

Annexure-I

Corrigendum relating to response to vendor queries in r/o tender no. EI-D/SE&ET/SVC/001-10/2020 on subject "Invitation of Bids for Supply, Installation, Commissioning & Integration of ICT Infrastructure for Smart Virtual Classrooms at Schools, Lead Schools and DIETs"

S. No.	Clause No.	Description of the Clause	ERNET Clause	Queries from vendors	ERNET's Clarification/Reply/Recommendation
1	Annexure-II, Clause No.2.4, Electronic Interactive Board	S.No. 2 Active Area Diagonal Size (inches): Minimum 85 inches diagonal	Active Area Diagonal Size (inches): Minimum 85 inches diagonal	We would request you to kindly include the outer diagonal size as well Active –minimum 85" diagonal (Outer –90" diagonal). Since you have asked for Aspect ratio -16:9, which can only be achieved with minimum 85" active area. This is just to avoid any confusion in the size of the board as outer size of the board is sometimes interpreted as active area.	No Change
2	Annexure-II, Clause No.2.4, Electronic Interactive Board	S.No. 2 Active Area Diagonal Size (inches): Minimum 85 inches diagonal	Active Area Diagonal Size (inches): Minimum 85 inches diagonal	Please allow here 75 " or higher Remarks: As 85" board may be too bigger in size against education requirement	No Change
3	Annexure-II, Clause No. 2.12 , Smart Classroom Integrated Solution:			We would suggest "Fully Lockable Wall/ Floor Mounted cabinet housing CPU, Chipset, Keyboard/ Mouse, Ports and Speaker" should be asked for. We understand that the complete solution has been designed primarily for government schools based in remote areas & to be handled by minimum technology savvy staff & surround with the presence of primary / secondary school students and accordingly the proposed feature would provide more safety to the solutions thus, increasing the durability and ease of handling.	No Change
4	Annexure-II, Clause No. 2.12 , Smart Classroom Integrated Solution:	Computing Specifications , S.No. 6 Optical Drive	8X or higher DVD +/- R/W	The computing device is part of an integrated solution and is not a standard Desktop, thus the use of Optical Drive-- 8X or higher DVD +/- R/W is not required. Also the use of DVD will increase the consumable cost of project operations on the part of school admiration, alternatively the use of USB based transmission through Pen drives should suffice the purpose. Also this is a proprietary combination of features used by one single OEM only.	This specification may be deleted since, there is no requirement of optical drive.
5	Annexure-II, Clause no. 2.12, Smart Classroom Integrated Solution:	Projection System, S. No. 12, Brightness	3000 Lumens or Higher	We Would suggest that "Minimum 3500 lumens or higher" Brightness should be asked for Indian Classrooms are largely non-air conditioned and hence there is abundance of Natural Light and thus 3500 lumens minimum Brightness is required.	No Change
6	Annexure-II, Clause no. 2.12, Smart Classroom Integrated Solution:	Inbuilt Interactivity, S. no. 27, Software Features	Annotation software shall include minimum features like Auto calibration, choose, pens, annotate, erase, color, shapes, sizes, text, Edit, fonts, stamp, move, capture, picture, video, save, Rotate, undo, image, gallery, print, floating key- board and Background etc.	Auto Calibration is that only at the time of Installation of software the calibration is required and thereafter it can be Turned ON/ OFF multiple times without any specific need to calibrate again. 'Auto Calibration' is a proprietary language used in the data sheet of single OEM, we request you to kindly replace the word 'Auto calibration' with 'one-time self-calibration or delete the word to enable healthy & competitive bidding.	The specification may be read as: Annotation software shall include minimum features like Auto calibration/ one-time self calibration , choose, pens, annotate, erase, color, shapes, sizes, text, Edit, fonts, stamp, move, capture, picture, video, save, Rotate, undo, image, gallery, print, floating key- board and Background etc.

7	Annexure-II, Clause no. 2.12, Smart Classroom Integrated Solution:	Inbuilt Interactivity, S. No. 28, Certification	UL/CB or equivalent certification	<p>The BIS is the national Standards Body of India working under the aegis of Ministry of Consumer Affairs and should be considered under the certifications.</p> <p>You will appreciate that the Government of India is promoting the concept of indigenous in every field and UL/CB are the foreign country certifications whereas BIS is the Indian certification for the same purpose accordingly may be included to avoid any disadvantage for Indian Manufacturers</p>	The specification may be read as: UL/CB/ BIS or equivalent certification.
8	Annexure-II, Clause no. 2.12, Smart Classroom Integrated Solution:	Inbuilt Interactivity, S. No. 29, Others	Inbuilt Interactivity with image processing, should support to use at any wall or white board (Touch based)	<p>Using wall for projection is not a workable approach for this kind solution as the targeted government schools will have different infrastructure & environment.</p> <p>Also the school may not be able to provide the clean white wall throughout the year considering their budget / environment constraints and thereby the process of continuous smooth study will be impacted by the wear & tear of white wall.</p> <p>Also the feature of wall projection is being used by a single OEM and will provide the OEM a clear commercial advantage over all other OEMs as other OEMs have to add the cost of white board while the one OEM will not have to provide the board and can early become lower by offering impractical wall projection feature.</p> <p>Therefore we will request you to please allow only "Touch Based Board" for enabling ERNET to deploy quality/self-sustainable solution and promoting for apple to apple comparison without giving any indirect commercial advantage to any OEM.</p>	<p>The feature may be read as: Inbuilt Interactivity with image processing, should support to use on magnetic white board (Touch based). The bidder has to provide a magnetic whiteboard of minimum size 85 inch along with the solution.</p>
9	Eligibility Criteria	S. No. 9 (IV)	<p>Bidder should have the experience of successfully executing similar projects and must enclose relevant copies of the customer purchase orders, scope of work, deliverables, time period of execution, project value and satisfactory work completion certificate from client for at-least One similar project of value not less than Rs. 15 Cr. or Two similar projects of value not less than Rs. 8 Cr. each or Three similar projects of value not less than 6 Cr. each within last 5 years.</p> <p>For MSME and Start-up enterprises: Bidder should have the experience of successfully executing similar projects and must enclose relevant copies of the customer purchase orders, scope of work, deliverables, time period of execution, project value and satisfactory work completion certificate from client for at-least One similar project of value not less than Rs. 5 Cr. or Two similar projects of value not less than Rs. 3 Cr. each or Three similar projects of value not less than 2 Cr. each within last 3 years.</p>	<p>Bidder should have the experience of successfully executing similar projects and must enclose relevant copies of the customer purchase orders, scope of work, deliverables, time period of execution, project value and satisfactory work completion work, completion certificate from client for at-least one similar project of value not less than Rs. 35 Lakh or two similar project of value not less than 18 Lakh each or three similar projects of value not less than 12 Lakh each within last 3 years.</p>	No Change

10	Eligibility Criteria	S. No. 9 (V)	<p>The Bidder should have been in the business of ICT infrastructure implementation and integration related activities for at least past 5 years. However, if the bidder has 3 years or more business experience of ICT infrastructure implementation and has also implemented at least one project in the NER region for at least 10 locations, the bidder will be considered eligible in experience to bid for this tender. The Bidder shall submit the declaration duly signed and stamped by Bidder's authorized signatory regarding these along with the documentary proofs in the bid. Copy of purchase orders should be submitted as a proof.</p> <p>For MSME and Start-up enterprises: The Bidder should have been in the business of ICT infrastructure implementation and integration related activities for at least past 3 years. However, if the bidder has 1 year or more business experience of ICT infrastructure implementation and has also implemented at least one project in the NER region for at least 10 locations, the bidder will be considered eligible in experience to bid for this tender. The Bidder shall submit the declaration duly signed and stamped by Bidder's authorized signatory regarding these along with the documentary proofs in the bid. Copy of purchase orders should be submitted as a proof.</p>	<p>The bidder should have been in the business of ICT Infrastructure implementation and integration related activities for at least past 02 years. However if the bidder have one year or more business experience of ICT infrastructure implementation and has also implemented at least one project in NER region for at least 02 locations, the bidder will be considered eligible in Experience to bid for this tender. The bidder shall submit the declaration duly signed and stamped by bidder's authorized signatory regarding these along with the documentary proofs in the bid. Copy of purchase order should be submitted as a proof.</p>	No Change
11	Eligibility Criteria	S. No. 9 (VII)	<p>The bidder may be asked to present and demonstrate the offered product(s) at a short notice of 07 days during the technical evaluation. An undertaking confirming the same should be submitted in this respect along with the tender.</p>	<p>The bidder may be asked to present and demonstrate the offered products at a short notice of 14 days during the technical evaluation. An undertaking confirming the same should be submitted in this respect along with the tender.</p>	<p>The clause may be read as: The bidder may be asked to present and demonstrate the offered product(s) at a short notice of 10 days during the technical evaluation. An undertaking confirming the same should be submitted in this respect along with the tender.</p>
12	Eligibility Criteria	S. No. 9 (X)	<p>For MSME and Start-up enterprises: The bidder should have an average annual turnover of Rs.15 Crores in any of the two years out of the financial years i.e. 2017-18, 2018-19 and 2019-20. The Bidder has to provide a certificate from a Practicing Chartered Accountant on his letter head confirming annual turnover for the years considered for calculating average turnover and net-worth as on 31.03.2020.</p>	<p>The bidder should have an average annual turnover of Rs. 9.5 Cr. In any of the two years out of the financial years i.e. 2017-18, 2018-19 and 2019-20. The bidder has to provide a certificate from a Practicing Chartered Accountant on his letter head confirming annual turnover for the years considered for calculating average turnover and net worth as on 31.03.2020.</p>	No Change
13	Annexure-II, Clause no. 2.1, Professional Desktop	S.No 1 , Processor type	<p>Professional Desktop PC: Latest Generation i5 or equivalent processor, 3 Ghz. or higher, 6 MB L3 Cache</p>	<p>Please also equivalent AMD processor R5 3500 (3.6 GHZ ; 19 MB CACHE, 6 CORES) Remarks: Both processor OEM shall be allowed</p>	<p>The specification may be read as Professional Desktop PC: Latest Generation i5 or equivalent processor, 3 Ghz. or higher, 6 MB L3 Cache or higher</p>
14	Annexure-II, Clause no. 2.1, Professional Desktop	S.No 2 , Chipset	<p>Latest Compatible Chipset</p>	<p>Please mention Chipset Number i.e. Intel B60 and AMD B560 respectively Remarks: mentioning chipset will allow only commercial latest Desktop Models and no one should give old models from stock if available</p>	No Change
15	Annexure-II, Clause no. 2.1, Professional Desktop	S.No 3 , Form Factor	<p>Tower type, Small Form Factor/ Mini Slim</p>	<p>Please allow only 10 litre or below chassis volume Remarks: Only best products shall qualify among OEM'S</p>	No Change
16	Annexure-II, Clause no. 2.1, Professional Desktop	S.No 9 , Graphics	<p>Full HD Graphics</p>	<p>Dedicated graphics card also asked Remarks: AMD processors requires dedicated graphics</p>	<p>The specification may be read as: Full HD Graphics or higher</p>
17	Annexure-II, Clause no. 2.1, Professional Desktop	S.No 13 , Expansion Slots	<p>1 X PCI Express or better</p>	<p>Minimum 4 PCI/ PCIE slots should be asked Remarks: As per latest Desktop configuration</p>	No Change
18	Annexure-II, Clause no. 2.1, Professional Desktop	S.No 15 ,OS	<p>Should be supplied with Licensed preloaded latest Windows Professional OS (Education version) with Microsoft Security Essential enabled</p>	<p>OS Version should be mentioned</p>	No Change
19	Annexure-II, Clause no. 2.1, Professional Desktop	S.No 16 ,Software	<p>Licensed Microsoft Office Professional – (latest) Education version</p>	<p>Version of MS office should be mentioned Remarks: Suggested version should be MS office 2019 professional</p>	No Change

20	Annexure-II, Clause no. 2.19, Management Console Laptop	S.No 1, Processor type	Latest Generation i5 or equivalent processor, 3.1 GHz or higher and 4-MB cache	change this to 2.4GHz or higher with 8MB cache this is based on Corei5:1135G7 which is 11th Gen Intel processor Remarks: Latest 11th Gen processor	The specification may be read as: Latest Generation i5 or equivalent processor, 3.1 GHz or higher and 4-MB cache or higher .
21	Annexure-II, Clause no. 2.19, Management Console Laptop	S.No 2 , Memory	8 GB DDR3 Memory or higher	change this to 8GB DDR4 with 2 DIMM slots with upto 32GB expandibility	The specification may be read as: 8 GB DDR4 Memory or higher with 2 DIMM slots with upto 32GB expandibility.
22	Annexure-II, Clause no. 2.19, Management Console Laptop	S.No 5, Keyboard	Spill-resistant keyboard	backlit Keyboard should also be asked as that would enable better utility for the user	No Change
23	Annexure-II, Clause no. 2.19, Management Console Laptop	S.No 6, Optical Drive	8X or higher DVD +/- R/W	External DVD writer Remarks: Better remove it as no Laptop coming with DVDRW now	This specification may be deleted since, there is no requirement of optical drive.
24	Annexure-II, Clause no. 2.19, Management Console Laptop	S.No 10, Audio	Dual array digital Microphones with DTS sound, HD audio, Dual speakers	Please remove DTS Sound	The clause may be read as: Dual array digital Microphones, HD audio, Dual speakers
25	Annexure-II, Clause no. 2.19, Management Console Laptop	S.No 12, Wireless Connectivity	Built in IEEE 802.11 a/b/g/n WLAN & Bluetooth (Latest Version).	change this to 802.11ax+BT 5.1 as that is the latest tech. if the customer does not change then someone can provide old tech as well	The specification may be read as: Built in IEEE 802.11 a//b/g/n/ax+ WLAN & Bluetooth 5.1 or higher.
26	Annexure-II, Clause no. 2.19, Management Console Laptop	S.No 13, External I/O ports	VGA- 1 Network RJ-45 -1; 3.0 USB Port – 2, audio ports-1, HDMI port-1, Speaker jack-1 & Multi card reader slot -1.	change this to 4 USB 3.0 ports including 1 Thunderbolt 4 port, and a VGA port should also asked	The specification may be read as: VGA- 1 Network RJ-45 -1; 3.0 USB Port – 2 or higher , audio ports-1, HDMI port-1, Speaker jack-1 & Multi card reader slot -1
27	Annexure-II, Clause no. 2.19, Management Console Laptop	S.No 15, OS	Should be supplied with Preloaded latest Windows OS with Microsoft Security Essential enabled and MS Office	Pls confirm version of MS office and Windows	No Change
28	Annexure-II, Clause no. 2.19, Management Console Laptop	S.No 16, Battery life	Minimum 4 hours	Please ask for 48 Watt /Hr capacity, Remarks: Watt/Hr is the best parameter for battery back up irrespective of load	No Change
29	Annexure-II, Clause no. 2.19, Management Console Laptop	Others		Certification : Please also ask for TPM 2.0 in laptops Remarks: It is required for best in class encryption .	No Change
30	Annexure-II, Clause no. 2.21, Smart Tablet	S.No 3, Display Type	TFT & higher	Please change it to IPS panel Remarks: It is latest technology used in Tablets	No Change
31	Annexure-II, Clause no. 2.21, Smart Tablet	S.No 10, Processor Core (Number)	2 core or higher	Please change it to 4 cores of higher Remarks: It is latest technology used in Tablets	No Change
32	Annexure-II, Clause no. 2.21, Smart Tablet	S.No 11, RAM Size (GB)	3GB or higher	Please change it to 4 GB Remarks: It is latest technology used in Tablets	No Change
33	Annexure-II, Clause no. 2.21, Smart Tablet	S.No 12, Internal Storage Capacity (GB)	32GB or higher	Please change it to 64 GB or higher Remarks: It is latest technology used in Tablets	No Change
34	Annexure-II, Clause no. 2.21, Smart Tablet	S.No 14, Storage upgradable upto (Through Micro SD Card) (GB)	512 GB or higher	Please change it to 256 GB or Higher Remarks: 256 GB is standard and will suffice all your requirements	No Change
35	Annexure-II, Clause no. 2.21, Smart Tablet	S.No 15, Rear Camera (Mega Pixel)	5 Mega Pixel or higher	Please change it to 8 mega pixel Remarks: It is latest minimum used in Tablets	No Change
36	Annexure-II, Clause no. 2.21, Smart Tablet	S.No 16, Front Camera (Mega Pixel)	2 Mega Pixel or Higher	Please change it to 5 Mega pixel Remarks: It is latest minimum used in Tablets	No Change
37	Annexure-II, Clause no. 2.21, Smart Tablet	S.No 17, Battery Capacity (MAH)	5000 MAH or higher	Please change this to 6600mah, Remarks: 5000 is very less for 10" device	No Change
38	Annexure-II, Clause no. 2.21, Smart Tablet	S.No 18, Other Certifications Available	UL/CB, CE, FCC, RoHS	BIS should be asked in place of UL/CB Remarks: BIS is equivalent certificate of UL/ CB for Indian standard	The specification may be read as: UL/CB/ BIS , CE, FCC, RoHS
39	Annexure-II, Clause no. 2.17, Full HD Smart Display Screen (55 Inch)	S.No 2, Display Resolution	1920 x 1080 Pixels	Please change it to 4 K resolution which is 3840 x 2160 pixels Remarks: Better latest technology for more clarity	The specification may be read as: 1920 x 1080 Pixels or higher .
40	Annexure-II, Clause no. 2.17, Full HD Smart Display Screen (55 Inch)	S.No 9, Input Ports	Ethernet Port, IEEE 802.11 a/b/g/n/ac WLAN, Bluetooth (Latest Version)	Please remove WIFI and Bluetooth Remarks: LFD does not comes with it as it disrupts signal	No Change
41	Annexure-II, Clause no. 2.15, Full HD Smart Display Screen (40 Inch)	S.No 5, Input Ports	RGB – Mini D-sub 15 PIN x 1 (for connecting PC)	As Currently VGA port is obsolete and available port is only Digital Port , So request to give option of VGA/HDMI	The specification may be read as: RGB – Mini D-sub 15 PIN x 1 or 1 extra HDMI port (for connecting PC)

42	Annexure-II, Clause no. 2.16, Full HD Smart Display Screen (50 Inch)	S.No 5, Input Ports	RGB – Mini D-sub 15 PIN x 1 (for connecting PC)	As Currently VGA port is obsolete and available port is only Digital Port , So request to give option of VGA/HDMI	The specification may be read as: RGB – Mini D-sub 15 PIN x 1 or 1 extra HDMI port (for connecting PC)
43	Annexure-II, Clause no. 2.17, Full HD Smart Display Screen (55 Inch)	S.No 5, Input Ports	RGB – Mini D-sub 15 PIN x 1 (for connecting PC)	As Currently VGA port is obsolete and available port is only Digital Port , So request to give option of VGA/HDMI	The specification may be read as: RGB – Mini D-sub 15 PIN x 1 or 1 extra HDMI port (for connecting PC)
44	Annexure-II, Clause no. 2.18, Full HD Smart Display Screen (65 Inch)	S.No 5, Input Ports	RGB – Mini D-sub 15 PIN x 1 (for connecting PC)	As Currently VGA port is obsolete and available port is only Digital Port , So request to give option of VGA/HDMI	The specification may be read as: RGB – Mini D-sub 15 PIN x 1 or 1 extra HDMI port (for connecting PC)
45	Annexure-II, Clause no. 2.17, Full HD Smart Display Screen (55 Inch)	S.No 18, Certifications	Certifications: BIS Compliant, UL/ IEC, FCC, Energy Star 6.0 or (latest) Certified	Please remove UL Remarks: BIS is equivalent certification of Indian standard against same	No Change
46	Annexure-II, Clause no. 2.18, Full HD Smart Display Screen (65 Inch)	S.No 2, Display Resolution	1920 x 1080 Pixels	Please change it to 4 K resolution which is 3840 x 2160 pixels Remarks: Better latest technology for more clarity	The specification may be read as: 1920 x 1080 Pixels or higher .
47	Annexure-II, Clause no. 2.18, Full HD Smart Display Screen (65 Inch)	S.No 9, Input Ports	Ethernet Port, IEEE 802.11 a/b/g/n/ac WLAN, Bluetooth (Latest Version)	Please remove WIFI and Bluetooth Remarks: LFD does not comes with it as it disrupts signal	No Change
48	Annexure-II, Clause no. 2.18, Full HD Smart Display Screen (65 Inch)	S.No 18, Certifications	Certifications: BIS Compliant, UL/ IEC, FCC, Energy Star 6.0 or (latest) Certified	Please remove UL Remarks: BIS is equivalent certification of Indian standard against same	No Change
49	Annexure-II, Clause no. 2.18, Full HD Smart Display Screen (65 Inch)	Others		Please remove this complete product and go ahead only with with 55" against this Remarks: As 55" would give more vibility and not much commerial difference	No Change
50	Annexure-II, Clause no. 2.13, 8 Port Unmanaged Switch	Others		Request you to change this section to atleast 8/12 Port Gigabit managed switch Remarks: unmanaged switches can create issues and are hard to diagnose, managed switch can be managed via central console and atleast 12 port 1000Base-T should be asked for scailability and future changes. Also all leading switch OEM's provide gigabit managed switches	No Change
51	Annexure-II, Clause no. 2.22, Wi-Fi Router:	Others		Request you to change this section to Wi-Fi access points Remarks: Since ERNET is going for smart classes and with evolution of wifi devices like smart phones, tablets etc robust wi-fi should be asked in the RFP. Students will mostly use wifi devices to access study content and classes. Access Points should be atleast Wave-2 and should be managed via central controller which will ensure security, AP and user management. Also wi-fi routers are not managable and pose a security threat.	No Change
52	Annexure-II, Clause no. 2.6, Short Throw Projector	S.No: 1 , Brightness	4000ANSI Lumens (standard) or Better	3300 lumens or Better Remarks: As there is no chip for Short Throw Projector of 4000 lumens, single OEM specs. Request to change for wider participation.	No Change

53	Eligibility Criteria	S.No. 9 (IX)	<p>The bidder should be a Company registered in India under the Indian Companies Act 2013 or a partnership firm registered under the India Partnership Act 1932 or a limited liability partnership firm registered under Limited Liability Partnership Act 2008 or a Society constituted by any Ministry/Department of the Government of India and registered under the Societies Registration Act 1860 with their registered office in India for the last five years as on the date of bid submission. Copy of valid Certificate of Registration attested by Company Secretary/ Authorized Signatory should be submitted by the bidders.</p> <p>For MSME and Start-up enterprises:</p> <p>The bidder should be a Company registered in India under the Indian Companies Act 2013 or a partnership firm registered under the India Partnership Act 1932 or a limited liability partnership firm registered under Limited Liability Partnership Act 2008 or a Society constituted by any Ministry/Department of the Government of India and registered under the Societies Registration Act 1860 with their registered office in India for the last three years as on the date of bid submission. Copy of valid Certificate of Registration attested by Company Secretary/ Authorized Signatory should be submitted by the bidders.</p>	Request to allow consortium partner .	No Change
54	Eligibility Criteria	Others		Can the bidder provide the work order of the OEM instead of the bidder.	No Change
55	Annexure-II, Clause no. 2.19, Management Console Laptop & Clause No. 2.21, Smart Tablet:	Others		<p>Kindly include the addition of Device Management Solution (MDM) software in Laptops and Smart Tablet. The below listed points are some of the features of Device Management Solution.</p> <p>.Oversee Device Inventory - How many tablets are in defective / good condition tablets are distributed to the student and its location (State / District / Village) .Minimize the reporting time for defective tablets to the successful Bidder for timely service. Effective monitoring of the Tablets and content delivered to the .Network Speed (3G / 4GE / Volte) - Average Speed / Network Operator Content Delivery and Usage by the students - Pushing Educational content in a single click to Internal & External memory to decrease the delivery timeline of tablet distribution Status of the "External Memory Card" and its content inserted in the Tablet PC. .Regulate Mobile Policies - Enforce rules and regulations on data encryption policies to ensure only authorised apps are installed .Prevention of accessing unauthorized websites / URLs. .Automated Threat containment - Instantly contain Unknown/ suspicious files / Malwares / Viruses</p>	No Change
56	Annexure-II, Clause no. 2.11, Collar Microphones with receiver system including all accessories	S. No. 11	Switching bandwidth should be 1.5 mV/Pa with a facility of LED indication or out of range alarm.	On Page No. 35 Under the head : Collar Microphone with receiver system including all accessories Pt. No. 11. We would like to bring to your notice that the description mentioned under the same should be "Input Sensitivity" in place of "Switching Bandwidth" since the requirement is for mV/Pa which is primarily a unit for measuring Sensitivity.	The specification may be read as: Input Sensitivity should be 1.5 mV/Pa with a facility of LED indication or out of range alarm.

57	Eligibility Criteria	S.No. 9 (II)	Note: All Authorizations from the OEM should be in Original Ink Signed and stamped, duplicate copy of the same will not be accepted.	Considering pandemic situation most of the offices are not fully operational yet, and arranging ink signed copy of authorization is very difficult. Therefore we request to the department to kindly allow us to submission of colour print of scanned OEM authorization document. Remarks: We request to the department to kindly exempt clause of MAF for non IT equipment like Magnetic white board with 04 white board marker and 02 duster	No Change
58	Eligibility Criteria	S.No. 9 (III)	The bidder is allowed to offer products from only one OEM against each item. Options of more than one OEM products against any item should not be quoted and such bids shall be rejected out rightly. An undertaking to this effect must be submitted by the bidder.	Since this process is for empanelment for two years, and site installations are spread across the country, therefore we request to the department to kindly allow us to quote more than one OEM for each component.	No Change
59	Eligibility Criteria	S.No. 9 (VI)	The Bidder should have successfully executed atleast one multi-location (at least 100 locations) project for any Govt. Department/Organization/Institute/University/PSU in India in last 5 years. Copy of purchase orders along with satisfactory work completion certificate from respective client is to be submitted in support of this eligibility criteria. For MSME and Start-up enterprises: The Bidder should have successfully executed atleast one multi-location (at least 25 locations) project for any Govt. Department/Organization/Institute/University/PSU in India in last 3 years. Copy of purchase orders along with satisfactory work completion certificate from respective client is to be submitted in support of this eligibility criteria.	Since this project is for installation of smart virtual classroom solution we request to the department to kindly consider multi location project implemented for govt schools/colleges and universities only.	No Change
60	SERVICE LEVEL AGREEMENT (SLA)	S. No. 15 i)	After commissioning & acceptance, during warranty & AMC, the vendor(s) shall be responsible for minimum uptime of 98% on 24x7 basis of the system as a whole and shall enter into a SLA for this purpose. The uptime will be calculated over a period of three (03) month time frame.	Since this project is for Schools and DIETs, we request to the department to kindly redefine minimum uptime to 98% on 12x6 basis.	No Change
61	SERVICE LEVEL AGREEMENT (SLA)	S. No. 15 iv)	As part of service level commitments, the successful bidder(s) have to individually setup, maintain & manage a 24x7 help desk operations support with toll free number, automated complaint management system for complaint booking, generation of token number, generation of multiple reports relating to operations support.	Since all IT/ICT infrastructures is to be deployed at school level we request to the department to kindly redefine timing for helpdesk support system to 8-9 hrs in school working day.	No Change
62	PENALTY CLAUSE FOR NON CONFORMANCE TO ABOVE	S. No. 16 (I)	ERNET India may deduct Rs. 1000/- from the due payments or recover from half yearly payments and/or performance security as the case may be for every 1 day of down time at a stretch or in part up to total down time of 03 days. This down time shall be calculated over and above the total hours of downtime permissible. Beyond 03 days of down time, ERNET India may deduct Rs. 100/- for every 01 hour of down time maximum upto 20 days at a stretch or part thereof from the due payments and/or available performance security. Also in case if ERNET India orders for Resident Engineers, the absence of resident engineers from the designated site will be treated as a down time for the site and accordingly the above penalties will be imposed.	Since project is spread across the country including states like Tripura, we request to the department to kindly redefine down time to 3 days from date of logging complain. Beyond 03 working days penalties should be applicable.	No Change

63	PERFORMANCE SECURITY	S. No. 17 B. i.	<p>At the time of signing of rate contract, the successful bidder(s) shall be required to submit a rate contract security deposit(RCSD) of Rs.10 Lakhs towards adherence of rate contract in the form of Demand Draft/ Pay Order/EM Fixed deposit/Bank Guarantee (as per annexure V-A) of any Nationalized/Scheduled commercial Bank taken in the name of ERNET India, New Delhi. The submitted BG should be valid for a minimum period of 27 months from the date of signing of contract and may be invoked in the case of non-adherence of terms of tender/contract. In case of any extension in the initial period of delivery / installation or any other service liability period, successful bidder(s) have to extend the validity of BG for such extended period plus 3 months on its own. In case bidder failed to extend the validity of already submitted BG (3 months prior to expiry) as per extended period plus 3 months, ERNET India reserves the right to invoke the BG without any notice to the vendor. The security deposit / BG will be returned after the successful expiry of rate contract period.</p>	<p>Since bidders would be required to submit performance security for each of project, we request to the department to kindly remove this clause for RC Security Deposit.</p>	No Change
64	Annexure-VI, Preferential Market Access(PMA) AFFIDAVIT		<p>Format for affidavit of self certification regarding domestic value addition in an electronic product, to be provided on Rs. 100/- stamp paper</p>	<p>We request to the department to kindly clarify if given affidavit is to be submitted from each OEM</p>	<p>The clause may be read as: Format for affidavit of self certification regarding domestic value addition in an electronic product, to be provided on Rs. 100/- stamp paper. Note: - The affidavit is required for each of the OEM's product which has domestic value addition.</p>
65	Page No 1 S. No.3		<p>The selected bidder(s) shall be empaneled with ERNET India for a period of 24 months. Further, the empanelment can be extended for a period of 6 months through mutual consent. However, no minimum order value has been guaranteed by ERNET India through this empanelment. Rates quoted shall be valid for the period of empanelment and the extended period for similar specific requirement. The empaneled bidder(s) shall have to enter into a written agreement on Rs. 100 non-judicial stamp paper with ERNET India for honoring all tender conditions and warranty maintenance support, in executing the purchase orders placed by ERNET India</p>	<p>Considering inflation and pandemic situation, prices for dollar and IT equipment are highly dynamic in nature, therefore we request to the department to kindly add provision of increasing prices for all equipment after 12 months.</p>	No Change
66	Others			<p>Uploaded RFP documents on portal is a scanned document, it is not possible to copy text from it RFP document, however we are required to submit our bids with given annexures like technical compliance sheet, integrity pact etc. therefore we request to the department to kindly provide text readable pdf file for RFP document.</p>	No Change

67	Eligibility Criteria	S. No. 9 (IV)	<p>Bidder should have the experience of successfully executing similar projects and must enclose relevant copies of the customer purchase orders, scope of work, deliverables, time period of execution, project value and satisfactory work completion certificate from client for at-least One similar project of value not less than Rs. 15 Cr. or Two similar projects of value not less than Rs. 8 Cr. each or Three similar projects of value not less than 6 Cr. each within last 5 years.</p> <p>For MSME and Start-up enterprises: Bidder should have the experience of successfully executing similar projects and must enclose relevant copies of the customer purchase orders, scope of work, deliverables, time period of execution, project value and satisfactory work completion certificate from client for at-least One similar project of value not less than Rs. 5 Cr. or Two similar projects of value not less than Rs. 3 Cr. each or Three similar projects of value not less than 2 Cr. each within last 3 years.</p>	Please clarify "similar projects".	<p>The clause may be read as:</p> <p>Bidder should have the experience of successfully executing similar projects and must enclose relevant copies of the customer purchase orders, scope of work, deliverables, time period of execution, project value and satisfactory work completion certificate from client for at-least One similar project of value not less than Rs. 15 Cr. or Two similar projects of value not less than Rs. 8 Cr. each or Three similar projects of value not less than 6 Cr. each within last 5 years.</p> <p>Definition of similar project: Supply, Installation & Commissioning of ICT infrastructure project executed in last five financial years for any Govt. Department/Reputed Organizations/Institutes/University/ /PSU.</p> <p>For MSME and Start-up enterprises: Bidder should have the experience of successfully executing similar projects and must enclose relevant copies of the customer purchase orders, scope of work, deliverables, time period of execution, project value and satisfactory work completion certificate from client for at-least One similar project of value not less than Rs. 5 Cr. or Two similar projects of value not less than Rs. 3 Cr. each or Three similar projects of value not less than 2 Cr. each within last 3 years.</p> <p>Definition of similar project: Supply, Installation & Commissioning of ICT infrastructure project executed in last three financial years for any Govt. Department/Reputed</p>
68	PAYMENT TERMS	S. No. 13 (A)	<p>In case the sites awarded are less than or equal to 100, then payment equivalent to 85% of the value of purchase order (PO) shall be made by ERNET India, after deducting all penalties (if any), on 100% completion of delivery, installation, commissioning, testing, training & acceptance of the ordered systems/items along with integration with the central infra. Balance 15% percent payment of purchase order after deducting all penalties (if any) would be released in 4 equal instalments on half yearly basis during the warranty period (2 years) upon successful completion of every half year starting from the start of warranty period. Payment will be subject to receipt of GST compliant invoice in duplicate.</p>	Payment terms should be changed to 80% of the value of PO to be made after delivery and the remaining 20% after installation, commissioning, testing, training & acceptance of the ordered systems/items along with integration with the central infra.	No Change
69	DELIVERY AND INSTALLATION PERIOD	S. No. 18. i) a)	<p>First 100 of the awarded sites (schools along with its corresponding DIETs / Lead locations) should be delivered, installed, commissioned, tested & made available for acceptance along with integration with central site and imparting training to the site officials within 08 weeks from the date of placement of the purchase order.</p>	Request you to kindly extend the timelines from 08 weeks to 14-16 weeks.	<p>The clause may be read as:</p> <p>First 100 of the awarded sites (schools along with its corresponding DIETs / Lead locations) should be delivered, installed, commissioned, tested & made available for acceptance along with integration with central site and imparting training to the site officials within 12 weeks from the date of placement of the purchase order.</p>
70	SCOPE OF WORK	S. No. 23 (VI)	<p>The bidder(s) will ensure smooth integration of the offered equipment with any existing equipment/network at User sites/locations specified.</p>	Request you to kindly clarify.	The clause is self explanatory.
71	SCOPE OF WORK	S. No. 23 (IX)	<p>The vendor(s) shall coordinate and organize a combined user level training to suit the requirements of the specific operations of smart virtual class room equipment. The training shall include the basic operations of installed equipment, day-to-day handling of equipment and basic level troubleshooting to the maximum of 02 staffs/ teachers of each project location for one day. Training shall be organized at any of the two convenient project locations in each District and all necessary space and permissions to be provided by ERNET India/ respective location in-charge. All the training material will be provided by the bidder(s).</p>	Request you to kindly specify the timelines for training.	Kindly refer clause 18. i) a) & b).
72	Others Quarries			<p>1. Warranty terms: The tender specifies that the warranty shall start from the date of acceptance of last site of each lot of 100 site. We would like to request to reconsider this as in practice the warranty offered from reputed OEMs is from the date of invoice. Although, as a special case, we request you to consider revision to start date of warranty from date of delivery.</p>	No Change

73	Others Quarries			We request to know the details of the installation locations if available to help us to provide the best commercial offer	No Change
74	Others Quarries			Can a vendor quote for select items from Annexure – 1	Kindly refer clause 10. xi)
75	Others Quarries			Payment terms: we request to consider approval of mobilisation amount and include advance payment of @25% of the PO issued value.	No Change