

Response to Pre-bid Queries on the RFP for Dial 112 Project

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|---|----------------------|--|--|------------|
| 1 | Newgen | Work Flow and Call Flow | <p>In the recent RFPs like UP Dail 100 related to the setting up a Command and Control Centre, the Workflows related to Emergency Response System have been asked to be configured over Business Process Management (BPM) Platform, in order to empower the Users to have a better control over the workflows.</p> <p>Therefore, we recommend that you should include BPM in the RFP as the platform over which workflows related to Emergency Response System would be configured. i.e. Starting from receiving the citizen request through various mediums and routing to Call Taker to Call Dispatcher and finally to the Emergency Vehicle for quick action.</p> <p>Please confirm.</p> | As per RFP |
| 2 | Newgen | Work Flow and Call Flow | <p>Workflow Management System is one of the most important requirement for the Emergency Response System.</p> <p>Therefore, the Workflow engine should be configurable in order to provide the flexibility in terms of making changes in the existing workflows, adding new workflows, changing routing rules, introducing new business rules, etc.</p> <p>So our recommendation is that the department needs COTS based Business Process Management (BPM) platform having the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents.</p> <p>Please confirm.</p> | As per RFP |

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| 3 | Newgen | Work Flow and Call Flow | <p>The Emergency Response System would be having multiple business rules based on which the citizen request would be routed to Call Dispatcher from Call Taker. Then based on the business rules, the request will be forwarded to multiple units like Police, Ambulance, Fire Brigade, etc.</p> <p>So taking the requirement into consideration, we recommend that the Workflow Management System should have an inbuilt Rule engine with atleast the below mentioned capabilities in it:</p> <ol style="list-style-type: none"> 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through “If else” statement or through “Decision Table”. 5) Audit logging of changes/modifications done in the rules. <p>Please confirm.</p> | As per RFP |

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| 4 | Newgen | Also, there should be provision to attach relevant files like pdf, word etc. to the event, for ensuring an effective response to the distress call. | As per the RFP, the application should have a capability to upload relevant documents along with the request forms of the citizens. Along with this, the call recordings of the citizen with the Call Centre official will also be kept in the system. For storing huge number of records and audio recordings, there would be a requirement of a robust and scalable Content Management System which would archive these records without degrading the performance of the system. Therefore, we recommend that you should include a COTS based Document Management System for archiving documents and audios related to citizen requests. | As per RFP |
| 5 | Newgen | Also, there should be provision to attach relevant files like pdf, word etc. to the event, for ensuring an effective response to the distress call. | <p>We recommend that the Document Management System, for archiving the documents and audio recordings, should have the below mentioned features:</p> <ul style="list-style-type: none"> • DMS should be scalable enough to manage millions of documents without effecting the performance of the system. • Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder. • Web based rights management for granting user/group/role based access to various functionalities. • Server based Inbuilt Document Image Viewer for displaying image document without native viewer and stamping annotations on the documents like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. <p>Please confirm.</p> | As per RFP |

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| 6 | Newgen | Also, there should be provision to attach relevant files like pdf, word etc. to the event, for ensuring an effective response to the distress call. | Request you to include the following specification to ensure best of breed solution and this will also enhance the scalability of proposed Content & Document Management System: The system should store only index information in database while content (documents, audios, etc) should be stored in separate file server.DMS should be designed for storing high volumes. DMS should store image and binary document in a separate file server and not in RDBMS. Please Confirm. | As per RFP |
| 7 | Forcepoint | An appropriate security mechanism should be provided to ensure security at various levels | The advance security solution should provide proxy, caching, content filtering, SSL inspection, protocol filtering, inline AV and content inspection (DLP) in block mode on the same Appliance. The solution should have at least 20+ million websites in its URL filtering database and' should have pre-defined URL categories and application protocols along with YouTube, Facebook and linked-in controls. Solution vendor should ensure that 100 predefined categories & 100+ pre-defined protocols. | As per RFP |
| 8 | Forcepoint | An appropriate security mechanism should be provided to ensure security at various levels | The data security solution should inspect the sensitive content through 1500 pre-defined templates, textual content inside image,commulative content control and inspection through web and email channel. The data end point solution should inspect data leaks over HTTP , HTTPs and SMTP. The solution should be able to block outbound emails sent via SMTP if its violates the policy. Endpoint solution should support win 32 and 64 bit OS, Mac & Linux OS,Support wide variety of platforms. The solution should be able to enforce policies to detect data leaks even on image files through OCR technology and should enforce policies to detect low and slow data leaks | As per RFP |

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| 9 | Forcepoint | An appropriate security mechanism should be provided to ensure security at various levels | The solution must be present in the latest Gartner's Leader/Challenger quadrant for Data Loss Prevention and Web Security . The OEM should have own TAC center in India. | As per RFP |
| 10 | HPE | USB - Minimum 6 ports | Overall port requirement is very high and hardly 1-2 ports will be used. We support maximum of 4 ports hence please change the same to 4 ports. | Please refer modified RFP |
| 11 | HPE | cache - Offered Storage Array shall be given with Minimum of 8 GB cache per controller or higher to match the requirements | HPE Supports maximum of 6GB cache per controller hence total of 12GB across controller pair. Considering the overall requirement of 80TB Usable and scalability of 180 drives, even 4GB cache per controller will be sufficient enough. Hence request you to change this clause as - "Offered Storage Array shall be given with Minimum of 6 GB cache per controller or higher to match the requirements | Please refer modified RFP for Storage Solution Requirements |
| 12 | HPE | 12 X 10/100/1000 Base T POE + ports & 24 x 1000 Base SFP ports & 2 x 10G SFP+ Ports | Combination of POE+ - Copper and Huge number of SFP ports in a switch will be a challenge. This will force each and every vendor to high-end chassis based switch. Our humble submission is that - being a Core switch, there won't be any need of POE+ port hence would request to modify this clause as: Offered switch shall have 24 X 1000 Base SFP ports & 2 x 10Gbps SFP+ ports. Out of 24 ports, at-least 8 ports shall be dual personality ports. | Please refer to specifications of Data Center / Aggregation Switch in the modified RFP |
| 13 | HPE | Switch should support upto 60 Gbps stacking backplane for the complete stack. Switch should support minimum 6 switches per stack. | We support maximum of 4 switches per stack since in current environment overall stacking will be minimal hence would request to reduce the minimum switches per stack to 4 . Please confirm | Please refer modified RFP |
| 14 | Fortinet | The bidder should supply required capacity of HDD for storage | For how long storage is required. Request you to clarifies. | Please refer modified RFP for Firewall Specifications |
| 15 | Fortinet | Heuristic analysis. | Request you to explore exact requirement for this point. | Please refer modified RFP for Firewall Specifications |

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| 16 | Fortinet | Supports attack recognition inside IERV6 encapsulated packets. | Request to clarify that IERV6 is equivalent to IPv6 where ever mentioned. | Yes, IERV6 should be read as Ipv6. |
| 17 | Fortinet | It should support at least 5 Gbps of Fully inspected Threat Prevention performance with Firewall, application control, IPS, Anti-Virus, Anti- spyware, URL Filtering , Content Filtering and Anti-bot enabled. | It should support at least 4 Gbps of Fully inspected Threat Prevention performance with Firewall, application control, IPS, Anti-Virus with real time traffic performance. | Please refer modified RFP for Firewall Specifications |
| 18 | Fortinet | New sessions/secondmin = 1,00,000 | As per asked throughput, this value is very much lower. Request you to increase it to atleast 250,000 New sessions/sec or above | Please refer modified RFP for Firewall Specifications |
| 19 | Fortinet | Input voltage 230V AC, 50 Hz. (Dual hot swappable) | Input voltage 100-240V AC, 50-60 Hz. (Dual hot swappable) | Please refer modified RFP for Firewall Specifications |
| 20 | Fortinet | OEM should be present in Gartner Magic Leader Quadrant for Enterprise Network Firewall | There is only 2 OEM is Leader quadrant. Request you to consider Challenger quadrant as well for healthy competition. | Please refer modified RFP |
| 21 | Fortinet | Additional Point | Firewall should integrate with Cloud based sandbox solution for zero day attack from day 1 | Please refer modified RFP for Firewall Specifications |
| 22 | Fortinet | Additional Point | IPS should be recommended by NSS testing or should be ICSA certified | As per RFP |
| 23 | Fortinet | Additional Point | Must support Virtual Domain/Firewall, atleast 10 nos from day 1 & should be upgradable to 50 by adding license into it. | As per RFP |
| 24 | Fortinet | Additional Point | Must have atleast 16 GB of RAM from day 1 | As per RFP |

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| 25 | Hexagon SI | The bidder/ consortium member should have implemented at least one emergency call center with minimum 25 seats OR 200 seats call center/BPO in non-emergency environment in India and the same should be Operational at the time of bidding. | Since the global OEMs have legal problems in entering into a consortium, we request you to count the experience of OEM or technology partner also. In this way every OEM can participate in the RFP irrespective of whether he wants to enter into consortium or not. Request you to amend the clause as:- The bidder/Technology partner/ OEM partner should have implemented at least one emergency call center with minimum 30 seats OR 200 seats call center/BPO in non-emergency environment in India and the same should be Operational at the time of bidding. | As per RFP |
| 26 | Hexagon SI | The bidder / consortium partner must have relevant experience in GIS based CAD solution in conjunction with MDTs and AVLS for police in at least 1 city of population of more than one million. Completed or running Project as on 31.10.2016. | Since the global OEMs have legal problems in entering into a consortium, we request you to count the experience of OEM or technology partner also. In this way every OEM can participate in the RFP irrespective of whether he wants to enter into consortium or not. Also request you to consider experience of at least 3 cities with population of more than 4 million each because considering the population of Chhattisgarh which is more than 27 million now, 1 million population is negligible and also the number of districts in Chhattisgarh is 27 so experience of at least 3 to 5 cities should be mandatory. Please amend the scoring matrix accordingly. Request you to amend the clause as:- The bidder/Technology partner/ OEM partner must have relevant experience in GIS based CAD solution in conjunction with MDTs and AVLS for police in at least 3 cities/states/countries of population of more than four million. The projects should have been completed before date of release of this RFP. | As per RFP |

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| 27 | Hexagon SI | | <p>The CAD OEM should be one of the top five companies in IHS report published in any one of last 3 years.</p> <p>Just like Gartner magical quadrant is benchmark for various OEMs, IHS report is the bench mark for GIS based command and control rooms. In order to ensure that Chhattisgarh police also gets best of the CAD technology available globally just like other states of India like MP, UP and Rajasthan have got, we request you to allow only the CAD OEMs which are there in IHS report to participate.</p> | As per RFP |
| 28 | Hexagon SI | | <p>The CAD Software OEM must have prior experience of working on at least 3 Police/Homeland/Emergency response projects for installation of Computer Aided Dispatch system for Emergency contact centre (similar to Dial 100/ 911/112/ 999 etc for a statewide / country wide installation involving at least 200 number of MDTs. The projects should have CAD solution integrated with GIS solution, AVLS and MDT. MDT refers to Mobile Data Terminal – an Android/Windows/IOS based device that displays GIS maps and dispatch related information.</p> <p>This point is the most important point as the number of police vehicles to be tracked in Chhattisgarh will be around 600-700 when whole state will be rolled out, so only those CAD OEMs who has experience of tracking more than 200 MDTs for each project will be relevant here.</p> | As per RFP |

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| 29 | Hexagon SI | | <p>CAD should be a solution that is ready-made and available for sale, lease, or license to the general public. It should have been implemented or being implemented by a large number of System Integrators (3 or more). The OEM should own the Source Code of the software.</p> <p>The solution should have been implemented by large number of system integrators, this shows the acceptability of the solution and owning the source code is also very important.</p> | Please refer modified RFP |
| 30 | Hexagon SI | | <p>The CAD software OEM should have a development centre in India.</p> <p>This point is to ensure that proper after sales support is provided to Chhattisgarh police.</p> | Please refer modified RFP |
| 31 | Hexagon SI | | <p>We also request you to evaluate the bids on QCBS parameter as against least cost system to ensure that the best technology is procured through the subject RFP.</p> | As per RFP |
| 32 | Hexagon SI | The proposed (Dial “112”) project will enable the citizens of the state in distress to call Chhattisgarh Police from the 10 districts | How about the rest 17 districts would that be in natural progression. | The current scope covers 11 districts. The decision on remaining 17 districts has not been taken yet. |

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| 33 | Hexagon SI | The CT will register the calls based on its seriousness and the CD will provide the co-ordination work with the corresponding jurisdiction | What will be the call flow for Medical & fire emergencies | <p>Incident relating to Fire will go through the same process of Call Taking and Call Dispatch as per the flow indicated in the RFP.</p> <p>For Coordination with other external Agencies like Medical Emergency , the proposed software must support sending dispatch information through SMS and integration of Mobile Apps used by the external Agencies. The SOP will be provided to the successful bidder at the time of implementation.</p> <p>Also at a later date the department may plan to the to handle calls for medical emergency directly using the proposed system , create case and dispatch to the existing Medical Emergency Help Line Center through API integration. The proposed system should support such a capability.</p> |
| 34 | Hexagon SI | Development of New Modules for the application software as and when required compliant details will be sent to the MDT installed in the Emergency Response Vehicles and also to the Police Station and respective District/City Control Room using a Remote Supervisory Terminal & Software. | This is a very openended statement and needs to have clear scope defined | The Bidder should have the capability to undertake Development of new modules as a part of the Emergency Reponse Management Platform as required by the department from time to time . Such request will be through a change management process or in the form of upgrades . The scope and functionality will be within the framework of the Emergency Response Management Platform functional requirement as detailed in Volume 2 - Pages 99 - 102 of revised RFP |

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| 35 | Hexagon SI | Locating vehicles, data communicating with them and making optimum use of them with the available ICT is one of the objectives of this project | All vehicles should be logged in police/medical & fire | All the Emergency response Vehicles will be equipped with MDT / GPS Tracking and indicated in the BOQ will be available as a resource . Also the proposed AVLS & EVR software must be scalable to configure more Vehicles at a later date based on the department needs. Bidder to indicate the Licensing Model in their offer . |
| 36 | Hexagon SI | The Citizen should be possible to use Social Media Networks like Facebook & Twitter Whatsapp as a channel for reporting emergency. Such emergency request must be seamlessly integrated as a process for Call Taking Agents to gather more information about the emergency request and create Call for Service. | Wats App Seamless integration not possible as API is not available , only information to citizens can be given however automatic creation of incident could increase the possibility of fictitious events without any confirmation from user level. There are no details about the workflow for Social Media integration. | Bidder to integrate with WhatsApp whenever APIs to do so become available. The Work flow for servcie request through Social Media network will follow the same process like the Voice Calls - Call taking , Dispatch , and Supervision. All the Cases Created through Social media - WhatsApp, Facebook, Twitter must be seamlessly integrated with the Dispatching , Supervisory and records management function of the proposed CAD software and should provide a unified view of the operations . |
| 37 | Hexagon SI | Since the roles of Call taker & Call Dispatcher is very different. | Dispatcher number not specified | 15 Dispatchers initially.Licensed to be provided as per RFP. |

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| 38 | Hexagon SI | Integrate CAD System with City Surveillance System | CCTV Specifications | The Proposed System should support integration with CCTV system for Dispatcher /Supervisor in control room to access any of the CCTV Camera's through the Application and view the live camera feed for further insight. All the camera location must be visualised on the map and software should be possible to show nearby cameras to the incident location . Bidder to propose appropriate integration hardware/software to carry out this integration at a future date and this should be included in the offer. Department will provide the details of the CCTV system to successful bidder and provide necessary assistance in coordination with the CCTV System Vendor. |
| 39 | Hexagon SI | The system should be capable of receiving electronic information from a call triggered by an alarm in a premise. | Details of Alarm System | The Proposed System should be able to integrate with Fire Alarms system installed in Buildings. The Integration should support various types of Fire Alarms Systems covering automatic calling , receiving SMS , etc and executing a SOP for such incidents so that the Control Room operators can take action. |
| 40 | Hexagon SI | Keeping in view of increased number of incidents on women and children;Bilaspur Police intends to introduce a Mobile application to alert control room in the event of any distress. | Only Bilaspur or all. Since Mobile Users registered in these 10 districts would b emoving around hwo woul dthey be serviced in other districts what would be the releveant workflow. In case interconnectivity between other Distrcit Control rooms are required taht are currently not being addressed in this project scope. | Bilaspur Police shall be read as Chhattisgarh Police |

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| 41 | Hexagon SI | It is envisaged that this project will be able to leverage the infrastructure developed by the state including Chhattisgarh Crime and Criminal Tracking Network & Systems (CCTNS), State Wide Area Network (SWAN), State Data Centre (SDC), State Service Delivery Gateway (SSDG) and Command & Control Center of upcoming Smart City Project of Old & Naya Raipur | Could you please share details of the applications with which integration is required | This will be provided to the successful bidder. The integration will cover sharing of the Network infrastructure , Data (Incidents , MIS Data) and resources (Vehicles, Cameras, etc) between the various systems . |
| 42 | Hexagon SI | Workflow | No details of the Emergency Medical Health Services mentioned along with the details of Fire Services | <p>Incident relating to Fire will go through the same process of Call Taking and Call Dispatch as per the flow indicated in the RFP.</p> <p>For Coordination with other external Agencies like Medical Emergency , the proposed software must support sending dispatch information through SMS and integration of Mobile Apps used by the external Agencies. The SOP will be provided to the successful bidder at the time of implementation.</p> <p>Also at a later date the department may plan to the to handle calls for medical emergency directly using the proposed system , create case and dispatch to the existing Medical Emergency Help Line Center through API integration. The proposed system should support such a capability.</p> |

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| 43 | Hexagon SI | Manpower Table | Since the Mobile Application for tracking is to be installed it should be tracking not only 230 police vehicles but also fire engines & ambulances since the Dispatchers would be assigning the Incident to the closest vehicle for that incident in case of a multiple agency incident | Total 15 dispatchers are planned for Police and Fire purpose. For Health, a separate set up already exists |
| 44 | Hexagon SI | CAD Software - The software should support Multi-Language (Hindi and English). The system should be able to support multi-language. It should be possible to easily switch between Local Language (Hindi) and English at the time of Login. The CAD Software should support regional language for data label displays based on centralized controlled database driven approach. It should be flexible to update the data labels as and when required | Do you want Unicode Support meaning database should support multiple languages. Data entry in fields should be both hindi & english or just data labels. | The proposed system should support Multi-lingual capability. This is mandatory . The support should cover both Data Labels and Unicode Database . Also the CAD software should integrate with local language tools for data entry. |
| 45 | IGS | Number of Call expected Daily | | Around 30,000 Calls |
| 46 | IGS | Number of Call expected for Despatcher and Police Team | | Around 3000 Calls |
| 47 | IGS | Can CAD/GIS Partner be an OEM, and if Yes, request if his credentials can be considered for Technical Scores | | The experience of only Lead Bidder and Consortium Members shall be considered irrespective of whether the consortium member is an OEM or not. |
| 48 | IGS | Request if some Manpower like Driver and Technical Project Leads can be on the payroll of 03rd party vendor/ OEM Partner | | Please refer modified RFP |

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| 49 | IGS | Request if the Vehicle can be owned by the Police, Registration and Insurance in the Name of Police, We will take care of Cost of Maintenance, Driver and Fuel | | As per RFP |
| 50 | IGS | Number of Kms, each Vehicles on Average will run daily/monthly... And if Average is more, request per km rate to be reimbursed | | On an average, vehicles are expected to run 100 Km per day. To be computed on a monthly basis. The bidders should specify charges per additional km. For instance, if there are 240 vehicles, then on a monthly basis (30 day month), total distance travelled by all vehicles is expected to be 7,20,000 Km. For each km beyond this distance, Chhattisgarh Police will pay to the SI as per the price quoted per additional km |
| 51 | IGS | Pls suggest, the First Centre shall be at Police Premise (C-4) or Our Premise, before we move the same to New Raipur, New Police HQ premise | | Initially the C4 will be set up at Police Control Room, Civil Lines Raipur. The C4 is proposed to be shifted to Naya Raipur at a later date, which is yet to be decided |
| 52 | IGS | The proposed (Dial "112") project will enable the citizens of the state in distress to call Chhattisgarh Police from the 10 districts (as part of the scope of this project). These calls will be routed to the Control Room for emergency response management. | What's the tentative call volume expected ? | Around 30,000 Calls |

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| 53 | IGS | A Mobile based SOS / Call 112 App will also be required to be developed in major platforms such as iOS, Android and Windows under this project. By installing this App, the registered Public will be able to get immediate assistance from the Control Room. | What's the concurrent users expected to hit on the application. This would help us to do the sizing. | Approximately 100 concurrent users |
| 54 | IGS | The facilities to be setup in the this project has to build/deployed in following location - The Centralized Dial 112 call Centre cum command Centre will be setup in the Raipur and will later be shifted to Naya Raipur in the premises of Police Head Quarters. | Here the understanding is that Call Centre cum Command centre would host the agents systems and all application hosting, ACD, Logger, Dialer will be deployed at State Data Centre which will be connected to Command Centre (C4) via 500 mtrs Fiber Link. Please clarify if the understanding is incorrect | All IT Hardware will be housed in the State Data Centre and the Operator Work Stations and C4 equipment at the C4. |
| 55 | IGS | The Bidder has to provide FIBER Link in between SDC to C-4 which is approx. 500 Meters. | Understanding is that State Data Centre is 500 mtrs from C-4 (command Centre) and Fiber link would be the connectivity which is under bidder scope. No other connectivity is under bidder scope. Please confirm. | Yes. Other connectivity requirements are mobile connectivity for the MDTs and broadband connectivity for 10 district control rooms |

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| 56 | IGS | The OEM of the offered Contact Center components i.e. PBX, ACD, CTI, IVRS, Reporting and IP Phones must be rated as 'Leaders' in the latest 'Magic Quadrant for Contact Center Infrastructure, Worldwide' published by Gartner. 2 All the offered Contact Center components i.e. PBX, Gateways, ACD, CTI, IVRS, Reporting, Recording and IP Phones must be from same OEM. | Understanding is that State Data Centre would have relevant data centre infrastructure like, power, required cooling, Rackspace, network points for hosting the application, ACD, IPPBX etc. Please confirm | Yes |
| 57 | IGS | The successful bidder will provide help desk service which will serve as a single point of contact for all ICT related incidents and service requests. The service will provide a Single Point of Contact (SPOC) and also resolution of incidents. | The understanding is that, the helpdesk services is required internal to call centre cum command centre issue resolution & tracking and not to be extended to external users outside the department ? Please confirm | The helpdesk will support the functioning of entire system proposed as part of this RFP. |
| 58 | IGS | The Citizen should be possible to use Social Media Networks like Facebook & Twitter Whatsapp as a channel for reporting emergency. Such emergency request must be seamlessly integrated as a process for Call Taking Agents to gather more information about the emergency request | What's concurrent user expected from each of this channel (Facebook, Twitter & Whatsapp) ? | Approximately 100 concurrent users |

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| 59 | IGS | The OEM of the offered Contact Center components i.e. PBX, ACD, CTI, IVRS, Reporting and IP Phones must be rated as 'Leaders' in the latest 'Magic Quadrant for Contact Center Infrastructure, Worldwide' published by Gartner. 2 All the offered Contact Center components i.e. PBX, Gateways, ACD, CTI, IVRS, Reporting, Recording and IP Phones must be from same OEM. | Does IP Hardphone is mandatory requirement or Service Provider can propose softphone with headsets. Please confirm | Hardphone is mandatory |
| 60 | IGS | IPPBX (Hardware & Software) shall be provided in high availability configuration. | Understanding is that the deployment of PBX (contact Centre Platform) is on High Availability mode only. No DR setup to be required. Please confirm. | Yes |
| 61 | IGS | 18. Desires an open storage platform that can provide instant access to any recording with any amount of SAN storage desired. | Understanding is that 80TB storage specified in the RFP - Bill of Material is meant for call recording as well as database storage and no separate storage to be considered by service provider. Please confirm | The bidders need to budget for total storage solutions as per the functional and technical requirements of the RFP. |
| 62 | IGS | Server Specification for IP based Exchange support ACD/CTI/Voice Logger (2 Servers): | Server specs vary from platform to Platform and also basis the sizing of the requirements. Hence can we request department to mention any preferred platform that service provider can explore. | Please refer modified RFP |

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| 63 | IGS | Compliance Sheets | Is it necessary that, Service Provider to comply with all server specs mentioned in the compliance or service provider can use configuration recommended by OEM for application/ACD/Logger / Dialer. Please clarify | Specifications mentioned in the tender needs to be complied |
| 64 | IGS | Bill of Materials | Is it necessary that, Service Provider to comply with all server quantity mentioned in the Bill of Material for Servers and other equipments ? Can service provider add more equipments if the proposed solution demands additional hardware/sw. Please clarify | Yes, bidders may add any item if they deem necessary |
| 65 | IGS | IT hardware Expert | Understanding is that single resource IT support for general shift required from service provider. Please confirm. Request department to revisit the support resourcer requirement from 24 x7 support as the operation is carried out 24x7. | Help Desk & Software Experts will be available in 3 shifts for 24x7 Operation. |
| 66 | IGS | Technology Support | To manage overall infra including desktops, server, network, ACD/Dialer/Logger, there would be requirement of resource from each domain to support critical hardware and services. Recommend department to include resources in each domain to such as desktop, network, server, ADC/Dialer for support and quantity. | The bidder needs to meet the SLAs defined in the RFP. If the bidder feels, additional manpower is required to meet the SLAs, they may propose the same in their proposal. |
| 67 | IGS | Generic | All Telecom, SMS cost will be reimbursed by department. Please confirm | Bidders need to budget these costs in the price bid. However, payment to be made by Chhattisgarh Police |
| 68 | IGS | Technology Support | Would department allow remote access for IT support to OEM / Service provider if required. Please clarify | Yes, through a secure connection |
| 69 | IGS | Connectivity | Understanding is that all connectivity / bandwidth required for application /system access internally for end users would be provisioned by depart. Please confirm | Yes except for 10 control rooms and MDTs |

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| 70 | IGS | Infrastructure deployment. | Currently the deployment of infra is at Command centre on High Availability mode. Understanding is that DR setup is future scope which will not be part of the current solution and pricing. Please confirm. | yes |
| 71 | IGS | Generic | Our understanding is that the channels required for Voice and Data infra in scope are Inbound, Outbound, IVR, Email, SMS, Chat, Social Media and Mobile application only | Yes, these are the minimum requirements |
| 72 | IGS | Generic | Our understanding is that Toll Free number & PRI will be provided by your department. If Service Provider needs to provide the same then acquisition cost of Toll free, PRI and applicable rentals, call charges would have to be borne by your department. Please clarify. | Bidders need to budget these costs in the price bid. However, payment to be made by Chhattisgarh Police |
| 73 | IGS | Generic | Please elaborate the scope and flow for the IVR. | Will be informed to the successful bidder |
| 74 | IGS | Generic | Does the call centre agents require MS Office or any other application ? Please specify the requirements ? | Bidders may decide |
| 75 | IGS | Generic | We assume Email accounts(Email id) for call centre agent will be provisioned by client. Please confirm | Individual email accounts are not required. |
| 76 | IGS | Generic | Is there any requirement for SMS gateway for SMS communication? if yes, will bidder need to provision the same? Please clarify. | Yes |
| 77 | IGS | Generic | What will be the Retention period of online & offline call recording ? | 3 months for all calls, for special and court cases as per requirements of Chhattisgarh Police |
| 78 | IGS | Generic | Do we have any requirement of printing ? If yes what are the volumes and specification of printer desired? | MIS Reports and other office work |
| 79 | IGS | Generic | What are standard IT security, compliance and Certification (e.g.. ISO 27001 or PCI DSS) requirements? | As per RFP |
| 80 | IGS | Generic | Is there any requirement of BCP Plan ?If yes what are the SLA requirements during DR/BCP, what are the recovery timelines? | All data shall be backed up in the secondary storage. Calls should land at the Command center even during outage of SDC |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|----|----------------------|---|---|---|
| 81 | IGS | The system should have provision to integrate with video feeds available from CCTV camera through APIs with any Video Management Server, in future. | Can you please explain the requirement in details as to which system should be integrated to CCTV camera and how this will work ? | The Proposed System should support integration with CCTV system for Dispatcher /Supervisor in control room to access any of the CCTV Camera's through the Application and view the live camera feed for further insight. All the camera location must be visualised on the map and software should be possible to show nearby cameras to the incident location . Bidder to propose appropriate integration hardware/software to carry out this integration at a future date and this should be included in the offer. Department will provide the details of the CCTV system to successful bidder and provide necessary assistance in coordination with the CCTV System Vendor. |
| 82 | IGS | Generic | Is there any connectivity needed for Contact centre and command centre OR Whether all infra will be in same premises ? | The Command Center and Contact Center shall be co-located |
| 83 | IGS | Bill of Materials | Need to know whether quantity mentioned in BOM need to be considered from pricing perspective. Our understanding is that it includes redundancy | Bidders need to estimate the quantities to meet the RFP requirements. The mentioned quantities are indicative only |
| 84 | IGS | Technical Helpdesk | Can we provision remote support for voice, from partner premises for monitoring or partner needs to provision a dedicated technical support ? | Dedicated technical support as mentioned in the RFP. Bidders may propose any additional support as dedicated or remote as long as SLAs are met |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|----|----------------------|---|--|------------------------------------|
| 85 | IGS | A Mobile based SOS / Call 112 App will also be required to be developed in major platforms such as iOS, Android and Windows under this project. By installing this App, the registered Public will be able to get immediate assistance from the Control Room. | How many concurrent users shall be there approx. | Approximately 300 concurrent users |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|----|----------------------|---|---|--|
| 86 | IGS | A Mobile based SOS / Call 112 App will also be required to be developed in major platforms such as iOS, Android and Windows under this project. By installing this App, the registered Public will be able to get immediate assistance from the Control Room. | Will there be multiple roles for mobile app users? If yes, then what are those roles, and what are the functionalities expected in Mobile app for each role | <p>SoS App and Call 112 App will be published by the department for use by the citizen. It will be downloaded by citizen through App Stores and should support all smart phone OS - Android, IOS and Windows.</p> <p>The workflow for SOS App</p> <p>All SoS app triggers should be integrated with CAD System so that such triggers are routed to an available and free Dispatcher. Such trigger will also bring with it the Caller details (based on registration), Caller number, Location on a periodic basis (based on GPS) , Audio and video record, , etc. Dispatcher will create a case and dispatch to the nearest EVR fitted with MDT. MDT App available in the MDT will be able to plot the location of the SoS caller on the map periodically so that EVR can track and Assit the SOS caller.</p> <p>Call 112 App when triggered the call will be automatically connected to the available and free call taker, Provide details of the location of the caller based on GPS(if available) and automatically locate the caller on the Map . Rest of the process workflow remains the same as in normal call process.</p> |
| 87 | IGS | The mobile application should have the facility to access and get the information of BOLO database. (Be On Look Out) | What are the 3rd party integration requirements? Mentioned about BOLO Database | This will be provided to the successful bidder. The integration will cover sharing of the Network infrastructure , Data (Incidents , MIS Data) and resources (Vehicles, Cameras, etc) between the various systems . |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|----|----------------------|---|--|-------------------------------|
| 88 | IGS | A Mobile based SOS / Call 112 App will also be required to be developed in major platforms such as iOS, Android and Windows under this project. By installing this App, the registered Public will be able to get immediate assistance from the Control Room. | Is there any backend components to be scoped apart from mobile app web service? | As per defined scope of work. |
| 89 | IGS | A Mobile based SOS / Call 112 App will also be required to be developed in major platforms such as iOS, Android and Windows under this project. By installing this App, the registered Public will be able to get immediate assistance from the Control Room. | Is there any admin app to be scoped for updating the information pages in app? | Yes |
| 90 | IGS | A Mobile based SOS / Call 112 App will also be required to be developed in major platforms such as iOS, Android and Windows under this project. By installing this App, the registered Public will be able to get immediate assistance from the Control Room. | Should we scope the interface development (e.g. DB procedures to login and other actions)? | Yes |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|----|----------------------|---|---|------------------------------|
| 91 | IGS | A Mobile based SOS / Call 112 App will also be required to be developed in major platforms such as iOS, Android and Windows under this project. By installing this App, the registered Public will be able to get immediate assistance from the Control Room. | Should we factor any notifications from App? For Complaints registrations etc. | Yes |
| 92 | IGS | A Mobile based SOS / Call 112 App will also be required to be developed in major platforms such as iOS, Android and Windows under this project. By installing this App, the registered Public will be able to get immediate assistance from the Control Room. | Need more details on alert system, and insights on integration scope | Please refer modified RFP |
| 93 | IGS | Generic | Chat messenger will be windows application or web app? | Bidders to decide |
| 94 | IGS | Generic | Kindly mention approximate number of users for live chat. Please specify approximate number of users and concurrent users ? | Bidder to assume |
| 95 | IGS | Generic | Will the chat application be required to integrate with any other software or it will be standalone | As per RFP |
| 96 | IGS | Generic | What kind of reports will be required for Chat messenger ? | As per RFP |
| 97 | IGS | Generic | If complaint is registered on web portal then will the client require any SMS or email ? | All options must be possible |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|----|----------------------|--|---|------------|
| 98 | IGS | <p>Implementation partner shall be liable to pay liquidated damages, in the following events:</p> <ol style="list-style-type: none"> 1. Non-performance of the services as per the timeline and as per the agreed SLA's 2. Non – performance of the services by consortium members, agents, representatives and Implementation Partner's Team 3. For the Implementation Phase related Performance Levels , the liquidated damages are capped at 2% of Total Cost of Bid 4. During O&M phase, liquidated damages are capped at 8% of the total amount payable for O&M phase <p>Termination:</p> <p>In the event the SLA penalty calculations exceed 15% of the quarterly payment for two consecutive quarters or 25% in any quarter, then Client may take appropriate action including termination of the contract and invoke</p> | Request if the Penalties are Capped @1% for the Implementation Phase and 10% of Annual Cost of Bid. | As per RFP |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|----|----------------------|---|---|------------|
| 99 | IGS | If Chhattisgarh Police delivers to the Implementation Partner a timely notice of rejection/deficiencies, the Implementation Partner will correct the described deficiencies as quickly as possible and, in any event, within ten (10) days after Chhattisgarh Police notifies the Implementation Partner of the rejection/deficiencies (unless otherwise specified in the agreed Project Plan). Upon receipt of a corrected written Deliverable from the Implementation Partner, Chhattisgarh Police will have a period of 15 days to review the corrected written Deliverable. | Implementation partner to rectify any deficiencies within a period of ten (10) days from receiving the notification of the rejection/deficiencies. - The timeline are very strict. As we being the BPO Partner, shall have dependency on Fleet Management and CAD Partner. This needs to be minimum 30 days | As per RFP |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|------------|
| 100 | IGS | <p>Chhattisgarh Police may, by written notice of 90 (ninety) days sent to the SI, terminate the Agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Chhattisgarh Police's convenience, the extent to which performance of work under the Agreement is terminated, and the date upon which such termination becomes effective. Chhattisgarh Police may, at its discretion, relax or absolve the SI from following the timelines and/or service levels related to the part of the Agreement which is being terminated.</p> | <p>Implementation partner has no right to terminate the agreement due to breach and or non – payment by Chhattisgarh Police.</p> <p>Also, Implementation partner has no termination for convenience right under the agreement.</p> <p>We would request either party to have the Termination rights on account of breach, non-payment and convenience.</p> | As per RFP |
| 101 | IGS | <p>Broad indemnities where Implementation partner indemnifies Chhattisgarh Police against any and all claims or damages.</p> <p>Indemnities are outside the liability cap</p> <p>Liability is capped at total contract value (“TCV”)</p> | <p>We would request if Indemnities to be capped at TCV</p> <p>- Contradictory provision regarding exclusion of Indirect and consequential losses in clauses 14.3 and 14.6 (II). Request to kindly consider</p> <p>- Liability cap also excludes breach of Security and Safety and breach of confidentiality obligations.</p> | As per RFP |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|---|---|
| 102 | IGS | <p>16.1. Chhattisgarh Police may allow the Implementation Partner to utilize highly Confidential Information including confidential public records and the Implementation Partner shall maintain the highest level of secrecy, confidentiality, integrity and privacy with regard to such Confidential Information. The Implementation Partner shall use reasonable care, but no less care than it uses to protect its own similar confidential information of similar nature, to protect the confidentiality, integrity, secrecy and proprietary of the Confidential Information.</p> <p>16.2. Additionally, the Implementation Partner shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/facilities. The Implementation Partner shall use the information only to execute the Project.</p> <p>16.3. Chhattisgarh Police or its nominated agencies shall retain all</p> | <p>One sided confidentiality clause, Implementation partners confidential information is not protected under the agreement. We would request the same to be made mutual.</p> | <p>As per RFP</p> |
| 103 | IGS | <p>Except as otherwise provided in the RFP, Implementation Partner cannot sub contract any work under the RFP to any third party.</p> | <p>We would like to sub-contract work like Drivers on 03rd Party Payroll.. Request if the same sub-contracting for smaller work can be outsourced. And few more other work.</p> | <p>Sub-Contracting for Drivers can be done.</p> |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|------------|
| 104 | IGS | <p>a) Except for consortium and subcontracting specifically permitted under the RFP, the SI and Consortium Partners shall not assign / novate any of their rights / obligations under this Agreement to any third party. Chhattisgarh Police may assign or novate all or any part of this Agreement and Schedules/Annexures, and the SI and Consortium Partners shall be a party to such novation.</p> <p>b) Subject to the foregoing, the SI and Consortium Partners shall have the right to undergo corporate change of ownership through mergers, demergers, slump sale etc., as allowed under Applicable Laws, after seeking prior written consent from Chhattisgarh Police, which consent shall be provided forthwith by Chhattisgarh Police subject to SI or Consortium Partner executing/ furnishing such documents, agreements, undertakings (including, without limitation, enhanced performance security from new entity, novation agreements etc.) as may be deemed necessary by Chhattisgarh</p> | <p>Except for consortium and subcontracting specifically permitted under the RFP, the Implementation partner/Successful bidder, shall have no right to assign or novate all or any part of this Agreement and Schedules/Annexures, and the SI and Consortium Partners shall be a party to such novation.</p> | As per RFP |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|---|--|
| 105 | Brocade | Layer 3 Core Switches (Sr No 1 to 19) | The desired specifications are not suitable for perimeter level core network catering approximate targeted 1M concurrent user traffic (taking only 5 % against total population of 28Million in the Chattishgarh state). The performance, ports and feeds are favoring only single OEM for example: mix port combination of 12POE + 24SFP + 2x10GSFP+ ports, Gbps / Mpps performance, 32K MAC address, 4000 IP Multicast streams and 4000IGMP interfaces etc matches with the same values. Hence we request you to " please revise the complete Core Switches specifications " in generic form to ensure leading vendor participation for healthy competition and build next generation switching platform to support any growing application / user needs of state. | Please refer modified RFP for Data Center / Aggregation Switch |
| 106 | Brocade | Layer 3 Core Switches (Sr No 5) | It seems IERv6 support is a typo mistake as there is no any such feature available in the networking industry. It is very important to have IPv6 logo certification from day 1 in such a prestigious project to support smooth migration. For which there are approved laboratories (https://www.ipv6ready.org/) which verify protocol implementation and validate interoperability of IPv6 products with set of guidelines to offer IPv6 logo certification. Hence we strongly recommend to consider " IPv6 logo certification " on all the switches from day 1. | IERV6 should be read as IPv6. |
| 107 | Brocade | PoE+ Switches for IP phone connectivity (Sr No -8) "Switch should support upto 60 Gbps stacking backplane for the complete stack. Switch should support minimum 6 switches per stack." | The stacking bandwidth is too oversubscribed as it's always mentioned for standalone switch performance. We request to modify the clause as per below request to support non-blocking design architecture: " <u>Switch should support minimum 60 Gbps stacking bandwidth per switch. Switch should support minimum 6 switches per stack.</u> " | Please refer modified RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|--|
| 108 | Brocade | PoE+ Switches for IP phone connectivity (Sr No -8) "The switch should support minimum of 256 vlans per switch." | 256 VLAN's are very low in consideration of Data Center new trends as like virtualization etc hence we request you to have minimum of " 4K Active VLAN's " to support standard IP packet size. | Please refer modified RFP |
| 109 | Brocade | PoE+ Switches for IP phone connectivity (Sr No -8) "L2, L3 and multicast features." | It doesn't specify any IGMP groups where multicar session would be terminated hence we request to revise the clause as follows: " L2, L3 and 4K IGMP groups. " | Please refer modified RFP |
| 110 | Brocade | PoE+ Switches for IP phone connectivity (Sr No -14) "The switch should support IERV6 vlans" | It seems IERV6 VLAN is a typo mistake as there is no any such feature available in the networking industry. It is very important to have IPv6 logo certification from day 1 in such a prestigious project to support smooth migration. For which there are approved laboratories (https://www.ipv6ready.org/) which verify protocol implementation and validate interoperability of IPv6 products with set of guidelines to offer IPv6 logo certification. Hence we strongly recommend to consider " IPv6 logo certification " on all the switches from day 1. | IERV6 should be read as IPv6. |
| 111 | Brocade | PoE+ Switches for IP phone connectivity (Sr No -28) "The switch should support SNMerv1/v3" | It seems typo mistake as no such feature available. It should be revised with " SNMPv1,v2 and v3. " | SNMerv1/v3 should be read as SNMPV1/v3 |
| 112 | Brocade | PoE+ Switches for IP phone connectivity (Sr No -34) "The switch should support SLAmon feature to check end to end fault in the network" | The SLAmon feature is favoring single OEM hence we request you to " please revise the complete Access Switches specifications " in generic form to ensure leading vendor participation for healthy competition and build next generation switching platform to support any growing application / user needs of state. | Please refer modified RFP |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|--|
| 113 | Brocade | Layer 3 Core Switches and PoE+ Switches for IP phone connectivity | NDPP certification ensures that when specific switches model achieve NDPP certification (latest certification for switches), they are evaluated against a well-defined and standardized criteria with security assurance requirements to provide more consistent, repeatable and objective testing methodologies for vulnerability /security framework. Hence we request you to add the following clause " All the proposed Layer 3 Core Switches and PoE+ Switches for IP phone connectivity must have NDPP Certification from day 1. " | Please refer modified RFP for Data Center / Aggregation Switch |
| 114 | Brocade | Application Load Balancer + Web Application Firewall Specifications | In Datacenter, the applications would be hosted on server where high availability is mandatory to provide non-stop 24x7 application access to the end users hence it's highly recommended to have dedicated application load balancer along with Layer 7 web application firewall specification in the current scope which is missing in the tender. | Please refer modified RFP |
| 115 | Brocade | Core & Internet Router Specifications | It's recommended to have dedicated perimeter network for SWAN/ MPLS and Internet peering & security purpose for which Core and Internet Router would be needed hence we request to add the Router specifications in the current scope. | As per RFP |
| 116 | Enghouse | The OEM of the offered Contact Center components i.e. PBX, ACD, CTI, IVRS, Reporting and IP Phones must be rated as 'Leaders' in the latest 'Magic Quadrant for Contact Center Infrastructure, Worldwide' published by Gartner. | Department should consider compete Gartner Report as Gartner Leaders Quadrant is under legal scrutiny for "Pay to Play" in leaders quadrant. Following links suggested Gartner is not able to satisfy courts that its leaders quadrant is impartial (http://www.computing.co.uk/ctg/news/2439713/court-upholds-netscout-accusation-of-gartner-magic-quadrant-pay-for-play-business-model) | Please refer modified RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|---------------------------|
| 117 | Enghouse | All the offered Contact Center components i.e. PBX, Gateways, ACD, CTI, IVRS, Reporting, Recording and IP Phones must be from same OEM. | This clause favors Hardware vendors who makes phones and Gateway with PBX. Today application based contact centers offers much better TCO and features and functionality. | Please refer modified RFP |
| 118 | | | With this clause Hardware vendors like Avaya is actually trying to lock-in customer in their proprietary hardware, and not allow them to use feature rich SIP applications and infrastructure. | Please refer modified RFP |
| 119 | | | Hardware based vendors are loosing to SIP based application providers and they are consistently losing market share, revenue and declaring losses year after year and as per financial markets vendors like Avaya is planning to file Bankruptcy to protect himself from liabilities. | No Comment |
| 120 | | | As per below link from Wall Street Journal published on 23 Nov. Avaya might file bankruptcy. | No Comment |
| 121 | | | http://www.wsj.com/articles/avaya-weighing-bankruptcy-filing-sale-of-call-center-software-unit-1479941695 | No Comment |
| 122 | | | Instead of above condition department should ask “ Solution should be a SIP Based system and it should provide all the features and functionality with SIP Gateways, SIP Soft phone and third party SIP hard phones. Keeping in mind that VoLTE implementation are available in India now, Propose solution should also support IMS stack. | As per RFP |
| 123 | Enghouse | 3. The offered solution should have been implemented in at least one emergency call center with minimum 25 seats in India and the same should be operational at the time of bidding. | State should ask for international reference, as with this clause this makes only Avaya eligible for this bid. | Please refer modified RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|---------------------------|
| 124 | Enghouse | <p>4. The call center solution should have been implemented in minimum 3 projects (Emergency/Non-Emergency/BPO) handling over 100,000 calls per day in each project in India or abroad in last 5 years. Documentary evidence to be submitted.</p> <p>5 The proposed OEM should have a technical support & R&D Center in India for last 5 years.</p> | There shouldn't be a limit to 5 years as this will limit the competition | Please refer modified RFP |
| 125 | Enghouse | 6 The OEM for the proposed Contact Center solution should have present install base in Chhattisgarh (Government/ PSU). | This point will limit the competition and department should remove this point. | Please refer modified RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|---------------------------|
| 126 | Maxworth | It should be fully rugged- water, dust , shock, vibration resistant- with IP 68, MIL 810G certified | A. IP65/IP 67 itself Dust tight and survives Partial/ complete immersion in water for 30 minutes so we don't think IP 68 will give any additional benefit, may be IP 68 immersion in water more than 3 hours having regard to specific conditions. does it require as per your working environment ? and on the other hand obviously it will increase the cost of device. B. IP rating which will cover device from dust and water substances. In field the devices may fall multiple times on ground by accidently. So please add Drop and tumble specs for device like; 6ft Drop to concrete and Min.1000 @ 1mtr tumbles minimum | Please refer modified RFP |
| 127 | Maxworth | Magnesium alloy Casing with hand strap. | Magnesium alloy Casing is not required if Handheld device is already IP and drop rated | Please refer modified RFP |
| 128 | Maxworth | Screen :Touch screen should be 5" HD (1280 x 720) Sunlight-readable display with Glove & Rain mode 10-point capacitive multi-touch Brightness: up to 500 nits | a) Most of the enterprise rugged devices comes with 4.5" or 4.7" display, which is not significantly different from 5" display. Hence, we request to change this specification to "4.5 inches OR MORE WITH MULTI TOUCH SUPPORT" for wider participation in the bid..... b) The device will be used under rough conditions in the field. Therefore, to ensure durability, longer life and avoid scratches and damages to the screen, the bidders must be asked to quote devices with "CORNING GORILLA GLASS TOUCH PANEL WITH MULTI TOUCH" c) For the easy viewing under bright outdoor condition, "THE DISPLAY SHOULD BE EXCEPTIONALLY BRIGHT, OUTDOOR VIEWABLE AND OPTICALLY BONDED." Same configuration is already supplied in other State of Police Dial 100 | As per RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|---|
| 129 | Maxworth | Device should work in extreme temperatures like 45 - 50 degree C | As per records available for the state of Chhattisgarh, the average temperature in the peak summer are around 40-45°C and the highest temperature recorded has been below 50°C. Further, the human beings who will use these devices themselves will be unable to function beyond 50°C. Hence, we request that the bidders may be allowed to quote devices with "OPERATING TEMPERATURE RANGE OF 0°C to 50°C or better". | Please refer modified RFP |
| 130 | Maxworth | Interfaces- 1 Micro USB ports, WLAN, BT module, Micro SD Card, SIM slot & audio ports should be there. all ports should be covered | In order to maintain the device IP ratings intact these mentioned ports like USB and audio ports should be available through accessories like cup cable or charging cradle, wireless headset. Having these ports directly on device and covering them with rubber sleeves is still not the most optimum option as the devices are still exposed to dust and water. Same configuration is already supplied in UP State Police Dial 100 | As per RFP |
| 131 | Maxworth | Integrated GPRS/4G with GSM SIM & GPS. | Whenever handheld device not getting connect to satellite for GPS, it should have AGPS to get GPS coordinate through nearest cellular tower. | Minimum specifications are given. Bidders may propose additional features |
| 132 | Maxworth | Power : Lithium- Ion 6200 mAh battery with user replaceable option with 12-14 Hrs backup or more with Hot Swap option. | 4500 mAh BATTERY CAN LAST FOR MINIMUM OF 8 hrs WHEN FULLY CHARGED, hot swappable". Same configuration is already supplied in UP State Police Dial 100 | As per RFP |
| 133 | Maxworth | OEM should have its own technical manpower & technical support in India- pl. provide proof of same | OEM/Bidder should have strong presence and deployment in India for more than 5 years. To have quick support OEM should have technical support base in India. | As per RFP |
| 134 | Maxworth | Port extension slot for future upgrade | None of the enterprise handheld device comes with extension slot. It can be done using USB or other available accessories. | Please refer modified RFP |
| 135 | Maxworth | Smart card or BCR for future upgrade option should be there. | Smart cards are of different types, contact, contactless, NFC, MSR etc. To have clarity, please specify the requirement/functional requirement. | This is future use. Any one of these card types should be compatible |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|---------------------------|
| 136 | Maxworth | OEM should have executed at least two similar MDT projects in law enforcement area in the past three years. | Dial 112 is a part of State Police department, so bidder should have more experience/executed project for police department in India. | Please refer modified RFP |
| 137 | Maxworth | Should have a service center in India | OEM/Bidder should have strong presence and deployment in India for more then 5 years. To have quick support OEM should have technical support base in India. | As per RFP |
| 138 | Maxworth | The OEM should have authorized service centre in Chhattisgarh for last 2 years. | Please allow bidder to extend the service through service center in Chhattisgarh after project is awarded. Bidder has to ensure and confirm the same on writing. | Please refer modified RFP |
| 139 | Maxworth | Magnesium alloy Casing with hand strap. | Magnesium alloy Casing is not required as it is already IP and drop rated, It Seems for specific device | Please refer modified RFP |
| 140 | Maxworth | Screen :Touch screen should be 7 inch 1280x800 , sunlight readable with stylus pen | for 4 wheeler MDT size should be 8-9 inch for easy view to user Moving vehicles are prone to shock and vibration. So, it should also have docking station from the OEM, which should make the tablet shock and vibration proof. This also increases the life of the tablet and provides better ROI. | As per RFP |
| 141 | Maxworth | Device should work in extreme temperatures like -20 degrees to 60 degree C | As per records available for the state of Chhattisgarh, the avarage temprature in the peak summer are around 40-45°C and the highest temprature recoded has been below 50°C. Further, the human beings who will use these devices themselves will be unable to function beyond 50°C. Hence, we request that the bidders may be allowed to quote devices with "OPERATING TEMPERATURE RANGE OF 0°C to 50°C or better". | As per RFP |
| 142 | Maxworth | OS- Android 6.0 or Latest | Most rugged enterprise MDTs don't come with standard Android OS and comes in Android 4.0. Usually Consumer Tablet and Phones comes in latest android OS. | Please refer modified RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|---------------------------|
| 143 | Maxworth | Processor: Intel Atom x5 - Z8550 quad core processor or higher | We believe that device is not going to use multiple application at a time, so there is no need of Quad core, at least Dual core, 1.5 GHz will be better. Same configuration is already supplied in other State of Police Dial 100 | Please refer modified RFP |
| 144 | Maxworth | Interfaces- 1 Full USB ports (3.0 x1), WLAN(AC - 8260) or better, BT module(v 4.2 Class1 or better), Micro SD Card, SIM slot & audio portsshould be there. all ports should be covered | A. MDT will be used in 4 wheelers which will be in field and data will be transferred via GPRS. So USB 3.0 requirement is very significant. If any how it is required USB 2.0 is more than sufficient. B. Same for Bluetooth Version 4.2 which is very specific, Version 4.0 and 4.2 are almost same . | Please refer modified RFP |
| 145 | Maxworth | Dedicated Hardware Button for Display Rotation enable and disable ,Volume Control, Application Configuration Button. | As a android feature soft key is part of OS to configure display rotation and volume | As per RFP |
| 146 | Maxworth | Power : Lithium- Ion 3200 mAh 4 cell battery with user replaceable option with 8 Hrs backup or more with Hot Swap. | MDT will be fixed in 4 wheeler and will be charged continously from vehicle's battery, Why need of hot swappable battery in 4 wheeler, MDT can work 7-8 hours after full charging. So no need to remove and insert battery in MDT. Additional battery will increase the cost of device | Please refer modified RFP |
| 147 | Maxworth | Front camera : HD,1920 X 1080 pixels, 30 fps & Rear camera : 8MP with LED Flash or better | We believe that 5 Mega Pixel Rear Camera is sufficient to cover the Field of View when mounted on Vehicle Dashboard and can capture good resolution Still Pictures when taken out of vehicle. | Please refer modified RFP |
| 148 | Maxworth | Weight should be less than 600g | MDT will be fixed and installed in 4 wheeler hence we don't think weight will be any issue, rugged MDT for 4 wheeler comes in weight in between 1 KG to 1.5 KG | Please refer modified RFP |
| 149 | Maxworth | OEM should have its own technical manpower & technical support in India- pl. provide proof of same | | As per RFP |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|---|
| 150 | Maxworth | Ambient light sensor | MDT should be sunlight readable, light sensor should not be mandatory. MDTs also comes without light sensor but have facility for reading in sunlight | As per RFP |
| 151 | Maxworth | Should have a service center in India | | As per RFP |
| 152 | Maxworth | OEM should be directly present in India for at least 5 years | | As per RFP |
| 153 | Maxworth | Port extension slot for future upgrade | Non of the enterprise MDT device comes with extension slot. It can be done using USB or other available accessories. | Please refer modified RFP |
| 154 | Maxworth | The OEM should have authorized service centre in Chhattisgarh for last 2 years. | Please allow bidder to extend the service through service center in Chhattisgarh after project is awarded. Bidder has to ensure and confirm the same on writing. | Please refer modified RFP |
| 155 | Rolta | To inform Police Control Room or Police Station to seek Assistance. | Workflow for Police Control Room & Police Station to seek assistance is missing in the RFP. Please provide detailed workflow for the same. | <p>All the details of the Calls/Dispatches/EVR status should be available through a Remote Web User at the Police District Control Room for further Monitoring and Action. it should support Map based view . The software should support creating users based on roles and jursidication so that only data belonging to the roles and jursidiction will be visibile. Supervisor at the Control room should be able to create the various roles. The Software should allow Remote user to update action taken status , assign resources based on roles. Department will provide the SOP for the various users and this must be configurable.</p> <p>Also it should be possible notify the incident to Police Control Room /Police Station / Other Stakeholders through SMS / Social Media /Email based on the SOP . Department will provide the database.</p> |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|---|
| 156 | Rolta | <p>To save a life – Request for Ambulance services and provide advance information to nearest Trauma Centre / Hospital</p> <p>To assist report a fire - at respective Fire Brigade office. To save a life – Request for Ambulance services and provide advance information to nearest Trauma Centre / Hospital</p> <p>To assist report a fire - at respective Fire Brigade office.</p> | Detailed workflow along with the software module required for Trauma Center, Hospital, Fire Brigade Office & other agencies is missing in the RFP. Requesting you to provide the same. | Also it should be possible notify the incident s through SMS / Social Media /Email based on the SOP . Department will provide the database. |
| 157 | Rolta | <p>Providing a coherent service-wide response by communicating with other agencies.</p> <p>Support and integration with the existing systems for better performance Providing a coherent service-wide response by communicating with other agencies.</p> | Please provide list of agencies expected for co-ordination along with their respective workflow and channel for communication. | This will be provided to the successful bidder at the time of implementation. The indicative list includes Fire, Health, Police, Citizens, SDC, Telecom Service Providers, PMU etc. |
| 158 | Rolta | Support and integration with the existing systems for better performance | Please provide details of existing systems (make / model) along with expected workflow for integration. Also, we are assuming Chhattisgarh Police will facilitate required API/SDK for integration. Please confirm. | This will be provided to the successful bidder. The integration will cover sharing of the Network infrastructure , Data (Incidents , MIS Data) and resources (Vehicles, Cameras, etc) between the various systems . |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|--|
| 159 | Rohta | Technical Committee shall take a pilot demo of the components and applications (Like IP-PBX system, GIS Based CAD, ACD, Voice logger facility, GPS/GPRS based VTS, Mobile Data Terminals and Mobile App Solutions) proposed in the Technical Bid. | <p>We assume that Proposed Components and Application (Like IP-PBX system, GIS Based CAD, ACD, Voice logger facility, GPS/GPRS based VTS, Mobile Data Terminals and Mobile App Solutions) in proposal should be brought on site during live demonstration as a part of technical evaluation, Please confirm</p> <p>We recommend that similar equipment's i.e. EPABX, MDT, Modem etc. should be allowed during live demonstration instead of proposed equipments. Using similar equipments bidder will demonstrate the functionalities and workflow, Please confirm</p> | The demonstration shall be done only with proposed equipment. |
| 160 | Rohta | GPS Devices as per the specification for the Fire Department Vehicles | We are assuming as part of solution only Fire Department vehicles will be tracked. All other agency vehicles like medical are not required to be tracked. Please confirm. | All the Emergency response Vehicles equipped with MDT / GPS Tracking and indicated in the BOQ will be available as a resource and to be tracked . Also the proposed AVLS & EVR software must be scalable to configure more Vehicles at a later date based on the department needs. Bidder to indicate the Licensing Model in their offer . |
| 161 | Rohta | Based on sensitivity of the incident call, next level of escalation matrix will also be provided to senior officers to attend & monitor the complaint. | We are assuming here requirement for senior officer to monitor the incidents using Remote module and provide assistance using mobile voice / radio. Please confirm. | The proposed system should support a Mobile App based supervisory software that will be used on the smart phone. Smart Phone will be provided by the department. |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|---|
| 162 | Rolta | Development of New Modules for the application software as and when required | Please elaborate the requirement of development of new modules for the application software. Provide the more details with specification for development of new modules for better understanding. Also include this requirement in BOQ with qty | The Bidder should have the capability to undertake Development of new modules as a part of the Emergency Reponse Management Platform as required by the department from time to time . Such request will be through a change management process or in the form of upgrades . The scope and functionality will be within the framework of the Emergency Response Management Platform functional requirement as detailed in Volume 2 - Pages 99 - 102 |
| 163 | Rolta | Integration with outdoor surveillance system whenever ready | <p>We assume that this is a futuristic requirement to integrate with VMS server of other surveillance system and not covered in present scope of work. Its overall implication will be mutually agreed and decided by Bidder and Police as and when outdoor surveillance system is in place.</p> <p>Chhattisgarh Police will facilitate required APK/SDK for integration. Please confirm.</p> | The Proposed System should support integration with CCTV system for Dispatcher /Supervisor in control room to access any of the CCTV Camera's through the Application and view the live camera feed for further insight. All the camera location must be visualised on the map and software should be possible to show nearby cameras to the incident location . Bidder to propose appropriate integration hardware/software to carry out this integration at a future date and this should be included in the offer. Department will provide the details of the CCTV system to successful bidder and provide necessary assistance in coordination with the CCTV System Vendor. |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|---|
| 164 | Rohta | Seam-less integration and interoperability with the CCTNS Project of Chhattisgarh State Police, Chhattisgarh State Wide Area Network (CGSWAN), Control Center of upcoming Smart City Project of Old &Naya Raipur and other systems already installed or proposed to be installed in the Chhattisgarh State police department or Government of Chhattisgarh. (Vendors may refer to CHiPS / NCRB / DIT / MHA of GoI websites for further details) | We are assuming this is futuristic requirement, please elaborate on the requirement and expected workflow after integration with these systems. Chhattisgarh Police will facilitate required APK/SDK for integration. Please confirm. | This will be provided to the successful bidder. The integration will cover sharing of the Network infrastructure , Data (Incidents , MIS Data) and resources (Vehicles, Cameras, etc) between the various systems . |
| 165 | Rohta | Civil work (except for furnishing of the command center) is excluded from the scope of this RFP. The same shall be taken care of by Chhattisgarh Police | We assume that furnishing of command center will be responsibility of Bidder, Please Confirm If yes then provide the details and technical specification of furnishing work and also provide the total area in Sq. Ft. for Command Center. We assume that necessary space with required civil work to setup the control center will be provided by Chhattisgarh Police, Please Confirm | Yes. Please refer modified RFP |
| 166 | Rohta | The Automatic Number Identification and Automatic Location Identification (ANI/ALI) component of the system should retrieve telephone number, address from the database and loads immediately. | We are assuming Chhattisgarh Police will provide geo-coded (with lat,lon) telephone directory for citizens. Please confirm | Chattisgarh will provide the CLI Database .We are incorporatig the detailed specification for third party Location base services which will be a part of the solution, so that you can get the exact Lat & Lang. |
| 167 | Rohta | e. Multiple call processing | Please elaborate on the requirement for "Multiple call processing". | Read as Mutliple Type of Calls processing based on SMS, Email ,etc. |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|--|
| 168 | Rohta | <p>CAD Software</p> <p>11. The software should have capability to support multiple agencies like Police, Fire, Medical including 100, 101, 108.i. Incident Management involve many agencies (Quick reaction)</p> <ul style="list-style-type: none"> o Engineering o Law enforcements (Police) o Fire Brigade and Health departments o Maintenance <p>CAD Software</p> <p>11. The software should have capability to support multiple agencies like Police, Fire, Medical including 100, 101, 108.</p> | <p>Please provide detail workflow for all other agencies (except police) along with the modules/console which the agency operator will use as part of current RFP.</p> | <p>The Call flow is detailed in the RFP. The proposed system should be able to support :</p> <ol style="list-style-type: none"> 1. Dispatch coordination between Multiple Agency through SMS notifications or integration through Mobile Apps used by the various agencies. 2. Handle Service request centrally through a common pool of Call Takers for multiple agencies help lines based on call classification and through dynamic SOPs for various type of agency . |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|--|
| 169 | Rolta | Work Flow and Call Flow | <p>We assume that Call taker at Centralized Command & Control Center will receive the call from citizens, Call taker will create the incident and assign to dispatcher based on jurisdiction zone. Dispatcher at Centralized Command & Control Center will assign the incident to nearest ERV. ERV will take necessary action and fill the ATR and send back to Dispatcher. Dispatcher will fill the required information received from ERV and send to incident to supervisor for closing and Supervisor at Centralized Command & Control Center will close the incident. Please confirm this is the expected workflow</p> <p>Apart from this if call related to Fire or Medical, the Call taker will inform to respective fire and Medical department using phone and track the same and follow normal incident process for closing the incident. Please confirm</p> | <p>The Updates on action taken and status from EVR fitted with MDT should be automatically integrated. The Process may also involve updates from District Police Control Room through Remote User Web Application.</p> <p>The incident maybe closed by the supervisor at the control room or submitted for closure to the district police control room . The System should support customisation of the SOPs as per the requirements of the department.</p> <p>For Calls relating to other agency which are not part of the proposed system and that is received at the control room , Option should be available for the Call Taker to create case and the same will be forwarded to the other agencies . The details may be forwarded through SMS or through API. Bidder proposed system must be capable to support such an integration . Bidder proposal must include the Software charges for undertaking such integration. Department will from time to time implement changes based on the roll out plans.</p> |
| 170 | Rolta | In the diagram - "Can issue / request be resolved by the operator immediately" --> "Resolve the issue" | Please elaborate on the exact requirement with the example where Call taker can resolve and close the issue. | <p>System should support Enquiry type of call to be addressed and closed by the Call Taker.</p> <p>Department may decide to route such calls to a specific desk. The Proposed system should support such SOP.</p> |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|---|--|
| 171 | Rolta | <p>Remote User</p> <p>A Web Remote Supervisory Terminal function should be available for higher authorities to get a complete view of the operations of the CAD System at their respective office / Police Stations. The data can be restricted to view based on user jurisdiction and rights. A. Remote User</p> | <p>We assume that web based remote user module will be accessible by Officers / Police Station based on their jurisdiction area with viewing rights only without any updation facility. Who will provide the connectivity between Command & Control center to Each Police Station. Please confirm</p> <p>As per BOQ number of police remote users r are 15. Please provide expected user counts for medical, fire or any other agency.</p> <p>Please elaborate on expected workflow for Remote user.</p> <p>Also provide the no. of remote users who will be accessing the web module</p> | <p>The Connectivity between the Remote User and the Control Room will be through a 4MBPs Broad band Internet communication. But the internet at Police Stations will be provided by the department.</p> <p>The Proposed Web Application for Remote User must support unlimited number of users and should be limited to only to the hardware configuration requirement proposed in the RFP .</p> <p>The Web Application should be architected to take advantage of load balancing and should deliver high performance so that application can be deliver 2 - 5 seconds response for majority of the features.</p> <p>This will be provided to Police District Control Rooms/Police Stations and Other Officers as decided by the Department.</p> |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|---|
| 172 | Rolta | <p>c. SoS / Call 112 Mobile Application The Citizen SoS mobile application will enable the citizen to connect with the Dial 112 Centre during emergency and this will be integrated to the Patrol Dispatch System for speedy assistance to deliver personal safety.</p> <p>Call taking Software 1. The Software must support call through any available medium of communication- PSTN Call, Cellular Phone Call (GSM, CDMA, WLL), police radio, SMS, e mail, Social Media Networks (Facebook, Twitter) , alarm inputs, Personal Safety SOS / Call 112 application</p> <p>CITIZEN INTERFACE Mobile Gateway The Platform should support Citizen request through Mobile App - SoS for Emergency, Call 100 App and should be automatically routed to the operator for creating a case.</p> <p>Workflow for SOS & Call 112</p> | <p>From all different requirements of SOS app we are assuming following things - 1) SOS / Dial app will be integrated with CAD system 2) Citizen's request for CFS will land on Call taker console 3) Call taker will register CFS & automatically forward to Dispatcher for sending responding unit 4) Dispatcher will identify & send appropriate responding unit 5) Police responding vehicles using will receive CFS details on MDT application to resolve the CFS. Other agency responding unit will receive CFS details on phone to resolve the CFS.</p> <p>Please confirm. From all different requirements of SOS app we are assuming following things - 1) SOS / Dial app will be integrated with CAD system 2) Citizen's request for CFS will land on Call taker console 3) Call taker will register CFS & automatically forward to Dispatcher for sending responding unit 4) Dispatcher will identify & send appropriate responding unit 5) Police responding vehicles will receive CFS details on MDT application to resolve the CFS. Other agency responding unit will receive CFS details on phone to resolve the CFS.</p> <p>Please confirm.</p> | <p>SoS App and Call 112 App will be published by the department for use by the citizen. It will be downloaded by citizen through App Stores and should support all smart phone OS - Android, IOS and Windows.</p> <p>The workflow for SOS App</p> <p>All SoS app triggers should be integrated with CAD System so that such triggers are routed to an available and free Dispatcher. Such trigger will also bring with it the Caller details (based on registration) , Caller number, Location on a periodic basis (based on GPS) , Audio and video record, , etc. Dispatcher will create a case and dispatch to the nearest EVR fitted with MDT. MDT App available in the MDT will be able to plot the location of the SoS caller on the map periodically so that EVR can track and Assit the SOS caller.</p> <p>Call 112 App when triggered the call will be automatically connected to the available and free call taker, Provide details of the location of the caller based on GPS(if available) and automatically locate the caller on the Map . Rest of the process workflow remains the same as in normal call process.</p> |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|--|
| 173 | Rohta | Timelines - Month 1 - Contract signing, Inception Phase & Requirement phase Month 2 - Design Phase, Deployment & Development phase, Integration & Testing phase in 2 District, Go-Live in 2 Districts Month 3 - Integration & testing phase in 8 Districts, Go-Live in 8 District | Time frame for project specific - Design, Development, Integration including Deployment, Testing & Go-Live is only 1 month for 2 districts. The time is too short. Requesting you to change the time as follow 1) Go-live in 2 districts with COTS product & minimum integration 1 month and in later 2 months project specific development including all system integration. Please confirm. | Please refer modified RFP |
| 174 | Rohta | Recording of each call should be stored In the system. Recording should be available for citizen to download the file through citizen mobile application also. | Please elaborate the exact requirement. Which citizen mobile application i.e. SOS. We assume that this requirement will be achieved through citizen web portal. Citizen will access the portal and able to download the voice file of his logged complaint. Please confirm | Please refer modified RFP |
| 175 | Rohta | CAD Software 13. It should be able to archive incidents that begin with a phone call and generation of user-specified reports and records. Integration with useful Android/ Window based applications should be possible. | We are assuming requirement of "Integration with useful Android / Windows based application" refers to SOS mobile app which will be developed initially in Android OS & later on Windows OS. Please confirm. | The CAD Software must be fully integrated with Mobile Applications for automatic information retrieval , update action taken and to provide fully visibility of the incident . The Mobile Apps must be available on MDT/smart phones supporting OS - Android /Windows . The Mobile App will be used by EVR fitted with MDT and Senior Police Officer using smart Phones. |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|---|
| 176 | Rolta | 6. Event creation and Incident Appraisal: The Call-taker module should facilitate event creation, by providing 'a drop down menu' for various functions like creation of an event, files attachment, location of nearby event and other information related to an event should be recorded and updated. | Requirement for selection of various functions via drop down is a specific requirement. Hence requesting to change this to more generic requirement like - user interface which can be drop down menu or buttons or menu bar. Please confirm. | Please refer modified RFP |
| 177 | Rolta | 11. Integrated Map Display Browser: The software should be integrated with an intelligent GIS map. Tools to provide facility to search the location of a Dial 112 caller location and incident on a map. | We are assuming requirement for "Map display browser" is to have console with integrated map window. Please confirm. | Yes |
| 178 | Rolta | 1. The dispatcher will get the event from the call-taker based on priority and will assign event to the dispatch unit i.e. Police Vehicle, based on predefined logic (nearest, free etc.) supported by GIS. The proposed Radio Dispatcher Software is specially designed to present information in an easy to-understand manner, using multiple windows that can be sized and moved, color-coded, sorted, and are operated based on the standard Windows GUI operation. The Dispatcher will also have all the basic Call taker features. | As part of current RFP only CAD dispatch system is proposed which will be integrated with the radio network. Please confirm. | Please refer modified RFP for requirements for Raido integration. |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|---|---|
| 179 | Rolta | CONTROL ROOM AVLS System The Automatic Vehicle Location System should support locating Police Vehicle, Other Public Safety Vehicles using GPS technology. | We are assuming here "other public safety vehicles" refers to Fire vehicles (50 in count) which will be installed with GPS devices. Please confirm. | Yes. Also at a later date Department will require the integration of other Vehicles fitted with GPS . The Proposed software must be capable to support this integration. |
| 180 | Rolta | POLICE STATION & STAKEHOLDERS Remote Supervisory Multi-Service Agency Coordination The Platform should enable Coordination of integrated response with Multi-Agency like Police, Fire and Ambulance through Web based System and Notifications | Please provide expected workflow for this agencies (except police). | The proposed CAD system must be able to coordinate Multi-Agency Collaboration through SMS notifications or Web Based Remote User application or through integration with Mobile App. |
| 181 | Rolta | User Roles- As a minimum, the system should support the following roles: Enquirer; | Please provide use case of "Enquirer" role along with modules this operator will use. | The Proposed CAD system must be able to handle Calls relating to Enquiry. It should be possible to assign specific call takers to handle enquiry related calls by classifying the call as Enquiry and such calls must be automatically transferred to the Enquiry Desk. The Enquiry Desk should be able handle service request relating to the status of the calls. |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
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| 182 | Rolta | The procedures place emphasis in determining the exact nature of a call: to determine if it is an emergency call or a lower priority call at the time the call is received. When a call for service is received, the initial questioning process is the basis for determining the creation of a new incident, its location and nature, and the nearest and most appropriate resource for response to that call. | We are assuming identifying "nearest and most appropriate resource for response to call" is the functionality for dispatcher and nothing to do with the call taker. Please confirm. | Correct. |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|---|--|
| 183 | Rohta | <p>SOCIAL MEDIA COLLABORATION : The Citizen should be possible to use Social Media Networks like Facebook, Twitter and WhatsApp as a channel for reporting emergency. Such emergency request must be seamlessly integrated as a process for Call Taking Agents to gather more information about the emergency request and create Call for Service.</p> | <p>Please provide the social media workflow with CAD software for creation of incident. Please confirm social media operator will be having the CAD software or not. If yes, then social media operator system should have the double monitor for operating CAD software and creation of the incident based on social media inputs. Please change accordingly in social media workstation specification & in BOQ Sr. No. 5B line item on page no 128 / Annexure 3</p> | <p>The Proposed CAD software must be fully integrated with Social Media Networks for receiving Service request. There will be separate consoles for Social Media Operators who will receive such request, classify the request and create case and this will be dispatched to the Dispatcher . Rest of the process remains the same.</p> <p>Some of the request will be closed by the operators through replies. The software should provide the full history relating to the post and it should also tag all the details of the post including images to the incident when created in the records management database of CAD and this should be used for supervision, reporting and dashboard.</p> <p>The Console should provide map based visualisation, should use the same CAD SOP for event creation, geo referencing the Police Station/District Control rooms, etc. Bidder are free to suggest a single screen console or two screens console for this requirement.</p> |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|---|----------|
| 184 | Rohta | <p>REMOTE SUPERVISOR</p> <p>The CAD should include a client software that can be installed on a computer from which the supervisor can perform the above the functions. It should also be possible for the supervisors to listen to the audio file of a CFS and the textual and audio recorded action taken reports from their own remote systems connected through the internet.</p> | <p>We are assuming Remote Supervisor is a web based software which can be accessed via standard browser. Hence installation of client software in case of remote supervisor is not applicable. Please confirm.</p> | Correct. |
| 185 | Rohta | <p>RESPONDING UNITS (RU)</p> <p>The Response Units (RU) interacting with the CAD shall include police vehicles (Jeeps, SUVs and motor cycles). They shall also include fire engines, ambulances, cranes, etc. Each RU shall be equipped with suitable device(s) that perform following functions-</p> <ul style="list-style-type: none"> -Transmit the location and direction of the vehicle to the CAD system. -Transmit and receive data: Mobile Data Terminals | <p>As per BOQ</p> <ol style="list-style-type: none"> 1) Police vehicles will have MDT for transmitting Location data & bi-direction data transmission for event related information. 2) Fire engines RU will have GPS device for transmitting location data for tracking 3) Ambulances & cranes will not have any device. <p>Please confirm.</p> | Correct. |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|---|
| 186 | Rolta | <p>CAD Mobile Software for Mobile Data Terminal (MDT)</p> <p>The MDT may be a hand held device or one that is permanently affixed to the vehicle and interacts with the CAD by transmitting and receiving data through a suitable.....The Software should be able to work on either Android or Windows based operating system. MDT Software should support the pre-installed Google Map</p> | <p>We recommend to have the unified GIS map for overall solution which includes MDT. As we all know every map provider will have their GIS accuracy hence to display location correctly on all the module. Please remove "pre-installed Google map"</p> | <p>Modified to - Pre-installed Google Map or custom Map . However the Map used in the Control Room for CAD application and used in the MDT must be the same. Bidder can provide either Google Map Service or Custom Map as per the RFP.</p> |
| 187 | Rolta | <p>CAD Mobile Software for Mobile Data Terminal (MDT)</p> <p>Some response units shall be outside the police department. E.g. private ambulances, cranes, salvage agencies. It should be possible to give them a client application for their mobile or desktop devices. These shall have very limited capabilities and access to the CAD.</p> | <p>Required licensees for other agencies is not specified into BOQ. Also, we are assuming the current MDT app will be provided as it is to these agencies. Hence "Very Limited capabilities and access to the CAD" need to be removed.</p> <p>Police has to make sure the minimum h/w requirement as required for MDT application shall be available here.</p> | <p>This is not an immediate requirement. In case the solution needs to be extended to additional users, that shall be handled as a Change Order</p> |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|--|
| 188 | Rohta | <p>SOS Module The mobile application should be developed for Android platform initially and also be available on Windows subsequently. It should be integrated with existing Dial 100 System to enable creation of Call for Service event and dispatch patrolling resources for service. Integration is essential to enable GPS tracking of the mobile or distress caller to help patrolling police trace the location and reach the distress caller.</p> <p>CALL 112 Module The mobile application shall be compatible with Android, iOS and Windows Smart phones</p> | <p>1) To utilize the SOS app efficiently we are requesting single app for SOS & DIAL-112. This will simplify the SOS reporting for the citizens. Hence requesting to change the OS requirement for "Call-112" as per SOS module i.e. "The call-112 mobile application should be developed for Android platform initially and also be available on Windows subsequently."</p> <p>2) Nearest vehicle with required resources or officer need to be dispatched hence the SOS call shall be registered by Call Taker & then passed to dispatcher for sending appropriate vehicles. Please change the requirement accordingly.</p> | As per RFP |
| 189 | Rohta | <p>Keeping in view of increased number of incidents on women and children; Bilaspur Police intends to introduce a Mobile application to alert control room in the event of any distress. Some of the distress incidents can be</p> | We assume that "Bilaspur Police" is a typo error. It should be read as "Chhattisgarh Police". Please confirm | Please refer modified RFP |
| 190 | Rohta | <p>The GIS system should be able to display raster data as well as vector data – this raster data shall be in the form of satellite imagery which may be superimposed over the vector data.</p> | We are assuming GIS solution shall have capability to overlay raster data. As the raster data (i.e. satellite imagery) is not part of deliverable for current RFP. Please confirm. | The Proposed GIS system must support both Raster (satellite view) and Vector Map view. This is part of the scope of work. |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|--|
| 191 | Rolta | Work station with Single Monitor for Social Media Operators / Help Desk Operators - 5 nos | We assume that social media operator will not required any Call taker / Dispatcher / Supervisor license for incident creation because the operators are having single monitor workstations, Please confirm | Correct . Social Media Operator License required quantity is 5 Nos . |
| 192 | Rolta | Call Taker /Dispatcher/ Supervisor/ Social Client Software - 60 | <p>As stated in Volume - II on Page No 128, Sr No 5A - Total 40 nos. workstations are required for Call Taker Agents / Dispatchers & Supervisors, 5 nos. for Social Media Operators and 15 nos. for remote supervisor and other districts.</p> <p>As per this line item total 60 nos Call Taker/ Dispatcher / Supervisor software license are mentioned. Please provide the exact licenses required for Call taker / Dispatcher & Supervisor with bifurcation.</p> <p>We assume that total 40 nos Call taker / Dispatcher / Supervisor licenses are required, 5 nos social media license required and 15 nos. monitoring license required. Please confirm. If yes then please provide the bifurcation of 40 nos. license</p> | <p>The BOQ is modified to reflect as follows :</p> <p>Call Taker - 30/Dispatcher - 15 / Supervisor Client Software with work Stations - 5 . Total Qty 50 Nos</p> <p>Social Media Operator Client Software with work Stations - Qty 5 Nos</p> <p>Remote Suprvisors Software with Work Stations - 10 Nos</p> <p>Social Media Intelligence Software- 1 nos Work Stations for Social Media Intelligance - 5 Nos .</p> |
| 193 | Rolta | Survey/Layer creation charges for customer specific layer such as Boundaries (Police / Fire Station boundaries, Commissionerate, Region and Zone) and Customer Specific Points of Interest (POI) like Police / Fire Stations, Police out Posts etc and integrate to the Google map or equivalent any other Web Service based Map as a layer. | <p>Please provide the total no. of Police Stations, Commissionerate, Regions, Zones, Fire Stations are present in Chhattisgarh state. This information is required for creation of customer specific layers i.e. Boundaries and POI.</p> <p>Please confirm apart from above mention layer, there are no additional layers to be created.</p> | The exact details will be provided to the successful bidder. In addition to the details provided customer specific POI's may also including integrating Camera Locations, Other Agencies locations, Support Services, etc. The POI requirements will be provided to the Bidder from time to time during the project life cycle. Bidder to include in their offer cost for 10000 POIs which may include points, polygons and routes, etc. |

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| 194 | Rohta | Rugged MDT 5” display with Vehicle Charger along with suitable vehicle mounting terminal for 2 wheelers Rugged MDT 7” display with Vehicle Charger along with suitable vehicle mounting terminal for 4 wheelers | MDT HW requirement is mentioned in Bill of Material but software requirement of both MDTs are not mentioned. Please mention the software requirement for both MDTs in Bill of Materials. | Noted. The BOQ is accordingly modified to include the following line item 1. MDT Mobile App software for 5" and 7" supporting Android & Windows OS - 290 Units. |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
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| 195 | Pert Telecom Solutions Pvt. Ltd | <p>The PSTN calls should be located on the map according to the information available from the telephone company. It should be easily possible for a call taker to update the caller location over GIS map. The same should also get reflected in reports for analysis. The system should be able to handle ALI (Automatic Location Information) for cellular calls as and when it becomes available from the service provider, in future. The accuracy of mobile caller's location should be as per the information provided by service provider. The same should also get reflected over GIS map on call taker screen while displaying the caller location. For calls where no location information is generated by the system, it should be possible for the call taker to manually pin point or create a general location for the caller. Similarly, it is possible that the caller may not be calling from the point where response is required. The system should be able to handle this.</p> <p>The software should support a</p> | <p>We suggest that a separate Location Intelligence Platform is added as was included in similar RFPs across India like UP Dial 100. This shall allow for immediate & automated location detection of callers, that shall assist and aid in following key scenarios:</p> <ol style="list-style-type: none"> 1. Reduce time for taking calls, as minimum time will go in taking addresses considering Location Intelligence Platform will provide automated location of the distress caller to CAD 2. Respond to requests faster considering victim location availability 3. Identify hoax callers 4. Provide support even in case of SMS, Missed Calls 5. Provide support to callers who are disabled or differently abled 6. Many times victim dont remember or know their location. Having location intelligence platform will allow for providing support to callers who cant even describe their locations. <p>Accordingly it's suggested that a separate Location Intelligence Platform is added that shall integrate with TSPs, SDR Databases, MNP System, GMLC/SMLC and TSP network to provide for location of 100% callers. This is in line with systems like UP Dial 100 and International systems like NG 911 etc.</p> | Please refer modified RFP |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|---------------------------------|--|--|---------------------------|
| 196 | | The Location Intelligence Platform should support locating Caller Location, Police Responding Vehicles , Camera and other Customer Specific POIs on Map | <p>Kindly confirm that a separate Location Intelligence Platform as a separate product needs to be quoted as response to this RFP.</p> <p>The Location Intelligence Platform shall provide for following functionalities:</p> <ol style="list-style-type: none"> 1. The system shall be closely integrated with CAD platform to provide Location of the distress caller with 5-15 seconds arrival of call to the CAD platform. The location passed onto CAD platform shall include current location of the caller, his metadata from SDR, i.e. his name address etc. In case of call from landline the locator system shall convert his address information, into coordinates and provide this information to CAD platform 2. The system shall support continuous location tracking of victim as per configurable frequency, and shall provide this location information to CAD/MDT on continuous basis. 3. The locator platform shall be implemented at central location and shall be connected to all TSPs to provide caller location when Call is received, SMS is received, even in case of Missed Call. 4. The locator platform shall be integrated with TSP for GMLC integration, MNP Database, HLR/Signalling N/w Integration, SDR Data to ensure location of victim is always available for every caller to CAD, even in absence of LBS platform at some of the TSPs 5. The system shall integrate with GMLCs at TSPs as and when they are live. Till then it shall use alternative methods to still query location of subscriber through Telecom Network including fixed line CAD. | Please refer modified RFP |
| 197 | Pert Telecom Solutions Pvt. Ltd | Integrated Map Display Browser: The software should be integrated with an intelligent GIS map. Tools to provide facility to search the location of a Dial 112 caller location and incident on a map. | Kindly suggest that tool for location detection should be quoted separately and should be integrated with CAD and GIS platform. Please provide for detailed requirements for the solution for Location Intelligence Platform. | Please refer modified RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
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| 198 | | A. Capital Cost Breakup | There are no line items added for Location Intelligence Platform and Location Detection Interface. Kindly suggest if separate line-item needs to be added for this. | Please refer modified RFP |
| 199 | Pert Telecom Solutions Pvt. Ltd | 8. Annexure 3 – Bill of Materials | Kindly inform if Location Intelligence Platform and Location Detection Interface should be added as separate line-item in Bill of Material | Please refer modified RFP |
| 200 | | 3.3.3 Proposed Solution, Approach and Methodology | Kindly suggest that proposing Location Intelligence Platform is also considered as part of evaluation criteria. | Please refer modified RFP |
| 201 | Pert Telecom Solutions Pvt. Ltd | 3.3.2 Bidder's Organizational Strength and Experience | Kindly suggest that proposing Location Intelligence Platform to provide accurate location of caller is also considered as part of evaluation criteria. If yes, please suggest in which category this shall be evaluated? | Please refer modified RFP |
| 202 | | 4.3 Implementation Phase SLAs | Please suggest on SLAs required for Location Intelligence Platform | Please refer modified RFP |
| 203 | Arraynetworks | The Platform architecture should support next generation load balancing platform and should be highly scalable to support increase in load. | The scope of work, design and its integration flexibility with social network make sure that it will be very much popular among citizens. There will be humongous load on the system. To achieve true high availability & smooth access of critical services, we suggest to include dedicated next generation appliance based load balancer solution with minimum specifications to this project. | Please refer modified RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
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| 204 | Arraynetworks | New Suggestion- Web Application Firewall | The RFP has included most IT solution to strengthen Dial-112. But Web Application Firewall is missing. An Web application firewall is a form of firewall that controls input, output, and/or access from, to, or by an application or service. It operates by monitoring and potentially blocking the input, output, or system service calls that do not meet the configured policy of the firewall. The web application firewall is typically built to control all network traffic on any OSI layer up to the application layer. It is able to control applications or services specifically, unlike a stateful network firewall, which is - without additional software - unable to control network traffic regarding a specific application. We suggest to include application security solution with minimum specifications to this project. | As per RFP |
| 205 | Arraynetworks | New Suggestion- Secure Access Gateway | The RFP has included most IT solution to strengthen Dial-112. But Secure Access Gateway is missing. Secure access gateways provide scalable and controlled remote and mobile access to corporate networks, enterprise applications and cloud services for any user, anywhere on any device. It supports desktop, laptop, iPhone, iPad and Android devices. | As per RFP |
| 206 | Karvy | Lead Bidders' annual Sales Turnover during each of the last 3 audited financial years (FY 2013-14, 2014-15, 2015-16) must be INR 500 Crores with minimum INR 100 Crores from IT/ITES. | Request to ammend the clause as: Consortiums' annual Sales Turnover during each of the last 3 audited financial years (FY 2013-14, 2014-15, 2015-16) must be INR 500 Crores with minimum INR 100 Crores from IT/ITES. | Please refer modified RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
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| 207 | Karvy | The bidder / consortium partner must have relevant experience in GIS based CAD solution in conjunction with MDTs and AVLS for police in at least 1 city of population of more than one million. Completed or running Project as on 31.10.2016. | Request to ammend the clause as: The bidder / consortium partner/OEM must have relevant experience in GIS based CAD solution in conjunction with MDTs and AVLS for police in at least 1 city of population of more than one million. Completed or running Project as on 31.10.2016. | As per RFP |
| 208 | Karvy | Lead Bidder's average annual turnover during last three financial years (FY 2013-14, FY 2014-15, FY 2015-16) | Request to ammend the clause as: Lead Bidder's average annual turnover during last three financial years (FY 2013-14, FY 2014-15, FY 2015-16) | Query not clear |
| 209 | Karvy | The bidder / consortium partner must have relevant experience in GIS based CAD solution in conjunction with MDTs and AVLS for police in at least 1 city of population of more than one million | Request to ammend the clause as: The bidder / consortium partner must have relevant experience in GIS based CAD solution in conjunction with MDTs and AVLS for police in at least 1 city of population of more than one million | Query not clear |
| 210 | Karvy | | Request to include a clause for adherence to minimum wages & Statutory norms for all the staff deployed under the contract | Please refer modified RFP |
| 211 | Orange | while quoting against this tender, must take cognizance of all concessions permissible, if any, under the statutes and ensure the same is passed on to the Police Department, failing which it will have to bear extra cost. | As per our understanding , if a bidder has not taken/not in position to avail the tax concessional, their financials bids are accordingly evaluated adding the non-concessional rate of taxes on their price bid. Please clarity, the Police Dept. shall pay all the taxes mentioned in bidder's price bid whether or not the bidder has availed the concessions? | As per RFP |

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| 212 | Orange | Pre-Qualification Criteria: 5. The Lead Bidder should have net-worth of minimum INR 100 Crores as on 31/03/2016. | In Sr .no 4, in the same section you have allowed the Turnover of the Parent Company to meet the turnover requirements, we, therefore, request the net-worth of the Parent company be allowed to meet this criteria if not already. | That pertains to experience not turnover. This was inadvertent. RFP has been modified. Parent's turnover/networth not to be considered |
| 213 | Orange | Pre-Qualification Criteria: 7. experience of managing at least a fleet of 200 passenger vehicle/LMV/HMV/ambulance in India | Request the Coal/Mineral transporting vehicle be allowed included in the list. <i>(Tracking vehicle in a mining environment is more difficult and if a company can do this they can easily do the tracking of vehicle in an urban environment)</i> | Please refer modified RFP |
| 214 | Orange | 7. should have managed HR Operations for at least 500 people at the time of bid Submission. | Please elaborate, what exactly is mean by HR operations here? Are we talking about some HRMS software/application here? | HR Operations refer the capability of managing 500 people in an organization or on a project |
| 215 | Orange | 1. Average annual turnover | As in Pre-Qualification criteria the turnover of the Parent Company has been allowed, request that even in this case (for scoring purposes) the turnover of the bidder's parent company be allowed. | As per RFP |
| 216 | Orange | 3G /4G GPRS SIM module with SMS in CUG and GPRS service, project duration (60 months) of service included (230 Four Wheeler MDT + | AS per the TRI regulation a bidder (typically an SI with no NLD licenses) would not be able to bill the Police Dept for bandwidth & call usage. Please lets know if a service provide can bill the Police Dept. directly for these services? | These items have to budgeted in the price bid but will be paid directly by Chhattisgarh Police. However, SI shall be responsible for management of these items and coordination with respective vendors |
| 217 | Orange | The operating cost of Electrical power, Telephone/PRI line, SMS will be directly borne by Chhattisgarh Police. 3. The SI/bidder has to ensure that their financial proposal is structured in such a way that the Capital Cost quoted in the project does not exceed 15% of total costs of the project. | 15% limit for the capital cost is too low! Request that the capital cost is increased to 40% of the total project. | As per RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
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| 218 | Orange | Statement of No Deviation from Requirement Specifications | <p>this certificate should be deleted. Bidder's should be allowed to bid with deviations clearly mentioned. And Police Dept. may have rights to ask for explanation on the mentioned deviations and rejecting the bid documents if no proper justifications are given.</p> <p>No project can be complied 100%, there would be few deviations which normally crop up at the time of finalizing the bid/solution documents.</p> | As per RFP |
| 219 | Orange | Statement of No-Deviation from Tender Terms and Conditions | <p>this certificate should be deleted. Bidder's should be allowed to bid with deviations clearly mentioned. And Police Dept. may have rights to ask for explanation on the mentioned deviations and rejecting the bid documents if no proper justifications are given.</p> <p>No project can be complied 100%, there would be few deviations which normally crop up at the time of finalizing the bid/solution documents.</p> | As per RFP |
| 220 | Orange | Warranty Certificate | <p>Warranty for 5 years!! Kindly note that warranty provided by most OEMs is 1 to 3 years with remaining years being covered by AMC.</p> <p>Request for the change in the Warranty Certificate accordingly.</p> | As per RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
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| 221 | Orange | Format of various Bank Guarantees | <p>As per a recent circular of IBA (Indian Bank's Association) our bank (all other banks) has been guided to use the SFMS (Structured Financial Messaging System) to provide a separate advise of the Bank Guarantee which is be sent by the issuing bank to the advising bank.</p> <p>we request you to kindly provide the following details in order to prepare the BG for the EMD:</p> <p>1) Advising (Beneficiary's) Bankers Full Name & Branch location. 2) SFMS / IFSC Code. 3) Account Number</p> | Please refer modified RFP |
| 222 | Orange | 5.4. If the Implementation Partner fails to achieve the Timelines due to reasons attributable to it | <p>While there are provisions for penalty for all the delays attributable to the MSI, we don't see any clause on how the MSI would be compensated for losses for delays in execution of project for reasons attributable to the buyer.</p> <p>in the spirit of fairness, we request that provisions be made to make the timely payment to the MSI against all the milestones, considering them deemed accepted if they are not achieved for the reasons/delays attributable to the buyer.</p> | As per RFP |
| 223 | Orange | general | Please clarify that all future increase/decrease or addition of any new statutory taxes would be on account of the buyer (Police Dept.)? | Please refer section 12.2.III of Vol III of the RFP |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
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| 224 | Orange | All indirect taxes (including VAT, Octroi, service tax, customs duty, CST etc.) paid by the SI for provision of goods and services under this Agreement shall be reimbursed on actuals by Chhattisgarh Police against submission of payment proofs by the SI. | Request the clause be modified as: III. All indirect taxes (including VAT, Octroi, service tax, customs duty, CST etc.) as indicated by the SI in their price bid for provision of goods and services under this Agreement would be paid by the CG Police Dept. <i>(It's not the standard practice to pay the statutory taxes customer/project wise. Getting customer wise proof for taxes paid is not feasible. Buyer elsewhere has mentioned that the onus to pay all statutory taxes lies with the SI)</i> | The SI shall pay all the taxes as required by respective tax laws in the country. Chhattisgarh Police may ask for evidence of payment of taxes. The payments shall be done in accordance with the payment terms defined under the RFP |
| 225 | Orange | If Chhattisgarh Police terminates without cause, Chhattisgarh Police may also pay any applicable adjustment expenses that the Implementation Partner incurs as a result of such termination (which it shall take reasonable steps to mitigate). | Request the clause be modified as: If Chhattisgarh Police terminates without cause, Chhattisgarh Police <u>shall</u> also pay any applicable adjustment expenses that the Implementation Partner incurs as a result of such termination (which it shall take reasonable steps to mitigate). | Please refer modified RFP |
| 226 | Orange | 14.3. The Indemnifying Party shall indemnify the Indemnified Party against all losses (including loss of business, reputation, profits, revenue etc.), claims, damages, compensation, charges (including attorney fees) etc. arising out of data loss, data theft, data misuse, data tempering, unauthorized use or disclosure of Confidential Information etc. attributable to the Indemnifying Party's negligence, willful default, lack of due care or breach of terms of this Agreement. | Request the clause be modified as: Each party shall indemnify the other party against all losses (including loss of business, reputation, profits, revenue etc.), claims, damages, compensation, charges (including attorney fees) etc. arising out of data loss, data theft, data misuse, data tempering, unauthorized use or disclosure of Confidential Information etc. attributable to the Indemnifying Party's negligence, willful default, lack of due care or breach of terms of this Agreement. | As per RFP |

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| 227 | Orange | I. which shall in no event in the aggregate exceed the Total Value of the Project. | Request the clause be modified as: 1. which shall in no event in the aggregate exceed the amount paid by the buyer to SI in the preceding 6 months period. <i>(the liability should be higher at the onset of the project, however as the project moves towards O&M and towards completion of the contract the total liability should decrease.)</i> | As per RFP |
| 228 | Orange | II. Notwithstanding anything contained in the foregoing, the liability cap and exclusion for the Implementation Partner given under this Clause 14.6 (I) shall not be applicable to the indemnification obligations set out in Clause 14 and breach of Clause 11.3 and 16. | Request the clause be modified as: II. Notwithstanding anything contained in the foregoing, the liability cap and exclusion for the Implementation Partner given under this Clause 14.6 (I) shall not be applicable to the indemnification obligations set out in Clause 14. | As per RFP |
| 229 | Orange | III ... the liability for direct damages of each Consortium Member under this Agreement shall be limited to the total amount corresponding to / commensurate with the scope of work related to the Consortium Member and the liability for direct damaged of the Lead Bidder shall be limited to the Total Contract Value | as requested in Sr. no 17 above, The aggregate liability of any party should not be more than the amount the party received against performance of its obligation in the preceding 6 months period. <i>the liability should be higher at the onset of the project, however as the project moves towards O&M and towards completion of the contract the total liability should decrease.</i> | As per RFP |
| 230 | Orange | Warranty - Shall mean the period of 5 years from the date of successful commissioning/ Go-Live. | Warranty shall be for 1 year from the date of Go-Live. Remaining years of the O&M shall be covered with AMC. <i>(Many OEMs provide warranty for the one year only.)</i> | As per RFP |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
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| 231 | Yash Technologies | In case of consortium, the applicant consortium shall submit a valid agreement among the members. The agreement shall clearly specify the details of Lead member and other consortium members and outline the financial strengths, technical strengths and the role and responsibility of each of the members of the consortium. The maximum number of members allowed in a consortium is Three(3) including Lead member. | <p>We request to allow 4 consortium partner because This kind of project is only started by one state (Madhya Pradesh) as of now.</p> <p>It involves four major part in this bid, which are as follows:</p> <ol style="list-style-type: none"> 1. Good Financial Strength- Financial Strength is very important for this Tender 2. IT Components including Data Centre (DC) & Disaster Recovery Centre (DRC)- It is one of the major components of this Tender 3. Call Centre – Establishing a call Centre & Maintaining it is a specific expertise including Manpower is not found generally with every IT Company 4. Fleet Management – Fleet Management can not be the expertise for every IT Company. It is a different domain. <p>>>>> For making this project operational successfully and to bring specific expertise and also making each of them accountable, It is important and necessary to bring best breed of solution and its provider together.</p> | As per RFP |

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| 232 | Yash Technologies | <p>Lead Bidders' annual Sales Turnover during each of the last 3 audited financial years (FY 2013-14, 2014-15, 2015-16) must be INR 500 Crores with minimum INR 100 Crores from IT/ITES.</p> <p>In case Lead Bidder is a wholly owned subsidiary, the financial experience of Parent company would be considered for eligibility, provided the parent company operates in similar field of business. In that case Parent company needs to provide an undertaking that the parent company will take complete responsibility of the project in case of failure of its subsidiary.</p> | <p>We are a Global IT Company having Turn Over of 300+ Crore in India and 2000+ Crore Globally only from IT/ITES. Please suggest if our Global Turn Over will be accepted?</p> | <p>Turnover of only the bidding entity shall be considered irrespective of whether the business is done in India or outside India</p> |
| 233 | Yash Technologies | <p>The consortium member (if any) should have implemented at least one call center OR experience of managing at least a fleet of 200 passenger vehicle/LMV/HMV/ambulance in India OR should have managed HR Operations for at least 500 people at the time of bid Submission.</p> | <p>Mandatory documentary evidence for Managing HR Operations for 500 people are asked as "Letter from HR Head of the organization stating the number of employees"</p> <p>To avoid ambiguity, We request to ask Latest Payment Detail of Provident Fund Deposited by Employer as a proof of No of employees.</p> | <p>As per RFP</p> |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
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| 234 | Yash Technologies | The consortium member (if any) should have implemented at least one call center OR experience of managing at least a fleet of 200 passenger vehicle/LMV/HMV/ambulance in India OR should have managed HR Operations for at least 500 people at the time of bid Submission. | These conditions reflects that Consortium may be formed only with those company if consortium member is having any of these said experiences. It is restricting for selection of consortium member. We are requesting to change this clause as The Lead Bidder / Consortium member should have implemented at least one call center OR experience of managing at least a fleet of 200 passenger vehicle/LMV/HMV/ambulance in India OR should have managed HR Operations for at least 500 people at the time of bid Submission. | As per RFP |
| 235 | Yash Technologies | The information contained in this RFP or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of NRDA or any of its employees or advisers, is provided to Bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided. | We request to remove the word verbally. Verbal Information is not treated as official information. | Please refer modified RFP |
| 236 | Yash Technologies | Storage shall support minimum of 180 number of drives or better | Storage shall support minimum of 250 number of drives or better to ensure room for atleast 3 times growth | Please refer modified RFP for Storage Solution Requirements |
| 237 | Yash Technologies | Dual Controllers with active-active configuration. | Dual Controllers with active-active configuration and Global Storage Virtulaization of External Storages for future non-disruptive scalability and migrations | Please refer modified RFP for Storage Solution Requirements |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
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| 238 | Yash Technologies | Offered Storage Array shall be given with Minimum of 8 GB cache per controller or higher to match the requirements | Offered Storage Array shall be given with Minimum of 32 GB cache per controller or higher to match the requirements and solution performance | Please refer modified RFP for Storage Solution Requirements |
| 239 | Yash Technologies | Offered storage must have combination of at least 4 FC ports(8Gb) per controller and it should have 2 SAS port | Offered storage must have combination of at least 4 FC ports(8Gb) per controller and it should have 4 SAS (12Gb) port per controller | Please refer modified RFP for Storage Solution Requirements |
| 240 | Yash Technologies | The OEM of the offered Contact Center components i.e. PBX, ACD, CTI, IVRS, Reporting and IP Phones must be rated as 'Leaders' in the latest 'Magic Quadrant for Contact Center Infrastructure, Worldwide' published by Gartner. | We request to consider "IHS Top 10", "IDC Top 5" and Challengers in Gartner's Magic Quadrant | Please refer modified RFP |
| 241 | Yash Technologies | All the offered Contact Center components i.e. PBX, Gateways, ACD, CTI, IVRS, Reporting, Recording and IP Phones must be from same OEM. | We request not to restrict to buy from Single OEM. After consideration of Gartner's Magic Quadrant only 2 OEMs are having all solutions. | Please refer modified RFP |
| 242 | Yash Technologies | The offered solution should have been implemented in at least one emergency call center with minimum 25 seats in India and the same should be operational at the time of bidding. | We request to change as below: The offered solution should have been implemented in at least one emergency call center with minimum 25 seats OR 200 seats call center/BPO in non-emergency environment in India and the same should be operational at the time of bidding. | Please refer modified RFP |
| 243 | Yash Technologies | The OEM for the proposed Contact Center solution should have present install base in Chhattisgarh (Government/ PSU). | We request to remove this criteria. Because It will restrict leading OEMs of the World. | Please refer modified RFP |

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| 244 | Yash Technologies | OEM should be present in Gartner Magic Leader Quadrant for Enterprise Network Firewall. | We request to consider "IHS Top 10", "IDC Top 5" and Challengers in Gartner's Magic Quadrant | Please refer modified RFP |
| 245 | Yash Technologies | OEM should have at least one order for supply of Rugged Tablet devices for a Dial 100 system in India. | This is restricting bidders for only one OEM. We request to accept Orders from Abroad and also from other segment not only from Dial 100. | Please refer modified RFP |
| 246 | Yash Technologies | Image Compression: H.265,H.264 | H.265 image compression refers to the very limited OEMs and all Top Brands are not having such compression. We request to remove H.265 image compression. | Please refer modified RFP |
| 247 | Trendmicro | 1.3.2 Supply & installation | There is a very generic term mentioned in the supply & installation "Anti-virus software". So all the antivirus providers are eligible but no specification related to security measures of that anti-virus solution. So request you to please incorporate the anti-virus specification. | Please refer modified RFP for End Point Protection Specs |
| 248 | Trendmicro | suggested and recommended | As Servers are very important part of Dial 112 so the security of those servers become very important and this particular point is not there in the RFP. All other dial RFP in other states have HIPS component so request you to please incorporate the HIPS part for Servers to secure the environment from vulnerability exploits and Inter VM attacks. | As per RFP |
| 249 | Trendmicro | suggested and recommended | In the particular RFP Email Solution is a specific requirement so the security for that Email solution from "ransomware" kind of attacks becomes a responsibility of the team and UTM cannot provide that kind of security so request you to please incorporate security for email in the RFP. | As per RFP |
| 250 | Trendmicro | suggested and recommended | As Dial 112 is related to public security and has critical environment & data so the complete environment should not be exposed on the web there must be a dedicated proxy solution to limit the web access and to protect the internet infrastructure from getting exposed to public. So request you to include this in RFP. | As per RFP |

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|-----|----------------------|--|--|------------|
| 251 | Trendmicro | suggested and recommended | In current scenario it is very critical to prevent the environment from advance threats and zero days as the attackers are smart enough and can breach the traditional security and can get the access to the critical server and confidential data of the organization which will lead to data and reputation loss. It is incorporated in the all tender related to police so request you to incorporate "advance malware analysis" in the RFP. | As per RFP |
| 252 | Trendmicro | Hardware firewall with UTM features | As it is a data center setup so it is important to go for the layered based security to safeguard the complete environment as if there is only one UTM solution which will have all the security component it is easy for the hacker/attacker to breach, so the IPS solution should be the standalone solution should not be included in UTM as per the best practice so request you to please make IPS as a separate solution | As per RFP |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|---|------------|
| 253 | L&T | The bidder with the Lowest Commercial quote- (Total project Cost) shall be declared as L1 | <p>we understand that the Vision of the project is to easy communication between Police and other emergency services to the citizens in medical emergency Situations . Hence it would be optimal to have high level of technically competant solution to ensure public safety by immediate response system.</p> <p>In order to evaluate the technically competant solution, it is prudent to have a Quality and Cost Based Evaluation instead of purely L-1 based evaluation.</p> <p>We request you to change the selection as Quality and Cost base selection(QCBS - 80:20). Technical=80% Commercial=20%</p> <p>Examples: 1. 'SETTING UP ADAPTIVE TRAFFIC MANAGEMENT in Pune City' (ATMS) from PUNE Smart City Development Corporation Limited (PSCDCL) Tender Number: SC09/2016 date :15th October 2016</p> <p>2. "SELECTION OF AGENCY FOR SETTING UP NETWORK OF SMART ELEMENTS IN PUNE CITY from PUNE Smart City Development Corporation Limited (PSCDCL) Tender Number: SC08/2016 date :15th October 2016</p> | As per RFP |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|---|
| 254 | L&T | The bidder / consortium partner must have relevant experience in GIS based CAD solution in conjunction with MDTs and AVLS for police in at least 1 city of population of more than one million. Completed or running Project as on 31.10.2016. | We request you to amend the clause as below "The bidder / consortium partner must have relevant experience in GIS based CAD solution in conjunction with MDTs and AVLS for police in at least 1 city Completed or running Project as on 31.10.2016." Kindly Confirm. | As per RFP |
| 255 | L&T | The bidder / consortium partner must have relevant experience in GIS based CAD solution in conjunction with MDTs and AVLS for police in at least 1 city of population of more than one million. | We understand that both the clauses 6 and 8 is stating the same experience. Kindly Confirm. | S.No 6 pertains to experience of the bidder while S.No 8 pertains to OEM citations i.e. the number of deployments of the proposed solution |
| 256 | L&T | The proposed GIS based CAD solution in conjunction with MDTs and AVLS is implemented by the CAD OEM in atleast 1 city of population of more than one million. | | S.No 6 pertains to experience of the bidder while S.No 8 pertains to OEM citations i.e. the number of deployments of the proposed solution |
| 257 | L&T | The operating cost of Electrical power, Telephone/PRI line, SMS will be directly borne by Chhattisgarh Police. | We understand that since the charges for PRI lines is borne by Chhattisgarh Police , Operational Cost for Connectivity(S no :17 in page no:70) is not required to quote by the bidder. Kindly Confirm. | These items have to budgeted in the price bid but will be reimbursed by Chhattisgarh Police. SI shall be responsible for management of these items and coordination with respective vendors |
| 258 | Cisco | Intel Xeon E5 Series V4 64 bit or higher | The latest generation processors from Intel is E5 Series v4 | Please refer modified RFP |
| 259 | Cisco | Min 10 MB or higher | Intel Xeon E5-26xx v4 processor having 4 cores has 10 MB cache | Please refer modified RFP |
| 260 | Cisco | Minimum 24 Slot | Most of the industry reputed server vendors provide 24 DIMM slots and its better keeping in view the future scalability aspects | Please refer modified RFP |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|---------------------------|
| 261 | Cisco | DVD Drive RW- Internal /External | Different Server vendors have different Blade Solution architecture. Ideally DVD ROM drive should be removed from rack servers as all the patches, upgrades etc are done centrally through Virtual DVD over IP | Please refer modified RFP |
| 262 | Cisco | Disk Bays -Minimum 16 Nos. of 2.5 " hot swap SAS | Since 9 Nos of Diks have been asked from day one. 16 Nos of Disk Slots would ensure minimum 50% scalability | Please refer modified RFP |
| 263 | Cisco | System Management - LED / LCD Indicators for failure status of the components | Different Server Vendors have different Architectures / solution for system management. This change will allow participation from the most of reputed Server Vendors | Please refer modified RFP |
| 264 | Cisco | USB Ports - Minimum 5 Port | Different Server Vendors have different Architectures / solution . 5 Nos of USB ports are more than sufficient for connecting any additional devices to a Rack Server. This change will allow participation from the most of reputed Server Vendors | Please refer modified RFP |
| 265 | Cisco | RAM Memory -128 GB DIMMS scalable to at least up to 1.5 TB using DDR4 Load Reduced DIMM (LRDIMM) memory modules. Should be a mechanism to detect the correct memory configuration | Scalability to 1.5 TB would help in total investement protection for any future expansion due to increase in workload. Diifferent server vendors have different Memory detection mechnaisms | Please refer modified RFP |
| 266 | Cisco | RAM Memory -32 GB DIMMS scalable to at least up to 1.5 TB using DDR4 Load Reduced DIMM (LRDIMM) memory modules. Should be a mechanism to detect the correct memory configuration | Scalability to 1.5 TB would help in total investement protection for any future expansion due to increase in workload. Diifferent server vendors have different Memory detection mechnaisms | Please refer modified RFP |
| 267 | Cisco | Memory Protection - Advanced ECC with multi-bit error protection and memory online spare mode or Memory Mirroring | DifferenT Server Vendors have different memory protection and redundancy mechanism | Please refer modified RFP |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|---------------------------|
| 268 | Cisco | DVD Drive RW- Internal /External | Different Server vendors have different Blade Solution architecture. Ideally DVD ROM drive should be removed from rack servers as all the patches, upgrades etc are done centrally through Virtual DVD over IP | Please refer modified RFP |
| 269 | Cisco | RAID Controller -PCIe 3.0 based 12Gb/s SAS Raid Controller with RAID 0/1/5/6/10/50/60 with 2GB battery backed write cache (onboard or in a PCI Express slot) | Advanced Data Mirroring (ADM) is specific to vendor and Raid algorithms 0/1/5/6/10/50/60 are the most widely offered and used across the industry | Please refer modified RFP |
| 270 | Cisco | Up to 16 SFF/4 LFF max, HDD/SSD. There should be mechanism/indicators to indicate that drives are in operation and also indicators to allow for removal of drives | Different Server vendors have different architecture approach | Please refer modified RFP |
| 271 | Cisco | Industry Standard Compliance - ACPI 2.0b Compliant, WOL Support Microsoft® Logo certifications USB 3.0 Support Energy Star PCIe 3.0 Compliant PXE Support | Please remove "Ashrae A3/A4" as this vendor specific and would restrict participation from server vendors of repute | Please refer modified RFP |
| 272 | Cisco | Please allow both options REST or RESTful API integration | Different server vendors have different mechanism to integrate through API. Please allow for REST as well alongwith RESTful to enable participation from server vendor of repute | Please refer modified RFP |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|---------------------------|
| 273 | Cisco | Security - Power-on password Administrator's password UEFI Should support multiple user accounts on out of band management port and SSL encryption Should also supports directory services integration TPM 1.2 | Please remove "Serial Interface Control" and remove "12 customizable" as this will restrict participations from server vendors of repute | Please refer modified RFP |
| 274 | Cisco | Please remove "Oracle Solaris" | Please remove 'Oracle Solaris' as the same is restricting participation from reputed server vendors | Please refer modified RFP |
| 275 | Cisco | Please change to " System should support Encryption of the data on the internal storage using encryption keys. Should support key management for servers" | Different Server Vendors have different solution approach on Encryption keys . | Please refer modified RFP |
| 276 | Cisco | Plese remove " Mult-Factor" in authentication | Different server vendors have different mechanism for authentication | Please refer modified RFP |
| 277 | Cisco | Plese remove " Remote management port should have 4GB NAND flash with 1GB available for user access. NAND flash should be used for keeping system logs and downloading firmware from HP website or internal repository" | This is specific to a vendor | Please refer modified RFP |
| 278 | Cisco | Please remove this clause | This is restricting participation from reputed server vendors | Please refer modified RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|---------------------------|
| 279 | Cisco | Please remove " Remote console sharing up to 6 users simultaneously during pre-OS and OS runtime operation, Console replay - Console Replay captures and stores for replay the console video during a server's last major fault or boot sequence. Microsoft Terminal Services Integration," and allow for options for Java based or Java free graphical remote console | This is restricting participation from reputed server vendors. Different vendors have different solution approach. There are different mechanism to look in to the over all faults and their resolution and also there are different mechanism to monitor boot order. . COnsole Replay is specific to vendor and will restrict participation. Also it is requested to allow for Java based remote console as well. | Please refer modified RFP |
| 280 | Cisco | Please remove "Atomatic Event Handling" as this specific to vendor. | Please remove "Atomatic Event Handling" as this specific to vendor. | Please refer modified RFP |
| 281 | Cisco | Please change this to " Should have a provision to have a online portal where the warranty status, support information can be found out for the respective product" | This change will enable participation from reputed server vendors | Please refer modified RFP |
| 282 | Cisco | | It is highly recommended to allow bidders to provide blade server based solution in lieu of Rack Servers being asked in different categories. The internal storage as asked in rack servers can be centrally provisiond through exetrnal SAN storage . The blade server solution would beneficial in terms of less rack space, less power and cooling requirements and better managable through central management of both rack and blade servers from single console . Please refer the specifications as suggested for blade servers as per ANnexure I | Please refer modified RFP |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|--|
| 283 | Cisco | Please change it to " Switch should have future software support for firmware download, support save , configuration upload/download through USB Port" | Out of the only two SAN Switch Vendors worldwide only one vendor has this feature as on date and the other vendor has future support for the same | Please refer modified RFP |
| 284 | Cisco | 12 X 10/100/1000 Base T POE + ports & 24 x 1000 Base SFP ports & 2 x 10G SFP+ Ports | request to change this to 24 10G Base SFP ports and 8X10g Sfp + | Please refer modified RFP for Data Center / Aggregation Switch |
| 285 | Cisco | Addition: Stacking Feature and performance | The proposed switch should have support for multiple switches to be managed with a single IP with stacking bandwidth of 480 gbps | Please refer modified RFP for Data Center / Aggregation Switch |
| 286 | Cisco | At least 172 Gbps Switching Fabric & 100 Mbps | At least 600 Gbps Switching Fabric & 450 mpps | Please refer modified RFP for Data Center / Aggregation Switch |
| 287 | Cisco | request to change this to 24 10G Base SFP ports and 8X10g Sfp + | Request to remove the clause of 12/10/100/1000 poe since for this a separate access switch can be used. Also request to add 10 g ports in the core layer since they would be more traffic to the core | Please refer modified RFP for Data Center / Aggregation Switch |
| 288 | Cisco | The proposed switch should have support for multiple switches to be managed with a single IP with stacking bandwidth of 480 gbps | Stacking is extremely important aspect of switches, as this provides the not only single IP management but also will also allow department to better control deployment, as stacking allows Zero touch Configuration and Pre-provisioning stack member configuration, so it is important for you to ensure they get the true stacking. | Please refer modified RFP for Data Center / Aggregation Switch |
| 289 | Cisco | At least 600 Gbps Switching Fabric & 450 mpps | It is recommended to have SFP+ port at core for the 10G ports to be connected, so accordingly please increase the performance of the switch considering 24x10G Ports. | Please refer modified RFP for Data Center / Aggregation Switch |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|---|
| 290 | Cisco | The switch should be EAL2/ NDPP Certified | Common Criteria is an international standard for evaluating IT product security and reliability. It is recognized by multiple countries around the world including India. Many government customers around the world consider Common Criteria a mandatory requirement for purchasing network security products so same can't be relaxed. Applicable Protection Profile certified under the Common Criteria Evaluation Program is added in firewall as well. | As per RFP |
| 291 | Cisco | As IPv6 consideration and readiness is one of the important ask of DIAL 112 CG police network, kindly clarify is you are looking for IPv6 First hop security features minimum including IPv6 snooping, IPv6 FHS binding, neighbor discovery protocol (NDP) address gleaning, IPv6 data address gleaning, IPv6 dynamic host configuration protocol (DHCP) address gleaning, IPv6 device tracking, neighbor discovery (ND) Inspection, IPv6 port-based access list, IPv6 DHCP guard, IPv6 router advertisement (RA) guard, IPv6 source guard | IPv6 First-Hop Security enhances Layer-2 and Layer-3 network access from proliferating IPv6 devices. It protects against rogue router advertisements, address spoofing, fake DHCP replies and other risks introduced by IPv6 technology. | The minimum specifications have been detailed in the RFP. Bidders may propose additional features |
| 292 | Cisco | The switch should support Device Profiling /Sensor – Automatically recognized the type of IP devices like PC, IP Phone, IP Camera, printer getting connected to the network and apply access policies based on the device type. | This would help in auto configuring the device connected on the network and hence helping the customer from a management perspective | As per RFP |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|---|
| 293 | Cisco | The switch should support layer 2 trace route/ping | This would help effectively trouble shooting in the network | Query not clear |
| 294 | Cisco | Switch should be IPv6 Logo Ready | The IPv6 Forum (http://www.ipv6forum.com) IPv6 Ready Logo Program is a conformance and interoperability testing program intended to increase user confidence by demonstrating that IPv6 is available now and is ready to be used. This is only programme which is commonly following by many vendors, so same should be mandatory to ensure IPv6 readiness in switches. | As per RFP |
| 295 | Cisco | The Switching OEM must be in Leader in the latest Magic Quadrant for DC switching or Wired and Wireless LAN Access Infrastructure as published by Gartner | | Please refer modified RFP |
| 296 | Cisco | Please amend this to : The switch should support HTTPS (SSL based Browser Support)/ SSH | Please allow access through SSH as well | As per RFP |
| 297 | Cisco | The RFP talks about a data center requirement but there is no mention of a router in the RFP which would be required to terminate WAN links and aswell as internet connectivity. So Please clarify and advise on required specifications of Intranet and internet routers | | All equipment shall be housed in existing State Data Center |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|---|
| 298 | Cisco | In DC environment UTM is not recommended as UTM brings down the performance of entire Firewall and IPS as well, so considering the critically of DC, you are suggested to considering Next Generation Firewall and IPS separately. | | Please refer modified RFP for Firewall Specifications |
| 299 | Tata Projects | Lead Bidders' annual Sales Turnover during each of the last 3 audited financial years (FY 2013-14, 2014-15, 2015-16) must be INR 500 Crores with minimum INR 100 Crores from IT/ITES. | TATA Projects is part of the TATA Group. TATA Projects is among the most admired infrastructure companies. TATA Projects is the lead company among the TATA group for Smart Cities initiatives and will prime bid such opportunities along with other group companies. Hence request to relax the turnover from ITES for prime bidder. | Please refer modified RFP |
| 300 | Nice | All the offered Contact Center components i.e. PBX, Gateways, ACD, CTI, IVRS, Reporting, Recording and IP Phones must be from same OEM. | As this clause is favouring to one particular OEM, request you to allow other OEM's to participate and remove this clause of same OEM | Please refer modified RFP |
| 301 | Nice | Voice Recording system shall be provided in high availability configuration. | | Yes |
| 302 | Nice | The recording software must use the recording interface provided by ACD or PBX API and should provide 100% voice call recordings. | Why should recording interface be part of the ACD or PBX only? Can it not be an independent interface? | Recording can be an external interface. |
| 303 | Nice | The recording software must provide a single license that can support recording on all IP Phones. | How many VOIP channels need to be recorded? | All agents |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|--|
| 304 | Nice | The recording software must be able to record calls coming on any type of trunk line like PRI/IP and system should also record internal calls | How many PRI lines need to be recorded? What are these "internal calls"? | As per PRI lines asked in tender. |
| 305 | Nice | The recording software should also be able to record IP endpoints | | Query not clear |
| 306 | Nice | The software should supports SIP or IP or TDM (Time Division Multiplexing) endpoints | | No query |
| 307 | Nice | The software should record inbound calls and outbound calls | | No query |
| 308 | Nice | The software should support for search and replay of calls | | No query |
| 309 | Nice | The software should have Rules-based storage and recording | | No query |
| 310 | Nice | "Tag" or classify calls with user-defined labels for simplified search and replay | | No query |
| 311 | Nice | The software shall provide screen recording by 5% of total recording for quality and training purpose | How many "screen recording" licenses are required? | As per RFP |
| 312 | Nice | The software should allow for voice only, data only, or voice and data recording based on specific event triggers | What are "data only" and "voice and data" recordings"? How are these different from "voice only" recording? | Voice means audio, data means screen |
| 313 | Nice | The software should support selective recording based upon user-defined business rules | What does "selective recording" mean? Does it mean recording on demand (ROD) or something else? | The Software should permit business rules to be defined, configured and altered for recording requirements |
| 314 | Nice | The system should show the status of the Officers, which Officers are logged on. | Are these the Officers who are logged on to the recording system? | Yes |
| 315 | Nice | The software should allow for the automatic refresh of the logged on Officer display. | | Query not clear |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|--|
| 316 | Nice | The software should be able to provide real-time Officer monitoring. | Does this mean "real-time monitoring" of the call recording while it is happening? | Yes |
| 317 | Nice | The software shall be able to provide online, and offline storage capability in any combination. | What is the duration of storage required in online and offline mode respectively? | 3 months for all calls, for special and court cases as per requirements of Chhattisgarh Police |
| 318 | Nice | Desires an open storage platform that can provide instant access to any recording with any amount of SAN storage desired. | | Query not clear |
| 319 | Nice | Should provide facility to store voice digitally in central database or to a hierarchical file system in any of the standard format like wav, mp3 etc. | | Query not clear |
| 320 | Nice | Archival to network attached storage or network drive should be included as a standard component with the recording platform | Which type of SAN/NAS archiving is required and for what duration? | Please refer modified RFP for Storage Solution Requirements |
| 321 | Nice | Recording of each call should be stored In the system. Recording should be available for citizen to download the file through citizen mobile application also. | Does this mean anyone can download the recording through mobile application? What will be basis of this download and how will the access control to recording be managed in this case - can a user download any recording available in the system? | Please read as- Recording of each call should be stored In the system |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|--|
| 322 | Tech Mahindra | Undertake requirement / GAP Analysis, customization and installation of existing / customized integrated product as per the needs of the Department of Police, Government of Chhattisgarh Control Room for a minimum 'concurrent user base of 30X2 Immediately. | Is the migration of existing database in scope? If so details of database? Need more details on Concurrent user base of 30X2 immediately | No existing system needs to be migrated |
| 323 | Tech Mahindra | Supply of geo-referenced Digital Maps / Google Maps Web Services with GIS overlay of Chhattigarh state area on GIS for the Urban & Rural Area | Will police department provide Chhattisgarh State's GIS maps for Urban & Rural areas and police station jurisdiction data? | The bidders need to procure GIS maps for Chhattisgarh |
| 324 | Tech Mahindra | The SI shall be required to shifting the C-4 from the current envisaged location that is Raipur to the new proposed site at Police Head Quarters in Naya Raipur | Please proved the list of items (servers, systems and furniture) need to shift to new locations | The equipment proposed to be deployed in C4 as part of this project would require shifting from old location to new location of the C4 |
| 325 | Tech Mahindra | SI has to provide advanced technologies in Mobile Workforce management systems and equip police vehicles with Mobile Data Terminals (MDT's) system for position finding | Do we need to provide MDT to police vehicles as well? If so, list out the vehicles | MDTs need to provided in all 4-wheeler vehicles, to be delivered under the scope of this project and 50 2-wheeler vehicles |
| 326 | Tech Mahindra | Fleet Management | Is Fleet Management module for only ERV vehicle? | Yes |
| 327 | Tech Mahindra | Shift timings | Timings for 3 shifts | Bidders to decide considering 24x7 operations |
| 328 | Tech Mahindra | Back up Centre | How Back-up Centre is connected with the main command centre? How many seats in the back-up centre as business continuity | As of now no backup center is planned. However, the system should be designed to have a DR/Backup Center in future |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|--|
| 329 | Tech Mahindra | Vehicle arrival at caller location | This is applicable with an assumption that the vehicle is available within ETA distance of 10 minutes or less than 10 minutes in urban area and ETA less than 30 minutes or less in rural area. | No. The service level specifies that these target needs to be met for 90% cases not 100% |
| 330 | Tech Mahindra | Milestones and Payment Criteria | The payment terms may be revised and consider the payment of capital cost of 100 % at the time of go live of 10 districts | As per RFP |
| 331 | Tech Mahindra | Work Flow and Call Flow | <p>In the recent RFPs like UP Dial 100 related to the setting up a Command and Control Centre, the Workflows related to Emergency Response System have been asked to be configured over Business Process Management (BPM) Platform, in order to empower the Users to have a better control over the workflows.</p> <p>Therefore, we recommend that you should include BPM in the RFP as the platform over which workflows related to Emergency Response System would be configured. i.e. Starting from receiving the citizen request through various mediums and routing to Call Taker to Call Dispatcher and finally to the Emergency Vehicle for quick action.</p> <p>Please confirm.</p> | As per RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|------------|
| 332 | Tech Mahindra | Work Flow and Call Flow | <p>Workflow Management System is one of the most important requirement for the Emergency Response System. Therefore, the Workflow engine should be configurable in order to provide the flexibility in terms of making changes in the existing workflows, adding new workflows, changing routing rules, introducing new business rules, etc. So our recommendation is that the department needs COTS based Business Process Management (BPM) platform having the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents.</p> <p>Please confirm.</p> | As per RFP |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|------------|
| 333 | Tech Mahindra | Work Flow and Call Flow | <p>The Emergency Response System would be having multiple business rules based on which the citizen request would be routed to Call Dispatcher from Call Taker. Then based on the business rules, the request will be forwarded to multiple units like Police, Ambulance, Fire Brigade, etc.</p> <p>So taking the requirement into consideration, we recommend that the Workflow Management System should have an inbuilt Rule engine with atleast the below mentioned capabilities in it:</p> <ol style="list-style-type: none"> 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through “If else” statement or through “Decision Table”. 5) Audit logging of changes/modifications done in the rules. <p>Please confirm.</p> | As per RFP |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|------------|
| 334 | Tech Mahindra | Also, there should be provision to attach relevant files like pdf, word etc. to the event, for ensuring an effective response to the distress call. | As per the RFP, the application should have a capability to upload relevant documents along with the request forms of the citizens. Along with this, the call recordings of the citizen with the Call Centre official will also be kept in the system. For storing huge number of records and audio recordings, there would be a requirement of a robust and scalable Content Management System which would archive these records without degrading the performance of the system. Therefore, we recommend that you should include a COTS based Document Management System for archiving documents and audios related to citizen requests. | As per RFP |
| 335 | Tech Mahindra | Also, there should be provision to attach relevant files like pdf, word etc. to the event, for ensuring an effective response to the distress call. | <p>We recommend that the Document Management System, for archiving the documents and audio recordings, should have the below mentioned features:</p> <ul style="list-style-type: none"> • DMS should be scalable enough to manage millions of documents without effecting the performance of the system. • Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder. • Web based rights management for granting user/group/role based access to various functionalities. • Server based Inbuilt Document Image Viewer for displaying image document without native viewer and stamping annotations on the documents like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. <p>Please confirm.</p> | As per RFP |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|---|---|
| 336 | Tech Mahindra | Also, there should be provision to attach relevant files like pdf, word etc. to the event, for ensuring an effective response to the distress call. | Request you to include the following specification to ensure best of breed solution and this will also enhance the scalability of proposed Content & Document Management System: The system should store only index information in database while content (documents, audios, etc) should be stored in separate file server.DMS should be designed for storing high volumes. DMS should store image and binary document in a separate file server and not in RDBMS. Please Confirm. | As per RFP |
| 337 | Tech Mahindra | "Integration with outdoor surveillance system whenever ready". | What is the timeframe for readiness of this system and who is responsible for the same. | The timeframe is not known at this point in time |
| 338 | Tech Mahindra | Reserve Drivers | How many reserve drivers are needed ? | Bidders to decide |
| 339 | Tech Mahindra | Undertake gap analysis / Requirement / Customization | Gap analysis, customization of product and suggestions on process re-engineering are a part of scope. However the timeline to do so (as indicated in sec 5) is only 1 to 2 months which is quite less. Is the department flexible to increase this duration ? | Please refer modified RFP |
| 340 | Tech Mahindra | Undertake gap analysis / Requirement / Customization | Is there any existing software application which the deptment needs to be customized or should it be developed fresh, from scratch ? | No existing software |
| 341 | Tech Mahindra | CGSWAN | Are all the locations already connected to CGSWAN | CGSWAN connectivity to be used only in SDC |
| 342 | Tech Mahindra | training requirements | What is the required minimum class size ? | Batch size would be approximately 30 |
| 343 | Tech Mahindra | training requirements | Who will provide the training infrastructure like classroom, projectors, computers etc ? | The Training Room Set up at the centralized location is included in the scope of this RFP |
| 344 | Tech Mahindra | training requirements | Can the training be conducted at a central location ? Or will it be conducted in each district ? | All trainings shall be conducted at the centralized location i.e. C4 |

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| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|--|
| 345 | Tech Mahindra | Shifting of command and control center | Shifting activity is not indicated in the schedule mentioned in section 5. Please suggest the respective duration when this activity is expected to be conducted. | This is not a scheduled activity. The SI will be given advance notice before undertaking this activity |
| 346 | Tech Mahindra | Fleet management | What type of ERVs are required ? | Please refer Specifications section of Vol 2 of the RFP |
| 347 | Tech Mahindra | Timelines | The implementation is proposed in two phases - 1st on 2 districts and then in remaining 8 districts. Is there a possibility of any change in requirements after phase 1 (2 distt rollout) | No change is anticipated |
| 348 | Tech Mahindra | Timelines | Entire implementation schedule in 10 districts is of 3 months which looks difficult. Is there any flexibility to increase the overall implementation duration ? | Please refer modified RFP |
| 349 | Tech Mahindra | Milestone and Payment Criteria | What is the criteria of acceptance from police department. Can the same be elaborated extensively instead of being subjective. | The same has been elaborated in Volume 3 of the RFP |
| 350 | Tech Mahindra | Implementation Phase SLA | Is there any cap on the penalty of implementation and O&M phase ? A cap at 10% of TCV is requested. | Please refer section 4.2 of Vol 1 of the RFP |
| 351 | Tech Mahindra | Implementation Phase SLA | Is there any reimbursement to vendor in case approvals or defect reports are delayed on part of customer ? If not, such a reimbursement is requested. | As per RFP |
| 352 | Tech Mahindra | Implementation Phase SLA | Profiles of proposed resources may have to be replaced in case the resource resigns. Replacement in such a condition may be allowed without penalty. | Please refer modified RFP |
| 353 | Palo Alto | The proposed OEM should have a technical support & R&D Centre in India for last 5 years. | <p>Many of the Leading Security Solutions having their R&D center at different locations across globe based on their Skill Set and Infrastructure need. Would request you please dilute the clause.</p> <p>Kindly consider the suggestion.</p> <p>Suggested Clause: The proposed OEM should have a technical support or R&D Centre in India.</p> | Please refer modified RFP |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|---|
| 354 | Palo Alto | Hardware based device for network protection with firewall, Antivirus, Anti Spyware, Anti-spam, Content Filtering & Intrusion Detection System (IDS) capabilities. | <p>Ant-spam feature mentioned in the clause is favoring to specific OEM.</p> <p>Also Its recommended to have a purpose built Anti Spam solution not as a part of NGFW or UTM.</p> <p>Please consider a separate purpose built solution for anti-spam, which is recognised by Gartner and present in Leaders Quadrant in Email Gateway Security.</p> <p>Suggested Clause: Hardware based device for network protection with Application Visibility and Control enabled firewall, Antivirus, Anti Spyware, Anti-bot, Content Filtering & Intrusion Detection System (IDS) capabilities.</p> <p>The solution should also support prevention against Zero day attacks. APT solution must support HTTP,HTTPS,SMTP,POP3,FTP.</p> <p>The Threat Prevention performance remain same whether we enable one service or all threat prevention service.</p> | Please refer modified RFP for Firewall Specifications |
| 355 | Palo Alto | The proposed Integrated Anti-Virus should have at least one Certification as part of a UTM (NSS, Web coast Checkmark, ICSA or equivalent) | <p>The clause is specific to one OEM.</p> <p>You can ask bidder to quote the overall proposed solution to ICSA or NSS certified rather than certification on specific featureset.</p> <p>Suggested Clause: The Proposed solution should be ICSA or NSS certified.</p> | Please refer modified RFP for Firewall Specifications |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|---|---|
| 356 | Palo Alto | The Antivirus capability shall minimally attain Internet Computer Security Association (ICSA) AV Certification or equivalent. | <p>The clause is specific to one OEM.</p> <p>You can ask bidder to quote the overall proposed solution to ICSA or NSS certified rather than certification on specific featureset.</p> <p>Suggested Clause: The Proposed solution should be ICSA or NSS certified.</p> | Please refer modified RFP for Firewall Specifications |
| 357 | Palo Alto | The proposed solution should have an integrated Anti-Spam solution. | <p>Anti-spam feature mentioned in the clause is favoring to specific OEM.</p> <p>Also It's recommended to have a purpose built Anti Spam solution not a part of NGFW or UTM.</p> <p>Please consider a separate purpose built solution for anti-spam solution, which is recognised by Gartner and present Leaders Quadrant in Email Gateway Security.</p> <p>Suggested Clause: Hardware based device for network protection with Application Visibility and Control enabled firewall, Antivirus, Anti Spyware, Anti-bot, Content Filtering & Intrusion Detection System (IDS) capabilities.</p> | Please refer modified RFP for Firewall Specifications |
| 358 | Palo Alto | Supports attack recognition inside IERV6 encapsulated packets. | <p>Please clarify if this is a typo error.</p> <p>Suggested Clause: Supports attack recognition inside IPV6 encapsulated packets.</p> | Please refer modified RFP for Firewall Specifications |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|---|
| 359 | Palo Alto | The proposed solution should be able to protect web servers hosted in the network against SQL Injections, Cross-Site Scripting (XSS), Session Hijacking, URL Tampering, Cookie Poisoning with Extensive reporting and Logging. | <p>The suggested clause specific to Web Application Firewall requirement and should not be considered as Part of Perimeter security Solution (NGFW or UTM).</p> <p>Please consider a separate purpose built solution if you are looking for WAF to protect your web servers.</p> <p>Suggested Change: Please remove this clause.</p> | Please refer modified RFP for Firewall Specifications |
| 360 | Palo Alto | Should also be able to handle dynamic routing for IERV4 (such as RIP , OSPF) and IERV6 (such as RIPng, and OSPFv3) | <p>Please clarify if this is a typo error.</p> <p>Suggested Clause: Should also be able to handle dynamic routing for IPV4 (such as RIP , OSPF) and IPV6 (such as RIPng, and OSPFv3)</p> | Please refer modified RFP for Firewall Specifications |
| 361 | Palo Alto | The hardware based internal / External reporting and logging device must be capable of generating both generic and user based reports. | <p>The Reporting Logging solution can also be proposed which is inbuilt with Next generation Firewall.</p> <p>This will help reducing the additional carbon footprint including power, space, cooling etc.</p> <p>Suggested Clause: The Reporting and logging solution can be inbuilt with proposed solution external appliance capable of generating both generic and user based reports.</p> | Please refer modified RFP for Firewall Specifications |
| 362 | Veritas | Backup Center - DR System The Platform should support capability to back up the data at a different site for Business continuity and Disaster Management when ever the department plan to implement in the future | <p>Request to please share the Technical specifications for Backup Solution. We also suggest department to have Disk based Backup Appliance solution for Data protection and Business continuity.</p> <p>Proposed backup solution should be in Gartner leaders quadrant.</p> | Please refer modified RFP for Storage Solution Requirements |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|---|---|
| 363 | Veritas | Replication - Should Support replication and snap shots, clone etc. | We suggest department to mention Host based replication solution instead of Storage based replication. | Please refer modified RFP for Storage Solution Requirements |
| 364 | Veritas | Two servers in Active-Active mode with suitable clustering configuration & load balancing solutions | Clustering license is mentioned as a part of RFP but specifications for a proper clustering software solution is missing. We suggest a proper clustering software solution for Active-active cluster configuration of operating system, Database and applications, request department to include Clustering software as a part of Bill of material and provide specifications of clustering Solution which can support Heterogenous OS platforms, storage and applications from a single centralized console. | Please refer modified RFP |
| 365 | BVG | Average annual turnover from IT/ITES | Please clarify, whether the asked Rs 100 Cr turn over is average of 13-14, 14-15 & 15-16 | Please refer modified RFP |
| 366 | BVG | 3 Citation- 6 Marks, 2 Citation -4 Marks , 1 Citation-2 Marks , else 0 | As the similar nature of projects are very limited, and there are very such organisations who has been awarded with 3 such projects hence we suggest that marking should be : 2 Citation -6 Marks , 1 Citation-3 Marks , else 0 | As per RFP |
| 367 | BVG | 3 Citation- 6 Marks, 2 Citation -4 Marks , 1 Citation-2 Marks , else 0 | As the similar nature of projects are very limited, and there are very such organisations who has been awarded with 3 such projects hence we suggest that marking should be : 2 Citation -6 Marks , 1 Citation-3 Marks , else 0 | As per RFP |
| 368 | BVG | 3 Citation- 6 Marks, 2 Citation -4 Marks , 1 Citation-2 Marks , else 0 | As the similar nature of projects are very limited, and there are very such organisations who has been awarded with 3 such projects hence we suggest that marking should be : 2 Citation -6 Marks , 1 Citation-3 Marks , else 0 | As per RFP |
| 369 | BVG | 3 Citation- 6 Marks, 2 Citation -4 Marks , 1 Citation-2 Marks , else 0 | As the similar nature of projects are very limited, and there are very such organisations who has been awarded with 3 such projects hence we suggest that marking should be : 2 Citation -6 Marks , 1 Citation-3 Marks , else 0 | As per RFP |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|--|---|
| 370 | BVG | 3 Citation- 6 Marks, 2 Citation -4 Marks , 1 Citation-2 Marks , else 0 | As the similar nature of projects are very limited, and there are very such organisations who has been awarded with 3 such projects hence we suggest that marking should be : 2 Citation -6 Marks , 1 Citation-3 Marks , else 0 | As per RFP |
| 371 | BVG | Qualification of Programme Manager with PMP certification & CISA Certification for IT Security | We suggest to remove PMP / Prince 2 Certification and CISA as with this kind of certification and the kind of experience that has been asked finding such candidates becomes issue and even if found the cost implications are higher. | Please refer modified RFP |
| 372 | BVG | Replacement of proposed names | We will ensure to hire the same candidate which we are proposing, however, in some cases candidates doesn't join even after submitting their consent to join, in such cases penalty of 2 lacs is not justified, we suggest that department should take a considerate view on this and should penalise if SI doesnt deploy even less than 50% of the proposed manpower that to with the ceiling of one month salary of such position instead of 2 lacs per replacement. | Please refer modified RFP |
| 373 | BVG | Delay in overall project Go-Live Date | Our intent would be to complete the project in stipulated time , still in certain cases delays happens especially on the supply of material from OEM's in such cases penalising SI is not justifiable, that to with such higher penalty of 0.50% of over all project. We suggest, if the delay is becuase of specific product in that case SI should be penalise with 0.25% on that specific activity instead of penalising on full project value. | As per RFP |
| 374 | BVG | Fuel Cost | Please clafiry whether bidder has to quote including fuel for 4 wheelers and 2 wheelers or is it going to be reimbursed on producing fuel bills | Fuel Cost for 4-wheelers included in the scope of this RFP needs to be budgeted by the bidder with an assumption of 100km daily average calculated on monthly basis. Distance traveled Fuel for 2-wheelers is not required to be budgeted by SI |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|--|---|
| 375 | BVG | Innova , Safari Strome , Scorpio | Please suggest the variant also, as there are atleast 2-3 variants in each vehicle. | As per RFP |
| 376 | BVG | Operational Manpower | Please clarify whether the numbers mentined specifically call takers and drivers are to present on daily basis for 30 days in a month. | Yes |
| 377 | BVG | Our Suggestion On Minimum Wages Revision for Drivers and Call Takers | Most of the work force in the tender is governed by minimum wages specailly the drivers, and their wages are revised every six months. For any bidder it becomes difficult to estimate the future increase for 5 years, hence we suggest that department should follow the CPWD manual which has got the provisions to reimburse the increase to the bidder as per their 10 CC clause, it will be benefical for the exchequer as no bidder will over estimate the cost and quote also this will ensure the minimum wages to the workforce which is also as per the CVC guidelines. | Please refer modified RFP |
| 378 | BVG | Milestone & Payment Criteria | We suggest that department should follow the flow of payment on certain activites as mentioned below which will give cash flow to the bidder as an encouragement. 40% On Delivery challan 30% On Installation & Commissioning report 20% On Acceptance from Police Deptt 10% on Go-Live | As per RFP |
| 379 | BVG | Payment Of Opex | Monthly Basis instead of quarterly | Please refer modified RFP |
| 380 | BVG | Taxes | Provisoning of reimbursement of deduction of taxes accordingly with the provision of GST is our suggestion | The RFP already takes care of this. Please refer Volume 3 tax clauses |

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|--|---|---|
| 381 | NetApp | The Storage Array shall be offered with min 80 TB Usable Capacity on RAID 5 on 10K RPM drives Storage shall support minimum of 180 number of drives or better Storage shall also support SSD drives Architecture Should support dual, redundant, hot-pluggable, active-active array controllers with specific Storage CPU for high performance and reliability Dual Controllers with active-active configuration | The Storage Array shall be offered with min 80 TB Usable Capacity on RAID 6 or equivalent on 10K RPM drives | Please refer modified RFP for Storage Solution Requirements |
| 382 | NetApp | Should support both SFF and LFF drive Should Support 6Gbps dual-ported drives of various capacities like), SAS(10krpm): 900GB(Encryption) and 900GB SAS, 1.2 TB NLSAS(7.2krpm);, 4TB, 4TB(Encryption) Should support Solid state drives of various capacities like 800GB connected at 6Gbps interface speed | Should Support 6Gbps dual-ported drives of various capacities like), SAS(10krpm): 900GB(Encryption) and 900GB SAS, 1.2 TB SAS, 1.8TB SAS:, 4TB, 4TB(Encryption), 6TB, 8TB. Should support Solid state drives of various capacities like 800GB connected at 6Gbps interface speed | Please refer modified RFP for Storage Solution Requirements |
| 383 | NetApp | Offered Storage Subsystem shall support RAID-0,1,5,6,10 | Offered Storage Subsystem shall support single parity , dual parity RAID support | Please refer modified RFP for Storage Solution Requirements |
| 384 | NetApp | Storage Array shall be given with Minimum of 8 GB cache per controller or higher to match the requirements | Storage Array shall be given with Minimum of 24 GB cache per controller or higher to match the requirements | Please refer modified RFP for Storage Solution Requirements |

Response to Pre-bid Queries on the RFP for Dial 112 Project

| # | Name of Organization | Content of the RFP requiring clarification | Clarification Sought | Response |
|-----|----------------------|---|---|---|
| 385 | NetApp | Should Support replication and snap shots, clone etc. Should support iSCSI SAN to SAN replication from DC to DR without additional FCIP routers Should support FC and iSCSI based replication Should support replication across all models of the offered family | Should Support replication and snap shots, clone etc. Should support iSCSI SAN to SAN replication from DC to DR Should support FC and iSCSI based replication Should support replication across all models of the offered family | Please refer modified RFP for Storage Solution Requirements |