

S. No.	Page No.	Section	Point No.	Clause Reference	Clarification required/Query	ERNET India's Reply
1	7	4	3	The applicant should have experience of executing at least two ICT project in category 1 (as defined in Section III Scope of work) for government /government educational institution / government sponsored educational institutions/reputed organizations of value not less than 5 Cr. each in last five financial year (i.e. after 01.04.2018).	We request ERNet to make any 1 Category mandatory and any other 3 categories done by their partners. This will allow the SI companies to bring more innovative ideas and substantial works done by their partners irrespective of whether SI was a part of those projects or not. Allowing consortium will give better solutions to the meet objective of ERNET. We do not see any certifications issued by the SI partners post completion of the course. We recommend to add blockchain enabled verifiable digital certificates to be part of the scope. This completes the entire life cycle of the learning	No Change
2	7	4	3	The applicant should have experience of executing at least two ICT project in category 1 (as defined in Section III Scope of work) for government /government educational institution / government sponsored educational institutions/reputed organizations of value not less than 5 Cr. each in last five financial year (i.e. after 01.04.2018).	In reference to the past experience we request to accept the IT Projects as well and amend the clause as below : The applicant should have experience of executing at least two ICT project/ IT Projects for any government /government educational institution / government sponsored educational institutions/reputed organizations of value not less than 5 Cr. each in last five financial year	No Change
3	11	5	3	Experience of executing ICT project as per categories (1 to 4) defined in Section- III: • 2 Projects: 4 Marks • 3 to 5 projects: 8 Marks • 6 to 8 projects: 12 Marks • More than 8 projects: 16 Marks Note: - For counting of project in category 1, minimum value is Rs. 5 Cr. - For counting of project in categories 2 to 4, minimum value is Rs. 1 Cr. in any of the categories. - If an executed project falls in more than one category (category 1 to 4), then based on the minimum project value specified above; it may be counted in more than one project for the scoring purpose.	In reference to the past experience we request to also accept the IT Projects as well and amend this clause as below : Experience of executing ICT project / IT Projects : • 2 Projects: 4 Marks • 3 to 5 projects: 8 Marks • 6 to 8 projects: 12 Marks • More than 8 projects: 16 Marks	No Change
4	11	5	4	Experience of executing ICT project as per categories (1 to 4) defined in Section- III: • Less than 2 States/UTs: 0 Marks • In 2 States/UTs: 5 Marks • Between 3 to 5 States: 10 Marks • More than 5 States: 15 Marks	In reference to the past experience we request to also accept the IT Projects as well and relax the scoring for no. of projects and give some weightage to single project and amend this clause as below : Experience of executing ICT project / IT Projects: • Less than 1 State/UTs: 5 Marks • In 3-5 States/UTs: 10 Marks • More than 5 States: 15 Marks	No Change
5	12	5	6	Technical solution document and presentation on following points: Technical Solution Document: Technical Solution Document on each of the categories as defined in Section- III (Scope of work) which should consist Brief of the solution, technical architecture, security aspects, scalability, merits of the solution, use cases, any other relevant aspects, etc. Technical Presentation: Various latest Smart Education Solutions. Technological advancement. Robustness and uniqueness of the solutions available and offered. It's scalability & expansion plan. Details on offerings which can be pitched to various State/Central government departments/ministries. Implementation Methodology Company Strength in terms of the bidder presence across the country, customer base, Market tie-ups, Manpower Qualifications, Products/service range, timely completion of executed projects, appreciation/recognition for the work executed, various quality certifications like ISO 2009:2015, BIS, QCI, ISO 27001:2013, etc. Any other critical points by Applicant.	Please clarify the 2009: 2015 Certification as there is no such certificate seems to be available. QCI is Quality Council of India a body that operates a structure for certification and not a Certificate. Please clarify	The clause may be read as: Technical solution document and presentation on following points: Technical Solution Document: Technical Solution Document on each of the categories as defined in Section- III (Scope of work) which should consist Brief of the solution, technical architecture, security aspects, scalability, merits of the solution, use cases, any other relevant aspects, etc. Technical Presentation: Various latest Smart Education Solutions. Technological advancement. Robustness and uniqueness of the solutions available and offered. It's scalability & expansion plan. Details on offerings which can be pitched to various State/Central government departments/ministries. Implementation Methodology Company Strength in terms of the bidder presence across the country, customer base, Market tie-ups, Manpower Qualifications, Products/service range, timely completion of executed projects, appreciation/recognition for the work executed, various quality certifications like ISO 9001:2015, BIS, ISO 27001:2013, etc. Any other critical points by Applicant.
6	12	5	6 (ii)	The EoI Applicant scoring a minimum of 50 marks out of maximum marks of 100 in evaluation process will be eligible for empanelment. Scoring given by EI will be final and on any question arising on the same; then the decision of EI in this regard will be final. In case number of applicant eligible for empanelment are less than three then empanelment process will be cancelled and may be re-initiated at a later date. ERNET India also reserves the right to restrict the final empanelment to a maximum of 10 numbers of EoI applicant scoring minimum eligibility marks based on their ranking.	We would like to express our respectful concern that the current minimum threshold of 50 marks out of 100 for qualification may not be commensurate with the responsibilities assigned to system integrators who are entrusted with the pivotal task of conceptualizing and implementing state-of-the-art smart classrooms for ERNET India. In light of this, we respectfully propose an amendment to this criterion. Our humble suggestion is to raise the minimum qualification threshold to a more robust 70 marks out of 100. We firmly believe that this adjustment will serve as a more effective incentive for specialized system integrators in the domains of ICT and Smart Classrooms to actively participate in the empanelment process. Such a modification would undoubtedly promote the submission of higher-quality, innovative solutions, ultimately enhancing the array of possibilities available to ERNET India.	No Change
7	4	3	3	High quality Digital Content: a. K-12 Digital Content. b. AR based Digital Content. c. Personalized adaptive solution	Is the scope of work described in the document entirely new, or does it involve integration with existing systems within the ecosystem? If integration is required with existing systems, could you please provide more comprehensive details about these systems?	The exact scope of work will be detailed in the RFP to be published on GeM porta based on customer's requirement.
8	4	3	3	High quality Digital Content: a. K-12 Digital Content. b. AR based Digital Content. c. Personalized adaptive solution	In the context of the proposed solution and collaboration with multiple service providers, is it mandatory for the involved entities to be Indian companies, or can they be from other countries as well?	The government guidelines w.r.t local content (Make in India) and landborder will be followed.
9	7	4	3	The applicant should have experience of executing at least two ICT project in category 1 (as defined in Section III Scope of work) for government /government educational institution / government sponsored educational institutions/reputed organizations of value not less than 5 Cr. each in last five financial year (i.e. after 01.04.2018).	Within the four categories outlined in Section 3, is it possible for ERNet to designate one category as mandatory while allowing their partners to handle the other three categories? This approach would enable Systems Integrator (SI) companies to introduce innovative concepts and showcase substantial work accomplished by their partners, regardless of whether the SI was directly involved in those projects.	No Change
10	4	3	3	High quality Digital Content: a. K-12 Digital Content. b. AR based Digital Content. c. Personalized adaptive solution	To ensure alignment with the project's high-level objectives, we've categorized the scope of work into three main areas: Infrastructure Solutions for the educational ecosystem (e.g., Environment, Labs), Software Application Solutions related to education administration, and Education Domain Solutions (e.g., Learning program design, Content creation, Delivery). Could you confirm if our understanding aligns with your vision for the project?	The Clause is self explanatory

11	4	3	3	High quality Digital Content: a. K-12 Digital Content. b. AR based Digital Content. c. Personalized adaptive solution	Regarding content creation, specifically for Learning and Assessment purposes, could you clarify who will be responsible for defining the scope of work and providing necessary guidance?	The actual scope of work will be detailed in the RFP which will be published by ERNET India after getting work/project from end customer.
12	7	4	3	The applicant should have experience of executing at least two ICT project in category 1 (as defined in Section III Scope of work) for government /government educational institution / government sponsored educational institutions/reputed organizations of value not less than 5 Cr. each in last five financial year (i.e. after 01.04.2018).	During the implementation phase of the solution, we understand there is a requirement for 24/7 support. Could you specify whether support on Saturdays and Sundays is needed, as well as whether support beyond the standard working hours of 9 am to 6 pm IST is expected?	The actual scope of work will be detailed in the RFP which will be published by ERNET India after getting work/project from end customer.
13	4	3	3	High quality Digital Content: a. K-12 Digital Content. b. AR based Digital Content. c. Personalized adaptive solution	The EOI frequently references "end customers." To gain a high-level understanding, could you please identify who these end customers are and provide a few examples?	The end customer might be government/private institutions, departments/ministries of state/central/UT, etc.
14	4	3	3	High quality Digital Content: a. K-12 Digital Content. b. AR based Digital Content. c. Personalized adaptive solution	The document does not include a specific timeline for solution implementation. Could you provide an indicative timeline or expectations regarding the implementation timeframe for this project?	The timeline will be detailed in the RFP which will be published by ERNET India after getting work/project from end customer.
15	12	5	6	Technical solution document and presentation on following points: Technical Solution Document: Technical Solution Document on each of the categories as defined in Section- III (Scope of work) which should consist Brief of the solution, technical architecture, security aspects, scalability, merits of the solution, use cases, any other relevant aspects, etc. Technical Presentation: Various latest Smart Education Solutions. Technological advancement. Robustness and uniqueness of the solutions available and offered. It's scalability & expansion plan. Details on offerings which can be pitched to various State/Central government departments/ministries. Implementation Methodology Company Strength in terms of the bidder presence across the country, customer base, Market tie-ups, Manpower Qualifications, Products/service range, timely completion of executed projects, appreciation/recognition for the work executed, various quality certifications like ISO 2009:2015, BIS, QCI, ISO 27001:2013, etc. Any other critical points by Applicant.	We request to department to kindly clarify ISO 2009:2015. We assume that it is ISO 9001:2015.	The clause may be read as: Technical solution document and presentation on following points: Technical Solution Document: Technical Solution Document on each of the categories as defined in Section- III (Scope of work) which should consist Brief of the solution, technical architecture, security aspects, scalability, merits of the solution, use cases, any other relevant aspects, etc. Technical Presentation: Various latest Smart Education Solutions. Technological advancement. Robustness and uniqueness of the solutions available and offered. It's scalability & expansion plan. Details on offerings which can be pitched to various State/Central government departments/ministries. Implementation Methodology Company Strength in terms of the bidder presence across the country, customer base, Market tie-ups, Manpower Qualifications, Products/service range, timely completion of executed projects, appreciation/recognition for the work executed, various quality certifications like ISO 9001:2015, BIS, ISO 27001:2013, etc. Any other critical points by Applicant.
16	12	5	6 (ii)	The Eoi Applicant scoring a minimum of 50 marks out of maximum marks of 100 in evaluation process will be eligible for empanelment. Scoring given by EI will be final and on any question arising on the same; then the decision of EI in this regard will be final. In case number of applicant eligible for empanelment are less than three then empanelment process will be cancelled and may be re-initiated at a later date. ERNET India also reserves the right to restrict the final empanelment to a maximum of 10 numbers of Eoi applicant scoring minimum eligibility marks based on their ranking. The applicant should be a company registered in india under Companies Act 1956, Act 2013 or a partnership registered under the India Partnership Act 1932 with their registered office in India in operation for the last five years. Average Annual Turnover of the applicant for the last three financial years should not be less than Rs. 20 crores i.e., 2020-21, 2021-22, 2022-23. For MSE & Start-ups: Average Annual Turnover of the applicant for the last three financial years should not be less than Rs. 10 crores i.e., 2020-21, 2021-22, 2022-23. Please note that net-worth must be positive as on 31.03.2023.	As per the scope of Work, 6 different categories have been mentioned for empanelment, We request to the department to kindly clarify if 10 numbers of applicants would be selected in each category or total 10 applicants would be selected irrespective of category. Further please clarify if applicants are required to submit different proposal for different categories.	ERNET India will empanel the system integrator having capabilities and experience of designing, developing, integrating, implementing and managing the identified categories. Please note that ERNET India reserves the right to restrict the final empanelment to a maximum of 10 numbers of Eoi applicant scoring minimum eligibility marks based on their ranking.
17	7	4	1 to 5	The applicant should have experience of executing at least two ICT project in category 1 (as defined in Section III Scope of work) for government/ government educational institution / government sponsored educational institutions/reputed organizations of value not less than 5 Cr. each in last five financial year (i.e. after 01.04.2018). The applicant must not be insolvent, in receivership, bankrupt or being wound up and not have its business activities suspended by Government. Applicant or its Director/s is currently not blacklisted/debarred by any Government Organizations, GEM or Public Sector Undertakings or Public Limited Companies, competent authority, court of law and is not under a declaration of Ineligibility for corrupt or fraudulent practices as on the date of submission of bids. The applicant must have a valid PAN and a registration number for GST	Since its an EOI Phase, Please clarify if eligibility criteria would change considering quantum and scale of project as RFP phase.	Based on the specific requirements of work/project to be executed; empanelled applicants may be required to meet additional qualification and/or eligibility criteria to participate in the RFP to be floated by ERNET India
18	4	3	1 (a)	Tele-Education facility & ICT Labs: Smart Virtual Classrooms/e-Classrooms	1. Does this talk about Virtual classroom hardware or just platform development or upgrade of existing platform? 2. How many features are expected on this platform (eg: Avatar presenter, message bot, AI response generator, voice assistant, etc.). 3. Is there any ERP system? Kindly Clarify	Kindly refer the Section-III of Eoi document. However, the actual scope of work will be detailed in the RFP which will be published by ERNET India after getting work/project from end customer.
19	4	3	1 (b)	Lab Set-up such as ICT Lab, STEM (Science, Technology, Engineering, Mathematics) Lab, etc.	1. Are we creating virtual contents from the curriculum or we have to improve from an existing one? 2. Any proportion of 2D vs 3D contents. Kindly Clarify	The actual scope of work will be detailed in the RFP which will be published by ERNET India after getting work/project from end customer.
20	4	3	1 (c)	Video conferencing solution (On-premise & Cloud Solution)	For Video conferencing - Whether video conferencing is already implemented on any cloud and are we suppose to improve it OR are we suppose to implement it as new? Please Clarify.	The actual scope of work will be detailed in the RFP which will be published by ERNET India after getting work/project from end customer.

21	4	3	1 (d)	Augmented Reality (AR) based Classrooms	Are we concentrating on Android devices or we suppose to develop platform for IOS as well?	The actual scope of work will be detailed in the RFP which will be published by ERNET India after getting work/project from end customer.
22	4	3	3 (a)	High quality Digital Content: K-12 Digital Content.	How many board syllabus are we talking about? (like - STATE, CBSE, ICSE, CAMBRIDGE, IGCSE, International Baccalaureate (IB) etc.). Kindly Clarify	The actual scope of work will be detailed in the RFP which will be published by ERNET India after getting work/project from end customer.
23	4	3	3 (b)	AR based Digital Content	How many contents are we talking about in proportionate to curriculum?	The actual scope of work will be detailed in the RFP which will be published by ERNET India after getting work/project from end customer.
24	4	3	3 (c)	Personalized adaptive solution	How many languages to be considered?	The actual scope of work will be detailed in the RFP which will be published by ERNET India after getting work/project from end customer.
25	4	3	1	Tele-Education facility & ICT Labs: a. Smart Virtual Classrooms/e-Classrooms b. Lab Set-up such as ICT Lab, STEM (Science, Technology, Engineering, Mathematics) Lab, etc. c. Video conferencing solution (On-premise & Cloud Solution). d. Augmented Reality (AR) based Classrooms	3i Infotech has done ICT projects in the other Government department, but not in Educational Institution. Request to kindly clarify whether above mentioned experience can be considered by ERNET. One of our partner has done Robotic Virtual School labs project for 1000 schools falling under Central Govt. of India. Can ERNET consider the credentials of Virtual Robotic School Labs project done by our partner but 3i was not a part of that project. Kindly clarify.	No Change
26	7	4	3	The applicant should have experience of executing at least two ICT project in category 1 (as defined in Section III Scope of work) for government /government educational institution / government sponsored educational institutions/reputed organizations of value not less than 5 Cr. each in last five financial year (i.e. after 01.04.2018).	Out of 4 Categories given in Section 3, Can ERNET make any 1 Category mandatory and any other 3 categories done by their partners. This will allow the SI companies to bring more innovative ideas and substantial works done by their partners irrespective of whether SI was a part of those projects or not. Kindly consider our request.	No Change
27				Additional Comment	NuRe Campus is in existence for over 12 years and implemented ERP/SIS with 25+ Universities/ Institutes and running by 100,000 users. NuRe Campus (formerly Campuslabs) ERP/SIS is the flagship product of 3i Infotech Ltd. which was acquired by 3i Infotech last year Jan 2022. We will submit the required declaration for the ownership of the IP. We would like to understand if ERNET would consider all the works and credentials done by Campuslabs before the acquisition as all these clients are coming under agreement with 3i Infotech Ltd. now. Kindly Clarify.	Requisite documentary evidence to support the acquisition, IP ownership transfer, continuation of business of NuRe campus by 3i Infotech Limited and existing employees (in number and in percentage of relevant business vertical) of NuRe campus with 3i Infotech Limited be provided. Further, meeting of eligibility criteria by NuRe campus in the relevant year is required.