFIDCO. Please confirm.	
312	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query
313	RFP Section :2.6.4. Common Command Center Application	63	Point 1:"The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring & Executive	There have been significant contributions in citizen welfare and services in the areas of Public sector Networks, Defence, Telco Networks. Additionally, can we consider use case related to these smart elements ?	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Dashboards and law enforcement."		
314	Turnover Smart Elements		The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 201516, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements Projects includes Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Utility Infrastructure such as water	The aggregate Turnover from the Smart Elements (TSE) or Information Technology (ICT) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements or Information Technology (ICT) Projects may includes some or all components such as Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Citizen Centric Application, ERP, Business Intelligence Application, Mobile Application, Utility	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			supply, power, gas, sewerage, drainage etc.	Infrastructure such as water supply, power, gas, sewerage, drainage etc.	
315	Experience in implementation of Smart Elements		The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC, atleast any of the seven smart elements as mentioned in Annexure 16.	The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC or IT application, atleast any of the Five smart elements as mentioned in Annexure 16.	Refer above changes / PreBid Query
316	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query
317	2.6.1 Bidder's Organizational Strength and Experience (Total Mark -60)	59	5 Live Demo / POC Bidders will be required to do the Demo / POC of a maximum of 15 smart city use cases. Bidder will be given minimum of 1 week to establish setup for infrastructure doing the Demo / POC at Tamil Nadu. Bidder will be provided with a room from TUFIDCO to do the required setup. Details of the use cases are provided in the Annexure 16 of this RFP.	We understand that it will be an On-premise Demo POC where the CCC platform needs to be installed locally to demonstrate the use cases mentioned. Please confirm if the understanding is correct.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
318	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Please provide information on all the existing GIS Software at each location to work-out an architecture n how to these systems can be re-used	Refer above changes / PreBid Query
319	1.6.1.4 Integration & Testing Phase	76	Structured Data Packets SCADA GIS Data, DIAL 100 (GPS Co-ordinates of vehicles), Alert messages, ITMS, Citizen Mobile App,	What are the GIS layers available with each city which can be used for the project?	Refer above changes / PreBid Query
320	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS	Clarify existing ArcGIS environments	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Software only if urban local bodies need additional modules and user licensing		
321	6. Annexure 6 – Formats for Submission of the Financial Bid	302	6. License cost per sensor (per Video and non-Video sensors Including (applicable only when sensor level integration is required to be done)	Kindly explain	Refer above changes / PreBid Query
322	17 Payments	148	5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP. 5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports 5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform.	Kindly Modify the Clause as: 5.1 MSI will be paid 25% on the submission of all the relevant documentations as mentioned in RFP. 5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports 5.3 MSI will be paid 20%, once the common platform is SQTC certified and Go-Live of common platform.	Refer above changes / PreBid Query
323	17 Payments	148	6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions: 6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-	Request to modify the Clause as: 6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions: 6.1 MSI will be paid 30% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			cases to be showcased after integration of one service. 6.2 MSI will be paid left 90% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).	cases to be showcased after integration of one service. 6.2 MSI will be paid left 70% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).	
324	17 Payments	149	7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICCC.	Request to modify the Clause as: 7.1 MSI will be paid 70% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 20% of particular Infrastructure component on Installation of particular City ICCC. 7.3 MSI will be paid 10% of particular Infrastructure component on Go – Live of particular City ICCC.	Refer above changes / PreBid Query
325	51.3.1 Operational SLAs		General Instructions related to SLAs mentioned above a. Theft cases by default would not be considered as “beyond the control of Bidder”. However, certain cases, based on circumstances & certain	Bidder requests deletion	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			locations, the designated authority /End user department may agree to qualify as “beyond the control of Bidder”.		
326	10. Annexure 9 - Consortium Agreement		iii. The Parties shall be jointly and severally responsible and bound towards the Purchaser for the performance of the works in accordance with the terms and conditions of the BID document, and Contract.	<p>Request modification:</p> <p>iii. The Parties shall be jointly and severally solely and individually responsible liable and bound towards the Purchaser for the performance of the works to the extent of their respective scope of work. in accordance with the terms and conditions of the BID document, and Contract.</p> <p>v. That the Parties shall carry out all responsibilities as Developer in terms of the Project Agreement</p> <p>viii. That the Parties affirm that they shall implement the Project in good faith and shall take all necessary reasonable steps to see the Project through expeditiously.</p>	Refer above changes / PreBid Query
327	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICCC such as UPS, Diesel Generator Units,	Request deletion of scope	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.		
328	c	10	Method of selection - Least cost System (LCS)	Considering the fact that this it is for selection of Master system integrator and not only hardware requirement, we request the authority to reconsider the method of selection approach from Least cost system to Quality and cost based selection (QCBS)	Refer above changes / PreBid Query
329	Annexure 6 – Formats for Submission of the Financial Bid	307	DR Services	Kindly specify the line item head under which DR services is to be included.	Refer above changes / PreBid Query
330	Pg no: 302 1 I, j	302	Fire Alarm System , Public address system	Kindly provide the ICCC Layout (No. of floors) (Length x breadth) to design Fire alarm and public address system in each city	Refer above changes / PreBid Query
331	Pg no: 302 1 k	302	Access control system	Kindly provide the ICCC Layout (No. of doors) to design Access control system in each city	Refer above changes / PreBid Query
332	Pg no: 302 b	302	Citizen Mobile Application with integration in CCC-10 nos	As per the bill of materials, mobile application is asked for 10 cites only. State level CCC at chennai require mobile application which is not captured in the bill of materials. Kindly confirm	Refer above changes / PreBid Query
333	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				jointly and severally liable to TUFIDCO. Please confirm.	
334	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query
335	Detailed Scope of Work	72	Design and establishment of state level Cloud based common data center and DR for all 10 cities. Disaster recovery will also be cloud based for this data center.	1. Dilute the terms that the DC/DR has to be in TN only.	Refer above changes / PreBid Query
336	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	Video wall: 55" inches LED, The native resolution of each LED should be 1920 X 1080 pixels (Full HD) and should offer min 16.7 million colors.	Please change to: Video wall: 50" DLP Laser lit , The native resolution of each LED should be 1920 X 1080 pixels (Full HD) and should offer min 16.7 million colors.	Refer above changes / PreBid Query
337	1. Annexure 2- Technical Specifications	251	The screen should have front accessibility and	Please change to:	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
	(Integrated Command and Control Center (ICCC)  h. Video Wall		adjustable low inter screen gap < 1 mm to give seamless viewing experience.	The screen should have front accessibility with 450mm depth and adjustable low inter screen gap < 1 mm to give seamless viewing experience.	
338	Annexure 6 – Formats for Submission of the Financial Bid	302	a. Video Wall (LED Technology 4 x 2 Modules of 55" each)	Please change to: Video Wall (DLP Technology 4 x 2 Modules of 50" Laser lit each)	Refer above changes / PreBid Query
339	O&M Cost for ICT Setup (including Head Quarter ICCC at CMA)	304	b. Video Wall (LED Technology 4 x 2 Modules of 55" each)	Please change to: Video Wall (DLP Technology 4 x 2 Modules of 50" Laser lit each)	Refer above changes / PreBid Query
340	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	Video Wall features	Expand on video wall functions according to smart city use case	Refer above changes / PreBid Query
341	Schedule 2 – Detailed Scope of Work Section 1.5 GIS Platform,	70	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Please provide details on existing ArcGIS desktop software available with ULBS (Version, Quantity etc.).	Refer above changes / PreBid Query
342	Annexure 6 – Formats for Submission of the Financial Bid	302	Upgrade of existing ULB GIS platform Existing ESRI / ArcGIS software available with urban local bodies	Same as above. Also clarify how the quantity of 10 licences has been estimated? Are there 10 existing Arc GIS desktop licences	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing (Quantities 10)	that are required to be upgraded?	
343	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
344	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	Refer above changes / PreBid Query
345	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			the EMD will be given to any agency. EMD in any other form will not be entertained.		
346	Bid Validity Period	33	Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Refer above changes / PreBid Query
347	1.16 Deviations and Exclusions	38	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit declaration to this effect.	We request that deviations be allowed	Refer above changes / PreBid Query
348	1.24.2 High Attrition	41	Mentioned under the RFP	Request deletion	Refer above changes / PreBid Query
349	1.25 Fraud and Corrupt Practices	41	Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the	request for modification:  Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO a court of competent jurisdiction, to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 3 years from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	of the Agreement, such Bidder shall be terminated. not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 1 year from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	
350	2.2 Preliminary Examination of Bids		As per RFP	<p>We request deletion of following :</p> <p>c. Found with intentional suppression of details</p> <p>d. With incomplete information, subjective, conditional offers and partial offers submitted</p> <p>f. Non-compliant to any of the clauses mentioned in the RFP except the deviations proposed by the bidder</p>	Refer above changes / PreBid Query
351	2.4.3 Stage 3: Financial Evaluation		<p>Any conditional bid would be rejected</p> <p>b. If there is a discrepancy between words and figures, the amount in words will prevail.”</p> <p>c. If the Bidder does not accept the error correction,</p>	Request deletion.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			its Bid will be rejected and its EMD may be forfeited.		
352	Warranty & Maintenance			<p>Request modification:</p> <p>3.4 Warranty &amp; Maintenance Bidder shall also provide complete warranty and maintenance support for all the proposed integrated solution, software development/deployed as outlined 19in this RFP for a complete duration of this project i.e. 60 months from date of delivery Go-live date.</p> <p>“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 City SPVs (for City ICCC) and TUFIDCO (for Common Cloud Based DC and DR).</p> <p>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</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				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.	
353	3.5. 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 TUFIDCO may award the contract to the next best value bidder or call for new bids. In such a case, TUFIDCO shall invoke the PBG and/or forfeit the EMD.	Request deletion	Refer above changes / PreBid Query
354	10 Start of Installation	139	As per TRAI guidelines, resale of bandwidth connectivity is not allowed. In such a case tripartite agreement should be formed between designated authority, selected Bidder and Network Service Provider(s).Such tripartite agreement entered for provision of bandwidth services will form an	Is bandwidth also a component of our scope of work?	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			integral part of the Contract.		
355	Section 1.2 - Functional Requirement of Command and Control Center	190	<p>The clause should be enhanced to address all the relevant interfaces on the platform to support for cellular and non-cellular network: 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/4G 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, etc.</p> <p>The platform should also support the Connectivity Management in order to provide end to end solution:</p> <ul style="list-style-type: none"> <li>• Change subscription (SIM) state: Activate, Deactivate, Pause, Terminate,</li> </ul>	Our understanding for this requirement is "Proposed ICCC software should support for this in future, however vertical solution for this is not required. Pls clarify.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<ul style="list-style-type: none"> <li>• eUICC ordering and Subscription profile ordering,</li> <li>• eSIM Profile Download, Enable, Change, Delete</li> <li>• Subscription Activate, Deactivate, Pause, T terminate,</li> <li>• Query Subscription Status, Data consumed, # SMS sent/received, etc.</li> </ul>		
356	d. Integration Architecture	219	<p>Data integration in batch mode will be through ETL. The following integration points could be considered for ETL based data integration - Initial data migration to cleanse, validate and load the data extracted from source systems into target tables . Data load format the individual transactional systems like ERP, Grievance Redressal to central enterprise data warehouse solution for aggregation, mining, dashboard reporting and analytics.</p>	<p>Our understanding is "We need to provide Real-time integration with IoT/non-IOT applications. Common Cloud ICCC will do sensor integration, data store and control, access to this data using the rest API/SDK provided by 3rd party system as this is the most acceptable way for integrating between two applications and display common dashboards. DC will store use case relevant transformed data in a database. DC ICCC Application will not replicate non-IOT applications Database. Pls clarify.</p> <p>Request to define requirement for data storage, which will help us provide complete solution.</p>	Refer above changes / PreBid Query
357	Section: IVR Services	223	IVR services are envisaged as part of Call Center	Clarify?	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			facility, which will be integrated with the solution		
358	17 Payments	148	<p>5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP.</p> <p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform.</p>	<p>Kindly Modify the Clause as:</p> <p>5.1 MSI will be paid 25% on the submission of all the relevant documentations as mentioned in RFP.</p> <p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 20%, once the common platform is SQTC certified and Go-Live of common platform.</p>	Refer above changes / PreBid Query
359	17 Payments	148	<p>6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 90% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases,</p>	<p>Request to modify the Clause as:</p> <p>6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 30% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 70% of CAPEX on complete integration of each service, this includes showcasing of the approved use</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			SOPs running, Test Reports (as per RFP).	cases, SOPs running, Test Reports (as per RFP).	
360	17 Payments	149	7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICCC.	Request to modify the Clause as: 7.1 MSI will be paid 70% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 20% of particular Infrastructure component on Installation of particular City ICCC. 7.3 MSI will be paid 10% of particular Infrastructure component on Go – Live of particular City ICCC.	Refer above changes / PreBid Query
361	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICCC such as UPS, Diesel Generator Units, Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.	Request deletion of scope	Refer above changes / PreBid Query
362	Annexure 6 – Formats for Submission of the Financial Bid	307	DR Services	Kindly specify the line item head under which DR services is to be included.	Refer above changes / PreBid Query
363	Pg no: 302 1 l, j	302	Fire Alarm System , Public address system	Kindly provide the ICCC Layout (No. of floors) (Length x breadth) to design Fire alarm	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				and public address system in each city	
364	Pg no: 302 1 k	302	Access control system	Kindly provide the ICCC Layout (No. of doors) to design Access control system in each city	Refer above changes / PreBid Query
365	Pg no: 302 b	302	Citizen Mobile Application with integration in CCC-10 nos	As per the bill of materials, mobile application is asked for 10 cites only. State level CCC at chennai require mobile application which is not captured in the bill of materials. Kindly confirm	Refer above changes / PreBid Query
366	Warranty & Maintenance			<p>Request modification:</p> <p>3.4 Warranty &amp; Maintenance Bidder shall also provide complete warranty and maintenance support for all the proposed integrated solution, software development/deployed as outlined 19in this RFP for a complete duration of this project i.e. 60 months from date of delivery Go-live date.</p> <p>“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 City SPVs (for City ICCC) and TUFIDCO (for</p>	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				<p>Common Cloud Based DC and DR).</p> <p>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.</p>	
367	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query
368	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			designated authority's failure to make the site ready within the stipulated period.		
369	1.6.1	189	Cloud provider should offer a dashboard that displays up-to-the-minute information on service availability across multiple regions	As a Standard frequency for dashboard updation is 5 min. Kindly we request you allow minimum time of 5 min. instead of upto Minutes.	Refer above changes / PreBid Query
370	Cloud Service Provider (CSP) Capabilities	66	PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud	We are in Process to get PCI DSS certification for Delhi & Mumbai which will take another 2-3 month. Hence request to allow certification to be completed before award of the contract.	Refer above changes / PreBid Query
371	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query
372	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
373	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	Refer above changes / PreBid Query
374	1.8 Earnest Money Deposit (EMD)	11, 33			Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	
375	1.5 Implementation Activities	23	Implementation of the missing modules and enhancement of the current modules in existing Egovernance application: Citizen Facilitation Centre	In this list there is Implementation of Citizen Facilitation Centre(CFC), our understanding is to develop software module for CFC please confirm.	Refer above changes / PreBid Query
376	1.5 Implementation Activities Sr No. 0 (d);	302	Enhancement and addition of required Modules in Existing E-Governance	As per description we need to quote for enhancement & addition. Kindly separate enhancement & addition line BOQ items as addition requirement shall be considered as per new requirement and cost shall be based on actual module developed.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
377	General		Consortium Partner	Kindly calrify whether single CSP provider can be do Consortium partner with mutilple MSI and also offer solution to mutiple MSIs	Refer above changes / PreBid Query
378	General		CSP	Can we quote DC and DR from different CSP provider? Please confirm	Refer above changes / PreBid Query
379	Payments		Payments to MSI will be done on monthly basis, based on the activities completed in the particular month including for Cloud Service consumption on pay for use basis	Please give details about payment terms. Request you to link payment terms with pricebid Serial Number and percentage of payment agaist milestone.	Refer above changes / PreBid Query
380	Section 2.5, Pre Qualification, point no.2	50	<ul style="list-style-type: none"> <li>• Bidder should have an average annual turnover of at least INR 200 Crores in over last 3 financial years (FY 2014-15, 2015-16 and 2016-17) from Annual Turnover from IT systems / IT System integration / ICT / system integration services / ICT based utility management / Transport management / command &amp; control center implementation / Network Operating Center (NOC) / MeITY empanelled Cloud services in India</li> <li>• • In case of Single bidder,</li> </ul>	<p>Bidder requests the turnover to be modified atleast to INR 500 cr in over last 3 financial years in case of single bidder.</p> <p>Or</p> <ul style="list-style-type: none"> <li>• In case of consortium : the lead bidder should have average annual turnover of min Rs.350 cr.</li> <li>• Each of the consortium members should have average annual turnover of minimum Rs. 50 cr.</li> <li>• Together the lead bidder and the consortium members should have an average turnover of</li> </ul>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>the average annual turnover should be 200 Crores for the last three years.</p> <ul style="list-style-type: none"> <li>• In case of Consortium: o The lead bidders should have average annual turnover of minimum Rs 120 Crores</li> <li>o Each of the consortium members should have average annual turnover of minimum Rs 10 Crores</li> <li>o Together the lead bidder and the consortium members should have an average turnover of Rs 200 Cr</li> </ul>	Rs.350 Cr.	
381	Section 2.5, Pre Qualification, point no.3- Positive Net worth	50	<p>The Positive Net Worth (PNW) in Indian Rupees as on 2016-17 financial year end</p> <ul style="list-style-type: none"> <li>• • For Sole Bidder – Rs.30 Cr</li> <li>• For Consortium o Lead Bidder should have minimum Rs. 25 Cr PNW</li> <li>o Each consortium partners should have a Networth of Rs. 1 Crore, together should have Rs. 30 Cr PNW</li> </ul>	<p>Bidder requests the change in the PNW to be considered for last 3 financial years.</p> <p>For Sole bidder – Rs. 100 Cr.</p> <p>For Consortium – Lead bidder should have minimum of Rs. 50-75 Cr PNW, each consortium partners should have networkth of Rs. 10Cr, together should have minimum Rs. 100 Cr PNW</p>	Refer above changes / PreBid Query
382	Clause 17 (Payments)	149	5. One time cost for common components like command center	<p>Bidder request the following change in the payment terms</p> <p>5.1 MSI will be paid 20% on the</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>application, EMS, KM, etc implementation on cloud (If any).</p> <p>5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP.</p> <p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform</p>	<p>submission of all the relevant documentations as mentioned in RFP.</p> <p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 25%, once the common platform is SQTC certified and Go-Live of common platform</p>	
383	Clause 17 (Payments)	149	<p>6. One time cost for each service integration</p> <p>6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 90% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	<p>Bidder request to change the payment term as</p> <p>6.1 50% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 50% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
384	Clause 17 (Payments)	149	<p>7. Infrastructure Component cost</p> <p>7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency.</p> <p>7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICC.</p>	<p>Bidder request to change the payment term as</p> <p>7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency.</p> <p>7.2 30% of particular Infrastructure component on Power-up (for hardware), Installation, configuration and ready for Application deployment.</p> <p>7.3 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICC.</p>	Refer above changes / PreBid Query
385	1.5 Implementation Activities	26	Expectations from Cloud based Data Center and Data Recovery Center	Can bidder provide TUFIDCO an alternate model similar to cloud . This would be consumption based for the DC and DR infrastructure hosted in a hosting service provider environment.	Refer above changes / PreBid Query
386	Schedule 3 Section 8 j	136	MSI's Obligations	Bidder seeks to modify the Clause to state that: MSI shall ensure that MSI's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				Contract. MSI shall ensure that the services are performed through the efforts of MSI's Team, in accordance with the terms hereof <del>and to the satisfaction of the designated authority.</del>	
387	Schedule 3 Section 11 I	141	Right to Audit	Bidder submits that the Agency appointed by designated authority to audit shall not be MSI's competitor and audit rights would be restricted with sufficient notice being given in advance before such audit is carried out. Any request for information or documents during Audit shall exclude MSI's confidential information such as (i) internal costing models, profit margins or overheads (ii) any confidential information relating to products or employees, or (iii) such other information of commercial-in-confidence nature which are not relevant to the Services.	Refer above changes / PreBid Query
388	Schedule 3 Section 18	150	Ownership and Intellectual Property Rights	It is requested to revise and modify the ownership of IPR as below: If deliverables/document material are created by MSI specifically for designated authority and identified as such in Supporting Material, MSI shall	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				grant the designated authority a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables/document material internally.	
389	Schedule 3 Section 33	163	Liquidated Damages & SLA	It is requested to cap the liquidated damage to 10% of the monthly payable value. In case of certain sub-clauses where separate cap has not been provided (eg. Security Penalties), it is requested that all such penalties under the Service levels section are governed by 10% of the monthly payable value.	Refer above changes / PreBid Query
390	2.5 Pre-Qualification Criteria	50	2. Turnover Bidder should have an average annual turnover of at least INR 200 Crores in over last 3 financial years (FY 2014-15, 2015-16 and 2016-17) from Annual Turnover from IT systems / IT System integration / ICT / system integration services / ICT based utility management / Transport management / command & control center implementation / Network Operating Center (NOC) /	We request you to kindly amend the clause as: "Bidder should have an average annual turnover of at least INR 400 Crores in over last 3 financial years (FY 2014-15, 2015-16 and 2016-17) from Annual Turnover from IT systems / IT System integration / ICT / system integration services / ICT based utility management / Transport management / command & control center implementation / Network Operating Center (NOC) / MeITY empanelled Cloud services in India"	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			MeiTY empanelled Cloud services in India		
391	2.5 Pre-Qualification Criteria	51	4. Blacklisting: Lead Bidder and its Consortium partner including its subsidiary/group companies should not have been blacklisted by Multi Lateral Funding Agency / Govt. Of India / Govt. of Tamil Nadu / by any other State Government / PSU's on the date of bid submission.	Request to Modify the Clause as: Lead Bidder and its Consortium partner should not have been blacklisted by Multi Lateral Funding Agency / Govt. Of India / Govt. of Tamil Nadu / by any other State Government / PSU's on the date of bid submission.	Refer above changes / PreBid Query
392	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
393	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	Refer above changes / PreBid Query
394	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.		
395	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query
396	1.6.1	189	Cloud provider should offer a dashboard that displays up-to-the-minute information on service availability across multiple regions	As a Standard frequency for dashboard updation is 5 min. Kindly we request you allow minimum time of 5 min. instead of upto Minutes.	Refer above changes / PreBid Query
397	Cloud Service Provider (CSP) Capabilities	66	PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud	We are in Process to get PCI DSS certification for Delhi & Mumbai which will take another 2-3 month. Hence request to allow certification to be completed before award of the contract.	Refer above changes / PreBid Query
398	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
399	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query
400	Warranty & Maintenance			Request modification:  3.4 Warranty & Maintenance Bidder shall also provide complete warranty and maintenance support for all the proposed integrated solution, software development/deployed as outlined 19in this RFP for a complete duration of this project i.e. 60 months from date of delivery Go-live date.  "Go-live" is the date on which the proposed solution is completely operational as per the requirements provided in	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				<p>this RFP and all the acceptance tests are successfully concluded to the satisfaction of City SPVs (for City ICCC) and TUFIDCO (for Common Cloud Based DC and DR).</p> <p>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.</p>	
401	Annexure 6 – Formats for Submission of the Financial Bid	307	DR Services	Kindly specify the line item head under which DR services is to be included.	Refer above changes / PreBid Query
402	Pg no: 302 1 I, j	302	Fire Alarm System , Public address system	Kindly provide the ICCC Layout (No. of floors) (Length x breadth) to design Fire alarm and public address system in each city	Refer above changes / PreBid Query
403	Pg no: 302 1 k	302	Access control system	Kindly provide the ICCC Layout (No. of doors) to design Access control system in each city	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
404	Pg no: 302 b	302	Citizen Mobile Application with integration in CCC-10 nos	As per the bill of materials, mobile application is asked for 10 cites only. State level CCC at chennai require mobile application which is not captured in the bill of materials. Kindly confirm	Refer above changes / PreBid Query
405	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query
406	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query
407	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
408	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date.	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	
409	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	Refer above changes / PreBid Query
410	1.5 Implementation Activities	23	Implementation of the missing modules and enhancement of the current modules in existing Egovernance application: Citizen Facilitation Centre	In this list there is Implementation of Citizen Facilitation Centre(CFC), our understanding is to developme software module for CFC please confirm.	Refer above changes / PreBid Query
411	1.5 Implementation Activities Sr No. 0 (d);	302	Enhancement and addition of required Modules in Existing E-Governance	As per description we need to quote for enhancement & addition. Kindly separate	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				enhancement & addition line BOQ items as addition requiment shall be considered as per new requimrent and cost shall be based on actaul module developed.	
412	General		Consortium Partner	Kindly calrify whether single CSP provider can be do Consortium partner with mutilple MSI and also offer solution to mutiple MSIs	Refer above changes / PreBid Query
413	General		CSP	Can we quote DC and DR from different CSP provider? Please confirm	Refer above changes / PreBid Query
414	Payments		Payments to MSI will be done on monthly basis, based on the activities completed in the particular month including for Cloud Service consumption on pay for use basis	Please give details about payment terms. Request you to link payment terms with pricebid Serial Number and percentage of payment agaist milestone.	Refer above changes / PreBid Query
415	Section 2.5, Pre Qualification, point no.2	50	<ul style="list-style-type: none"> <li>Bidder should have an average annual turnover of at least INR 200 Crores in over last 3 financial years (FY 2014-15, 2015-16 and 2016-17) from Annual Turnover from IT systems / IT System integration / ICT / system integration services / ICT based utility management / Transport management / command &amp;</li> </ul>	<p>Bidder requests the turnover to be modified atleast to INR 500 cr in over last 3 financial years in case of single bidder.</p> <p>Or</p> <ul style="list-style-type: none"> <li>In case of consortium : the lead bidder should have average annual turnover of min Rs.350 cr.</li> <li>Each of the consortium members should have average</li> </ul>	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>control center implementation / Network Operating Center (NOC) / MeiTY empanelled Cloud services in India</p> <ul style="list-style-type: none"> <li>• In case of Single bidder, the average annual turnover should be 200 Crores for the last three years.</li> <li>• In case of Consortium: o The lead bidders should have average annual turnover of minimum Rs 120 Crores</li> <li>o Each of the consortium members should have average annual turnover of minimum Rs 10 Crores</li> <li>o Together the lead bidder and the consortium members should have an average turnover of Rs 200 Cr</li> </ul>	<p>annual turnover of minimum Rs. 50 cr.</p> <ul style="list-style-type: none"> <li>• Together the lead bidder and the consortium members should have an average turnover of Rs.350 Cr.</li> </ul>	
416	Section 2.5, Pre Qualification, point no.3- Positive Net worth	50	<p>The Positive Net Worth (PNW) in Indian Rupees as on 2016-17 financial year end</p> <ul style="list-style-type: none"> <li>• For Sole Bidder – Rs.30 Cr</li> <li>• For Consortium o Lead Bidder should have minimum Rs. 25 Cr PNW</li> <li>o Each consortium partners</li> </ul>	<p>Bidder requests the change in the PNW to be considered for last 3 financial years.</p> <p>For Sole bidder – Rs. 100 Cr.</p> <p>For Consortium – Lead bidder should have minimum of Rs. 50-75 Cr PNW, each consortium partners should have network of Rs. 10Cr, together should have minimum Rs. 100 Cr PNW</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			should have a Networth of Rs. 1 Crore, together should have Rs. 30 Cr PNW		
417	Clause 17 (Payments)	149	<p>5. One time cost for common components like command center application, EMS, KM, etc implementation on cloud (If any).</p> <p>5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP.</p> <p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform</p>	<p>Bidder request the following change in the payment terms</p> <p>5.1 MSI will be paid 20% on the submission of all the relevant documentations as mentioned in RFP.</p> <p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 25%, once the common platform is SQTC certified and Go-Live of common platform</p>	Refer above changes / PreBid Query
418	Clause 17 (Payments)	149	<p>6. One time cost for each service integration</p> <p>6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 90% of CAPEX on complete</p>	<p>Bidder request to change the payment term as</p> <p>6.1 50% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 50% of CAPEX on complete integration of each service, this includes showcasing of the</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).	approved use cases, SOPs running, Test Reports (as per RFP).	
419	Clause 17 (Payments)	149	<p>7. Infrastructure Component cost</p> <p>7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency.</p> <p>7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICC.</p>	<p>Bidder request to change the payment term as</p> <p>7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency.</p> <p>7.2 30% of particular Infrastructure component on Power-up (for hardware), Installation, configuration and ready for Application deployment.</p> <p>7.3 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICC.</p>	Refer above changes / PreBid Query
420	1.5 Implementation Activities	26	Expectations from Cloud based Data Center and Data Recovery Center	Can bidder provide TUFIDCO an alternate model similar to cloud . This would be consumption based for the DC and DR infrastructure hosted in a hosting service provider environment.	Refer above changes / PreBid Query
421	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			bodies should be reused / upgrade as needed.		
422	1.6.1	189	Cloud provider should offer a dashboard that displays up-to-the-minute information on service availability across multiple regions	As a Standard frequency for dashboard updation is 5 min. Kindly we request you allow minimum time of 5 min. instead of upto Minutes.	Refer above changes / PreBid Query
423	Cloud Service Provider (CSP) Capabilities	66	PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud	We are in Process to get PCI DSS certification for Delhi & Mumbai which will take another 2-3 month. Hence request to allow certification to be completed before award of the contract.	Refer above changes / PreBid Query
424	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICCS such as UPS, Diesel Generator Units, Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.	Request deletion of scope	Refer above changes / PreBid Query
425	Integration Architecture	219	Integration Architecture	The RFP specifies scope for Integration of Various Business Applications with ICCS. Please confirm that the bidder shall propose an Industry leading Enterprise ESB Solution. It is highly recommended to have an enterprise service bus / SOA architecture considering existing and future integrations.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
426	Warranty & Maintenance			<p>Request modification:</p> <p>3.4 Warranty &amp; Maintenance Bidder shall also provide complete warranty and maintenance support for all the proposed integrated solution, software development/deployed as outlined 19in this RFP for a complete duration of this project i.e. 60 months from date of delivery Go-live date.</p> <p>“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 City SPVs (for City ICC) and TUFIDCO (for Common Cloud Based DC and DR).</p> <p>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</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				bidder further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.	
427	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query
428	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query
429	Annexure 6 – Formats for Submission of the Financial Bid	302	Upgrade of existing ULB GIS platform Existing ESRI / ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional	Same as above. Also clarify how the quantity of 10 licences has been estimated? Are there 10 existing Arc GIS desktop licences that are required to be upgraded?	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			modules and user licensing (Quantities 10)		
430	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
431	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	Refer above changes / PreBid Query
432	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
433	Bid Validity Period	33	Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Refer above changes / PreBid Query
434	1.16 Deviations and Exclusions	38	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit declaration to this effect.	We request that deviations be allowed	Refer above changes / PreBid Query
435	1.24.2 High Attrition	41	Mentioned under the RFP	Request deletion	Refer above changes / PreBid Query
436	1.25 Fraud and Corrupt Practices	41	Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by TUFIDCO	request for modification:  Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO a court of competent jurisdiction, to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall be terminated. not be eligible to participate in any tender or RFP issued by	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			during a period of 3 years from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	TUFIDCO during a period of 1 year from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	
437	6. Annexure 6 – Formats for Submission of the Financial Bid	302	7. Cost for number of client / user licenses for City Operations center platform (applicable only when sensor level integration is required to be done) - 1 license per 200 sensor licenses (total of line 6 / 200) This is cost for operations and comprehensive maintenance (Only for 10 Cities)	It is noted that the number of user licenses for the year 1 Operations is not available in the financial format, whereas the same is provided for the remaining years. Can you please provide the same.	Refer above changes / PreBid Query
438	1.5.6.39		The PHP Agent must have the below features: Automatic Frontend Detection and Monitoring Deep Transaction Trace Visibility Custom Instrumentation of the Frontend Marker, BlamePointTracer and Backend Marker	Kindly clarify	Refer above changes / PreBid Query
439	1.5.4 Application Performance Management	243	o The security module must be able to prevent leap frog attempts, session	Kindly clarify	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			continuous recording & no ideal session time out.		
440	1.5.4 Application Performance Management	243	The proposed module must offer in various forms: appliance-based, virtual appliance based.	Kindly Clarify	Refer above changes / PreBid Query
441	2.5 Pre-Qualification Criteria, Page No.51	51	<ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken (work order &amp; partial (85% completion of project scope)/ final financial completion certificate from client)</li> </ul>	<p>Request to modify the Clause as:</p> <ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken - work order/Contract agreement/ final financial completion certificate from client)</li> </ul>	Refer above changes / PreBid Query
442	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query
443	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			designated authority's failure to make the site ready within the stipulated period.		
444	RFP Section :2.6.4. Common Command Center Application	63	Point 1:"The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring & Executive Dashboards and law enforcement."	There have been significant contributions in citizen welfare and services in the areas of Public sector Networks, Defence, Telco Networks. Additionally, can we consider use case related to these smart elements ?	Refer above changes / PreBid Query
445	Turnover Smart Elements		The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 201516, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2	The aggregate Turnover from the Smart Elements (TSE) or Information Technology (ICT) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements Projects includes Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.	o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements or Information Technology (ICT) Projects may includes some or all components such as Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Citizen Centric Application, ERP, Business Intelligence Application, Mobile Application, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.	
446	Experience in implementation of Smart Elements		The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC, atleast any of the seven smart elements as mentioned in Annexure 16.	The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC or IT application, atleast any of the Five smart elements as mentioned in Annexure 16.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
447	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query
448	2.6.1 Bidder's Organizational Strength and Experience (Total Mark -60)	59	5 Live Demo / POC Bidders will be required to do the Demo / POC of a maximum of 15 smart city use cases. Bidder will be given minimum of 1 week to establish setup for infrastructure doing the Demo / POC at Tamil Nadu. Bidder will be provided with a room from TUFIDCO to do the required setup. Details of the use cases are provided in the Annexure 16 of this RFP.	We understand that it will be an On-premise Demo POC where the CCC platform needs to be installed locally to demonstrate the use cases mentioned. Please confirm if the understanding is correct.	Refer above changes / PreBid Query
449	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local	Please provide information on all the existing GIS Software at each location to work-out an architecture n how to these systems can be re-used	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			bodies need additional modules and user licensing		
450	1.6.1.4 Integration & Testing Phase	76	Structured Data Packets SCADA GIS Data, DIAL 100 (GPS Co-ordinates of vehicles), Alert messages, ITMS, Citizen Mobile App,	What are the GIS layers available with each city which can be used for the project?	Refer above changes / PreBid Query
451	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Clarify existing ArcGIS environments	Refer above changes / PreBid Query
452	6. Annexure 6 – Formats for Submission of the Financial Bid	302	6. License cost per sensor (per Video and non-Video sensors Including (applicable only when sensor level integration is required to be done)	Kindly explain	Refer above changes / PreBid Query
453	17 Payments	148	5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP.	Kindly Modify the Clause as: 5.1 MSI will be paid 25% on the submission of all the relevant documentations as mentioned in RFP.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform.</p>	<p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 20%, once the common platform is SQTC certified and Go-Live of common platform.</p>	
454	17 Payments	148	<p>6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 90% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	<p>Request to modify the Clause as:</p> <p>6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 30% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 70% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	Refer above changes / PreBid Query
455	17 Payments	149	<p>7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after</p>	<p>Request to modify the Clause as:</p> <p>7.1 MSI will be paid 70% of particular Infrastructure</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICCC.	component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 20% of particular Infrastructure component on Installation of particular City ICCC. 7.3 MSI will be paid 10% of particular Infrastructure component on Go – Live of particular City ICCC.	
456	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICCC such as UPS, Diesel Generator Units, Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.	Request deletion of scope	Refer above changes / PreBid Query
457	Annexure 6 – Formats for Submission of the Financial Bid	307	DR Services	Kindly specify the line item head under which DR services is to be included.	Refer above changes / PreBid Query
458	Pg no: 302 1 l, j	302	Fire Alarm System , Public address system	Kindly provide the ICCC Layout (No. of floors) (Length x breadth) to design Fire alarm and public address system in each city	Refer above changes / PreBid Query
459	Pg no: 302 1 k	302	Access control system	Kindly provide the ICCC Layout (No. of doors) to design Access control system in each city	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
460	Pg no: 302 b	302	Citizen Mobile Application with integration in CCC-10 nos	As per the bill of materials, mobile application is asked for 10 cites only. State level CCC at chennai require mobile application which is not captured in the bill of materials. Kindly confirm	Refer above changes / PreBid Query
461	1.6.1	189	Cloud provider should offer a dashboard that displays up-to-the-minute information on service availability across multiple regions	As a Standard frequency for dashboard updation is 5 min. Kindly we request you allow minimum time of 5 min. instead of upto Minutes.	Refer above changes / PreBid Query
462	Cloud Service Provider (CSP) Capabilities	66	PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud	We are in Process to get PCI DSS certification for Delhi & Mumbai which will take another 2-3 month. Hence request to allow certification to be completed before award of the contract.	Refer above changes / PreBid Query
463	1.5 Implementation Activities	23	Implementation of the missing modules and enhancement of the current modules in existing Egovernance application: Citizen Facilitation Centre	In this list there is Implementation of Citizen Facilitation Centre(CFC), our understaning is to developme software module for CFC please confirm.	Refer above changes / PreBid Query
464	1.5 Implementation Activities Sr No. 0 (d);	302	Enhancement and addition of required Modules in Existing E-Governance	As per description we need to quote for enhancement & addition. Kindly separate enhancement & addition line BOQ items as addition requiment shall be considered as per new requimrent and cost shall be based on actaul module developed.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
465	General		Consortium Partner	Kindly clarify whether single CSP provider can be do Consortium partner with multiple MSI and also offer solution to multiple MSIs	Refer above changes / PreBid Query
467	General		CSP	Can we quote DC and DR from different CSP provider? Please confirm	Refer above changes / PreBid Query
468	Payments		Payments to MSI will be done on monthly basis, based on the activities completed in the particular month including for Cloud Service consumption on pay for use basis	Please give details about payment terms. Request you to link payment terms with pricebid Serial Number and percentage of payment against milestone.	Refer above changes / PreBid Query
469	Section 2.5, Pre Qualification, point no.2	50	<ul style="list-style-type: none"> <li>Bidder should have an average annual turnover of at least INR 200 Crores in over last 3 financial years (FY 2014-15, 2015-16 and 2016-17) from Annual Turnover from IT systems / IT System integration / ICT / system integration services / ICT based utility management / Transport management / command &amp; control center implementation / Network Operating Center (NOC) / MeITY empanelled Cloud services in India</li> <li>In case of Single bidder,</li> </ul>	<p>Bidder requests the turnover to be modified atleast to INR 500 cr in over last 3 financial years in case of single bidder.</p> <p>Or</p> <ul style="list-style-type: none"> <li>In case of consortium : the lead bidder should have average annual turnover of min Rs.350 cr.</li> <li>Each of the consortium members should have average annual turnover of minimum Rs. 50 cr.</li> <li>Together the lead bidder and the consortium members should have an average turnover of</li> </ul>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>the average annual turnover should be 200 Crores for the last three years.</p> <ul style="list-style-type: none"> <li>• In case of Consortium: o The lead bidders should have average annual turnover of minimum Rs 120 Crores</li> <li>o Each of the consortium members should have average annual turnover of minimum Rs 10 Crores</li> <li>o Together the lead bidder and the consortium members should have an average turnover of Rs 200 Cr</li> </ul>	Rs.350 Cr.	
470	Section 2.5, Pre Qualification, point no.3- Positive Net worth	50	<p>The Positive Net Worth (PNW) in Indian Rupees as on 2016-17 financial year end</p> <ul style="list-style-type: none"> <li>• • For Sole Bidder – Rs.30 Cr</li> <li>• For Consortium o Lead Bidder should have minimum Rs. 25 Cr PNW</li> <li>o Each consortium partners should have a Networth of Rs. 1 Crore, together should have Rs. 30 Cr PNW</li> </ul>	<p>Bidder requests the change in the PNW to be considered for last 3 financial years.</p> <p>For Sole bidder – Rs. 100 Cr.</p> <p>For Consortium – Lead bidder should have minimum of Rs. 50-75 Cr PNW, each consortium partners should have network of Rs. 10Cr, together should have minimum Rs. 100 Cr PNW</p>	Refer above changes / PreBid Query
471	Clause 17 (Payments)	149	5. One time cost for common components like command center	<p>Bidder request the following change in the payment terms</p> <p>5.1 MSI will be paid 20% on the</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>application, EMS, KM, etc implementation on cloud (If any).</p> <p>5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP.</p> <p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform</p>	<p>submission of all the relevant documentations as mentioned in RFP.</p> <p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 25%, once the common platform is SQTC certified and Go-Live of common platform</p>	
472	Clause 17 (Payments)	149	<p>6. One time cost for each service integration</p> <p>6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 90% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	<p>Bidder request to change the payment term as</p> <p>6.1 50% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 50% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
473	Clause 17 (Payments)	149	7. Infrastructure Component cost 7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICC.	Bidder request to change the payment term as 7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 30% of particular Infrastructure component on Power-up (for hardware), Installation, configuration and ready for Application deployment. 7.3 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICC.	Refer above changes / PreBid Query
474	1.5 Implementation Activities	26	Expectations from Cloud based Data Center and Data Recovery Center	Can bidder provide TUFIDCO an alternate model similar to cloud . This would be consumption based for the DC and DR infrastructure hosted in a hosting service provider environment.	Refer above changes / PreBid Query
475	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
476	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	
477	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	Refer above changes / PreBid Query
478	Bid Validity Period	33	Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Refer above changes / PreBid Query
479	1.16 Deviations and Exclusions	38	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit declaration to this effect.	We request that deviations be allowed	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
480	1.24.2 High Attrition	41	Mentioned under the RFP	Request deletion	Refer above changes / PreBid Query
481	1.25 Fraud and Corrupt Practices	41	Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 3 years from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	request for modification:  Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO a court of competent jurisdiction, to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall be terminated. not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 1 year from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	Refer above changes / PreBid Query
482	6. Annexure 6 – Formats for Submission of the Financial Bid	302	7. Cost for number of client / user licenses for City Operations center platform	It is noted that the number of user licenses for the year 1 Operations is not available in	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			(applicable only when sensor level integration is required to be done) - 1 license per 200 sensor licenses (total of line 6 / 200) This is cost for operations and comprehensive maintenance (Only for 10 Cities)	the financial format, whereas the same is provided for the remaining years. Can you please provide the same.	
483	1.5.6.39		The PHP Agent must have the below features: Automatic Frontend Detection and Monitoring Deep Transaction Trace Visibility Custom Instrumentation of the Frontend Marker, BlamePointTracer and Backend Marker	Kindly clarify	Refer above changes / PreBid Query
484	1.5.4 Application Performance Management	243	o The security module must be able to prevent leap frog attempts, session continuous recording & no ideal session time out.	Kindly clarify	Refer above changes / PreBid Query
485	1.5.4 Application Performance Management	243	The proposed module must offer in various forms: appliance-based, virtual appliance based.	Kindly Clarify	Refer above changes / PreBid Query
486	2.5 Pre-Qualification Criteria, Page No.51	51	<ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart</li> </ul>	Request to modify the Clause as: <ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart</li> </ul>	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>Elements projects for the specified years.</p> <ul style="list-style-type: none"> <li>• Proof of the projects undertaken (work order &amp; partial (85% completion of project scope)/ final financial completion certificate from client)</li> </ul>	<p>Elements projects for the specified years.</p> <ul style="list-style-type: none"> <li>• Proof of the projects undertaken - work order/Contract agreement/ final financial completion certificate from client)</li> </ul>	
487	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query
488	Schedule-3 General Conditions of Contract	147	<p>Obligations of the designated authority</p> <p>h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.</p>	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query
489	RFP Section :2.6.4. Common Command Center Application	63	Point 1:"The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking,	There have been significant contributions in citizen welfare and services in the areas of Public sector Networks, Defence, Telco Networks. Additionally, can we consider	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring & Executive Dashboards and law enforcement."	use case related to these smart elements ?	
490	Turnover Smart Elements		The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 201516, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements Projects includes Command & Communications /Control, City Surveillance System, Red Light Violation detection System,	The aggregate Turnover from the Smart Elements (TSE) or Information Technology (ICT) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements or Information Technology (ICT) Projects may includes some or all components such as Command & Communications /Control, City Surveillance System, Red Light Violation detection	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.	System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Citizen Centric Application, ERP, Business Intelligence Application, Mobile Application, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.	
491	Experience in implementation of Smart Elements		The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC, atleast any of the seven smart elements as mentioned in Annexure 16.	The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC or IT application, atleast any of the Five smart elements as mentioned in Annexure 16.	Refer above changes / PreBid Query
492	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query
493	2.6.1 Bidder's Organizational Strength and Experience (Total Mark -60)	59	5 Live Demo / POC Bidders will be required to do the Demo / POC of a maximum of 15 smart city use cases. Bidder will be given minimum of 1 week to establish setup for	We understand that it will be an On-premise Demo POC where the CCC platform needs to be installed locally to demonstrate the use cases mentioned. Please confirm if the understanding is correct.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			infrastructure doing the Demo / POC at Tamil Nadu. Bidder will be provided with a room from TUFIDCO to do the required setup. Details of the use cases are provided in the Annexure 16 of this RFP.		
494	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Please provide information on all the existing GIS Software at each location to work-out an architecture n how to these systems can be re-used	Refer above changes / PreBid Query
495	1.6.1.4 Integration & Testing Phase	76	Structured Data Packets SCADA GIS Data, DIAL 100 (GPS Co-ordinates of vehicles), Alert messages, ITMS, Citizen Mobile App,	What are the GIS layers available with each city which can be used for the project?	Refer above changes / PreBid Query
496	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be	Clarify existing ArcGIS environments	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing		
497	6. Annexure 6 – Formats for Submission of the Financial Bid	302	6. License cost per sensor (per Video and non-Video sensors Including (applicable only when sensor level integration is required to be done)	Kindly explain	Refer above changes / PreBid Query
498	17 Payments	148	5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP. 5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports 5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform.	Kindly Modify the Clause as: 5.1 MSI will be paid 25% on the submission of all the relevant documentations as mentioned in RFP. 5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports 5.3 MSI will be paid 20%, once the common platform is SQTC certified and Go-Live of common platform.	Refer above changes / PreBid Query
499	17 Payments	148	6. One time cost for each service integration. This	Request to modify the Clause as:	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 90% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	<p>6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 30% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 70% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	
500	17 Payments	149	<p>7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency.</p> <p>7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICC.</p>	<p>Request to modify the Clause as:</p> <p>7.1 MSI will be paid 70% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency.</p> <p>7.2 MSI will be paid 20% of particular Infrastructure component on Installation of particular City ICC.</p> <p>7.3 MSI will be paid 10% of particular Infrastructure</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				component on Go – Live of particular City ICCC.	
501	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICCC such as UPS, Diesel Generator Units, Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.	Request deletion of scope	Refer above changes / PreBid Query
502	Annexure 6 – Formats for Submission of the Financial Bid	307	DR Services	Kindly specify the line item head under which DR services is to be included.	Refer above changes / PreBid Query
503	Pg no: 302 1 I, j	302	Fire Alarm System , Public address system	Kindly provide the ICCC Layout (No. of floors) (Length x breadth) to design Fire alarm and public address system in each city	Refer above changes / PreBid Query
504	Pg no: 302 1 k	302	Access control system	Kindly provide the ICCC Layout (No. of doors) to design Access control system in each city	Refer above changes / PreBid Query
505	Pg no: 302 b	302	Citizen Mobile Application with integration in CCC-10 nos	As per the bill of materials, mobile application is asked for 10 cites only. State level CCC at chennai require mobile application which is not captured in the bill of materials. Kindly confirm	Refer above changes / PreBid Query
506	1.6.1	189	Cloud provider should offer a dashboard that displays up-to-the-minute information on service availability across multiple regions	As a Standard frequency for dashboard updation is 5 min. Kindly we request you allow minimum time of 5 min. instead of upto Minutes.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
507	Cloud Service Provider (CSP) Capabilities	66	PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud	We are in Process to get PCI DSS certification for Delhi & Mumbai which will take another 2-3 month. Hence request to allow certification to be completed before award of the contract.	Refer above changes / PreBid Query
508	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query
509	Annexure 6 – Formats for Submission of the Financial Bid	302	Upgrade of existing ULB GIS platform Existing ESRI / ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing (Quantities 10)	Same as above. Also clarify how the quantity of 10 licences has been estimated? Are there 10 existing Arc GIS desktop licences that are required to be upgraded?	Refer above changes / PreBid Query
510	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
511	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	Refer above changes / PreBid Query
512	1.8 Earnest Money Deposit (EMD)	11, 33			Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	
513	Bid Validity Period	33	Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Refer above changes / PreBid Query
514	1.16 Deviations and Exclusions	38	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit declaration to this effect.	We request that deviations be allowed	Refer above changes / PreBid Query
515	1.24.2 High Attrition	41	Mentioned under the RFP	Request deletion	Refer above changes / PreBid Query
516	1.25 Fraud and Corrupt Practices	41	Without prejudice to the rights of TUFIDCO under Clause above and the rights	request for modification:	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 3 years from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO a court of competent jurisdiction, to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall be terminated. not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 1 year from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	
517	6. Annexure 6 – Formats for Submission of the Financial Bid	302	7. Cost for number of client / user licenses for City Operations center platform (applicable only when sensor level integration is required to be done) - 1 license per 200 sensor licenses (total of line 6 /	It is noted that the number of user licenses for the year 1 Operations is not available in the financial format, whereas the same is provided for the remaining years. Can you please provide the same.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			200) This is cost for operations and comprehensive maintenance (Only for 10 Cities)		
518	1.5.6.39		The PHP Agent must have the below features: Automatic Frontend Detection and Monitoring Deep Transaction Trace Visibility Custom Instrumentation of the Frontend Marker, BlamePointTracer and Backend Marker	Kindly clarify	Refer above changes / PreBid Query
519	1.5.4 Application Performance Management	243	o The security module must be able to prevent leap frog attempts, session continuous recording & no ideal session time out.	Kindly clarify	Refer above changes / PreBid Query
520	1.5.4 Application Performance Management	243	The proposed module must offer in various forms: appliance-based, virtual appliance based.	Kindly Clarify	Refer above changes / PreBid Query
521	2.5 Pre-Qualification Criteria, Page No.51	51	<ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken (work order &amp; partial (85% completion of project scope)/ final</li> </ul>	Request to modify the Clause as: <ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken - work order/Contract agreement/ final</li> </ul>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			financial completion certificate from client)	financial completion certificate from client)	
522	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query
523	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query
524	RFP Section :2.6.4. Common Command Center Application	63	Point 1:"The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring,	There have been significant contributions in citizen welfare and services in the areas of Public sector Networks, Defence, Telco Networks. Additionally, can we consider use case related to these smart elements ?	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Citizen Service Delivery, Mobile work-force management, KPI Monitoring & Executive Dashboards and law enforcement."		
525	Turnover Smart Elements		The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements Projects includes Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data	The aggregate Turnover from the Smart Elements (TSE) or Information Technology (ICT) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements or Information Technology (ICT) Projects may includes some or all components such as Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Center/Disaster Recovery Center Projects, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.	Center Projects, Citizen Centric Application, ERP, Business Intelligence Application, Mobile Application, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.	
526	Experience in implementation of Smart Elements		The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC, atleast any of the seven smart elements as mentioned in Annexure 16.	The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC or IT application, atleast any of the Five smart elements as mentioned in Annexure 16.	Refer above changes / PreBid Query
527	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query
528	2.6.1 Bidder's Organizational Strength and Experience (Total Mark -60)	59	5 Live Demo / POC Bidders will be required to do the Demo / POC of a maximum of 15 smart city use cases. Bidder will be given minimum of 1 week to establish setup for infrastructure doing the Demo / POC at Tamil Nadu. Bidder will be provided with a room from TUFIDCO to do the required setup. Details of	We understand that it will be an On-premise Demo POC where the CCC platform needs to be installed locally to demonstrate the use cases mentioned. Please confirm if the understanding is correct.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			the use cases are provided in the Annexure 16 of this RFP.		
529	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Please provide information on all the existing GIS Software at each location to work-out an architecture n how to these systems can be re-used	Refer above changes / PreBid Query
530	1.6.1.4 Integration & Testing Phase	76	Structured Data Packets SCADA GIS Data, DIAL 100 (GPS Co-ordinates of vehicles), Alert messages, ITMS, Citizen Mobile App,	What are the GIS layers available with each city which can be used for the project?	Refer above changes / PreBid Query
531	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local	Clarify existing ArcGIS environments	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing		
532	6. Annexure 6 – Formats for Submission of the Financial Bid	302	6. License cost per sensor (per Video and non-Video sensors Including (applicable only when sensor level integration is required to be done)	Kindly explain	Refer above changes / PreBid Query
533	Detailed Scope of Work	72	Design and establishment of state level Cloud based common data center and DR for all 10 cities. Disaster recovery will also be cloud based for this data center.	1. Dilute the terms that the DC/DR has to be in TN only.	Refer above changes / PreBid Query
534	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	Video wall: 55" inches LED, The native resolution of each LED should be 1920 X 1080 pixels (Full HD) and should offer min 16.7 million colors.	Please change to: Video wall: 50" DLP Laser lit , The native resolution of each LED should be 1920 X 1080 pixels (Full HD) and should offer min 16.7 million colors.	Refer above changes / PreBid Query
535	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	The screen should have front accessibility and adjustable low inter screen gap < 1 mm to give seamless viewing experience.	Please change to: The screen should have front accessibility with 450mm depth and adjustable low inter screen gap < 1 mm to give seamless viewing experience.	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
536	Annexure 6 – Formats for Submission of the Financial Bid	302	a. Video Wall (LED Technology 4 x 2 Modules of 55" each)	Please change to: Video Wall (DLP Technology 4 x 2 Modules of 50" Laser lit each)	Refer above changes / PreBid Query
537	O&M Cost for ICT Setup (including Head Quarter ICCC at CMA)	304	b. Video Wall (LED Technology 4 x 2 Modules of 55" each)	Please change to: Video Wall (DLP Technology 4 x 2 Modules of 50" Laser lit each)	Refer above changes / PreBid Query
538	1. Annexure 2- Technical Specifications (Integrated Command and Control Center (ICCC)  h. Video Wall	251	Video Wall features	Expand on video wall functions according to smart city use case	Refer above changes / PreBid Query
539	Schedule 2 – Detailed Scope of Work Section 1.5 GIS Platform,	70	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Please provide details on existing ArcGIS desktop software available with ULBS (Version, Quantity etc.).	Refer above changes / PreBid Query
540	Annexure 6 – Formats for Submission of the Financial Bid	302	Upgrade of existing ULB GIS platform Existing ESRI / ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing (Quantities 10)	Same as above. Also clarify how the quantity of 10 licences has been estimated? Are there 10 existing Arc GIS desktop licences that are required to be upgraded?	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
541	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
542	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	Refer above changes / PreBid Query
543	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	Refer above changes / PreBid Query
544	Bid Validity Period	33		What is the validity period of the bid?	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.		
545	1.16 Deviations and Exclusions	38	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit declaration to this effect.	We request that deviations be allowed	Refer above changes / PreBid Query
546	1.24.2 High Attrition	41	Mentioned under the RFP	Request deletion	Refer above changes / PreBid Query
547	1.25 Fraud and Corrupt Practices	41	Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 3 years	request for modification:  Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO a court of competent jurisdiction, to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall be terminated. not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 1	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	year from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	
548	2.2 Preliminary Examination of Bids		As per RFP	<p>We request deletion of following :</p> <p>c. Found with intentional suppression of details</p> <p>d. With incomplete information, subjective, conditional offers and partial offers submitted</p> <p>f. Non-compliant to any of the clauses mentioned in the RFP except the deviations proposed by the bidder</p>	Refer above changes / PreBid Query
549	2.4.3 Stage 3: Financial Evaluation		<p>Any conditional bid would be rejected</p> <p>b. If there is a discrepancy between words and figures, the amount in words will prevail.”</p> <p>c. If the Bidder does not accept the error correction, its Bid will be rejected and its EMD may be forfeited.</p>	Request deletion.	Refer above changes / PreBid Query
550	Warranty & Maintenance			<p>Request modification:</p> <p>3.4 Warranty &amp; Maintenance</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				<p>Bidder shall also provide complete warranty and maintenance support for all the proposed integrated solution, software development/deployed as outlined 19in this RFP for a complete duration of this project i.e. 60 months from date of delivery Go-live date.</p> <p>“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 City SPVs (for City ICCC) and TUFIDCO (for Common Cloud Based DC and DR).</p> <p>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</p>	

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
				arising from design, materials or workmanship.	
551	3.5. 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 TUFIDCO may award the contract to the next best value bidder or call for new bids. In such a case, TUFIDCO shall invoke the PBG and/or forfeit the EMD.	Request deletion	Refer above changes / PreBid Query
552	10 Start of Installation	139	As per TRAI guidelines, resale of bandwidth connectivity is not allowed. In such a case tripartite agreement should be formed between designated authority, selected Bidder and Network Service Provider(s).Such tripartite agreement entered for provision of bandwidth services will form an integral part of the Contract.	Is bandwidth also a component of our scope of work?	Refer above changes / PreBid Query
553	Section 1.2 - Functional Requirement of	190	The clause should be enhanced to address all the relevant interfaces on the	Our understanding for this requirement is "Proposed ICCC software should support for this	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
	Command and Control Center		<p>platform to support for cellular and non-cellular network: 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/4G 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, etc.</p> <p>The platform should also support the Connectivity Management in order to provide end to end solution:</p> <ul style="list-style-type: none"> <li>• Change subscription (SIM) state: Activate, Deactivate, Pause, Terminate,</li> <li>• eUICC ordering and Subscription profile ordering,</li> <li>• eSIM Profile Download, Enable, Change, Delete</li> </ul>	<p>in future, however vertical solution for this is not required. Pls clarify.</p>	

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<ul style="list-style-type: none"> <li>• Subscription Activate, Deactivate, Pause, T terminate,</li> <li>• Query Subscription Status, Data consumed, # SMS sent/received, etc.</li> </ul>		
554	d. Integration Architecture	219	Data integration in batch mode will be through ETL. The following integration points could be considered for ETL based data integration - Initial data migration to cleanse, validate and load the data extracted from source systems into target tables . Data load formal the individual transactional systems like ERP, Grievance Readressal to central enterprise data warehouse solution for aggregation, mining, dashboard reporting and analytics.	<p>Our understanding is "We need to provide Real-time integration with IoT/non-IOT applications. Common Cloud ICCC will do sensor integration, data store and control, access to this data using the rest API/SDK provided by 3rd party system as this is the most acceptable way for integrating between two applications and display common dashboards. DC will store use case relevant transformed data in a database. DC ICCC Application will not replicate non-IOT applications Database. Pls clarify.</p> <p>Request to define requirement for data storage, which will help us provide complete solution.</p>	Refer above changes / PreBid Query
555	Section: IVR Services	223	IVR services are envisaged as part of Call Center facility, which will be integrated with the solution		Refer above changes / PreBid Query
556	Annexure 6 – Formats for Submission of the Financial Bid	302	Upgrade of existing ULB GIS platform Existing ESRI / ArcGIS software available	Same as above. Also clarify how the quantity of 10 licences has been estimated? Are there 10	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing (Quantities 10)	existing Arc GIS desktop licences that are required to be upgraded?	
557	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
558	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	Refer above changes / PreBid Query
559	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.		
560	Bid Validity Period	33	Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Refer above changes / PreBid Query
561	1.16 Deviations and Exclusions	38	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit declaration to this effect.	We request that deviations be allowed	Refer above changes / PreBid Query
562	1.24.2 High Attrition	41	Mentioned under the RFP	Request deletion	Refer above changes / PreBid Query
563	1.25 Fraud and Corrupt Practices	41	Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or	request for modification:  Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO a court of competent jurisdiction, to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 3 years from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	issue of the LOI or the execution of the Agreement, such Bidder shall be terminated. not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 1 year from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	
564	6. Annexure 6 – Formats for Submission of the Financial Bid	302	7. Cost for number of client / user licenses for City Operations center platform (applicable only when sensor level integration is required to be done) - 1 license per 200 sensor licenses (total of line 6 / 200) This is cost for operations and comprehensive maintenance (Only for 10 Cities)	It is noted that the number of user licenses for the year 1 Operations is not available in the financial format, whereas the same is provided for the remaining years. Can you please provide the same.	Refer above changes / PreBid Query
565	1.5.6.39		The PHP Agent must have the below features: Automatic Frontend Detection and Monitoring Deep Transaction Trace Visibility Custom Instrumentation of the Frontend Marker,	Kindly clarify	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			BlamePointTracer and Backend Marker		
566	1.5.4 Application Performance Management	243	o The security module must be able to prevent leap frog attempts, session continuous recording & no ideal session time out.	Kindly clarify	Refer above changes / PreBid Query
567	1.5.4 Application Performance Management	243	The proposed module must offer in various forms: appliance-based, virtual appliance based.	Kindly Clarify	Refer above changes / PreBid Query
568	2.5 Pre-Qualification Criteria, Page No.51	51	<ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken (work order &amp; partial (85% completion of project scope)/ final financial completion certificate from client)</li> </ul>	Request to modify the Clause as: <ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken - work order/Contract agreement/ final financial completion certificate from client)</li> </ul>	Refer above changes / PreBid Query
569	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query
570	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications,	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.		
571	RFP Section :2.6.4. Common Command Center Application	63	Point 1:"The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management, Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring & Executive Dashboards and law enforcement."	There have been significant contributions in citizen welfare and services in the areas of Public sector Networks, Defence, Telco Networks. Additionally, can we consider use case related to these smart elements ?	Refer above changes / PreBid Query
572	Turnover Smart Elements		The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 201516, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For	The aggregate Turnover from the Smart Elements (TSE) or Information Technology (ICT) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For	Refer above changes / PreBid Query

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			<p>Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements Projects includes Command &amp; Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.</p>	<p>Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements or Information Technology (ICT) Projects may includes some or all components such as Command &amp; Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart Data Center/Disaster Recovery Center Projects, Citizen Centric Application, ERP, Business Intelligence Application, Mobile Application, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.</p>	
573	Experience in implementation of Smart Elements		<p>The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC,</p>	<p>The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC or IT application,</p>	Refer above changes / PreBid Query

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			atleast any of the seven smart elements as mentioned in Annexure 16.	atleast any of the Five smart elements as mentioned in Annexure 16.	
574	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query
575	2.6.1 Bidder's Organizational Strength and Experience (Total Mark -60)	59	5 Live Demo / POC Bidders will be required to do the Demo / POC of a maximum of 15 smart city use cases. Bidder will be given minimum of 1 week to establish setup for infrastructure doing the Demo / POC at Tamil Nadu. Bidder will be provided with a room from TUFIDCO to do the required setup. Details of the use cases are provided in the Annexure 16 of this RFP.	We understand that it will be an On-premise Demo POC where the CCC platform needs to be installed locally to demonstrate the use cases mentioned. Please confirm if the understanding is correct.	Refer above changes / PreBid Query
576	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local	Please provide information on all the existing GIS Software at each location to work-out an architecture n how to these systems can be re-used	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing		
577	1.6.1.4 Integration & Testing Phase	76	Structured Data Packets SCADA GIS Data, DIAL 100 (GPS Co-ordinates of vehicles), Alert messages, ITMS, Citizen Mobile App,	What are the GIS layers available with each city which can be used for the project?	Refer above changes / PreBid Query
578	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Clarify existing ArcGIS environments	Refer above changes / PreBid Query
579	6. Annexure 6 – Formats for Submission of the Financial Bid	302	6. License cost per sensor (per Video and non-Video sensors Including (applicable only when sensor level integration is required to be done)	Kindly explain	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
580	17 Payments	148	<p>5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP.</p> <p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform.</p>	<p>Kindly Modify the Clause as:</p> <p>5.1 MSI will be paid 25% on the submission of all the relevant documentations as mentioned in RFP.</p> <p>5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports</p> <p>5.3 MSI will be paid 20%, once the common platform is SQTC certified and Go-Live of common platform.</p>	Refer above changes / PreBid Query
581	17 Payments	148	<p>6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 90% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	<p>Request to modify the Clause as:</p> <p>6. One time cost for each service integration. This component will be paid by City SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 30% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 70% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
582	17 Payments	149	7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICC.7.	Request to modify the Clause as: 7.1 MSI will be paid 70% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency. 7.2 MSI will be paid 20% of particular Infrastructure component on Installation of particular City ICC.7. 7.3 MSI will be paid 10% of particular Infrastructure component on Go – Live of particular City ICC.7.	Refer above changes / PreBid Query
583	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICC such as UPS, Diesel Generator Units, Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.	Request deletion of scope	Refer above changes / PreBid Query
584	Annexure 6 – Formats for Submission of the Financial Bid	307	DR Services	Kindly specify the line item head under which DR services is to be included.	Refer above changes / PreBid Query
585	Pg no: 302 1 I, j	302	Fire Alarm System , Public address system	Kindly provide the ICC Layout (No. of floors) (Length x breadth) to design Fire alarm and public address system in each city	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
586	Pg no: 302 1 k	302	Access control system	Kindly provide the ICCC Layout (No. of doors) to design Access control system in each city	Refer above changes / PreBid Query
587	Pg no: 302 b	302	Citizen Mobile Application with integration in CCC-10 nos	As per the bill of materials, mobile application is asked for 10 cites only. State level CCC at chennai require mobile application which is not captured in the bill of materials. Kindly confirm	Refer above changes / PreBid Query
588	1.6.1	189	Cloud provider should offer a dashboard that displays up-to-the-minute information on service availability across multiple regions	As a Standard frequency for dashboard updation is 5 min. Kindly we request you allow minimum time of 5 min. instead of upto Minutes.	Refer above changes / PreBid Query
589	Cloud Service Provider (CSP) Capabilities	66	PCI DSS - compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud	We are in Process to get PCI DSS certification for Delhi & Mumbai which will take another 2-3 month. Hence request to allow certification to be completed before award of the contract.	Refer above changes / PreBid Query
590	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query
591	Definition, clause 1.3, page 128		"Applicable Law(s)": Any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law, approval, directive, guideline, policy, requirement or other governmental restriction or	Please clarify	Clarified as following, if there are any governmental restriction (GoI, GoTN) or any similar form of decision as on date which is applicable to the project. The authority should clarify that any governmental restrictions imposed during the subsistence of

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			any similar form of decision applicable to the relevant party and as may be in effect on the date of the execution of this Agreement and during the subsistence thereof, applicable to the Project.		the project which may materially impact the obligations of MSI should be treated as force majeure conditions.
592	Definition, clause 1.9, page 129		“Contract Value” means, the amount quoted by the MSI in its Financial bid. If the Contract Value is increased due to change request, increase in tax rates/tax laws etc. in accordance with the terms of this Agreement, then the Authority shall have the right to seek additional Performance Guarantee to such increased extent of Contract Value and the penalties/liquidated damages etc. getting affected by such increase would be calculated based on such increase from the effective date of such increase in the Contract Value. For purpose of this clause, the Contract Value shall be deemed to increase on every 20% increase in original Contract Value	Request you to kindly clarify that there will be no increase in amount of performance guarantee on account of any increase in tax rates and/or tax laws.	Clarified as following, Performance Guarantee is percentage subject of the project / contract value regardless of the tax laws / tax rates.

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			(quoted by the MSI in its Financial bid).		
593	Definition, clause 1.17, page 130		“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.	Request you to clarify	Clarified as following, licenses are covered under the definition of IPR
594	Definition, clause 1.7, page 128		‘Confidential Information’ means all information including any information (whether in written, oral, electronic or other format)	As per this clause, there is provision regarding keeping the record of confidential information, and managing it in oral mode as well.	Clause is modified as following, ‘Confidential Information’ means all information including any information (whether in written, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of designated authority which is disclosed to or otherwise learned by MSI in the course of or in connection with the Contract but does not include information which is available lawfully in the public domain
595	Definition, clause 1.28, page 130		‘Service Specifications’ means and includes detailed description,	Request you to please clarify if you would allow minor deviations with regard to any of	Clarified as following, Minor deviations with regards to any service specifications would be

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			statements to technical data, performance characteristics, and standards (Indian as well as International) as applicable and as specified in the RFP and the Contract, as well as those specifications relating to industry standards and codes applicable to the performance of work, work performance quality and specifications affecting the work or any additional specifications required to be produced by the MSI to meet the design criteria.	the Service Specifications which would not have a major impact in the overall scheme of things.	considered by the department as long as the scope and the objectives are met.
596	MSI Obligations clause 8 (g) , page 135		MSI shall ensure that none of the Key Personnel and manpower exit from the project during first 6 months of the beginning of the project. In such cases of exit, replacement has to be approved by the designated authority	The terms Man power is very wide and includes non-critical resources which does-not impact the progress of the project.	Clause modified as following, MSI shall ensure that none of the Key Personnel, as defined in the RFP will exit from the project during first 6 months of the beginning of the project. In such cases of exit, replacement has to be approved by the designated authority
597	Start of Installation , Clause 10 (b) , page 139		As per TRAI guidelines, resale of bandwidth connectivity is not allowed. In such a case tripartite agreement should be formed between designated authority, selected Bidder and Network Service	As per the scope defined in the RFP, MSI is not required to procure bandwidth on behalf of authority. Hence, request you to kindly remove this clause.	Clarified as following, MSI has to scope of initial CAPEX for 100 Mbps bandwidth provisioning at each CCC and only the monthly reoccurring costs will be borne by the Authority.

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			Provider(s).Such tripartite agreement entered for provision of bandwidth services will form an integral part of the Contract. A draft of the tripartite agreement is attached.		
598	Definition, clause 1.33, page 131		“Sub-Contractor” shall mean the entity named in the contract for any part of the work or any person to whom any part of the contract has been sublet with the consent in writing of the designated authority and the heirs, legal representatives, successors and assignees of such person.	kindly clarify on Sub Contractors and replacements	Clarified as following, Includes new subcontractors, replacements made by MSI or designated authority from time to time
599	Definition, clause 1.34, page 131		“Services” means the work to be performed by the agency pursuant to the RFP and to the contract to be signed by the parties in pursuance of any specific assignment awarded by the designated authority. In addition to this, the definition would also include other related / ancillary services that may be required to execute the	Request you to kindly clarify the scope whether other related / ancillary services that may be required to execute the Scope of Work under same objective of the RFP.	Clarified as following, Bidder shall provide other related / ancillary services that are needed to achieve the project scope & objective mentioned in RFP.

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			Scope of Work under the RFP.		
600	Clause 5 (d), page 133		d.The Goods supplied under this Agreement shall conform to the standards mentioned in the technical specifications given in the RFP, and, when no applicable standard is mentioned, to the authoritative standards, such standards shall be the latest issued by the concerned institution. Delivery of Goods shall be made by the MSI in accordance with the Agreement and the terms specified by the designated authority. In case if it is found that the Goods provided by MSI do not meet one/ more criteria, the MSI shall remain liable to provide a replacement for the same which meets all the required specifications and as per choice of MSI, at no additional cost to MSI.	Request you to kindly make this clause more specific in the direction to meet the project objective.	Clause modified as following, d. The Goods supplied under this Agreement shall conform to the standards mentioned in the technical specifications given in the RFP, and, when no applicable standard is mentioned, to the authoritative standards, such standards shall be the latest issued by the concerned institution / equivalent standards of international institutions. Delivery of Goods shall be made by the MSI in accordance with the Agreement. In case if it is found that the Goods provided by MSI do not meet one/ more criteria, the MSI shall remain liable to provide a replacement for the same which meets all the required specifications and as per choice of MSI, at no additional cost to Authority unless agreed by the Authority.”
601	Clause 8 (i), page 135		In case of change in its team members, MSI shall ensure a reasonable amount of time overlap in activities to	The authority to consider high attrition	No change in RFP



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			ensure proper knowledge transfer and handover / takeover of documents and other relevant materials between the outgoing and the new member.		
602	Clause 8 (k), page 136		MSI shall be fully responsible for deployment / installation / development/ laying of network fibre and integration of all the software and hardware components and resolve any problems / issues that may arise due to integration of components.	Request you to kindly reword this clause in line with the scope of work of the RFP.	Clause modified as following, MSI shall be fully responsible for deployment / installation / development and integration of all the software and hardware components and resolve any problems / issues that may arise due to integration of components.
603	Clause 8 (m), page 136		All the OEMs that Bidder proposes should have Dealer possession licenses.	Authority to clarify this requirement with respect to category of OEMs.	Clarified as following, Bidder shall submit Manufacturer's authorization letter from all OEMs proposed in the Bid.
604	Clause 8 (n), page 136		The designated authority reserves the right to review the terms of the Warranty and Annual Maintenance agreements entered into between MSI and OEMs.	Request you to clarify	Clarified as following, The designated authority reserves the right to review of warranty and AMC before the execution of contracts between MSI and OEMs have started.
605	Clause 8 (x), page 138		MSI shall provision the required critical spares/ components at the designated Datacenter Sites / office locations of the designated authority for meeting the uptime	Request you to kindly reword the clause as per the scope of the work	Clause modified as following, MSI shall provision the required critical spares/ components at the designated Sites / office locations of the designated authority for meeting the uptime commitment of the components supplied by him

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			commitment of the components supplied by him.		
606	Clause 8 (y) and (z), page 138		y. MSI's representative(s) shall have all the powers requisite for the execution of Scope of Work and performance of services under the Contract. MSI's representative(s) shall liaise with the designated authority's Representative for the proper coordination and timely completion of the works and on any other matters pertaining to the works. MSI shall extend full co-operation to designated authority's Representative in the manner required by them for supervision/ inspection/ observation of the equipment/ goods/ material, procedures, performance, progress, reports and records pertaining to the works. He shall also have complete charge of MSI's personnel engaged in the performance of the works and to ensure compliance of rules, regulations and safety practice. He shall also	Authority to clarify that MSI will be permitted to make reasonable endeavours to resolve inter-working issues and conflicts with other vendors and agencies of the designated authorities and any such issues shall not be treated as default attributable to MSI.	No Change in RFP

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			cooperate with the other Service Providers/Vendors of the designated authority working at the designated authority's office locations & field locations and DC sites. Such Bidder's representative(s) shall be available to the designated authority Representatives at respective Datacenter during the execution of works.....z.MSI shall be responsible on an ongoing basis for coordination with other vendors and agencies of the designated authority and its nominated agency in order to resolve issues and oversee implementation of the same. MSI shall also be responsible for resolving conflicts between vendors in case of borderline integration issues.		
607	Clause 9 (b), page 138		The designated authority's Representative upon receipt of request from MSI intimating commencement of activities at various locations shall give to MSI access to as much of the Sites, on a non-permanent basis, as may be necessary	Authority to clarify that later requests for access for maintenance will also be accommodated by a 7 days prior notice in writing.	Clarified as following, At any time within the duration of the contract the will provide access for maintenance by a 7 days prior notice in writing.

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			to enable MSI to commence and proceed with the installation of the works in accordance with the program of work subject to compliance by the MSI with any safety and security guidelines which may be provided by the designated authority and notified to the MSI in writing. Any reasonable proposal of MSI for access to Site to proceed with the installation of work in accordance with the program of work shall be considered for approval and shall not be unreasonably withheld by the designated authority. Such requests shall be made to the designated authority's Representative in writing at least 7 days prior to start of the work.		
608	General Conditions of Contract, Clause 16 (f) , page 147 ,		The designated authority shall provide to MSI only sitting space and basic infrastructure not including, stationery and other consumables at the designated authority's office locations.	Whether office infrastructure for functioning of MSI can be created at the designated authority's office locations in connection with the provision of services ?	Clarified as following, office infrastructure for functioning of MSI is readily available at each smart cities and State HQ

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
609	1.6.8 , page 118		Project Implementation Timelines	There is no timeline defined for enhancement of the existing E-governance application and citizen mobile application.	<p>Clarified as following, Enhancements of existing egovernance application's timeline has to be proposed by the bidder after review of existing applications and SRS available with the department for enchantments.</p> <p>Citizen Services Mobile App has to be integrated with eGovernance Application for below modules, Property Tax, Trade License, Birth &amp; Death, Water Supply, UGD, Grievance Redress System, Citizen Facilitation Centre</p>
610	Clause 11 (I), page 141		At any time during the course of the Contract, the designated authority shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by MSI of its obligations/ functions in accordance with the standards committed to or required by the designated authority and MSI undertakes to cooperate with and provide to the designated authority / any other agency appointed by the designated authority, all	Authority to specify that the costs of the audit will be borne by the authority.	Clarified as following, Costs of the any audit requested by Authority/Gol/GoTN will be borne by the Authority.

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			documents and other details as may be required by them for this purpose. Such audit shall not include Bidder's books of accounts. Any deviations or contravention, identified as a result of such audit/assessment, would need to be rectified by the MSI failing which the designated authority may, without prejudice to any other rights that it may have issue a notice of default. Cost of acquisition of deliverables by the MSI and other Sub-Contractors is out of the purview of audit/inspections.		
611	Clause 11 (p)		MSI shall be deemed to have knowledge of the cloud Data Centers, Server Room, Command and Control Center, its surroundings and information available in connection therewith and to have satisfied itself the form and nature thereof including, the data contained in the Bidding Documents, the physical and climatic conditions, the	Request you to kindly permit MSI to report if the solution is non- feasible for the project and the Authority shall provide the alternative location for the execution of same.	No change in RFP

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			quantities and nature of the works and materials necessary for the completion of the works, the means of access, etc. and in general to have obtained itself all necessary information of all risks, contingencies and circumstances affecting his obligations and responsibilities therewith under the Contract and his ability to perform it. However, if during pre-installation survey / during delivery or installation, MSI detects physical conditions and/or obstructions affecting the work, MSI shall take all measures to overcome them.		
612	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Clause stands deleted
613	1.6.1	189	Cloud provider should offer a dashboard that displays up-to-the-minute information on service availability across multiple regions	As a Standard frequency for dashboard updation is 5 min. Kindly we request you allow minimum time of 5 min. instead of upto Minutes.	No Change in RFP
614	Cloud Service Provider (CSP) Capabilities	66	PCI DSS - compliant technology infrastructure	We are in Process to get PCI DSS certification for Delhi & Mumbai	No Change in RFP

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			for storing, processing, and transmitting credit card information in the cloud	which will take another 2-3 month. Hence request to allow certification to be completed before award of the contract.	
615	Annexure 6 – Formats for Submission of the Financial Bid	307	DR Services	Kindly specify the line item head under which DR services is to be included.	Revised Financial format is shared below
616	Pg no: 302 1 l, j	302	Fire Alarm System , Public address system	Kindly provide the ICCC Layout (No. of floors) (Length x breadth) to design Fire alarm and public address system in each city	Refer above changes / PreBid Query
617	Pg no: 302 1 k	302	Access control system	Kindly provide the ICCC Layout (No. of doors) to design Access control system in each city	Refer above changes / PreBid Query
618	Pg no: 302 b	302	Citizen Mobile Application with integration in CCC-10 nos	As per the bill of materials, mobile application is asked for 10 cites only. State level CCC at chennai require mobile application which is not captured in the bill of materials. Kindly confirm	Refer above changes / PreBid Query
619	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Clause stands deleted
620	Clause 40 (iv), page 169		MSI/ MSI's Team has failed to adhere to any amended direction, instruction, modification or clarification as issued by the designated authority during the Term of this Contract and which the designated authority	Any such condition dealing with specifications should be provided in mutually agreed through a change request process.	Clarified as following, Any such condition dealing with specifications should be provided in RFP, or mutually agreed through a change request process outlined in Project Contract before the commencement of the Project.



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			deems proper and necessary for the execution of the Scope of Work under this Contract		
621	Clause 40.4 (ii), page 170		Suspend all payments to the MSI under the Agreement by written notice of suspension to the MSI provided that such notice of suspension shall (a) specify the nature of failure; and (b) request the MSI to remedy such failure within a specified period from the date of receipt of such notice of suspension by the MSI	Authority to clarify that payment for completed work not to be suspended.	No Change in RFP
622	Clause 41.1 (iii)		Where MSI's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against MSI, any failure by MSI to pay any of its dues to its creditors, the institution of any winding up proceedings against MSI or the happening of any such events that are adverse to the commercial viability of MSI. In the event of the	Mere filing of insolvency should not be an event of default. Only a declaration of insolvency should be considered an event of default.	No Change in RFP

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			happening of any events of the above nature, the designated authority shall reserve the right to take any steps as are necessary, to ensure the effective transition of the sites pilot site to a successor agency, and to ensure business continuity		
623	Clause 41.3, page 171		MSI may, subject to approval by the designated authority, terminate this Contract before the expiry of the Term by giving the designated authority a prior and written notice at least 3 months in advance indicating its intention to terminate the Contract.	MSI should have the right to terminate for convenience and not after obtaining permission.	No Change in RFP
624	Warranty Clause 22.11, page 155		Any OEM specific warranty terms that do not conform to conditions under this Contract shall not be acceptable	If OEM warranties are standard warranties	No Change in RFP
625	Warranty , Clause 22.12, page 155		The representations, warranties and covenants provided by the MSI under the Contract will not be affected by designated authority's modification of any portion of the software so long as the MSI can discharge its obligations	Please clarify as to what type of modification on the software is envisaged by the authority?	Clarified as following, Limited to Authorization levels, Business / Process Workflow Changes, Form/Data Entry Field Changes

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			despite such modifications, or following their removal by the designated authority		
626	Clause 23.4, page 155		Where the designated authority is of the view that no further extension of the Term be granted to MSI, the designated authority shall notify MSI of its decision at least 3 (three) months prior to the expiry of the Term. Upon receipt of such notice, MSI shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the designated authority shall either appoint an alternative agency/MSI or create its own infrastructure to operate such Services as are provided under this Contract.	We submit that the reasonable time should be mutually agreed between the parties and specified prior to the expiry of the term itself.	Clarified as following, the designated authority shall notify MSI of its decision at least 3 (three) months prior to the expiry of the Term
627	1.6.1	189	Cloud provider should offer a dashboard that displays up-to-the-minute information on service availability across multiple regions	As a Standard frequency for dashboard updation is 5 min. Kindly we request you allow minimum time of 5 min. instead of upto Minutes.	No Change in RFP
628	Cloud Service Provider (CSP) Capabilities	66	PCI DSS - compliant technology infrastructure for storing, processing, and	We are in Process to get PCI DSS certification for Delhi & Mumbai which will take another 2-3	No Change in RFP

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			transmitting credit card information in the cloud	month. Hence request to allow certification to be completed before award of the contract.	
629	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICCG such as UPS, Diesel Generator Units, Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.	Request deletion of scope	Refer above changes / PreBid Query
630	Annexure 6 – Formats for Submission of the Financial Bid	302	Upgrade of existing ULB GIS platform Existing ESRI / ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing (Quantities 10)	Same as above. Also clarify how the quantity of 10 licences has been estimated? Are there 10 existing Arc GIS desktop licences that are required to be upgraded?	Refer above changes / PreBid Query
631	1.3 Project Vision & Objectives	16	Cloud Service Provider must have Data Centre in the State of Tamil Nadu	We are request TUFIDCO to dilute this clause from state Tamil Nadu to Country India	Refer above changes / PreBid Query
632	Earnest Money Deposit	13	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 90 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable	EMD is Rs. 50,00,000 (Rs.Fifty Lakhs). EMD should be valid for 30 days from the last submission date. EMD should be submitted in the form of Demand Draft (DD) payable at Tamil Nadu. EMD is Refundable.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
633	1.8 Earnest Money Deposit (EMD)	11, 33	EMD shall be paid only through a Demand Draft in favor of CMD, TUFIDCO payable at any scheduled bank in Chennai. EMD should be valid for 90 Days. Scanned copy of EMD should be submitted on e-procurement system and physical copy should be submitted to TUFIDCO along with the hardcopy of the bid as per timelines given in this RFP. No exemption for submitting the EMD will be given to any agency. EMD in any other form will not be entertained.	When will EMD be returned for the unsuccessful bidder  When will the Successful Bidder forfeit EMD in any case.	Refer above changes / PreBid Query
634	Bid Validity Period	33	Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Refer above changes / PreBid Query
635	1.16 Deviations and Exclusions	38	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The bidder is required to submit declaration to this effect.	We request that deviations be allowed	Refer above changes / PreBid Query
636	1.24.2 High Attrition	41	Mentioned under the RFP	Request deletion	Refer above changes / PreBid Query
637	1.25 Fraud and Corrupt Practices	41	Without prejudice to the rights of TUFIDCO under	request for modification:	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 3 years from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	Without prejudice to the rights of TUFIDCO under Clause above and the rights and remedies which TUFIDCO may have under the LOI or the Agreement, if a Bidder is found by TUFIDCO a court of competent jurisdiction, to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall be terminated. not be eligible to participate in any tender or RFP issued by TUFIDCO during a period of 1 year from the date such Bidder is found by TUFIDCO to have directly or through an agent, engaged or indulged in any Prohibited Practices.	
638	6. Annexure 6 – Formats for Submission of the Financial Bid	302	7. Cost for number of client / user licenses for City Operations center platform (applicable only when sensor level integration is required to be done) - 1 license per 200 sensor	It is noted that the number of user licenses for the year 1 Operations is not available in the financial format, whereas the same is provided for the remaining years. Can you please provide the same.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			licenses (total of line 6 / 200) This is cost for operations and comprehensive maintenance (Only for 10 Cities)		
639	1.5.6.39		The PHP Agent must have the below features: Automatic Frontend Detection and Monitoring Deep Transaction Trace Visibility Custom Instrumentation of the Frontend Marker, BlamePointTracer and Backend Marker	Kindly clarify	Refer above changes / PreBid Query
640	1.5.4 Application Performance Management	243	o The security module must be able to prevent leap frog attempts, session continuous recording & no ideal session time out.	Kindly clarify	Refer above changes / PreBid Query
641	1.5.4 Application Performance Management	243	The proposed module must offer in various forms: appliance-based, virtual appliance based.	Kindly Clarify	Refer above changes / PreBid Query
642	2.5 Pre-Qualification Criteria, Page No.51	51	<ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken (work order &amp; partial (85% completion of</li> </ul>	Request to modify the Clause as: <ul style="list-style-type: none"> <li>• Certificate from the Statutory Auditor / CA clearly specifying the annual turnover from Smart Elements projects for the specified years.</li> <li>• Proof of the projects undertaken - work</li> </ul>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			project scope)/ final financial completion certificate from client)	order/Contract agreement/ final financial completion certificate from client)	
643	1.2 Eligible Bidders	31	Consortium of Firms	We understand that all members of the Consortium are jointly and severally liable to TUFIDCO. Please confirm.	Refer above changes / PreBid Query
644	Schedule-3 General Conditions of Contract	147	Obligations of the designated authority h. Site Not Ready: The designated authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. The designated authority agrees that MSI shall not be in any manner liable for any delay arising out of designated authority's failure to make the site ready within the stipulated period.	Please provide compensation and extension of time in case of delay due to Site not Ready.	Refer above changes / PreBid Query
645	RFP Section :2.6.4. Common Command Center Application	63	Point 1:"The platform should be deployed with atleast any 3 unique and relevant use cases of the following like Smart Lighting, Parking, environment, Parking video nodes, Video Surveillance, Smart Card, Wi-Fi , Smart Energy, Smart Water, Smart Waste Management,	There have been significant contributions in citizen welfare and services in the areas of Public sector Networks, Defence, Telco Networks. Additionally, can we consider use case related to these smart elements ?	Refer above changes / PreBid Query



#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			Environment Monitoring, Citizen Service Delivery, Mobile work-force management, KPI Monitoring & Executive Dashboards and law enforcement."		
646	Turnover Smart Elements		The aggregate Turnover from the Smart Elements (TSE) projects for last 3 audited financial years (2014-15, 201516, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements Projects includes Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking	The aggregate Turnover from the Smart Elements (TSE) or Information Technology (ICT) projects for last 3 audited financial years (2014-15, 2015-16, 2016-17). • For Sole Bidder – 30 Cr (Indian Rupees) • For Consortium o Lead Bidder should have minimum 20 Cr from TSE o Each of the consortium members should have minimum Rs. 2 Cr from TSE o Together the lead bidder and the consortium members should have 30 Cr TSE o Smart Elements or Information Technology (ICT) Projects may includes some or all components such as Command & Communications /Control, City Surveillance System, Red Light Violation detection System, Environmental Sensors, Public Address System, Emergency Box, Variable Messaging Displays, GPS based vehicle tracking system, Smart	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			system, Smart Data Center/Disaster Recovery Center Projects, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.	Data Center/Disaster Recovery Center Projects, Citizen Centric Application, ERP, Business Intelligence Application, Mobile Application, Utility Infrastructure such as water supply, power, gas, sewerage, drainage etc.	
647	Experience in implementation of Smart Elements		The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC, atleast any of the seven smart elements as mentioned in Annexure 16.	The sole Bidder or the any of the Consortium Members should possess experience / completion certificates for implementing and integrating with the CCC or IT application, atleast any of the Five smart elements as mentioned in Annexure 16.	Refer above changes / PreBid Query
648	1.6.4.7 Integration of GIS Platform	95	Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed.	Please provide details on existing licensing and deployment details	Refer above changes / PreBid Query
649	2.6.1 Bidder's Organizational Strength and Experience (Total Mark -60)	59	5 Live Demo / POC Bidders will be required to do the Demo / POC of a maximum of 15 smart city use cases. Bidder will be given minimum of 1 week to establish setup for infrastructure doing the Demo / POC at Tamil Nadu. Bidder will be	We understand that it will be an On-premise Demo POC where the CCC platform needs to be installed locally to demonstrate the use cases mentioned. Please confirm if the understanding is correct.	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			provided with a room from TUFIDCO to do the required setup. Details of the use cases are provided in the Annexure 16 of this RFP.		
650	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing	Please provide information on all the existing GIS Software at each location to work-out an architecture n how to these systems can be re-used	Refer above changes / PreBid Query
651	1.6.1.4 Integration & Testing Phase	76	Structured Data Packets SCADA GIS Data, DIAL 100 (GPS Co-ordinates of vehicles), Alert messages, ITMS, Citizen Mobile App,	What are the GIS layers available with each city which can be used for the project?	Refer above changes / PreBid Query
652	2. Detailed Scope of Work 1.5 GIS Platform	70	Each city may have its own GIS application for providing GIS MAP based services. The MSI should be able to integrate these GIS layers on user interface of command and control	Clarify existing ArcGIS environments	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			software application. Existing ArcGIS software available with urban local bodies should be reused / upgrade as needed. Procurement of GIS Software only if urban local bodies need additional modules and user licensing		
653	6. Annexure 6 – Formats for Submission of the Financial Bid	302	6. License cost per sensor (per Video and non-Video sensors Including (applicable only when sensor level integration is required to be done)	Kindly explain	Refer above changes / PreBid Query
654	17 Payments	148	5.1 MSI will be paid 5% on the submission of all the relevant documentations as mentioned in RFP. 5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports 5.3 MSI will be paid 40%, once the common platform is SQTC certified and Go-Live of common platform.	Kindly Modify the Clause as: 5.1 MSI will be paid 25% on the submission of all the relevant documentations as mentioned in RFP. 5.2 MSI will be paid 55%, once the common platform is ready and available for integration with all the cities, along with ULB UAT test reports 5.3 MSI will be paid 20%, once the common platform is SQTC certified and Go-Live of common platform.	Refer above changes / PreBid Query
655	17 Payments	148	6. One time cost for each service integration. This component will be paid by City SPV only. This cost	Request to modify the Clause as: 6. One time cost for each service integration. This component will be paid by City	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			<p>should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 10% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 90% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	<p>SPV only. This cost should be broken and paid in 2 portions:</p> <p>6.1 MSI will be paid 30% of CAPEX on completion of Design Document for integration, SOPs for particular service and use-cases to be showcased after integration of one service.</p> <p>6.2 MSI will be paid left 70% of CAPEX on complete integration of each service, this includes showcasing of the approved use cases, SOPs running, Test Reports (as per RFP).</p>	
656	17 Payments	149	<p>7.1 MSI will be paid 50% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency.</p> <p>7.2 MSI will be paid 50% of particular Infrastructure component on Go – Live of particular City ICC.</p>	<p>Request to modify the Clause as:</p> <p>7.1 MSI will be paid 70% of particular Infrastructure component on delivery and Receipt at site and after Verification of such items by TUFIDCO/TUFIDCO authorized agency.</p> <p>7.2 MSI will be paid 20% of particular Infrastructure component on Installation of particular City ICC.</p> <p>7.3 MSI will be paid 10% of particular Infrastructure component on Go – Live of particular City ICC.</p>	Refer above changes / PreBid Query

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
657	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICCC such as UPS, Diesel Generator Units, Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.	Request deletion of scope	Refer above changes / PreBid Query
658	Annexure 6 – Formats for Submission of the Financial Bid	307	DR Services	Kindly specify the line item head under which DR services is to be included.	Refer above changes / PreBid Query
659	Pg no: 302 1 I, j	302	Fire Alarm System , Public address system	Kindly provide the ICCC Layout (No. of floors) (Length x breadth) to design Fire alarm and public address system in each city	Refer above changes / PreBid Query
660	Pg no: 302 1 k	302	Access control system	Kindly provide the ICCC Layout (No. of doors) to design Access control system in each city	Refer above changes / PreBid Query
661	Pg no: 302 b	302	Citizen Mobile Application with integration in CCC-10 nos	As per the bill of materials, mobile application is asked for 10 cites only. State level CCC at chennai require mobile application which is not captured in the bill of materials. Kindly confirm	Refer above changes / PreBid Query
662	1.6.2 ref 1.7	70	Physical infrastructure components for each city ICCC such as UPS, Diesel Generator Units, Power.. The recurring charges of diesel consumption for DG set will be borne by MSI.	Request deletion of scope	Refer above changes / PreBid Query

ICCC Location details for Smart Cities – 10 Nos. & State HQ – 1 No.

#	City Name	ICCC built up Area in Sq.ft	Floor Level	Proposed ICCC Location	Does the proposed ICCC built-up area have dedicated Electricity Meter
1	Coimbatore	3000	2 <sup>nd</sup> Floor	Coimbatore City Municipal Coporation, Biz Bazaar Street, TownHall, Coimbatore 641001	Yes
2	Erode	2000	1 <sup>st</sup> Floor	Veerappan Chatram old Municipal Office, Sathy Main Road, Erode – 638 004	Yes
3	Madurai	3000 – 4000	3 <sup>rd</sup> Floor	Madurai Corporation head Office Aringar Anna Maligai, Tallakulam, Madurai	Yes
4	Salem	3000	Ground Floor	250, Hanging Garden, Cherry Road, Salem 636007	Yes
5	Thanjavur	2270	Ground Floor	Old Collector Office Building, Court Road, Thanjavur	Yes
6	Tiruchirappalli	3100	Ground Floor	Trichirappalli City Corporation Campus, Bharathidasan Salai, Contonment, Tiruhchirappalli – 620 001	Yes
7	Tirunelveli	1550	2 <sup>nd</sup> Floor	Tiruneveli City Municipal Corporation, Swamy Nellaiappar High Road, Opposite to Exhibition Ground, Tirunelveli – 627 001	Yes
8	Tiruppur	3070	Ground Floor	Tiruppur Corporation Office Building, Municipal Office Road, Tiruppur	Yes
9	Vellore	3000	2 <sup>nd</sup> Floor	Vellore Corporation Infantry Road, Vasantapuram, Kosapet, Vellore 632001	Yes
10	Thoothukudi	1922	1 <sup>st</sup> Floor	No 1, WGC Road, Thoothukudi	No
11	Chennai (State HQ)	4000	6 <sup>th</sup> Floor	Commissionerate of Municipal Administration Nagara Nirvagam Building, No 75. Santhome High Road, RajaAnnamalai Puram, Chennai 600028	No





## Annexure 6 – Formats for Submission of the Financial Bid

Revised Financial Bid Format – 12.03.2018

[illegible]

[illegible]

[illegible]

[illegible]

r	Integration with Emergency Response and Disaster Mgmt.			10	0											0
s	Integration with Met Department (Local Weather Forecast)			10	0											0
t	Integration with Fire Brigade Control System			10	0											0
u	Integration with Solar Roof Top Project			10	0											0
	<b>Sub - Total of 3</b>	<b>3 = a +b+c+d+e+f+g+h+i+j+k+l+m+n+o+p+q+r+s+t+u</b>			0		0		0		0		0		0	0
4	<b>O&amp;M Cost for ICT Setup (including Head Quarters ICCC at CMA)</b>	<b>This is cost for operations and comprehensive maintenance</b>														
a	<b>Initial set up per city- Implementation, configuration and activation,</b>	Cost of one edge device per city, Refer to Edge architecture definition- Functional Requirement of Command and Control Centre provided in Functional Specification provided in annexures of this RFP				11	0	11	0	11	0	11	0	11	0	0
b	Video Wall (LCD/LED Technology 4 x 2 Modules of 50" each or above)	1 per city				11	0	11	0	11	0	11	0	11	0	0
c	Operator Terminal (Workstations) (along with desired software system like OS, Office, Antivirus etc.)	8 per city				88	0	88	0	88	0	88	0	88	0	0
d	Office Desktop (along with desired software system like OS, Office, Antivirus etc.)	1 per city				11	0	11	0	11	0	11	0	11	0	0
e	LAN Cabling	Required LAN cabling cost per city with assumption of minimum area as 3000 sq. feet of ICCC				11	0	11	0	11	0	11	0	11	0	0

f	LAN Switches (along with desired software system like OS, DB, etc.)	1 per city				11	0	11	0	11	0	11	0	11	0	0
g	IP PABX	1 per city				11	0	11	0	11	0	11	0	11	0	0
h	IP Phones	10 per city				110	0	110	0	110	0	110	0	110	0	0
i	Multi Function Laser Printer	1 per city				11	0	11	0	11	0	11	0	11	0	0
j	Fixed Dome Cameras	10 per city (1 at Entry, 1 at Exit, 4 in ICCC room, 2 in Situtation room, 2 in common asile)				110	0	110	0	110	0	110	0	110	0	0
k	Fire Alarm System	1 per city ICCC				11	0	11	0	11	0	11	0	11	0	0
l	Public Address System	1 per city ICCC				11	0	11	0	11	0	11	0	11	0	0
m	Access Control System (RFID / Proximity based, for all staff)	1 per city ICCC				11	0	11	0	11	0	11	0	11	0	0
o	Situation Room Setup	Unit includes all the IT infrastructure as per RFP				11	0	11	0	11	0	11	0	11	0	0
	<b>Sub - Total of 4</b>	<b>4 = a+b+c+d+e+f+g+h+i+j+k+l+m+n+o</b>		0		0		0		0		0		0		0
5	<b>O&amp;M cost for Initial Non IT Setup for city ICCC (including Head Quarter ICCC at Tufidco)</b>	<b>This is cost for operations and comprehensive maintenance</b>														
a	Civil Work (Structure of building shall be provided by the City SPV, finishing which includes wiring, ducting, false ceiling, false flooring, etc. will be the responsibility of MSI)	Cost of required work for 4000 sq. feet				11	0	11	0	11	0	11	0	11	0	0
b	Wiring and Earthing	Cost of required work for 4000 sq. feet				11	0	11	0	11	0	11	0	11	0	0
c	UPS / SMPS Unit	2 units per city - Cost of required supply				22	0	22	0	22	0	22	0	22	0	0
d	Ergonomic Chairs (for operators , meeting rooms, office staffetc.)	15 per city				165	0	165	0	165	0	165	0	165	0	0
e	Operator Table	10 per city				110	0	110	0	110	0	110	0	110	0	0
f	HVAC	Cost of required work for 4000 sq. feet				11	0	11	0	11	0	11	0	11	0	0
g	Lighting	Cost of required work for4000 sq. feet				11	0	11	0	11	0	11	0	11	0	0

[illegible]

7	Cost for Cloud - PaaS based IoT & Non IoT Data & API Management for City Operations center platform (applicable only when sensor level integration is required to be done)	Cloud based IoT & Non IoT - API & Data Mgmt. This is cost for operations and comprehensive maintenance. (Only for 10 Cities)				1		1		1		1		1		0
8	Project Resources															
a	Program Manager (Common for complete Project)	man year cost (man month rate *12)				1	0	1	0	1	0	1	0	1	0	0
b	Citizen Service/Municipal Domain expert (Common for complete Project)	man year cost (man month rate *12)				1	0	1	0	1	0	1	0	1	0	0
c	Command and Control Centre management Expert (Common for complete Project)	man year cost (man month rate *12)				1	0	1	0	1	0	1	0	1	0	0
d	Database Architect/DBA/ Data Scientist (Common for complete Project)	Availability / Incident				1	0	1	0	1	0	1	0	1	0	0
e	API Management Expert (Common for complete Project)	Availability / Incident				1	0	1	0	1	0	1	0	1	0	0
f	GIS expert (Common for complete Project)	Availability / Incident				1	0	1	0	1	0	1	0	1	0	0
g	Mobile App development Expert (Common for complete Project)	man year cost (man month rate *12)				1	0	1	0	1	0	1	0	1	0	0
h	ICT Security Expert (Common for complete Project)	Availability / Incident				1	0	1	0	1	0	1	0	1	0	0





10	Year wise Total				₹ 0.00		₹ 0.00		₹ 0.00		₹ 0.00		₹ 0.00		₹ 0.00
11	Total Project value	₹ 0.00		Total Project CAPEX	₹ 0.00	Total Project O&M	₹ 0.00								
12	Total Net Present Value of the O&M period of project (@ 10%)	₹ 0.00													

Bid Value for Evaluation (Total CAPEX + NPV of O&M)	₹ 0.00
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