

**ERNET India's Response to pre-bid queries received w.r.t Tender# EI-D/SE&ET/NextGenSVC/001-08/2020**  
**with subject** "Invitation of Bids for Digital E-learning Content and Augmented Reality (AR) based content  
along with related software(s) from pre-primary to class 12th for various education boards"

S.No.	Company	Tender Document Reference (Page No / Clause )	Description of the Clause	Queries from Bidders/vendors	Clarification Or Change in Tender Clause	ERNET's India Remarks
1	From Bidder	Clause 11.1	<p>Legal Entity (Subset-I &amp; Subset-II)  The bidder company/entity should be a company/entity registered under The Companies Act 1956/2013; or a registered partnership firm under The Partnership Act 1932/LLP Act, 2008 or a Society registered under the Societies Registration Act 1860.</p> <p>The bidder entity should have been in existence for a period of at least 3 years on the bid due date (or any extended bid due date).  In order to promote Make in India it is necessary that the bidder should be owned &amp; controlled by 100% Indian company/entity/persons and the software solution supplied should be made/ developed in India.</p>	Can co-bidding be done in collaboration with another company/ies?	Clarified	<p><b>No Change in Clause required.</b>  <b>Explanation of clause as follows:</b>  Refer Clause11: ERNET India is looking for any of the following :  A <b>company/entity registered</b> under The Companies Act 1956/2013; or a <b>registered partnership</b> firm under The Partnership Act 1932/LLP Act, 2008 or a <b>Society</b> registered under the Societies Registration Act 1860.</p> <p>The bidding has to be done by <b>one bidder - who shall remain responsible for the overall tender.</b></p>
2	During Discussion	Clause 11.2	Note: In case the bidding entity is a start-up : instead of 2.i above - The bidder entity should have a turnover of not less than Rs.2 Crore in last financial year (2018-19).	Page No.4, Point No.2 (Eligibility Criteria) 1. Startup - Note: In case the bidding entity is a start- up : instead of 2.i above - The bidder entity should have a turnover of not less than Rs.2 Crore in last financial year (2018-19) - For startups request please follow guidelines related to turnover & work order.	Clarified	<p><b>No Change in Clause required.</b>  <b>Explanation of clause as follows:</b>  "For Startups/ MSME, the requirement of prior work experience and prior turnover may be relaxed in pursuance of Government of India order issued in this matter from time to time".</p>
3	During Discussion	Clause 11.6	Seamless Interoperability (Subset-I and Subset-II) All offered solution(s), software's should support seamless interoperability amongst them & with the products, software's, network devices & components of any of the existing hardware / infrastructure, wherever applicable.	Page No.6, Point No.11 (Eligibility Criteria) 2.Seamless Interoperability (Subset-I and Subset-II) All offered solution(s), software's should support seamless interoperability amongst them & with the products, software's, network devices & components of any of the existing hardware infrastructure, wherever applicable. - What type of proof is required? Also, please let us know the correct infrastructure related to the project already in place with specifications	Change In Tender Clause	The " <b>Documents to be submitted</b> " for Clause#11 at page#6 w.r.t " <i>Seamless Interoperability (Subset-I and Subset-II)</i> " , May be read as " <b>1. Undertaking for this to be submitted by the bidder.</b> "
4	From Bidder	Clause 11.6	Undertake that the updates required in content/syllabus/subjects or any other change w.r.t supplied content if any w.r.t National Education Policy issued in July 2020 shall be taken care free of cost. An undertaking for same to be submitted by bidder.	Q1. According to us it very uncertain to agree on this term for now ,but it will dependent on many factors , have to discuss , in details , we do all the agreed % of changes One Time for the free of cost. and the changeswill be done after the printed books(PDF final version ) will be provided.	Clarified	<p><b>Clause is self explanatory.</b>  <b>No Change in Clause required.</b></p>

5	From Bidder	Clause 11.6	<p><b>Product Support (Subset-I and Subset- II):</b></p> <p>Undertake that support for the software supplied will be provided till five years from the date of perpetuity of the supplied solution. Perpetuity is defined at clause 20.</p> <p>Undertake that the updates required in content/syllabus/ subjects or any other change w.r.t supplied content if any w.r.t National Education Policy issued in July 2020 shall be taken care free of cost. An undertaking for same to be submitted by bidder.</p>	<p><b>We request to revise the clause as follows:-</b></p> <p><b>Product Support (Subset-I and Subset- II):</b></p> <p>Undertake that support for the software supplied will be provided till five years from the date of installation of the supplied solution.</p> <p>Undertake that the updates required in content/syllabus/ subjects or any other change w.r.t supplied content if any w.r.t National Education Policy issued in July 2020 shall be taken care free of cost. An undertaking for same to be submitted by bidder.</p>	Clarified	Clause is self explanatory. No Change in Clause required.
6	From Bidder	Clause 11.7	<p>Experience Requirement for Subset –I &amp; Subset –II:</p> <p>Bidder should have the experience of successfully executing more than one similar project in past 3 years ending date of publish of tender and must enclose relevant documentation in support of meeting requisite experience.</p>	<p><b>Please help us to understand the similar project.</b></p> <p>We have supplied and implemented Smart Classroom and ICT Projects in Government and Private Schools and Implementation of content is also one of the major scope of the projects. Will this experience count for us</p>	Clarified	<p><b>No Change in Clause required.</b></p> <p><b>Explanation of clause as follows:</b></p> <p>Yes the experience in implementation of Smart Classrooms / installation of ICT Infrastructure in government organizations and Development of Content across India will count.</p>
7	From Bidder	Clause 11.8 & 11.7	<p>Large (Single) Project Work Experience Requirement for Subset –I &amp; Subset –II: Bidder must have executed at least one similar project of value not less than Rs.50 lakhs during the above mentioned period.</p> <p>Experience Requirement for Subset –I &amp; Subset –II: Bidder should have the experience of successfully executing more than one similar project in past 3 years ending date of publish of tender and must enclose relevant documentation in support of meeting requisite experience.</p>	<p>Can we bid if we have executed a different kind of project not similar to this tender in the past 3 years for both subsets? Is the project value of 50L required separately for both subset or for any one?</p>	Clarified	<p><b>No Change in Clause11.8 required.</b></p> <p><b>Explanation of clause11.8 is as follows:</b></p> <p>A project of 50 Lakhs in last three years makes a bidder eligible for bidding in both subsets , provided they satisfy to other Minimum Eligibility Criteria as defined in clause 11.</p> <p><b>No Change in Clause11.7 required.</b></p> <p><b>Explanation of clause11.7 is as follows:</b></p> <p><b>Ideal experience requirements:</b> Ideally we are looking for relevant experience in implementation of Smart Classrooms or installation of ICT or Networking Infrastructure in government organizations and experience in Development of mobile or web or desktop based softwares .</p> <p><b>Additional experience for Subset-II other than above requirements:</b> Experience in development of AR softwares.</p> <p>Any relevant experience in reference to above ideal requirements <b>may be</b> considered by evaluation committee after looking into exact experience details.</p>
8	From Bidder	Clause 11.14	<p>On-site comprehensive warranty/services support (Subset-I &amp; Subset-II) Undertake to provide on-site comprehensive warranty support from the date of acceptance till the start of perpetuity and provide on-site comprehensive AMC support for the duration of AMC awarded</p>	<p><b>We request you to revise the clause as follows:-</b></p> <p>On-site comprehensive warranty/services support (Subset-I &amp; Subset-II) Undertake to provide on-site comprehensive warranty support from the date of acceptance till the completion as per the requirement of projects and provide on-site comprehensive AMC support for the duration of AMC awarded</p>	Clarified	<p><b>Clause is self explanatory. No Change in Clause required.</b></p> <p>Bidder may also refer to ERNET India Remarks w.r.t Clause20 changes mentioned w.r.t "Perpetuity of content and application" in this document.</p>

9	From Bidder	Clause 11.16	<p>(Subset-I &amp; Subset-II) Bidder to ensure Security, Penetration testing &amp; Audits as per policy of ERNET and/or State and/or central government to be done on regular basis.</p> <p>The relevant reports/other audit reports should be submitted on yearly basis or any other defined periodicity, as per their policy, ensuring security of the software's and the user data.</p> <p>Undertaking for this to be submitted by the bidder.</p>	<p>Please help us to understand who will do the Audits and testing on regular basis. And how the reports will be shared.</p>	Clarified	<p><b>No Change in Clause required.</b>  <b>Explanation of clause as follows:</b>          "The successful bidder has to arrange security audit by an auditor empaneled by MeitY or its organisations like Cert-In / CCA for such purpose. Also successful bidder will be responsible for any specific type of audit as warranted by the user department however the appointment of auditor has to be done in consultation with ERNET India. The cost so incurred on the audit activity has to be completely born by the successful bidder".</p>
10	From Bidder	Clause 11.17	<p>List of Academicians (Subset-I &amp; Subset-II)          Bidder should submit the list of experts/academicians on panel who have already provided / will provide the technical guidance, detailed scripts for creation &amp; review of respective board's content.          The experts/academicians should be having at least 5+ years of school teaching experience</p>	<p>We request you to kindly provide the nos of experts/academicians on panel required.</p>	Clarified	<p><b>No Change in Clause required.</b>  <b>Explanation of clause as follows:</b>          Bidders should supply all the associated subject matter experts or academicians with the subset I &amp; subset II. It is assumed that the content would be better in terms of quality , if these numbers are higher .</p>
11	From Bidder	Clause 11.19	<p>a. Submission of sample by the bidder for Subset-I and Subset-II being participated. Scope of the Sample for Evaluation:          1. NCERT- Science- Class X - Chapter 10- "Light – Reflection and Refraction" .          2. NCERT- Mathematics- Class X - Chapter 8- "Introduction to Trigonometry" .          3. NCERT- Hindi- Class X - Chapter 2- "George Pancham ki naak" .          b. A Technical Presentation by bidder</p>	<p>Are the samples to be submitted along with the tender bid or later? And how?</p>	Clarified	<p><b>No Change in Clause required.</b>  <b>Explanation of 11.19 clause as follows:</b>          Pls refer to clause 11.19 , yes the samples would be required to submitted with tender Bid.  <b>These need to be submitted in CD/DVD/pen-drive.</b></p>
12	From Bidder	Clause 11.21	<p>Integration of Payment Gateway ( Subset – I &amp; Subset – II)          Bidder to provide a separate payment gateway for handling the transactions done by direct usersNote5 for registration.</p> <p>a. Bidder to undertake that all the transactions w.r.t Project will be done through this payment gateway and no other payment gateway shall be used for the purpose and all the accounting details would be made available to ERNET India, whenever required, to maintain transparency.</p> <p>b. Bidder to undertake that it will not use any other medium(such as cash/cheque/demand drafts etc) than listed above to transact/process any payment for the subscription.          Payment made by the direct user should come to ERNET India's account only and thereafter bidder would be paid as per payment terms. In case of any legal or practical issues an alternate arrangement may be worked out considering that the payment should only reach ERNET India accounts.</p>	<p>Generally the amount is being paid via RTGS/NEFT. And we shall provide the details too.</p> <p>Kindly confirm, how many days of time will you take to process the payments to the bidder after the receipt of payment.</p>	Clarified	<p><b>No Change in Clause required.</b>  <b>Explanation of clause as follows:</b>          Please refer to Clause 19 payent terms Section 'f'. The example is in this section titled as "<b>MobileApp Subscription Charges (MASC) Per User- Applicable for Bundled &amp; direct users</b>" may be referred which clarifies this further.</p>

13	From Bidder	Clause 11.22	Non-Compete clause ( Subset-I &Subset- II) Bidder needs to undertake that it will not do direct business with end users of ERNET India for the duration of the rate contract or its extended period thereof	Since Extramarks is already working or discussing projects with many state education and smart city departments. Perhaps, we assure that we shall not compete with ERNET India end users but to avoid conflict of interest we request you to share the details of end users before the tender process.	Clarified	<b>No Change in Clause required.</b> <b>Explanation of clause as follows:</b> End users in this context refers to <b>future end users w.r.t</b> the scope of work defined in this tender.
14	From Bidder	Clause 12	SCOPE OF WORK & SPECIFICATIONS	If a company has content in regional language for selected subjects and grade then, they should be allowed to bid for that selected language, grade and subject.	Clarified	<b>No Change in Clause required.</b> <b>Explanation of clause as follows:</b> <b>The selected bidder(s) should be able to provide the content in the regional languages for all the asked subjects .</b> Bidder(s) must have the resources that allow to scale and support multiple classes, multiple languages to execute the complete scope of work as identified in the tender. The delivery timelines begin upon the issuance date of the purchase order .
15	From Bidder	Clause 12	SCOPE OF WORK & SPECIFICATIONS	If there is any customization that is not mentioned in this document, will the extra payment will be done for the future customization that is not mentioned in the existing document?	Clarified	<b>No Change in Clause required.</b> <b>Clause is self Explanatory.</b>
16	From Bidder	Clause 12	SCOPE OF WORK & SPECIFICATIONS	We have considered about 5 subjects from Pre-primary to class 4, 8 subjects for Class 5 to class 10 and Arts , Commerce and Science for class 11 and 12 that makes 126 subjects X approx 20 topics each = 2520 total topics. If any other streams then Arts, Science and Commerce, please mention the total subjects and topics required for the AR and other content.	Clarified	<b>Clause is self explanatory.</b> <b>No Change in Clause required.</b> Bidders may refer to the clause 14.2 for more clarifications.
17	From Bidder	Clause 12	SCOPE OF WORK & SPECIFICATIONS	Are you expecting contents to be ready on day 1 ? we don't have all the contents ready so can we have some more time to create contents ?	Clarified	<b>No Change in Clause required.</b> <b>Explanation of clause as follows:</b> The successful bidder <b>need not to have the deliverables ready on Day-1 of Empanelment</b> , we suggest that if you have the resources that allow you to scale and support multiple classes, multiple languages to execute the complete scope of work as identified in the tender, <b>you should go ahead and bid</b> . The delivery timelines begin upon the issuance date of the purchase order . Please refer to S.No#31 in this document for the updated delivery timelines.
18	From Bidder	Clause 12	SCOPE OF WORK & SPECIFICATIONS	Is desktop application really required for Augmented reality ? There is no utility of this. Suggestion: Mobile can always be mirror imaged or connected to projector.	Clarified	<b>No Change in Clause required.</b> <b>Clause is self Explanatory .</b>

19	From Bidder	Clause 12	SCOPE OF WORK & SPECIFICATIONS	<p>As per the tender there are two content requirements, Digital E-learning content and Augmented Reality (AR) Content. In this case, USER may have to deal with two different dashboard or two different delivery platforms i.e. AR platform and E-Learning platform. User should be able to operate with same platform for both contents. To enable this we are requesting the following changes in the tender</p> <p>1. The tender should be structured that the delivery platform is same across both the content. Delivery Platform solution should be the same whereas content may vary. Content should be integrated with the same delivery platform.</p>	Clarified	<p>No Change in Clause required. Explanation of clause as follows:</p> <p>As of now the end users of Subset-I and Subset-II are envisaged to be different States. Also the empanelled vendor for both subsets may be different, hence providing a single platform for both subsets will be a challenge due to above reasons and hence different platforms are required.</p>
20	From Bidder	Clause 12	SCOPE OF WORK & SPECIFICATIONS	<p>2. Delivery Platform, MIS, Dashboard should be separated from content.</p>	Clarified	<p><b>No Change in Clause required.</b> <b>Explanation of clause as follows:</b></p> <p>The content hosting platform and Management Portal (for each subset) are different . The hardware infrastructure (or other necessary items) for content hosting platform should be provided by the bidder considering the scalability aspects . The hardware Infrastructure for Management Portal shall be offered by ERNET India, the bidder needs to provide the specifications for same.</p>
21	From Bidder	Clause 12	SCOPE OF WORK & SPECIFICATIONS	<p>3. Delivery Platform and Content Consortium may be allowed with same terms and conditions of the tender.</p> <p>As a result, user need not visit different platforms if required they can access both AR and E-learning contents on same platform</p>	Clarified	<p>No Change in Clause required. Explanation of clause as follows:</p> <p>As of now the end users of Subset-I and Subset-II are envisaged to be different States. Also the empanelled vendor for both subsets may be different, hence providing a single platform for both subsets will be a challenge due to above reasons and hence different platforms are required.</p>
22	From Bidder	Clause 12	SCOPE OF WORK & SPECIFICATIONS	<p>Q. As you mentioned you require the integration with your existing software , for this we require the project resource file and source code that support subset application APIs. If you can provide that we will surly try to test and intergrate</p>	Clarified	<p><b>No Change in Clause required.</b> <b>Explanation of clause as follows:</b></p> <p>The integration aspect is w.r.t ensuring that the solution provided works with the exsisting Smart Virtual Classroom Infrastructure . There is no software / API integration required in the scope of work.</p>
23	From Bidder	Clause 12	SCOPE OF WORK & SPECIFICATIONS	<p>Q. We will be needing the high performance dedicated server for the data fetching for both Mobile App and Software portal.</p>	Clarified	<p><b>No Change in Clause required.</b> <b>Explanation of clause as follows:</b></p> <p>The content hosting platform and Management Portal (for each subset) are different . The hardware infrastructure (or other necessary items) for content hosting platform should be provided by the bidder considering the scalability aspects . The hardware Infrastructure for Management Portal shall be offered by ERNET India, the bidder needs to provide the specifications for same.</p>
24	From Bidder	Clause 12	SCOPE OF WORK & SPECIFICATIONS	<p>Is cloud server provided by ERNET ? Or any third party server space is fine.</p>	Clarified	<p><b>No Change in Clause required.</b> <b>Explanation of clause as follows:</b></p> <p>The content hosting platform and Management Portal (for each subset) are different . The hardware infrastructure (or other necessary items) for content hosting platform should be provided by the bidder considering the scalability aspects . The hardware Infrastructure for Management Portal shall be offered by ERNET India, the bidder needs to provide the specifications for same.</p>

25	From Bidder	Clause 12.1	The content mandatorily should consist of the following features:	Is it mandatory to provide the content in regional language for all states mentioned in the tender? (7 pilot states of (Himachal Pradesh, Gujarat, Rajasthan, Tripura, Haryana, Andhra Pradesh and Tamil Nadu)	Clarified	<p><b>No Change in Clause required.</b>  <b>Explanation of clause as follows:</b>  <b>Pls refer to page#13 'COMMON SCOPE TERMS/SPECIFICATIONS APPLICABLE FOR BOTH SUBSET-I and SUBSET-II- Starts here' - Clause10</b>  We encourage that if bidder has the resources that allow to scale and support multiple classes, multiple languages to execute the complete scope of work as identified in the tender, <b>you should go ahead and bid</b> . The delivery timelines begin upon the issuance date of the purchase order . Please refer to S.No#31 in this document for the updated delivery timelines.</p> <p>The pilot States mentioned in the tender are w.r.t already executed Smart Virtual Classroom project by ERNET India. The exact location for the work under this tender will be made known to the successful bidder(s) at the time of issuance of purchase order .</p>
26	From Bidder	Clause 12.10.iii	Should be Bi-lingual (e.g. Hindi and English), the language requirements will be based on the respective state and board. In order to serve the state teacher/students in their local language, solution adopted to develop the content and or application shall have the capability to support vernacular changes in other regional language(s). It is applicable for voice and text (such as subtitles/scripts). Videos, animations & audios may additionally have scripts/subtitles (text of spoken content) for reference later.	How should the bilingual support be provided in the digital content and in AR, should it be a separate file or language selection is required in the form of a dropdown.	Clarified	<p><b>No Change in Clause required.</b>  <b>Explanation of clause as follows:</b>  It should be a voice change option via a dropdown or in any other innovative way to switch between languages. Separate files / loading of separate files for language change should be avoided.</p>
27	<b>Change by ERNET India</b>	Clause 12.11.2.u	Bidder will also provide user manuals to the respective end user.		Change In Tender Clause	<p><b>User Manual needs to be developed in any of the two languages as specified by ERNET India . The languages can be English, Hindi or the respective Regional Language for the state for which content is supplied.</b></p>
28	From Bidder	Clause 12.14	SCOPE OF WORK & SPECIFICATIONS	There should be an option in the tender to provide selected subjects available with a company instead of all the subjects listed in the tender. Same is applicable for the languages.	Clarified	<p><b>No Change in Clause required.</b>  <b>Explanation of clause as follows:</b>  <b>The selected bidder (s) should be able to provide the content in the regional languages for all the asked subjects .</b>  Bidder(s) must have the resources that allow to scale and support multiple classes, multiple languages to execute the complete scope of work as identified in the tender. The delivery timelines begin upon the issuance date of the purchase order .</p>
29	From Bidder	Clause 12.14.1	SCOPE OF WORK & SPECIFICATIONS	There are some subjects like Art and GK which should not be considered as compulsory subjects as they are linked to extracurricular activities in the school.	Clarified	<p>As mentioned in the clause 14.2 "<b>This is by no means an exhaustive list but it gives an indication of the many subjects core/optional being offered at the various state boards, there could be new subjects arising too.</b>" This is applicable for both "Mandatory" and "Additional " classwise subjects mentioned in table in the tender document at page 21 and 22 respectively.</p> <p>The bidder shall be <b>provided the exact list of subjects to be supplied</b> , along with the board details &amp; site installation information in the Purchase Order.</p>
30	From Bidder	Clause 12.14.1	Syllabus in the content management application software	Request clarification on Sanskrit/French. The bidder should ensure availability of both subjects or either of them	Clarified	<p>This should be read as 'or'. Also , The bidder shall <b>be provided the exact list of subjects to be supplied , along with the board details &amp; site installation information in the Purchase Order</b>. The <b>bidder even if does not have the content of the subjects</b> (mentioned under Mandatory" and Additional Subjects) , may consider themselves as eligible, provided they fulfill all the conditions of Minimum Eligibility Criteria Clause &amp; agree to scope of work and other terms and conditions of this tender .</p> <p>And, as mentioned in the clause 14.2 "This is by no means an exhaustive list but it gives an indication of the many subjects core/optional being offered at the various state boards, there could be new subjects arising too." This is applicable for both "Mandatory" and "Additional " classwise subjects mentioned in table in the tender document at page 21 and 22 respectively.</p>

31	From Bidder	Clause 12.14.1	Note: Actual ordered subjects per class would be as requested by the ERNET India/State, and if any additional subject is required instead of mandatory subjects keeping the subject count constant, no additional payment would be made to the bidder. If additional subjects is added the count of ordered subject would increase is a mandatory subject is not ordered the count may decrease effecting the per class cost being ordered in subset-I.	Please clarify on the time allotted to the successful bidder for developing additional subject.	Clarified	<p>Explanation of clause as follows:</p> <p>Please refer to clause 14.2 for timeline for development of additional subjects.</p> <p>"The Additional subjects listed below &amp; their content, if it is not available with the bidder at the time of bidding, the bidder will still be eligible to bid under a condition that the bidder will develop the same before the acceptance testing without requesting any additional time to meeting the delivery milestones."</p> <p>Also, the delivery timelines has been relaxed as follow :</p> <p>1. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for 'Delivery Schedule for sub-set I' at page #29 :'</p> <p>The timeline for 'Implementation Complete' milestone may be read as:</p> <p><b>" 8 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>2. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for 'Delivery Schedule for sub-set II at page #30 :' The timeline for 'Implementation Complete' milestone may be read as:</p> <p><b>" 10 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>3. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for 'Mobile App For bundled users &amp; Direct Users' at page#31:</p> <p>The timeline for "MobileApp Implementation Complete for Subset-I" may be read as:</p> <p><b>"8 weeks (From the date of Award of PO for MobileApp Subset-I)"</b></p> <p>The timeline for "MobileApp Implementation Complete for Subset-II" may be read as :</p>
32	From Bidder	Clause 12.14.2	Additional Subjects ( in some boards may be optional ) : Visual & Performing art (Drawing, Dancing etc.), Yoga, (III-V) Science	<p>We have supplied and implemented the digital content as per the syllabus of CBSE/State Board.</p> <p>However, Creation of Yoga or any additional subject which is not in the syllabus of CBSE/NCERT/State Board may be challenge for all the bidders.</p>	Clarified	<p>This is to be noted by all prospective bidders referring to clause 14.2 at page 23 :</p> <p>"The Additional subjects listed below &amp; their content, if it is not available with the bidder at the time of bidding, the bidder will still be eligible to bid under a condition that the bidder will develop the same before the acceptance testing without requesting any additional time to meeting the delivery milestones. This is by no means an exhaustive list but it gives an indication of the many subjects core/optional being offered at the various state boards, there could be new subjects arising too."</p> <p>There is possibility of new subjects which are not mentioned in this tender.</p>
33	Clarification from ERNET India	Clause 12.20.	The scope of work & commercials includes the provisioning of required internal HDD for content storage in addition to the existing storage on a PC, installation charges and insurance of the H/W provision.		Clarified	<p>Shouldn't hamper the existing PC upon insertion of new HDD. Any issues arising after insertion of HDD related to the HDD Installation/ booting or any other relevant technical issues should be taken care by the Bidder. <b>Earlier exsisting functionality and newly added functionality should work smoothly .</b></p>

34	From Bidder	Clause 13	SCOPE OF WORK & SPECIFICATIONS	Time given to deliver the 10 subjects after the PO is less can it be extended? As the content is too much.	Change In Tender Clause	<p>1. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for 'Delivery Schedule for sub-set I' at page #29 :' The timeline for 'Implementation Complete' milestone may be read as:</p> <p><b>" 8 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>2. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for 'Delivery Schedule for sub-set II at page #30 :'. The timeline for 'Implementation Complete' milestone may be read as:</p> <p><b>" 10 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>3. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for '<b>Mobile App For bundled users &amp; Direct Users' at page#31:</b></p> <p><b>The timeline for "MobileApp Implementation Complete for Subset-I" may be read as:</b></p> <p><b>"8 weeks (From the date of Award of PO for MobileApp Subset-I)"</b></p> <p><b>The timeline for "MobileApp Implementation Complete for Subset-II" may be read as :</b></p> <p><b>"10 weeks (From the date of Award of PO for MobileApp Subset-II)"</b></p> <p><b>The bidder should also refer to S.No 50,51 in this document w.r.t SCCC.</b></p>
35	From Bidder	Clause 13	<p>i) The timeline for milestone : Table for 'Delivery Schedule for sub-set I' at page #29</p> <p><b>" 5 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>The timeline for milestone : Table for 'Delivery Schedule for sub-set II' at page #30</p> <p><b>" 5 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>ii) The timeline for Milestone for MobileApp at page 31:</p> <p><b>"5 weeks (From the date of Award of PO for MobileApp Subset-I)"</b></p> <p><b>"5 weeks (From the date of Award of PO for MobileApp Subset-II)"</b></p>	The content asked in the tender, requires good enough time to complete, how much time will be allocated to us for development and delivery.	Change In Tender Clause	<p>1. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for 'Delivery Schedule for sub-set I' at page #29 :' The timeline for 'Implementation Complete' milestone may be read as:</p> <p><b>" 8 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>2. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for 'Delivery Schedule for sub-set II at page #30 :'. The timeline for 'Implementation Complete' milestone may be read as:</p> <p><b>" 10 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>3. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for '<b>Mobile App For bundled users &amp; Direct Users' at page#31:</b></p> <p><b>The timeline for "MobileApp Implementation Complete for Subset-I" may be read as:</b></p> <p><b>"8 weeks (From the date of Award of PO for MobileApp Subset-I)"</b></p> <p><b>The timeline for "MobileApp Implementation Complete for Subset-II" may be read as :</b></p> <p><b>"10 weeks (From the date of Award of PO for MobileApp Subset-II)"</b></p> <p><b>The bidder should also refer to S.No 50,51 in this document w.r.t SCCC.</b></p>
36	From Bidder	Clause 13	DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK & SPECIFICATIONS)	After empanelment in what time frame the order will be floated and after order what would be the delivery time?	Clarified	ERNET is in discussion with multiple States and based on their positive feedback , this tender was floated. The exact timeframe for issuance of Purchase order is unknown at this stage.
37	From Bidder	Clause 13	5 weeks (From the date of Award of PO for MobileApp Subset-I)	Q.As mentioned by you that we have to provide the Mobile APP in 5 weeks for both Subset I or Subset II. If the Basic framework and planning is completed, then it could be completed in 5 weeks. I think you are talking about wireframe, flow and planning of the App?	Clarified	<p>This means the submission of Mobile App for acceptance testing to ERNET India after its Complete Implementation .</p> <p>Also, please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for 'Mobile App For bundled users &amp; Direct Users' at page#31:</p> <p>The timeline for "MobileApp Implementation Complete for Subset-I" may be read as:</p> <p><b>"8 weeks (From the date of Award of PO for MobileApp Subset-I)"</b></p> <p>The timeline for "MobileApp Implementation Complete for Subset-II" may be read as :</p> <p><b>"10 weeks (From the date of Award of PO for MobileApp Subset-II)"</b></p>



38	From Bidder	Clause 13.1	Bidder should be able to develop the customized content and thereafter Supply, Install, Commission & Maintain digital e-learning content for all the subjects from pre-primary to Class XII for ordered curriculum & education board(s).	We have developed the content for various projects as per the requirement. And content creation may take time as per the size of syllabus However, we request you to provide the sufficient timeline for content development.	Change In Tender Clause	<p>1. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for '<b>Delivery Schedule for sub-set I' at page #29 :</b>' The timeline for 'Implementation Complete' milestone may be read as:</p> <p><b>" 8 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>2. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for '<b>Delivery Schedule for sub-set II at page #30 :</b>' The timeline for 'Implementation Complete' milestone may be read as:</p> <p><b>" 10 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>3. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for '<b>Mobile App For bundled users &amp; Direct Users' at page#31:</b></p> <p><b>The timeline for "MobileApp Implementation Complete for Subset-I" may be read as:</b></p> <p><b>"8 weeks (From the date of Award of PO for MobileApp Subset-I)"</b></p> <p><b>The timeline for "MobileApp Implementation Complete for Subset-II" may be read as :</b></p> <p><b>"10 weeks (From the date of Award of PO for MobileApp Subset-II)"</b></p> <p><b>The bidder should also refer to S.No 50,51 in this document w.r.t SCCC.</b></p>
39	From Bidder	Clause 13.1	Understanding the requirement, Development of Portal & Development, Customization of Applications (Excluding MobileApp) & Content for a required Board. Availability of above for acceptance testing.  Timelines : 5 weeks (From the date of Award of PO for Portal and installation at sites)	5 weeks of time is in sufficient for developemnt of portal and customization of Application.  Atleast the complete requirement of application should be shared and as per the scope of requirement, a timeline can be set.	Change In Tender Clause	<p>1. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for '<b>Delivery Schedule for sub-set I' at page #29 :</b>' The timeline for 'Implementation Complete' milestone may be read as:</p> <p><b>" 8 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>2. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for '<b>Delivery Schedule for sub-set II at page #30 :</b>' The timeline for 'Implementation Complete' milestone may be read as:</p> <p><b>" 10 weeks (From the date of Award of PO for Portal and installation at sites) "</b></p> <p>3. Please refer Clause 13.1."DELIVERY AND INSTALLATION PERIOD (SCOPE OF WORK &amp; SPECIFICATIONS)" - Table for '<b>Mobile App For bundled users &amp; Direct Users' at page#31:</b></p> <p><b>The timeline for "MobileApp Implementation Complete for Subset-I" may be read as:</b></p> <p><b>"8 weeks (From the date of Award of PO for MobileApp Subset-I)"</b></p> <p><b>The timeline for "MobileApp Implementation Complete for Subset-II" may be read as :</b></p> <p><b>"10 weeks (From the date of Award of PO for MobileApp Subset-II)"</b></p> <p><b>The bidder should also refer to S.No 50,51 in this document w.r.t SCCC.</b></p>

40	From Bidder	Clause 13.1	Additional change in syllabus(once the perpetuity is achieved) including development /customization of the content in the syllabus should be completed for first minimum lot of 50 or balance part thereof page sprint and should be made available for acceptance testing by ERNET India	We request you to revise the clause as follows:-  We as a content developer cannot transfer the ownership of our developed content. Therefore, we request you to kindly remove the perpetuity and instead of that a standard price can be asked for based on the AMC period. And incase if any change in syllabus the bidder will develop the same and implement as per the terms and condition of RFP.	Change In Tender Clause	<p>The bidder need not to transfer their Software Source Code , meta data used for creation of content or applications . Bidder should refer to a response against Clause 20 in this document &amp; bidder may refer to Clause20 "PERPETUITY OF CONTENT &amp; APPLICATION" for more detailed information on this aspect.</p> <p><b>Clause 20.i May be read as "Perpetuity in this document means the usage of content by the user without making any payments for three years for subset-I and five years for subset-II respectively."</b></p> <p><b>Clause 20.v May be read as "Upon beginning of perpetuity , Usage license to be enabled in devices of End Users / ERNET as per defined period of perpetuity.</b></p> <p><b>Clause 20.vii May be read as: "For Subset -I &amp; Subset -II in case the user neither opts for AMC services upon beginning of perpetuity nor opts for Per page syllabus change customization service during perpetuity, the software content and its application should still continue to run as it is, without requiring any support like changes /updates/ patches/upgrades/content modifications for all the supplied subjects except General Knowledge(GK Subject). Latest Updated contents of GK subject should be provided during perpetuity period at no additional cost. "</b></p> <p>Also, refer to Delivery Milestones at page 29 &amp; at page 30:</p> <p>May also refer to Payment Page#42 , 19.e 'Per Page Syllabus change customization charges (SCCC)'</p>
41	Clarification by ERNET India	Clause 14	Note: Actual ordered subjects per class would be as requested by the ERNET India/State, and if any additional subject is required instead of mandatory subjects keeping the subject count constant, no additional payment would be made to the bidder. If additional subjects is added the count of ordered subject would increase is a mandatory subject is not ordered the count may decrease effecting the per class cost being ordered in subset-I.		Change In Tender Clause	<p>Note: Actual ordered subjects per class would be as requested as per the State boards and if any additional subject is required instead of mandatory subjects keeping the subject count constant, no additional payment would be made to the bidder. If subject(s) count per class as asked by State/ERNET India is higher than the count specified in the table of section 14 , additional costing per subject will be paid to the bidder, and similarly costing per subject will be decreased , if the number of ordered subjects by state are lesser than the count specified in table referred above.</p> <p><b>Accordingly , (referring Annexure IA and IB ) the costs quoted other than 'Portal Development , Installation and Integration Charges including maintenance Charges' (PDIIC) , 'Installation Charges Per Site' (ICPS) , 'Per page syllabus change customization charges(SCCC) for application software/content after perpetuity', Additional Resident Engineer per year at user/Central site for coordination' shall be calculated in proportion to the subject count ordered.</b></p>
42	From Bidder	Clause 15	Separate Sealed bids for each subset are invited in two part format (Technical bid and Commercial bid) in two separate sealed covers with both the covers to be sealed in a single cover duly super scribing subset name i.e. for which it is applicable for. This is to note that bidder may apply for both or either of the subsets in conformity with the eligibility norms as stipulated in the tender document. This is to note that, in case the bidder applies for both subsets 'he may qualify for one subset and may get disqualified for another' or 'he may qualify for both subset' or 'he may get disqualified for both subsets" as per the terms and condition of the tender.	If we are bidding both subsets do we need to submit it as one bid or separate?	Clarified	Please refer clause 15.1 from Page 34 onwards. The Clause is self explanatory.
43	From Bidder	Clause 19.Vii	The due payments to be released to the bidder(s) will further be subject to the receipt of the funds from ERNET India customer institutes/organizations/departments, etc. In case funds from ERNET India customer institutes/organizations/departments, etc. is received in parts then release of payments will be prioritized on the basis of date of delivery/installation of the software /items & ERNET India's decision in this regard will be final.	Q. I hope as ERNET is mediating b/w Gyan Era Learning Solutions Pvt. Ltd. and Government, if there is delay in payment from the Government, even then Gyan Era will get the payment on time.	Clarified	Please refer to clause 19 vii at Page#43.

44	From Bidder	Clause 20	PERPETUITY OF CONTENT & APPLICATION	In RFP it is mentioned that after 5 year we need to transfer our platform to some other entity ? It will not be possible to give away everything ? How this will work out	Change In Tender Clause	<p>Clause 20.v May be read as "Upon beginning of perpetuity , Usage license to be enabled in devices of End Users / ERNET as per defined period of perpetuity."</p> <p>Clause 20.vii May be read as: "For Subset -I &amp; Subset -II in case the user neither opts for AMC services upon beginning of perpetuity nor opts for Per page syllabus change customization service during perpetuity, the software content and its application should still continue to run as it is, without requiring any support like changes /updates/ patches/upgrades/content modifications for all the supplied subjects except General Knowledge(GK Subject). Latest Updated contents of GK subject should be provided during perpetuity period at no additional cost. "</p> <p>The bidder need not to transfer their Software Source Code , meta data used for creation of content or applications .</p>
45	From Bidder	Clause 20	<p>Perpetuity of content and application</p> <p>Perpetuity in this document means the usage of content by the user without making any payments for rest of life.</p> <p>Ownership of license after perpetuity to be formally transferred to End User/ERNET.</p>	Our educational content like other softwares comes on a subscription basis, like Windows, anti-virus, netflix and many. Being a licensed version, client has to renew it as and when subscription expires. We humbly request the department to understand the situations with any content company as we cannot allow the usage of our developed modules free for life at a cost of three or five years. Therefore, please omitt the perpetuity clause and allow us to offer price and services for a definite contract period.	Change In Tender Clause	<p>Clause 20.i May be read as "Perpetuity in this document means the usage of content by the user without making any payments for three years for subset-I and five years for subset-II respectively."</p> <p>Clause 20.v May be read as "Upon beginning of perpetuity , Usage license to be enabled in devices of End Users / ERNET as per defined period of perpetuity."</p> <p>Clause 20.vii May be read as: "For Subset -I &amp; Subset -II in case the user neither opts for AMC services upon beginning of perpetuity nor opts for Per page syllabus change customization service during perpetuity, the software content and its application should still continue to run as it is, without requiring any support like changes /updates/ patches/upgrades/content modifications for all the supplied subjects except General Knowledge(GK Subject). Latest Updated contents of GK subject should be provided during perpetuity period at no additional cost. "</p>
46	From Bidder	Clause 23	The downtime at a site can be due to any of the reasons including but not limited to problems in installation, hardware, content / app updates, patches . Penalty charges for a site will be Rs.50 per day for every 1 day of down time at a stretch or in part thereof for down time upto 07 days. This down time shall be calculated over and above the permissible downtime. In case the downtime at a site beyond the permissible down period, is more than 07 days at a stretch, the payable monthly rental or equated monthly payable (i.e. calculated from remaining eligible payments per quarter), will be treated as zero for the site for that particular month. In case the penalty amount calculated i.e. Rs.50 for a day till a stretch of 07 days of downtime is higher than payable monthly rental or equated monthly payable, the penalty whichever is higher in this case would be deducted from the eligible payments.	Q. As you have mentioned the 7 days downtime penalty, so what will be the procedure of finding out the fault, please elaborate espacially in offline mode or if anysystem keep themself offline ?	Clarified	Please refer to clause 25 at Page#24 .
47	From Bidder	General		Can we bid if we have content available for some grades in AR not all grade K-12?	Clarified	We encourage that if bidder has the resources that allow to scale and support multiple classes, multiple languages to execute the complete scope of work as identified in the tender, you should go ahead and bid . The delivery timelines begin upon the issuance date of the purchase order .
48	From Bidder	General		Is reporting structure required for both subset or only for subset 1?	Clarified	A seprate portal is required as a deliverable for each of the subset.
49	During Discussion	General		Minimum order quantity from state we will look into it	Clarified	Currently ERNET India doesn't have the gaurantee of Minimum Order Quantity at this stage.
50	Clarification by ERNET India	13.1	In the table "Delivery Schedule for sub-set I:" at page number - 29 - "Syllabus change complete after perpetuity achieved"		Clarified	Milestone name May be read as : "Syllabus change complete upon begininning of perpetuity"

51	Clarification by ERNET India	General	Term "after perpetuity" in the tender		Clarified	<p>Term "after perpetuity" in the tender and in this document may be read as "upon beginning of perpetuity"</p> <p><b>for Example. 1</b></p> <p>In the table "Delivery Schedule for sub-set II:" at page number - 30 - "Syllabus change complete after perpetuity achieved"</p> <p>Milestone name May be read as : "Syllabus change complete upon beginning of perpetuity"</p> <p><b>for Example. 2</b></p> <p>In BoM S.No. 8, 8.1, 8.2 in Annexure-IA, 2A or in BoM S.No. 12, 12.1, 12.2 in Annexure-IB, 2B "after perpetuity" in the description/specifications may be understood as</p> <p>"Upon beginning of perpetuity Customization/AMC Charges"</p> <p>"Per page syllabus change customization charges(SCCC) for application software/content upon beginning of perpetuity"</p> <p>"AMC per site in percentage for the 1st Year (for Line Item 1,2, 3.1, 3.2, 3.3) upon beginning of Perpetuity"</p>
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