

**Office of the Director, Secondary Education, Rajasthan, Bikaner**

**REPLY OF PRE-BID QUERIES FOR ICT (II Phase) for 2000 Schools**

**NIT No. Shivira-Sec/Secondary/CompCell/ICT-II/Tender/2009 Dated 18/12/2009**

**(Dated 20/01/2010 at 2.00 PM)**

<b>SNo</b>	<b>Existing Provision</b>	<b>Changes Suggested</b>	<b>Reply of Query</b>
1.	<b>AMD</b>		
2.	In Schedule V: Option I Shared Computing with N1; Technical Specifications A: Desktop Computer (High End) (Page 24)	Processor: AMD Athlon X2 7850+ (2.9 GHz, 1 MB L2 Cache) or higher to AMD Athlon II X2 215 (2.7 GHz, 1 MB L2 Cache) or higher.	No Change. Any change will come under "or higher" category.
3.	In Schedule V- Option I Shared Computing with N1: Technical Specifications B: Desktop Computer (Low End) HOST PC (Page 24):	Processor: AMD Athlon X2 7850+ (2.9 GHz, 1 MB L2 Cache) or higher to AMD Athlon II X2 215 (2.7 GHz, 1 MB L2 Cache) or higher.	No Change. Any change will come under "or higher" category.
4.	In Schedule V- Option II Shared Computing with N2: Technical Specifications A: Desktop Computers (High End) (Page 26):	Processor: AMD Athlon X2 7850+ (2.9 GHz, 1 MB L2 Cache) or higher to AMD Athlon II X2 215 (2.7 GHz, 1 MB L2 Cache) or higher.	No Change. Any change will come under "or higher" category.
5.	In Schedule V: Option II Shared Computing with N2; Technical Specifications B: Desktop Computer (Low End) HOST PC (Page 27):	Processor: AMD Athlon X2 7850+ (2.9 GHz, 1 MB L2 Cache) or higher to AMD Athlon II X2 215 (2.7 GHz, 1 MB L2 Cache) or higher.	No Change. Any change will come under "or higher" category.
6.	In Schedule V: Option III Client Server; Technical Specifications A: Desktop Computer (High End)	Processor: AMD Athlon X2 7850+ (2.9 GHz, 1 MB L2 Cache) or higher to AMD Athlon II X2 215 (2.7 GHz, 1 MB L2 Cache) or higher.	No Change. Any change will come under "or higher" category.
7.	In Schedule V: Option III Client Server; Technical Specifications A: Desktop Computer (Low End) (Page 29)	a. Processor: Intel Atom (1.6 GHz with 512KB L2 cache memory and 533 MHz FSB) OR equivalent AMD CPU or higher to Intel Celeron 450 (2.2 GHz, 512KB L2 cache, 800 MHz FSB) OR AMD Sempron 140 (2.7 GHz, 512KB L2 Cache) or Higher. b. We would request you to kindly remove the specification mentioning Energy Efficiency: Less than 70 Watt Power Consumption for the Desktop (in case of Atom desktop) OR Higher/lower in case of AMD Desktop.	No Change. Any change will come under "or higher" category.
	<b>VISION INDIA SOFTWARE EXPORTS LTD.</b>		
8.	--	Allotting maximum two regions to a single tenderer.	No Change.
	<b>Nascent Edutech Pvt. Ltd.</b>		
9.	How multimedia study content will be implemented because this is a most important module of service oriented program?		No Change. No multimedia content is to be supplied, however, experience is being asked because of e-Content in the Scope of Work. At a later stage the tenderer can be asked to update the multimedia/e-content, if required.
10.	How you will discriminate the project on range basis if all companies except one or two will be quote for all ranges?		Tender is Range wise and there are separate 7 tenders, hence, no change.
	<b>PALS INFOWAY</b>		

11.	In the process for the completion of the Financial Bid (Schedule-X, Page #39 of #40), it has been required to quote the Option I or II or III (Shared Computing N1 or Shared Computing N2 or Client-Server) with the actual quote.	We would like to bring to your notice that restricting the choice for selecting amongst these options at this stage, would limit the choices to specific hardware vendors and the right pricing favorable to the government might not get presented and realized in this case.	See tender document
12.	The requirements for the Generator Set (Section E of Technical Specifications, Page #31 of #40) to confirm with the latest CPCB Phase-II	Norms will increase the pricing a lot for this portion and will reflect in the final pricing from all the vendor companies. It would be in the overall interest of the state that this condition be taken out from the requirements.	See tender document
13.	(Section D of Technical Specifications, Page #31 of #40)	The requirements for the Battery Backup (Section D of Technical Specifications, Page #31 of #40) to have an hour of minimum backup on full lab load is not required technically since we already have a Generator Set option and 15 minutes is a sufficient time that the entire load could be shifted to the Generator Set, thus reducing in the overall cost, that would be presented to the government.	See tender document
14.	Page 10 clause 5(v) of eligibility criteria	The tender must have 5yrs. Experience in implementation & delivering of Computer Education/Computer Aided Education/Teacher Training /Multimedia based educational content as a part of computer education development project for not less than 10,000 candidates at least in two states as on dated 30 June 2009." Must be replaced by "The tender must have 5yrs. Experience in implementation & delivering of Computer Education/Computer Aided Education/Teacher Training /Multimedia based educational content as a part of computer education development project for not less than 10,000 candidates in 200 schools of at least in two states as on dated 30 June 2009	See tender document
15.	Page 10 clause 5(v)	Eligibility criteria asks affidavit for two years of experience in competency to prepare graphic and animation based learning material which is not adequate therefore it must be augmented by some government order in support of that.	See tender document
<b>EDUCOMP</b>			
16.	No Advance payment shall be made. Page 7 XVII(1)	We suggest 15% payment against the submission of Bank Guarantee.	No Change. Rule as per Rajasthan GF&AR
17.	The tenderer shall also submit the soft copy of technical bid on separate CD duly packed and sealed in the respective envelope. Pg. 7 XVIII & XIX	Department is requested to freeze on only on the hard copies of the Prequalification Bid/ Technical bid and Commercial Bid	The soft copy of the technical bid is being asked for reference purposes only. The technical evaluation would be based on physical bid only. But, softcopy of technical bid should exactly be same as physical bid.
18.	The Secondary Education Department of Government of Rajasthan proposes to install Computer Labs and to provide services under Integrated Scheme for Computer Education (CE) and Information & Communication Technology (ICT) Phase-II in about 2,000 Schools with effect from the academic year 2009-2010. Pg. 8	Dept. is requested to mention the duration of contract period as five (05) years in the Scope of Work as we are already at the end of 2009-10 Academic year.	No Change. For details see Sch. IV Part B 3 (vi).

19.	The number of schools can be increased or decreased at the discretion of the tendering authority. Additional schools may be added or deleted in subsequent years. In case of addition average per school cost of the tender will be provided and in case of deletion alternative school will be provided. However amount will be deducted, if tenderer will be reluctant to move the infrastructure. Pg.8	Request the dept. to fix the percentage of increase/decrease in no. of schools between 5% - 10% to arrive at uniformity in costing	No Change. For details see Sch. IV A 1.
20.	To supply, install and maintain computer hardware, software, networking, multimedia based content and additional accessories/materials like UPS, electric cables, furniture etc. in working condition as stipulated in this tender document during the contract period.	The dept. is requested to clarify on the Subject/Class and topic wise multimedia based content to be supplied	No Change. No multimedia content is to be supplied, however, experience is being asked because of e-Content in the Scope of Work. At a later stage the tenderer can be asked to update the multimedia/e-content, if required.
21.	To impart computer training to teachers and non-teaching staff in each school as mentioned in the tender document without any extra cost for at least 3 months in a year as per schedule of the department. Complete staff (teaching and non-teaching) of the school is to be trained	We request the department to clarify: (i) The no. of teaching & non teaching staff to be trained should be defined, (ii) In 3 months training, what all the dept. want the vendors to cover, (iii) Will this proposed 3 months training will be in continuity. We also suggest that maximum 14 days training per year is sufficient enough to address the same with refresher training of 3 to 5 days for subsequent years.	No Change. It is at least 3 months in a year. 3 months period will be utilized for training of various teaching and non-teaching staff. The duration of which may not be at a single stretch. The duration of each training (total 3 months) will be decided by the department.
22.	The list of schools of each Range with Districts situated in the respective Range of Rajasthan will be supplied at the time of agreement to the tenderer. Pg. 8 B2	The dept. is requested to provide the tentative list of schools in each district to ascertain the logistics involved in the project which will help the tenderer to arrive at an approximate logistics cost to be involved in this project.	See tender document.
23.	In case, extension is given by Gol for one more year tenderer will have to provide his services for rest of the quarters on 50% cost of contract cost (i.e. finally ordered per school per quarter). Pg. 9 (vi)	We suggest that it should be at the normal rates on which the contract is awarded to the vendor.	No Change.
24.	The tenderer must have 5 yrs. experience in implementation & delivering of Computer Education/ Computer Aided Education/ Teacher Training/ Multimedia based educational content as a part of computer education development Project for not less than 10,000 candidates at least in two states under BOOT model as on dated 30 June 2009. Pg 10 5(v)	Success of such projects depends upon previous experience of agencies in implementation/ implementing similar projects with various State Governments. So we request the department to modify the clause as below "the tenderer must have 5 yrs. experience in implementation & delivering of Computer Education and Computer Aided Education including Teacher Training and Multimedia based educational content as a part of computer education development Project in government schools for not less than 10,000 students at least in two states under BOOT model as on dated 30 June 2009.	See tender document.
25.	Nil	The firm/organization/agency or the company should be ISO 9001:2000 certified either for Computer Aided Education/ Computer Education / Teacher Training at the time of issue of Notice Inviting Tender.	No Change. For wide competition it is not acceptable.
26.	The tenderer should have 2 years experience and competency to prepare graphic and animation based	As success of this project depends upon the multimedia content therefore dept. is requested to change the clause as "The tenderer should have 2 years experience	No Change. For wide competition it is not acceptable.

	learning material for computer and other subjects specially Science, Maths, English, Computer Education and Social Science in Elementary, Sec. and Sr.Sec. Education. It should be augmented with affidavit which can be cross checked by Dept. anytime. Pg 10 5 (vi)	and competency to prepare Multimedia based educational content in at least two or more regional languages in Computer Education and other subjects as Science, Maths, English and Social Science	
27.	Technical Evaluation Matrix. Pg. 11 cls. 8	We request the department to clarify the following points: Stress on BOOT Model projects as per the last scrapped format is missing. No. 1& 2, kindly club it since it is a education tender for Govt. schools so only companies who are in this field will participate & their turnover will be from Education relevant fields only. Request the dept. to lay stress on giving Weightage on CE/CAL under BOOT Model projects in Govt. schools. Thus dept. is request to rework on the Evaluation matrix or replace it with earlier one matrix of last scrapped tender.	No Change. For wide competition it is not acceptable.
28.	The Committee, will evaluate the technical competency of the prospective Tenderer and prepare a panel of tenderers, technically qualified to carry out the assignment of (a) providing computer hardware, software and connected accessories (b) provide computer education & ICT services (c) provide training of teachers in of schools in Rajasthan. The assessment by the Committee constituted by the Tendering Authority & Payment will be started from the date of regular teaching and training of CE & ICT and will be made quarterly to the tenderer by the DEO(S) upon its satisfaction and on submission of the certificates as mentioned above. Pg. 11 & 22 Cls. 8 (ii)	The dept. is requested to clarify/define the meaning of ICT services. Sub clause ( c) to read "provide training of teachers of Government schools in Rajasthan"	Pls. refer to "Scope of Scheme" Schedule-IV.
29.	A Letter of Intent (LOI) shall be issued to the successful tenderer to sign the agreement within 10 days from finalization of rates and supply & install entire hardware and software within 75 days from the date of written permission of the Purchase Officer/Agreement. Pg. 13 Cls. 11(i)	Implementation Schedule suggested Installation & commissioning of entire Hardware & Software: 75 days from date of site readiness & completion of PDI	No Change.
30.	If the installation and commissioning of the system is not completed in full within the stipulated period as prescribed in the implementation schedule. Pg. 15 Cls. 14(a)	We request the department to please provide the implementation schedule.	See tender document.
31.	The inspection period would be inclusive in the duration provided for the complete delivery & installation under the project. Pg. 16 Cls. 17(i)	Time taken to conduct PDI should be outside delivery time	See Sch. IV Part B Clause 17 (i) for details
32.	Supplies when received, after PDI, shall be subject to inspection to ensure whether they conform to the specifications. Where necessary or prescribed or	STQC/ETDC testing should be conducted before deliveries if required else PDI should be taken as a final confirmation	See tender document.

	practical, test shall be carried out in govt. laboratories, reputed testing house like STQC - Electronic test developing centre (ETDC) and the like and the supplies will be accepted only where the articles conform to the standard of prescribed specifications as a result of such test. Pg. 16 Cls. 17 (iii)		
33.	The tenderer shall only use licensed software (to be provided by Department/GoR/Tenderer) and shall be held liable for any consequent action arising out of patent/intellectual property right violation and DD(S)/DEO(S) of Institution shall not be liable for any liabilities or damages arising thereof. Pg. 17 cls. 20(v)	We request the department to provide list of items should be defined by deptt. as what will be provided by them and what has to be provided by the tenderer and same should be made available ASAP after the award of the contract because installation of same at school sites will be difficult task to handle and will be time consuming too. In case of Options with Shared model of computing, all softwares should be defined so that tomorrow they actually work on the provided platform (OS) and no issue come later on.	No Change. The softwares (except OS, Anti-Virus, Office-Suite, e-Content and Asset Reporting Software) are to be ensured by the tenderer.
34.	Accommodation for Computer Lab: The Head of Institution will provide sufficient and safe room for computer lab and the maintenance & security of this lab is the sole responsibility of the tenderer. The Head of Institution would provide the computer room having hardwearing floor finish, with a pucca roof, easily maintainable and should not produce dust. The room to be provided by Head of Institution must have sufficient space for placing 10 computers (including Server), one printer, UPS, Switch etc. with necessary locking arrangements and to seat 20 students. Standard size of Computer Lab/Room: 200 Sq. feet or more. It will be preferred that not more than two students should work on a single terminal or one PC i.e. the student to computer ratio would be 2:1. &The safe custody of the equipment, furniture and fittings etc., in the computer lab shall be responsibility of the tenderer. Pg. 17 Cls. 18 & 20 (iv)	Apart from the insurance coverage the dept. is requested to provide the space/room with iron grills on doors & windows of computer lab of each school.	No Change.
35.	The tenderer shall provide all the other consumables such as stationery, CD-Rs etc. as per the requirements of school during the contract period without any extra cost. Pg. 17 & 33 cls. 20 (viii) & 6	The dept. is requested to specify the quantity of consumables & other stationary to be provided at each school during the contract period.	See tender document.
36.	Standard size of Computer Lab/room: 200 sq. feet or more. Pg. 18 cls. 18	Room size should be in between 400 to 450 sq. ft	No Change. 200 Sq. ft. is the minimum requirement.
37.	Tenderer has to provide an additional instructor in a school where total strength of classes 9 to 12 is more than 840 students. Pg. 18 cls. 21	Dept. is requested to provide school wise student enrollment figures or provide the list of schools who are having student strength of more than 840 students from Class 9 – 12.	See tender document.
38.	At least 1 yr experience in the field of IT for training basic computer science subjects. Pg. 18 cls. 21	The following should be read as: 1 year experience in the field of IT for training basic computer science subjects will be preferred	See tender document.

39.	The tenderer will follow the academic calendar issued by the Education deptt. for teaching. Delay in executing teaching shall be treated as absence of instructor and penalty as per "the penalty for absence of instructor" will be imposed on tenderer. Pg. 18 cls. 21(vii)	Please clarify.	The clause is self explanatory.
40.	The sole responsibility of compensating for damaged caused to instructor(s) or damaged caused to others or property due to act of instructor(s), either inside or outside school campus will be tenderer. Pg. 19 cls. 21(xi)	It is impossible to take responsibility to any activity done by faculty after school hours and also/outside school campus and beyond any school activity. Kindly clarify.	No Change.
41.	The Department/School will not be responsible for any dispute that arises between instructor(s) and tenderer due to non/under payment, service conditions, etc. In case the School /Department /Head of Institution is made a party in any such court case the tenderer will bear any/all losses/ expenses on account of such cases. Pg. 19 cls. 21 (xii)	The dept. is requested to specify the minimum salary to be paid to the Instructor as governed by the minimum wage act under semi skilled category of the state of Rajasthan.	No Change. For details see Sch. IV Part B Clause 21 (xii).
42.	Educational qualification of Project Manager. Pg. 19 cls. 22	We request the department that the qualification of a Project Manager should be restricted to graduate with adequate IT knowledge and work experience in handling such kind of projects should be preferred.	See tender document.
43.	If any computer training is imparted to the teachers in the school by any agency, other than the tenderer, the Head of the institutions shall have the right to use the computer lab along with Hardware & software for this purpose. Pg. 20 cls. 9	Any damage to the H/W, S/W during this period will be borne by whom, Please clarify.	No Change.
44.	The tenderer shall provision for on-site maintenance services during the contract period within 24 hours of making the complaint by the user, failing which the service provider will arrange temporary replacements in next 24 hrs. If it becomes necessary to be taken out the machinery or equipment or its part, the tenderer would provide similar item or as acceptable to the head of institution. The user shall not make any payment towards this arrangement or towards transportation of faulty item away from the user's site. Pg. 22 cls.25(iv)	We suggest the department that the clause should be read as:  The service provider will rectify the faults within 72 hrs (excluding travel time) after registering the calls to zonal co-coordinator failing which the service provider will arrange temporary replacements in next 24 hrs.	See tender document.
45.	If the computer lab will remain open during the vacations and preparation leaves as per school working hours, the payment will be made against these vacations/leaves. The payment will also be made against holidays. Pg. 22 cls. 26 (vii)	We request the department to please clarify that no payment will be made during vacations when computer labs will be non functional.	No Change. Sch. IV Part B Clause 26 (vii), (viii) and (ix) is self explanatory.
46.	Payment will be started from the date of regular teaching and training of CE & ICT and will be made quarterly to	We suggest the department that payment should start from the deployment of faculty and/or commencement of classes and training of CE & ICT and will be made	No Change. Sch. IV Part B Clause 20 (xiv) is self explanatory.

	the tenderer by the DEO(S) upon its satisfaction and on submission of the certificates as mentioned above. Pg. 19 & 20 cls. 26 (v)	quarterly to the tenderer by the DEO(S) upon its satisfaction and on submission of the certificates as mentioned above.	
47.	Financial Bid. Pg. 39 schedule X	We suggest that separate financials quote for all three options.	See tender document.
48.	Nil	Kindly provide list of software as specified by the BSER and also please provide the class wise syllabus to be covered in the courseware.	Latest Software should be as per BSER syllabus. See BSER website <a href="http://www.rajeduboard.nic.in/">http://www.rajeduboard.nic.in/</a> for detailed syllabus.
49.	Tenderer to provide reference site of OEM with order copies and satisfactory performance report of their proposed solution in India. This reference site should be using the proposed technology in a similar magnitude to the number of seats mentioned in this tender in similar environment of education. Pg. 10, 25 & 28. Eligibility Criteria Sub Clause vii (iii)	The deptt. is requested to read the mentioned clause as "Tenderer to provide reference site with order copies and satisfactory performance report of their proposed solution in India. This reference sites should be using the proposed technology as mentioned in this tender in similar environment of education."	See tender document.
50.	Pre-loaded OEM Operating System (Server Edition). Pg. 24 H/w OS	At what stage the OS would be provided by the Govt. Department is requested that it should be provided along with the agreement signing so that the OS and other software are pre-installed at the factory level only.	Deptt./Govt. will provide the same at appropriate time.
51.	Wireless LAN Adaptor & TFT. Pg. 24,26 & 29. H/w HE Desktop	We suggest that this may be clarified as "Internal PCI Wi-Fi Card", as some external USB dongles are also available which are prone to pilferage. While 15" Wide TFT monitors with TCO'03 are available as on date, we suggest to move the requirement to 17" Wide TFT Monitor Considering the time taken to conclude the tender, it will be safer to move the requirement to 17" Wide or higher. Using high end desktop for server OS may have software driver issue/s.	No Change. For wide competition it is not accepted. No Change. As 15" monitors not yet 'End of Life'. However 17" monitors can come under 'or higher' category.
52.	TFT Pg. 24, 27 & 29. Hardware (Low End Desktop Computer)	While 15" Wide TFT monitors with TCO'03 are available as on date, we suggest to move the requirement to 17" Wide TFT Monitor Considering the time taken to conclude the tender, it will be safer to move the requirement to 17" Wide or higher. Using high end desktop for server OS may have software driver issue/s.	No Change. As 15" monitors not yet 'End of Life'. However 17" monitors can come under 'or higher' category.
53.	UPS. Pg. 31	Instead of open specs. KVA rating and model should be defined for all three options. 1. UPS Capacity to be confirmed. 2. Output Power Factor should be 0.7 instead of 0.8 asked for. 3. Input Harmonic Level should be <5% instead of <10% asked for. 4. Output frequency in APFC based system is same as input frequency in Main mode and in battery mode it is 50Hz +/- 1%. 5. Only reputed Battery Makes should be allowed such as Exide, Rocket, Amara Raja etc. 6. Warranty should be freezed to 3 years on UPS and 12 or 24 months on Batteries. It is recommended to specify that a galvanic isolation transformer may be provided in the UPS System to provide protection from surges & spikes prevalent in input supply especially at non-metro location. The importance of this cannot be emphasized enough, since there are several "transformer less" design UPS in the market - especially of Chinese origin - which are unable to perform this function, but are getting sold on account of their low cost only (enclosed is a note on Galvanic Isolation for your reference only). This	See tender document.

		isolation may be provided either internally or externally, but should be made available.	
54.	Projector	OSD Menu will be in English only. There are not too many projectors manufacturer who can supply projectors with OSD in Hindi. Hence it can be very monopolistic. Instead of 3 LCD or DLP, they should ask comparable models of DLP/LCD only. Digital Keystone: Correction Vertical Min. +/- 30 Degree. Asked : +/- 15 Degree Less (In low resolution Projectors, higher degree of keystone adjustment leads to image distortion)	No Change.
55.	Generator. Pg. 31	Rating should be provided & Instead of open specs. KVA rating and model should be defined for all the options I, II and III. We suggest that at least 1 hour battery backup may be considered. Longer duration backup is suggested keeping in view the general prolonged duration of power cuts in most of the locations. Also even, if a DG set is available with AMF feature to automatically kick-start the Gen. Set, at times it has been observed that the diesel has finished & it takes time to refill it or if the DG set goes faulty then we can be sure that the UPS backup is sufficient to run for at least 1 hour to complete the work in hand and to serve a meaningful purpose. Overhead-valve engine may not be available with every OEM. OHV gensets come in LPG or Petrol gensets only. Diesel gensets don't come with OHV engines	See tender document.
56.	Scanner. Pg. 31	Ok if it is to be used in MS environment	No Change.
57.	Webcam. Pg 32	There is No feature like 2 MP Video memory, the same may be removed as the pixels are already defined as 640 x 480 pixels in the beginning. In Webcams the micros are never omni-directional. These mics are there for ceiling hanging mic that has a 360 degree pick of sound from all sides. Such configuration is not possible to be placed in web cams	No Change.
58.	Electrification, Earthing and Networking. Pg 34	1. Accommodation for computer lab (Page No. 17, Clause no. 18): What would be the maximum size of the rooms, since the standard size mentioned in the RFP is 200 Sq-ft and more. The room will be provided on which floor. 2. Security (Page No.21, Clause no. 24): As part of security arrangement, if any grilled door need to be provisioned, if so what would be the specification 3. Electrical Fitting (Page- 34, Clause no. 8): Earthing: 4. What is the specification of Copper Plate to be used for Earthing	No Change. 200 Sq. ft. is the minimum requirement. Electrical fittings mentioned in Sch. V are self explanatory.
59.	Undertaking of Authenticity for Computer Equipment Supplies (on non-judicial stamp paper of Rs.1000/- duly attested by the first class Magistrate / Notary public). Pg. 37 Schedule – VII CERTIFICATE	We request the deptt. to modify the same as “For OEMs supplying only a particular component, they should mention only the part/s which they are supplying to the tenderer”	No Change. Sch. VII mentions “ <i>the products being manufactured by us and / or the components being used for the manufacture of such products</i> ”
60.	Wireless Network	Since the tender calls for desktop computers, PCMCIA adapter is not applicable for desktop computers. Hence this can be modified.	No Change. The tenderer can provide the 'bus type' as USB or PCI also as mentioned in the specifications.

<b>CORE Projects &amp; Technologies Ltd.</b>			
61.	The tenderer must have 5 yrs. experience in implementation & delivering of Computer Education/ Computer Aided Education/ Teacher Training/ Multimedia based educational content as a part of computer education development Project for not less than 10,000 candidates at least in two states under BOOT model as on dated 30 June 2009. Clause No B-Terms & Conditions Point 5 (v) Eligibility Criteria of the Tender Schedule-IV. Pg10.	We request the authority to consider the following: a. Experience in Education Services globally also in addition to experience mentioned against this clause. b. Global experience in the last 5 years for wider participation.	See tender document.
62.	Details of Projects on BOOT basis in different schools of two states. Sch.III, Clause No. VI. Pg. 5	It is also requested to consider either number of candidates being taught or number of school experience to be considered globally instead of States	See tender document.
63.	Details of Experience and competency to prepare graphic and animation based learning. Schedule – III, Clause No. VII. Pg. 5	Since e-content/CBTs are provided by Rajcomp, this clause may be deleted as it is not having relevance under the Project. However, the Authority can have due diligence of the facilities for content development.	e-Content/ CBTs are not being provided by RajCOMP. No multimedia content is to be supplied by tenderer also, however, experience is being asked because of e-Content in the Scope of Work. At a later stage the tenderer can be asked to update the multimedia/e-content, if required.
64.	No advance payment shall be made. Clause No XVII, Schedule III, Sr.No1. Pg. 7	Authority to consider at least 20% mobilization advance for installation & commissioning of hardware at sites as per Government of India norms. Balance can be paid on Equal Quarterly Installments.	No Change. As per Rajasthan GF&AR
65.	Tenderer will not be entitled for any payment for the entire district unless the tenderer has delivered and installed hardware, software (including OS, Office Suite etc.) & accessories and instructor in at least 75% of the total no. of schools of that district. Clause No XVII, Schedule III, Sr.No2. Pg. 7	Authority to consider : Tenderer will not be entitled for any payment for the entire district unless the tenderer has delivered and installed hardware, software (including OS, Office Suite etc.) & accessories and instructor in at least 60% of the total no. of schools of that district.	No Change.
66.	The tenderer must be incorporated under Indian Companies Act, 1956/The Partnership Act, 1932. Consortium in any form is not allowed. Clause No B-Terms & Conditions Point 5 Eligibility Criteria, Sub Clause (i) of the Tender Schedule-IV. Pg. 9	We request the authority to consider consortium of 01 + 01 with one of the Tenderer to act as Prime Tenderer to participate in the bid process clearly outlining roles and responsibility of each consortium partner. This is allowed in most of the states in the country under such BOOT Project as per the guidelines of the Govt. of India. This will facilitate fixing up the SLA's for the consortium members under the project & setting up the benchmarks for the education.	No Change.
67.	Delivery, Installation & Commissioning of Contracted Hardware, Software and Accessories and Provision of CE & ICT Services (i) The tenderer whose tender is accepted shall arrange to supply the ordered material (computer hardware,	We request the authority to consider: The tenderer whose tender is accepted shall arrange to supply the ordered material (computer hardware, software and accessories etc.), manpower and CE & ICT services strictly in accordance with specifications given in the technical bid within a period of 90-120 days from the date of issuance of the supply order. This is due to long deliveries for Generator set and	No Change.

	software and accessories etc.), manpower and CE & ICT services strictly in accordance with specifications given in the technical bid within a period of 75 days from the date of issuance of the supply order. Clause No 20 Schedule IV, SNo (i). Pg. 17	UPS. Commencement can happen within 90 days and completion to be considered at later date.	
68.	Computer Instructor: The tenderer shall provide one computer instructor to teach computer education & maintain the lab in each School as per the following minimum eligibility. Clause No 21, Schedule IV, Sr.No (i), pg. 18	Dept. is requested to specify the compensation payable per month per school to instructor which will have price impact.	No Change.
69.	Consumables – as required, Item No.6 and Item No.9 Sl.No 6 Schedule V. Pg. 33	We request the department to quantify the requirement for consumables. Student strength may also be provided to arrive at the exact requirement of consumables which will have price impact.	See tender document.
70.	We would also provide support further for a period of minimum 1 year after warranty period. Schedule IX, Certificate, pg. 38	Warranty Services to be provided for the project period of 5 years only.	No Change.
	<b>COMPUCOM</b>		
71.	Page No 31 Technical Specifications of Online UPS Battery Back-up: Minimum 01 hour on full lab load depending upon the option opted.	As in the recent released ICT tender for the same scope few weeks ago, the battery back-up of the online UPS should be kept to 30 minutes on full lab load. <b>OR</b> Remove the Generator from the deliverables and ask for Inverter cum UPS with tubular batteries for providing 2 hours 30 minutes back-up.	See tender document
72.	Page No 39 Financial Bid Specify any Single Option.	In order to get the best possible rates, the tenderer should be given the flexibility to specify the option at the time of PDI. As in the recently released ICT tender for the same scope few weeks ago the options were to be given at the time of PDI.	See tender document
73.	Page 18 Clause 21 Tenderer has to provide an additional instructor in a school where total strength of classes 9 to 12 is more than 840 students.	It is requested the list if schools along with the student strength be provided with the tender document.	See tender document.
74.	Page 10 clause 5(v) of eligibility criteria “The tender must have 5yrs. Experience in implementation & delivering of Computer Education/Computer Aided Education/Teacher Training /Multimedia based educational content as a part of computer education development project for not less than 10,000 candidates at least in two states as on dated 30 June 2009.”	“The tenderer must have 5yrs. Experience in implementation & delivering of Computer Education/Computer Aided Education/Teacher Training /Multimedia based educational content as a part of computer education development project for not less than 10,000 candidates in 100 schools of at least in two states as on dated 30 June 2009.”	See tender document
75.	Page 32: Internet Broadband Connection (any other connection, other than dial-up, if broadband is not available): Tenderer will provide internet connectivity of minimum 256 Kbps download limit and maximum of 1 GB download per month.	Internet Broadband Connection (any other connection, dial-up, if broadband is not available): This connection should be made available on all the computer systems through proxy/sharing by the tenderer by legal means for a minimum of 100 hours in a yr.	See tender document.

	<b>OKAYA</b>		
76.	UPS Specs.	Include our brand of batteries in your above said tender so as to serve you with best of product range available in the market today.	No Change.
	<b>NIIT</b>		
77.	In case of addition average per school cost of the tender will be provided and in case of deletion alternative school will be provided. However amount will be deducted, if tenderer will be reluctant to move the infrastructure. Page 8 Clause A. 1	If the infrastructure is already setup in a school, there is a cost involved in the movement. Requesting the Govt. to add or delete schools before the implementation.	No Change.
78.	To impart computer training to teachers and non-teaching staff in each school as mentioned in the tender document without any extra cost for at least 3 months in a year as per schedule of the department. Complete staff (teaching and non-teaching) of the school is to be trained. Page 8 Clause A. 6	How many teachers and non-teaching staff in each school to be trained per year? Please clarify. This will help the tenderers in realistic costing.  Further, Please specify the objectives of this teachers Training. Please specify the schedule of the department? 3 Months of Teacher training / Teacher Availability for long period is not feasible. It is suggested that the training should be for 7 days @ 6 Hrs per day in a year.	No Change. It is at least 3 months in a year. 3 months period will be utilized for training of various teaching and non-teaching staff. The duration of which may not be at a single stretch. The duration of each training total 3 months will be decided by the department.
79.	The list of schools of each Range with Districts situated in the respective Range of Rajasthan will be supplied at the time of agreement to the tenderer. Page 8 Scope - Point B 2- List of Schools	The School List with number of students is required for costing, as clause 21 in page 18 says "Tenderer has to provide an additional instructor in a school where total strength of classes 9 to 12 is more than 840 students." To provide List of schools with current Strength to ascertain # instructors required for Training. This will affect the cost of the project if Student # per school is unknown.	See tender document.
80.	The Financial Bid should be filled in original for a consolidated quarterly rate per school per range up to February, 2014 and sealed in a separate cover. Page 9, Clause 3 (vi)	Please clarify the exact tenure of the project, considering LOI, Agreement and implementation time of 75 days.	See tender document
81.	The tenderer should have a consolidated turnover during the last five financial years as specified below depending upon the nos. of ranges they want to quote. Page 10, clause 5 (iii)	This does not specify that the turnover is from which area of business. The turnover ideally should be from Computer Education/Computer Aided Education. It is also mentioned in the first para that the turnover should be a "Consolidated turnover". But it is mentioned below against each range that the turnover is "total turnover". Which is correct? Please clarify. Further, it is mentioned that the consolidate turnover for last 5 years should be 25 crores to bid for one region. This roughly comes to 5 crores per year. However, the project value for a single range will come to approx. 20 crores. How can a company handle such a large project if the turnover is only 5 crore in a year? The company may not have financial reserves to execute the project. Requesting the Govt. to rethink this parameter and change it to at least 50 crores and subsequently the turnover for more than one range should also change accordingly.	No Change. 'Consolidated turnover' and 'total turnover' is same in this case.

82.	The tenderer must have 5 yrs. experience in implementation & delivering of Computer Education/ Computer Aided Education/ Teacher Training/ Multimedia based educational content as a part of computer education development Project for not less than 10,000 candidates <u>at least in two states.....</u> Page 10, clause 5 (v)	The experience should be in at least two states of INDIA as the tenderer should have experience in Indian conditions.	See tender document.
83.	Tenderer will indicate the exact make & model of it in the technical bid so that their performance eligibility could be assured as per specifications mentioned in this tender. Tenderer would supply only those makes & models which have been accepted during technical evaluation. No other make & model will be supplied which is not quoted or not approved. Page 10, clause 5 (vii) (iv)	Please allow us to give minimum 3 vendors make & model in the technical bid.	No Change. Tenderer can quote any no. of OEM vendors complying to the specifications and terms & conditions of the tender document. The clause is self explanatory.
84.	ISO certificates are must for items like Desktops, Printers, Scanner, Projector, Generator Set and UPS. Page 10, Clause 5 (vii) (ii)	In India, no vendor is having ISO certificate for projector. Please drop clause ISO certificate for Projector.	No Change.
85.	The tenderer fulfilling the eligibility for turnover as per the no. of range(s) quoted will be awarded 16 marks (60%) and subsequently other tenderer will be awarded as per the following slab (for a particular range, this would increase depending on the no. of range(s) bid): Up to 25 crores = 12 (60%) 26 to 100 crores = 15 (75%) 101 crores and above = 20 (100%). Page 11, Table for technical evaluation. Point 1	Please clarify the meaning of the statement "(for a particular range, this would increase depending on the no. of range(s) bid):"  Up to 25 crores = 12 (60%) should be changed as "minimum 25 crores = 12 (60%)"  Further, the tenderer fulfilling the eligibility for turnover as per the no. of range(s) quoted will be awarded 12 marks instead of 16 marks. Please change accordingly.	See tender document.
86.	The tenderer fulfilling the eligibility for two no. of states will be awarded 12 marks (60%) and subsequently other tenderer will be awarded as per the following slab: Up to 2 states = 12 (60%) Between 3 to 6 states = 15 (75%) Above 6 states = 20 (100%). Page 11, Table for technical evaluation. Point 3	As per criteria, the vendor should be present in minimum of 2 states.  Upto 2 states = 12 (60%) should be changed to "Minimum 2 states = 12 (60%)"	See tender document.
87.	The tenderer fulfilling the eligibility for no. of students as will be awarded 6 marks (60%) and subsequently other tenderer will be awarded as per the following slab: Up to 10,000 students = 6 (60%) 10,001 to 20,000 students = 7.5 (75%) 20,001 students and above = 10 (100%). Page 11, Table for technical evaluation. Point 5	It is also mentioned in the eligibility criteria at Page 10 Clause 5(v) that the no. of candidates not less than 10,000 candidates to participate in the tender. If the minimum students strength is 10,000, how can the mark 6 be given up to 10,000 students. Please clarify.	See tender document. 10,000 candidates is minimum requirement hence, given 60% marking. The marking increases if the tenderer has more experience.
88.	The tenderer fulfilling the eligibility for no. years will be	It is also mentioned in the eligibility criteria at Page 10 Clause 5(v) that the tenderer	See tender document.

	awarded 6 marks (60%) and subsequently other tenderer will be awarded as per the following slab: Up to 5 years = 6 (60%) 5 to 10 years = 7.50 (75%) 11 years and above = 10 (100%) Page 11, Table for technical evaluation. Point 6	must have 5 years of experience.  Upto 5 years = 6 (60%) should be changed to "Minimum 5 years = 6 (60%)"	
89.	The technical score obtained during technical evaluation would have no relation whatsoever with financial evaluation. Page 12, clause 8 (iv)	The purpose of technical evaluation is lost if this is not considered with financial evaluation. Requesting the Govt. to consider both Technical and Commercial bid for finalizing the contractor.	No Change.
90.	A Letter of Intent (LOI) shall be issued to the successful tenderer to sign the agreement within 10 days from finalization of rates and supply & install entire hardware and software within 75 days from the date of LOI. Page 13, clause 11, (i)	The tenderer should supply & install entire hardware and software within 75 days from the date of agreement and subsequent date of site readiness confirmed by the Dept. (site readiness: Availability of computer Room in the school, Availability of Electricity in the school upto the computer room)	No Change.
91.	The successful tenderer will be required to sign an agreement with respective DD(S) and DEO(S) on behalf of Govt. of Rajasthan on a non-judicial stamp paper. Page 13, Clause 11, (ii)	This will mean 7 agreements for all ranges. Requesting the government to make a single agreement applicable to all ranges. It should be a centralized agreement with the Govt. of Rajasthan along with centralized payment.	No Change. It is as per Rajasthan GF&AR.
92.	(a) Penalty for delay in execution of scheme. Page 15, clause 14 (a)	This contradicts with clause 13 Liquidated damages in page 14. Clarifications required on penalty for delay in execution. Dual penalty cannot be imposed. Liquidated damages are normally done for supply of materials and penalty is imposed for project execution. Hence, it is suggested that the Liquidated damage clause be dropped and only penalty clause be retained.	See tender document
93.	The tenderer shall ensure that the instructor attends the school regularly and a substitute is provided in case of his/her absence. Page 15 - Clause 14 - (c) Penalty for absence of Instructor	Providing Substitute for Faculty is not feasible. To allow faculty to take leave with permission for 2 days in a month. Beyond 2 days the Penalty may be applicable.	No Change. The tenderer is to provide sufficient reserves to maintain SLA.
94.	Supplies when received, after PDI, shall be subject to inspection to ensure whether they conform to the specifications. Where necessary or prescribed or practical, tests shall be carried out in Government laboratories, reputed testing house like Standardization Testing Quality Certification (STQC) - Electronic Test Development Centre (ETDC) and the like and the supplies will be accepted only where the articles conform to the standard of prescribed specifications as a result of such tests. The cost of such tests would be borne by the tenderer. These tests would be carried on the supplies of each items randomly selected by the inspection committee/technical agency limited to 0.5% of the total quantity but minimum one for each category of	During the PDI, it will be confirmed if the material supplied conforms to the specifications. Why does Govt. want the second round of testing?  Request the Govt. to drop this clause.	See tender document

	equipment. Page 16, clause 17 (iii)		
95.	The PDI will be completed within 15 days of receiving the request in writing from the tenderer, the time taken for PDI is included in the delivery period. Page 16 Point 17 (i)	Requesting the Govt. to exclude PDI from the Delivery Period	See Sch. IV Part B Clause 17 (i) for details
96.	Articles not approved during inspection or testing shall be rejected and will have to be replaced by the tenderer at his own cost within the time fixed by the Tendering Authority. If, however, due to exigencies of Government work, such replacement either in whole or in part, is not considered feasible, the Tendering Authority after giving an opportunity to the tenderer of being heard, shall for reasons to be recorded, <u>deduct a suitable amount from the approved rates.</u> The deduction so made shall be final. Page 17, clause 17 (v)	Please clarify "deduct a suitable amount from the approved rates."	No Change. It 'suitable amount' would be calculated as per the assessment done by Committee/Person authorized by Tendering Authority after considering price of item which was to be supplied and price of item actually supplied.
97.	The Head of Institution will provide sufficient and safe room for computer lab and the maintenance & security of this lab is the sole responsibility of the tenderer. Page 17 clause 18	Providing physical security for every school is not feasible. Security should be the responsibility of the school. Insurance of the equipments supplied will be done by the Tenderer.	No Change.
98.	The tenderer should give on-site comprehensive guarantee/warranty for Computer Hardware, Software and connected accessories covering the contract up to February, 2014 against breakages and breakdowns. This guarantee/warranty shall cover all items irrespective of the fact whether the tenderer has manufactured these or not. If the project extends for one more year than on-site comprehensive guarantee/warranty would also be extended without any financial liability of Department/GoR. Page 17 Clause 20 (ii)	Breakage will not be covered under Warranty. Please remove clause of Warranty towards breakages. Breakages during supply of the equipment will be covered and replacement will be provided. Further the guarantee/warranty for the software cannot be provided as the softwares are provided by the Govt. Requesting the Govt. to amend the clause suitably. If the project is extended for one more year, the guarantee/warranty should be extended with mutually agreed terms and conditions. Project Duration is for 5 Years. Warranty date is mentioned as Feb 2014. Please clarify the Project Duration and warranty.	No Change. Sch. IV Part B Clause 20 (ii) is self explanatory.
99.	The tenderer whose tender is accepted shall arrange to supply the ordered material (computer hardware, software and accessories etc.), manpower and CE & ICT services strictly in accordance with specifications given in the technical bid within a period of 75 days from the date of LOI. Page 17, clause 20 (i)	It is suggested that the implementation period is 75 days from the date of site readiness confirmed by the Dept. after initial survey of school excluding time taken for PDI inspection.	No Change.
100.	The tenderer shall only use licensed s/w (to be provided by Deptt/GoR/Tenderer) and shall be held liable for any consequent action arising out of patent/intellectual property right violation and DD(S)/ DEO(S) of Institution shall not be liable for any liabilities or damages arising thereof. Pg 17, cls 20 (v)	The licensed software will be provided by the Govt. to the contractor. The contractor should not be held responsible for any consequent action arising out of patent/intellectual property right violation. Request the Govt. to change the clause suitably.	No Change.

101.	The tenderer shall provide all the other consumables such as stationery, CD-Rs etc.as per the requirements of school during the contract period without any extra cost. Page 17, clause 20 (viii)	Please provide the list of consumables and specify the quantity of the consumables. This will help in costing. Suggested: 1 CD-R per student per year, 4 ribbons per school per year 2 box of 1000 sheets (4 Reams) of 80 col. stationery per sch per year.	See tender document.
102.	If any computer training is imparted to the teachers in the school by any agency, other than the tenderer, the Head of Institution shall have the right to use the computer lab along with hardware and software for this purpose. Page 17, clause 20 (ix)	Requesting the govt to change it as "Any other govt agency" instead of "any agency"	No Change.
103.	The Computer instructor(s) of the school itself can also use the Computer lab. Page 17, clause 20 (x)	Need Clarifications who are these instructors? Are they teachers of the school or the faculty member appointed by the tenderer for this project?	No Change. Computer instructors are to be deputed by the tenderer.
104.	The tenderer shall provide minimum one computer instructor to teach computer education & maintain the lab in each School as per the following minimum qualification. Tenderer has to provide an additional instructor in a school where total strength of classes 9 to 12 is more than 840 students. Page 18 clause 21	Please clarify the logic based on which the figure of 840 students have come? Does it mean that the tenderer has to provide an additional faculty if there are 841 students? Or there is a range of students? What if in a particular school, the strength increases beyond 840 in subsequent years?	No Change. Tenderer has to provide an additional instructor in a school where total strength of classes 9 to 12 is more than 840 students. See tender document.
105.	Computer Instructor Experience - at least 1 year experience in the field of Information Technology for Training basic Computer Science subjects  Graduate from a UGC recognized university having One year Diploma in Computer Application <u>from ISO certified institution</u> /Central Govt. & State Govt. recognized institution. Page 18 clause 21	Getting at least 1 year experience in the field of Information Technology for Training basic Computer Science subjects will be difficult. Experience of at least 1 year experience in the field of Information Technology for Training basic Computer Science subjects could be preferable. In the absence of experience Tenderer should provide Training before deploying the instructor to the school. Request the Govt. to change the clause to "Graduate from a UGC recognized university having One year Diploma in Computer Application from <u>any reputed institution</u> /Central Govt. & State Govt. recognized institution". Govt. should also specify the minimum gross salary/Net take home to be paid to be each faculty.	See tender document.
106.	Dedicated Project Manager at State Level to be stationed at Department's Bikaner HQ and In charge of the complete project management from the tenderer for the state. Page 19 Clause 22 (A)	As the process is as 7 Tenders for 7 ranges. It means that there will be 7 P.M at Bikaner. And it will be difficult to monitor the Project from Bikaner if the tenderer is operating in ranges other than Bikaner. The Manager for ranges should be based at the range head quarters with regular reporting to Department of Education.	See tender document
107.	The tenderer shall provision for on-site maintenance services during the contract period within 24 hours of making the complaint by the user, failing which the service provider will arrange temporary replacements in next 24 hrs. If it becomes necessary to be taken out the machinery or equipment or its part, the tenderer would provide similar item or as acceptable to the head of institution. Page 22 point 25 (iv)	Maintenance within 24 hrs contradicts the clause 14(b) in Page15  Providing a temporary replacement within 24 hrs is not feasible.  Maintenance to be provided within 3 schools days failing which Penalty clause 14 (b) will be applicable. Requesting the Govt. to change it suitably.	See tender document
108.	No advance payment shall be made. Page 22, Cls 26 (i).	Requesting the Govt to release 30% advance as mobilization advance.	No Change. Provision is as per

			Rajasthan GF&AR.
109.	If the class(s) is/are not run during the full quarter, no payment will be made. Page 22, clause 26 (viii)	No classes will be running in summer and winter vacations. This will lead to the contractor not getting payment for 2 quarters. Requesting the govt. to amend it suitably. Requesting to remove this clause as this is already taken care of in the Penalty clauses.	No Change. See Sch. IV Clause 26. It is self explanatory
110.	If the class(s) is/are not run more than one month, the payment will be made on average base (working days). Page 22, clause 26 (ix)	There is a possibility that classes may not run for a month because of school holidays and issues related to School calendar. However, the schools will be having machines, faculty and all other infrastructure during the period. The contractor will not be in a position to run classes if the school is closed and there are no students. Requesting the govt. to drop this clause or amend it suitably.	No Change. Sch. IV Part B Clause 26 (vii), (viii) and (ix) is self explanatory.
111.	Option-I & 2 Shared Computing with N1 & N2 - A Desktop Computer (High End) Processor: Intel Pentium Dual Core E5300 (2.6 GHz, 2 MB L2 cache) or higher OR AMD Athlon X2 7850+ (2.9 Ghz, 1 MB L2 Cache) or higher. Page 24-27, Schedule-V- Specification for Desktop (High End) and Desktop (Low End- HOST PC)	The new AMD CPU comparable to Intel E5300 is AMD II X2 215 (2.70 GHz, 2x512 MB L2 cache, 2000 MHz FSB). Please change the specification accordingly.	No Change. Any change will come under "or higher" category.
112.	Wireless LAN adapter. Page 24, Schedule-V	Wireless LAN Adaptor: We suggest that this may be clarified as "Internal PCI Wi-Fi Card", as some external USB dongles are also available which are prone to pilferage.	No Change. For wide competition it is not accepted.
113.	Option III-Client - server - A Desktop Computer (High End) Processor: Intel Pentium Dual Core E5300 (2.6 GHz, 2 MB L2 cache) or higher OR AMD Athlon X2 7850+ (2.9 Ghz, 1 MB L2 Cache) or higher, Page 29 - Schedule-V-Specification for Desktop (High End).	The new AMD CPU comparable to Intel E5300 is AMD II X2 215 (2.70 GHz, 2x512 MB L2 cache, 2000 MHz FSB). Please change the specification accordingly.	No Change. Any change will come under "or higher" category.
114.	Online UPS and Generator. Page 31 Clause D & E	Please specify the capacity of Online UPS and Generator. Suggestions: Option I - Shared Computing with N1, UPS - 2 KVA - Line Interactive, Generator - 2.3 KVA - Petrol/LPG/Diesel Option II - Shared Computing with N2, UPS - 2 KVA - Line Interactive, Generator - 2.3 KVA - Petrol/LPG/Diesel Option-III - Client Server, UPS - 3 KVA Line Interactive, Generator - 5 KVA - Petrol/LPG/Diesel	No Change. The rating should be based on Option I or II or III. Tenderer to provide UPS for desired power and backup as per the opted option.
115.	INPUT RANGE: 145-270V (on full load); Page 31 - Online UPS Specifications	INPUT RANGE: 145-270V (on full load) is not Standard Specification. INPUT RANGE: 160-270V (on full load) is suggested as Standard Specification.	No Change.
116.	Branded Generator Set of ISO 9001/9002 certified, relevant BS & IS standard, diesel / petrol. Page 25 - Genset Specifications	There are no BS & IS standard specified for Generator. We suggest Generator Set should be branded from ISO 9001/9002 certified company. Also, we suggest to include Gas as an option for Fuel along with Petrol / Diesel.	See tender document
117.	Type: Flat bed; Resolution in dpi: Optical upto 1200; Hardware: 1200x1200; Interface: USB; Max. Doc. Size: A-4; Bit Depth: 48 bit, Dust Cover. Page 31	As industry standard, the scanner will not come with the dust cover, if supplied by OEM. Request the govt. to change the clause accordingly.	No Change.

118.	Latest Software (as per BSER syllabus): Page 32, Clause 4	The requirement of Software is not clear. Please clarify the requirement precisely as there is cost involved in every software to be supplied. Basic analysis of the Syllabus suggests the following softwares: 1) OS – Windows (no version mentioned) 2) Office – No version mentioned. 3) C / C++ compiler – No Version mentioned 4) Java Development Kit – No Version mentioned 5) Visual Basic: The latest would be VB.Net 2008. 6) MySQL–SQL there is no mention of what application is to be used...we suggest MySQL as it is open source s/w. 7) Macromedia Flash : The current version is Flash 8 8) Adobe Photoshop - The current version is Photoshop 7...t Requesting the Govt. to confirm the software list with the version OR provide a new list with version as this will help on realistic costing. Each software has a cost involved.	Latest Software should be as per BSER syllabus. See BSER website <a href="http://www.rajeduboard.nic.in/">http://www.rajeduboard.nic.in/</a> for detailed syllabus.
119.	Earthing: Earthing provided with copper plate, and electrode with copper wire with main switch. The copper plate has been buried at a depth of 8 ft. in the soil, along with required quantity of salt, sand, and charcoal filling, after necessary excavation. Page 34 - Electrical Fittings	It will be practically very difficult to bury the copper plate at a depth of 8 ft. Request the Govt. to change it to 4 ft.	See tender document.
120.	Tenderer will provide internet connectivity of minimum 256 Kbps download limit and maximum of 1 GB download per month at each lab through a suitable Internet Service Provider (ISP). Page 32 - Internet	In deep Rural areas Internet may not be feasible. Requesting the Govt. to change the clause as "Tenderer will provide internet connectivity (wherever feasible) of minimum 256 Kbps download limit and maximum of 1 GB download per month at each lab through a suitable Internet Service Provider (ISP)."	See tender document
121.	The tenderer shall provide Wi-Fi Local Area Networking. Page 32 - LAN	It is suggested to have Wired LAN with 16 port / 8 port switch for Shared computing Switch instead of WiFi in a school environment.	No Change.
122.	Tenderer is required to provide web based online MIS system to manage operations in all the schools and also at central level. Page 33 - MIS	If internet is not feasible in the school online MIS cannot work. To provide clarification as how the data is to be provided in case MIS is not online. Please provide details like where will be the solution be hosted? Who will provide the server for hosting the Online MIS etc.?	See tender document
123.	Schedule-VII & Schedule VIII - Certificate/Declaration on Rs.1000 non-judicial stamp paper. Page 37 & 38	Do we have to submit the multiple Certificate/ Declaration on Rs.1000 stamp paper for each range we quote? Please reduce the stamp paper value as Rs.100 stamp paper is enough for declaration/ certificate.	No Change. As per Rajasthan GF&AR.
124.	Part - B : Financial Bid - OPTION* I or II or III (Specify any SINGLE OPTION) Note: The agreement will be a composite agreement up to February, 2014. In case, extension is given by Gol for one more year tenderer will have to provide his services for rest of the quarters on 50% cost of contract cost (i.e. finally ordered per school per quarter). Page 39 - Financial Bid	It is suggested that the tenderer be allowed to quote for all the options and later GoR can decide on the best suited option. Accordingly, requesting the Govt. to change the format and include 3 rows for each option. Further, the prices should be separate for H/W and services for all the options, as it is mentioned that In case, extension is given by Gol for one more year tenderer will have to provide his services for rest of the quarters on 50% cost of contract cost. The cost of the services may not be 50%. It can be higher or lower. Hence, requesting the Govt. to	See tender document

		ask for separate price for H/W and services.	
125.		Please specify the OS to be loaded in the Desktops. It should be pre-loaded OEM operating system - starter pack.	No Change.
126.		The Syllabi and the list of schools is not available in the tender document. Requesting the govt. to provide the same.	See BSER website <a href="http://www.rajeduboard.nic.in/">http://www.rajeduboard.nic.in/</a> for detailed syllabus. For list of schools see tender document.
127.		Who will print & provide Courseware for student? Please clarify.	No courseware is to be provided by tenderer to the students.
128.		As mentioned in the tender document, the softwares are to be provided by GoR. All the softwares should be provided at the time of the agreement to enable the tenderer to pre-load in the factory before shipping the machines in the school. This will save the time and effort of installation in each school enabling faster starting of classes in the school. Further, these softwares should be compatible with all the options (Shared computing and Client/Server).	Deptt./Govt. will provide the same at appropriate time.
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129.	To impart computer training to teachers and non-teaching staff in each school as mentioned in the tender document without any extra cost for at least 3 months in a year as per schedule of the department. Page no.8 ,Terms and Conditions (A) Point no.6	Should the training be during the school vacation period or during the schools hours. Clarification required.	No Change. It is at least 3 months in a year. 3 months period will be utilized for training of various teaching and non-teaching staff. The duration of which may not be at a single stretch. The duration of each training total 3 months will be decided by the department.
130.	A Letter of Intent (LOI) shall be issued to the successful tenderer to sign the agreement within 10 days from finalization of rates and supply & install entire hardware and software within 75 days from the date of written permission of the Purchase Officer/ Agreement. Page no.13 Point no.11(i)	90 days required for implementation	No Change.
131.	For regular absence of instructor for more than a month then action would be taken as per clause 18 of this schedule. Page no.14 Point no.14(c)(ii)	Clause 18 is Accommodation for Computer Lab	No Change.

132.	Annual Turnover for last five Years . The tenderer fulfilling the Eligibility criteria for the turnover as per the No of range(s) quoted will be awarded 16 marks (60%) and subsequently other tenderer will be awarded as per the following slab (for a particular range, this would increase depending on the no of range(s) bid Upto 25 crores = 12 (60%) 26 to 100 crores = 15(75%) 101 crores and above = 20(100%). Page No 11 point no 1 (evaluation criteria).	There is a typological error instead of 16 marks it should be as 12 marks. Pls. clarify.	See tender document.
133.	Computer Instructor: To provide an Additional Instructor in a school where total strength of the classes 9 to 12 is more than 840 students. Page no.18 Point no.21	Provide us the details on how many school are with more than 840 students as this involves in costing requesting to provide the school list with students strength.	See tender document.
134.	UPS - FULL LAB LOAD. Page no.31, Point - UPS	Please clarify the term Full Lab Load? Is it including the fan and tubelights also?	The 'Full lab load' means the load of lab excluding electrical equipment load i.e. fan, tubelights etc.
135.	Genset and UPS capacity. Page No. 31, Point - Genset and UPS	The capacity of Genset and UPS is not mentioned and the document says that the tenderer can quote the capacity depending upon the option. We request you to kindly specify the capacity for various options, which will help the tenderers to quote uniformly and there won't be any difference in the BOM of the tenderers.	See tender document
136.	Computer system hardware options N1 and N2. Page 24, Schedule -V	Is there is any brand specification for N1 and N2 option?	No. Multiple branding within an option is accepted subject to Sch. IV Clause 23 (x). Tenderer can quote any no. of OEM vendors complying to the specifications and terms & conditions of the tender document.
137.	Wireless Router. Page - 32, Point Wireless router	Do we require wireless routers or instead can we quote for a switch which will solve the purpose and also cost effective.	No Change.
138.	Financial Bid for single option. Page No. 39, Financial Bid	Can we quote for all three options or we have to quote only for one option?	No Change. The tenderer can opt for either (any one) of the three options. Only single financial bid will be accepted. See tender document
139.	Computer Instructor: To provide an Additional Instructor in a school where total strength of the classes 9 to 12 is more than 840 students. Page No. 18, Point No.21	Kindly specify the minimum computer instructors salary, which will help the tenderers to quote uniformly	No Change.
140.	Advance payment. Page 7, Advance payment	We request department to kindly allow 15% advance payment as mobilisation fund which will help the tenderer to quote the price accordingly.	No Change. As per Rajasthan GF&AR.

141.	Eligibility Criteria - The tenderer should have a consolidated turnover during the last five financial years as specified below depending upon the nos. of ranges they want to quote: Page -10, Point 5 (iii)	Since it is an ICT project we request you to kindly change this criteria as consolidated turnover during last five years from CEP/CAL/ICT projects in INDIA where the tenderer has implemented similar projects on BOOT/BOO/BOT model. The turnover of only similar projects should be considered since the numbers of schools are more and only experienced companies can implement the project successfully.	See tender document
<b>ACES Infotech Pvt. Ltd</b>			
142.	What is the software to implement for this project? Pg23		See 'Scope of Work' Sch. IV Part A
143.	What is the procedure to submit tender cost?		See Sch. III Clause IX
144.	Who will provide the courseware for the student?		No courseware is to be provided by tenderer to the students.
145.	What are the curriculum for teaching training		Curriculum is same as the syllabus of class 9 to 12 prescribed by BSER. The training is at least 3 months in a year. 3 months period will be utilized for training of various teaching and non-teaching staff.
146.	What is multimedia content?		No multimedia content is to be supplied by tenderer, however, experience is being asked because of e-Content in the Scope of Work. At a later stage the tenderer can be asked to update the multimedia/e-content, if required.
147.	What is meaning of PU of computer table?		See tender document.
<b>NICT</b>			
148.	Software OS preloaded but how can be pre-loading procured by Deptt. Separately Office suite, Anti Virus, Page-24,25,27,29,30		Deptt./Govt. will provide the same at appropriate time.
149.	Licensed S/W, Paper Licenses, delivered by tenderer. How deptt. will calculate L1 for different options. Page 32		See tender document
150.	Multimedia based content, No definition in tender. Page 8		No multimedia content is to be supplied by tenderer, however, experience is being asked because of e-Content in the Scope of Work. At a later stage the tenderer can be asked to update the multimedia/e-content, if required.
151.	Payment: What about payment's of holidays?		Sch. IV Part B Clause 26 (vii), (viii) and (ix) is self explanatory.

152.	Document cost: 10000/- if purchased already at the time of previous tender.		It is to be refunded by the respective office as the previous and this tender is different entity.
<b>LG Electronics</b>			
153.	Tenderer to provide reference site of OEM with order copies and satisfactory performance report of their proposed solution in India. This reference site should be using the proposed technology in a similar magnitude to the number of seats mentioned in this tender in similar environment of education. Schedule IV: Terms & Conditions : Clause B No.5 Clause (vii) Sub-Clause (iii) Page 10 of 40:	Tenderer to provide reference site with order copies and satisfactory performance report of their proposed solution in India. These reference sites should be using the proposed technology as mentioned in this tender in similar environment of education.	See tender document.
154.	NTSC 3.58. V Page 31 to 40. Projector.	To be deleted.	See tender document.
155.	For LCD monitor you have stated that the monitor should be TCO-03/FCC-B/CE/EPA/ROHS certified or equivalent.	LCD Monitor.	No Change.
<b>Trimax IT Infrastructure &amp; Services Limited</b>			
156.	Clause 5 Eligibility Criteria – sub clause (i)- Consortium in any form not allowed	Sir, as the project comprises two major portions – first is Deployment/ Implementation of IT Infrastructure and second is Provide Computer Education. If we go through the previous competition of similar project shows that only limited companies were participated (i.e. 6-7. The purpose of vide published NIT is to invite competition. Kindly allow Consortium to the companies who are in the field of setting up of IT Infrastructure.	No Change.
157.	Clause 5 Eligibility Criteria – sub clause (iii)- turnover Criteria	Kindly allow the Turnover Criteria by any of the partner either Lead/ Consortium Partner	No Change.
158.	Clause 5 Eligibility Criteria – sub clause (iv)- 5 years experience in implementation & delivering of Computer Education / Computer Aided Education / Teacher Training / Multimedia based educ. contents	Kindly allow the Experience Criteria by any of the partner either Lead/Consortium Partner.	No Change.
159.	Clause 5 Eligibility Criteria – sub clause (iv) 2 years experience and competency to prepare graphic and animation based learning material for computer and other subjects specially Science, Math, English, Computer Education and Social Science in Elementary, Sec. and Senior Sec. Education	Kindly allow the Experience Criteria by any of the partner either Lead/Consortium Partner.	No Change.
<b>Visionindia Software Exports Pvt. Ltd</b>			
160.	“The tenderer must have 5 yrs. Experience in implementation & delivering of Computer Education / Computer Aided Education / Teacher Training / Multimedia Based Educational content as a part of	We kindly request you to eliminate the 5 years experience criteria as a tenderer with three years experience can successfully implement ICT based Computer Education of various duration ranging from three to six years. So, considering the fact we request you to please remove the 5 year eligibility criteria or reduce the same to	No Change.

	Computer Education Development Project for not less than 10,000 candidates at least in two states under BOOT model as on dated 30 June 2009." It has been mentioned on page 10 Point No. 5 (V)	three years.	
161.	"The tenderer can be firm/ organization / institute/ company/corporation/ society registered/ incorporated in India. Consortium in any form is not allowed." Pg. 10	We kindly request you to please permit consortium of two or more members as this would bring together companies with unique expertise and also create a very robust implementation partner. Permitting a consortium would provide local parties opportunities to tie-up and participate in the tender process, thus providing an earning opportunity for the local talent. Consideration to consortium members have experience in implementation of computer education in schools can also be given.	No Change.
	<b>COMPUTER MEDIA</b>		
162.	Generator Sets	CPCB Norms compliance should be made mandatory as per Govt. rules and norms laid by Central Pollution Control Board otherwise it is punishable offence under the Environment (Protection) Act, 1986.	See tender document.