

State Project Director, Samagra Shiksha Abhiyan (SEMAM), Education Department, Government of Meghalaya

RFP No. and Title: SELECTION OF PROSPECTIVE BIDDER/ SYSTEM INTEGRATOR FOR IMPLEMENTATION OF VIDYA SAMIKSHA KENDRA (VSK) IN THE STATE OF MEGHALAYA

Tender No.SEMAM/SAMAGRA-SA/MIS/VSK/37/2022/ Dated 23rd May, 2023

Pre-Bid Queries & Clarifications Dated 26-06-2023

Sl. No	Queries regarding	Vendors Question/Clarification/Modification	Response
1	VSK Dashboard has to be made and integrated with the following UDISE, DIKSHA, PGI, NAS, PM POSHAN, TIMS, M LEAD, etc	The following App/Software/Application has to be developed? VSK Dashboard, CRM for Call Centre, LMS & Mobile App for school has to be developed for monitoring various parameters. I.e. student, teachers and school information?	<p>VSK Dashboard application It is not require for the bidder to develop the VSK Dashboard application since the application is a ready to install open source software which comes with 6 pre deifined programs. For Data Processing and Visulaization of any data in the VSK Dashboard application, the Bidder will have to use the CQUBE software, which is also an open source software.</p> <p>CRM for Call Centre With in the Call center solution, the cloud CRM will have to be customised wihtin the specific requirements.</p> <p>Learning Mamangement system (LMS) It is not required for the Bidder to design and develop the LMS. <u>As per scope 4.5, point no D and point No E</u> : It is mentioned that Department of Education, is currently in the process of developing the LMS portal by engaging a LMS provider firm on the SAAS model and responsible for the LMS solution including design and development. <u>As per scope 4.5 point no E</u>: The Bidder shall work in tandem with the LMS firm provider, for the arrangements of the LMS, and Integration with VSK.</p> <p>Mobile App: The Bidder has to design and develop a fresh Mobile application which include school module and monitoring module and alos by incorporating all the features of the existing school visit app.</p>
	SECTION-II: Instructions to Bidders/ 6. Eligibility criteria of Bidder/ Pre-qualification Criteria. Sl. No. 3 of Table. Pg No. 57	<p>May kindly be modified as: 1)Must executed atleast 2 project in IT for any State/ Central Government PSU Department in India</p> <p>2) Any consortium member must have executed atleast 1 Project in IT for any State/ Central Government PSU Department in India</p>	<p>Amended: The Bidder (Sole or lead bidder) must have (Completd/On-Going) at least 2 projects in IT which must include supply of hardware, development of software, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 5 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23)</p> <p>AND Any one other consortium member (in case of consortium), must have completed (or on-going) at-least 1 projects in in IT project which can include either hardware, development of software, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 3 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23)</p>

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2	Sl. No. 4 of Table. Pg. No 57	<p>Kindly Clarify: Whether any End-to-End statewide IT project having component of SERVER and Client end Hardware delivery and maintenance, 3tier open source software delivery and API integration with third party, VPN Network management in more than 100 location, large scale skilled manpower deployment, Helpdesk function and call centre management for statewide revenue management through citizen tentric service delivery will be considered as similar project</p>	<p>Yes, key experience required are delivery and installation of hardware, software development, API integration and support & maintenance</p> <p>Amended The Bidder (lead bidder or any One other consortium member, in case of consortium) must have successfully executed/ on-going at least 1 (one) single order of atleast INR 5 Crore OR 2 (two) orders of atleast INR 3 Crore each as a System Integrator for similar service(s), key experience required are delivery and installation of hardware, software development, API integration and support & maintenance in last five years (April 2018 onwards) to any Central / State Govt/ PSU</p>
	Sl. No 1 of Table page No 64	<p>May kindly be modified as: Atleast 2 project as System integrator with 10Cr Project value</p> <p>2 Project : 15 marks for each additional Project 5 marks</p>	<p>Amended At least 2 projects as System Integrator (either lead bidder or any One other consortium member, in case of consortium) must have successfully completed/on-going with atleast INR 5 Cr project value each at the Central/ State government/ PSU in the last 5 FYs (April 2018 onwards). Key experience required are delivery and installation of hardware, software development, API integration and support & maintenance</p> <ul style="list-style-type: none"> • 2 Projects: 10 Marks (5Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)
	Sl. No 2 of Table page No 64	<p>Atleast 2 project of 5cr/ 1 project of 10Cr : 10 marks. For each addl. Project of 5Cr-5 marks (max. 20marks) or for project of 10cr-10marks</p>	<p>Amended At least 2 project with atleast INR 3 Cr project value each (either lead bidder or any One other consortium member, in case of consortium), must have successfully completed/on-going at the state / central government / PSUs in IT Driven Education Project in the last 5 Fys (April 2018 onwards)</p> <ul style="list-style-type: none"> • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)
	Sl. No. 4 of Table. Pg. No. 64	<p>May kindly be modified as: Atleast 2 project (complete/ongoing) for digital initiatives in the last 5years (2.5 marks). 2project = 5 marks. For each addl. Project 2.5marks</p>	<p>Amended At least 2 projects (either lead bidder or any One other consortium member, in case of consortium), must have successfully Completed/on-Going for digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/ dashboard development /online training/content development for state/central government/PSUs in the last 5 FYs, (April 2018 onwards)</p> <ul style="list-style-type: none"> • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (Subject to maximum 15 Marks)

Sl. No	Queries regarding	Vendors Question/Clarification/Modification	Response
3	<p>The Bidder (Sole or lead bidder) must have executed/executing at least 3 projects in IT for any Central/State Government/PSU Departments in India of value greater than 5 Crore each during the last three financial years (FY 2019-20, 2020-21, and 2021-22).</p> <p>AND</p> <p>Any one other consortium member (in case of consortium), must have executed (or executing) at-least 2 projects in in IT project for any Central/State Government/PSU Departments in India of value greater than 5 Crore each during the last three financial years (FY 2019-</p>	<p>May kindly be modified as: The Bidder (Sole or lead bidder) must have executed/executing at least 3 projects in IT for any Central/State Government/PSU Departments in India of value greater than 5 Crore each during the last ten financial years (April 2013 onwards).</p> <p>OR</p> <p>Any one other consortium member (in case of consortium), must have executed (or executing) at-least 2 projects in in IT project for any Central/State Government/PSU Departments in India of value greater than 5 Crore each during the last ten financial years (April 2013 onwards).</p>	<p>Amended:</p> <p>The Bidder (Sole or lead bidder) must have (Completed/On-Going) at least 2 projects in IT which must include supply of hardware, development of software, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 5 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23)</p> <p>AND</p> <p>Any one other consortium member (in case of consortium), must have completed (or on-going) at-least 1 projects in in IT project which can include either hardware, development of software, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 3 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23)</p>
	<p>The Bidder (lead bidder and any One other consortium member, in case of consortium) must have successfully executed completed at least 1 (one) single order of 10 Crore OR 2 (two) orders of 5 Crore each as a System Integrator for similar service(s) in last three years to any Central / State Govt Organization / PSU.</p>	<p>The Bidder (lead bidder and any One other consortium member, in case of consortium) must have successfully executed completed at least 1 (one) single order of 10 Crore OR 2 (two) orders of 5 Crore each as a System Integrator for similar service(s) (Educational e-Governance System with Analytical Dashboards / Command Control Centre) in last ten years to any Central / State Govt Organization / PSU.</p>	<p>Amended</p> <p>The Bidder (lead bidder or any One other consortium member, in case of consortium) must have successfully executed/ on-going at least 1 (one) single order of atleast INR 5 Crore OR 2 (two) orders of atleast INR 3 Crore each as a System Integrator for similar service(s), key experience required are delivery and installation of hardware, software development, API integration and support & maintenance in last five years (April 2018 onwards) to any Central / State Govt/ PSU</p>
	<p>At least 3 projects as System Integrator with (completed/on-going projects) with 10 Cr project value each with the Central/ State government/ PSU in the last 3 FYs (April 2019 onwards) (5Mark): • 3 Projects: 15 Marks, • For each additional Project: 5 Marks (subject to maximum 25 Marks)</p>	<p>At least 3 projects as System Integrator with (completed/on-going projects) with 10 Cr project value each with the Central/ State government/ PSU in the last 10 FYs (April 2013 onwards) (5Mark):</p>	<p>Amended</p> <p>At least 2 projects as System Integrator (either lead bidder or any One other consortium member, in case of consortium) must have successfully completed/on-going with atleast INR 5 Cr project value each at the Central/ State government/ PSU in the last 5 FYs (April 2018 onwards). Key experience required are delivery and installation of hardware, software development, API integration and support & maintenance</p> <ul style="list-style-type: none"> • 2 Projects: 10 Marks (5Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)
	<p>At least 2 project with 5 Cr project value each, at the state / central government / PSUs in Education Sector in the last 3 FYs (5 Mark): • 2 Projects: 10 Marks, • For each additional Project: 5 Marks (subject to maximum 20 Marks)</p>	<p>At least 2 project with 5 Cr project value each, at the state / central government / PSUs in Education Sector in the last 10 FYs (April 2013 onwards) (5 Mark): • 1 Project with minimum 1000 Schools: 10 Marks, • 2 or more projects with minimum 2000 Schools: 10 Marks (subject to maximum 20 marks)</p>	<p>Amended</p> <p>At least 2 project with atleast INR 3 Cr project value each (either lead bidder or any One other consortium member, in case of consortium), must have successfully completed/on-going at the state / central government / PSUs in IT Driven Education Project in the last 5 Fys (April 2018 onwards)</p> <ul style="list-style-type: none"> • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)

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	At least 2 projects (Completed/on-Going) for digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/ dashboard development /online training/content development for state/central government/PSUs in the last 3 FYs (2.5 Mark):	At least 2 projects (Completed/on-Going) for digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/ dashboard development /online training/content development for state/central government/PSUs in the last 10 FYs (April 2013 onwards) (2.5 Mark	Amended At least 2 projects (either lead bidder or any One other consortium member, in case of consortium), must have successfully Completed/on-Going for digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/ dashboard development /online training/content development for state/central government/PSUs in the last 5 FYs, (April 2018 onwards) • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (Subject to maximum 15 Marks)
	Pg. 7 Point 2: Critical Information - Point 6	Request you to allow exemption for DP/IT registered Startup company as per Ministry of Finance Office Memorandum No . . DPE/7(4)/207-Fln. Dated 8th November,2016	Startup allowed, but no relaxation on any technical, eligibility criteria
	Pg. 40 Point 4.9	As data Is of utmost priority, we request you to kindly add "Data Security using Blockchaln Technology for this software"	Not part of the current scope
	Pg. 56 Point 6	Request you to kindly allow Startup Request you to kindly allow Startup	Startup allowed, but no relaxation on any technical, eligibility criteria
	Pg. 57 Point 3	Please allow: The Bidder (Sole or lead bidder) must have executed/executing at least 3 projects In IT for any Central/State Government/PSU Departments In Ind/a of value greater than 5 Crare each during the last three financial years (FY 2019-20, 2020-21, and 2021 -22) or having purchase order of slngle order In Ind/a af value greater than 20 Crores.	Amended: The Bidder (Sole or lead bidder) must have (Completd/On-Going) at least 2 projects in IT which must include supply of hardware, development of software, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 5 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23) AND Any one other consortium member (in case of consortium), must have completed (or on-going) at-least 1 projects in in IT project which can include either hardware, development of sotfware, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 3 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23)
4	Pg. 64 Point 1	At least 3 projects as System Integrator with (completed/on-going projects) with 10 Cr project value each with the Central State government/ PSU in the last 3 FYs (April 2019 onwards) {SMark): • 3 Projects: 15 Marks • For each additional Project: 5 Marks (subject to maximum 25 Marks) OR At least 1 project as System Integrator with (completed/on-going projects) with 20 Cr project value each with the Central/ State government/ PSU in the last 3 FYs (April 2020 onwards) : 25 Marks	Amended At least 2 projects as System Integrator (either lead bidder or any One other consortium member, in case of consortium) must have sucessfully completed/on-going with atleast INR 5 Cr project value each at the Central/ State government/ PSU in the last 5 FYs (April 2018 onwards). Key experience required are delivery and installation of hardware, software development, API integration and support & maintenance • 2 Projects: 10 Marks (5Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)

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	Pg. 64 Point 2	Also Allow: For Startup company allow experience of having worked on project of education sector or government sector: • 2 Projects: 10 Marks • For each additional Project: 5 Marks (subject to maximum 20 Marks)	Startup allowed, but no relaxation on any technical, eligibility criteria Amended At least 2 project with atleast INR 3 Cr project value each (either lead bidder or any One other consortium member, in case of consortium), must have successfully completed/on-going at the state / central government / PSUs in IT Driven Education Project in the last 5 Fys (April 2018 onwards) • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)
	Pg. 29 Para 22	At least 2 projects (Completed/on-Going) for digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/Blockchain /AI-ML/ dashboard development /online training/content development for state/central government/PSUs in the last 3 FYs (2.5 Mark):	Amended At least 2 projects (either lead bidder or any One other consortium member, in case of consortium), must have successfully Completed/on-Going for digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/ dashboard development /online training/content development for state/central government/PSUs in the last 5 FYs, (April 2018 onwards) • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (Subject to maximum 15 Marks)
	General	Request you to please allow exemption to the DP/IT registered startup company as per Ministry of Finance Office Memorandum No . . DPE/7/4)/207-Fin. Dated 8th November,2016 for qualification criteria.	Startup allowed, but no relaxation on any technical, eligibility criteria
	Pg. 64 Technical evaluation criteria Sl. No 5	Request you to kindly allow Startup exemption in CMMi Level 3	No Change
	Page 57	The bidder should have a total turnover of 10 crores in IT	No change, It is difficult to extract specific IT revenue from a balance sheet for a firm that operates in several sectors.
5	Adjusting the Bidder Turnover criteria for Local Startups	Exempted for start-up.	Startup allowed, but no relaxation on any technical, eligibility criteria
	Bidder Experience	Start-up should have completed at least 2 IT projects without mentioning the value of the project	
	Past Experience	Exempted for start-up	
	Technical Evaluation	Criteria should be different for Startups for the 60 Marks; Nowhere the project valueshould be shown as above 8 Lacs	The rest evaluation method the start-up should fulfil, so that the project is executed properly and on-time.
		Simplifying Performance Bank Guarantee for start-up: such that if the cost of the project is 4Cr then the startup should be able to give atleast Performance bank guarantee of Rs. 40 Lacs.	

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	Pg. 6 Clause V	VSK should create seamless data pipelines that help the state meet all objectives quickly. The multi-directional data pipelines should be a collection of registry, academic, and administrative data gathered and processed by existing apps and new toolkits developed under VSK. The VSK technology should not just receive data from schools, but also send insights and data nudges back to the schools to improve the implementation.	No Change at this stage, due to budget constraints.
	Pg. 6 Clause VII	Student Learning and Assessment Data is not limited to one application. There could be multiple toolkits and platforms used by the state that track learning and assessment data from time to time. The assessment data should guide the content delivery in classrooms automatically through easy-to-use frontend platform used by the teachers on mobile devices.	No Change, as the state will use SARAL app for the collection of student learning data as encouraged and mandated by Ministry and NCERT. Under VSK the scope of LMS is also provision to diagnose and analyse the Learning data from SARAL
	Pg. 6 Clause VIII	cQUBE can be used for Data visualization for data provided by NCERT. But for additional data streams, more advanced data visualization tools used in other VSKs would be needed for better insights and decision-making.	No Change, as the state will use CQUBE for insight and data visualization as encouraged and mandated by Ministry and NCERT. Depending on the project progress and effectiveness, more advanced tools can be adopted at the later stage for better visualization and insights.
	Pg. 6	Data and monitoring access should not be limited to one state VSK location. Instead it should be available for teachers through simple and easy to use mobile friendly platforms. Teachers should be able to download attendance, assessment and learning reports on their mobile phone only.	The current set up of VSK is for one central location only. There will be an arrangement to share assessment, learning reports to all teachers via Mobile application
	Pg. 9 Clause 3.1	The focus of VSK will not only limit itself to digitization or data collection but provide every stakeholder with actionable insights that will drive efficiency and accountability across the system. This includes both administrative tasks and teaching-learning activities. The stakeholders that would be empowered with data, content and programmatic suggestions as part of VSK include State-level officials, District officials, Block officials, Cluster officials, School staff, Teachers, Students, and Parents across the state.	VSK scope and design is to provide academic and non academic to all stakeholders
	Pg 10 Clause 3.2.4	There are many efficient and personalized system available today that can enable live monitoring for teachers and other key stakeholders with real time reporting and pedagogical nudges. VSK should be open to more advanced digital assessments systems and not limiting it to SARAL.	No Change, as the state will use SARAL app for the collection of student learning data as encouraged and mandated by Ministry and NCERT. Under VSK the scope of LMS is also provision to diagnose and analyse the Learning data from SARAL and the input will be shared to all stakeholders
	Pg. 11 Clause 3.3	Accountability itself does not Improve students' academic performance. It should be driven through various teacher professional development (TPD) and assessment-driven remediation platforms aligned with state curriculum and national education policy.	Suggestion is well received. The existing MLEAD portal already covered the Teacher Professional Development (TPD).
		It should not be limited to students. It should Establish and maintain a registry of Teachers/Other staff to keep track of their attendance, transfers, adherence to policies and procedures.	The existing TIMS application already captured teachers/other staff information including attendance.
	Pg. 12 Clause 4	Same feedback as of pointers on Page 6	

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	Pg. 13 Clause 1	<p>Video walls in majority of the states are made using 55 inch panels which is half the price of active wall.</p> <p>The specs of the wall do not even qualify the basic conditions compared to leading brands like LG/ Samsung. It seems the specifications are designed to favor a specific assembled brand.</p> <p>The specs of the wall do not even qualify the basic conditions compared to leading brands like LG/ Samsung. It seems the specifications are designed to favor a specific assembled brand.</p> <p>As per branded OEMs Industry standards are 2 x 1</p> <p>The specs of the wall do not even qualify the basic conditions compared to leading brands like LG/ Samsung. It seems the specifications are designed to favor a specific assembled brand.</p> <p>As per branded OEMs Industry standards is 600 or more</p> <p>The specs of the wall do not even qualify the basic conditions compared to leading brands like LG/ Samsung. It seems the specifications are designed to favor a specific assembled brand.</p> <p>As per branded OEMs Industry standards are</p> <p>Contrast Ratio: 5000:1 or more, Color Temperature: 3200-9300 K,</p> <p>The specs of the wall do not even qualify the basic conditions compared to leading brands like LG/ Samsung. It seems the specifications are designed to favor a specific assembled brand.</p> <p>As per branded OEMs Industry standards is 284000 or better</p> <p>The specs of the wall do not even qualify the basic conditions compared to leading brands like LG/ Samsung. It seems the specifications are designed to favor a specific assembled brand.</p> <p>As per branded OEMs Industry standards is Manual 6-Axis Alignment Mechanism.</p> <p>The specs of the wall do not even qualify the basic conditions compared to leading brands like LG/ Samsung. It seems the specifications are designed to favor a specific assembled brand.</p> <p>As per branded OEMs Industry standards is 10-80%RH</p>	All hardware specifications are adopted as per NCERT suggestion and guidelines.
	Pg. 14 Clause 2	<p>Controller specs are not mentioned clearly. Branded and reliable controllers have features like Browse-based User Interface For Layout Management. Only browser based required no application will be installed on client PC Wall Management software for 24/7 Running Critical applications Should not be Restricted to one type of screen technology, Software should be able to control wall with single click of button from web url, without loading layout. Direct sharing of sources must be allowed. Audio support for all capture and video sources without any additional hardware is required. it must be possible to mute and open the audio of any captured sources. All kind of PDF and office documents must be controlled from single remote. Network based Inputs supports like H.264 video streams upto 8 simultaneous streams. Should be able to Drag and Drop video and data windows anywhere on the display wall. Should be able to Schedule , Save, Recall layouts appropriate to for specific situations, users or time of day. Should be able to collaborate between two or more multiple video walls. Should be able to control Simple Rest API for external command & control. NO telnet needed. Should be able to create Different Zones and assign user role and sources</p>	All hardware specifications are adopted as per NCERT suggestion and guidelines.

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6	Pg. 15 Clause 5	Specs are on a very higher side. The usecase mentioned can be easily handled by a good i5 machine. We have setup multiple VSKs and a basic configuration like i5 12 Generation, 8 GB Ram, 256 GB SSD, Win 10 Pro, Key Board and Mouse With 19" screen would also be enough	All hardware specifications are adopted as per NCERT suggestion and guidelines.	
	Pg. 15 Clause 6	Video conferring will happen via the video wall or how? How will the audio input happen as there is no provision for microphones or speakers other than in the Podium which will be the ideal usecase of Video conferencing		
	Pg. 15 Clause 7	We are setting up a control room and a Podium does not fit in the need. This is a waste of money. The specs are also very high end.		
	Pg. 17 Clause 9	Why 2 UPS are in scope for a small room. It should be 1 UPS to power all peripheral.		
	Pg. 18 Clause 12	For a advanced monitoring setup like VSK, the data in out streams would be very concurrent. A cloud server should be here instead of local NAS storage		
	Pg. 18 Clause 12	Server Estimate for VSK Cloud Infra is not clear. Tender should clearly provide the user estimate and traffic estimate for better budgeting		
	Pg. 23 Clause 4	The VSK apps and toolkits should have all data pipelines for data input and visualization output. There should be provisioning for		
		Academic Data Pipelines covering		
		· Weekly Practice & Remediation- Diagnosing the learning levels of students every week, as aligned with the academic calendar followed in the schools.		Suggestion is well received and can be added at the later stage
		· Teacher Professional Development (TPD) - For distributing relevant lesson plans, videos, workbooks and enabling teaching at the right level.		Suggestion is well received. The existing MLEAD portal already covered the Teacher Professionla Development (TPD).
		· School-Based Assessment (SBA)- A phygital tool for teachers to conduct in-school formative and summative assessments and track student learning levels		No Change, as the state will use SARAL app for the collection of student learning data as encouraged and mandated by Ministry and NCERT. Under VSK the scope of LMS is also provision to diagone and analyse the Learning data from SARAL.
· Live Reporting Tools- To support assessment informed instructions in classroom			Not part of the current scope	
Administrative Data Pipelines:				
· Smart Attendance Tracking the student and teacher attendance across the state everyday		The existing TIMS application already captured teachers/otther staff information including attendance.		
· Field Survey Management - Tracking of all infrastructure-related parameters as mentioned in the UDISE+ database and for Tracking compliance for delivery of goods (books, dress, etc.) to the last mile		UDISE+ is already a part of the VSK Starter Pack, and under the VSK, a mobile application will be developed to monitor the infrastructure and delivery of incentives like textbooks, uniforms, midday meals, etc. by the monitoring officers with the capability to update information in case of discrepancies.		

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		<ul style="list-style-type: none"> Communication Management - The application will allow the VSK to answer frequently asked queries from parents and send announcements to Parents. 	Not part of the current scope
		Registry Management - Simple platform to create/change or edit student/teacher/school details linked to the central system.	The existing TIMS application allow to edit teacher and school information
	Pg. 24 Feature of SARAL	<p>The tender does not cover scope for NDEAR complaint Edtech pipelines i.e.</p> <p>Beyond the VSK Toolkits, the data from edtech solutions for easy content access and discovery by teachers, parents and students in the state should be integrated with VSK. This could include edtech solutions for Oral Reading Fluency, Language and Numeracy Development as and when needed under the guidelines of National Education Policy (NEP-2020)</p>	<p>Suggestion is well received and can be added at the later stage.</p> <p>At present, the 6 predefined programs are already in compliance with NDEAR framework & principle.</p> <p>The State local programs are adherence to NDEAR framework & principle such as Interoperable via open APIs is allowed, so that also various solutions built by the ecosystem are able to work in a unified manner.</p>
	Pg. 27 Clause 4.5	It should be for Cloud Infrastructure only for better scalability.	All applications implemented under VSK need to be hosted at the State Data Centre.
	Pg. 30 Clause 4.7	<p>There should be an option for On-Prem setup as well.</p> <p>Call management setup is a means for monitoring. Its scope should be reduced to basic needs of inbound and outbound call and all related data info. Extensive features are added which are not ideally needed</p>	<p>State has approved to go for a cloud based solution for the Call centre solution as putting in place hard infrastructure might not be practical due less number of seats and low call volume</p> <p>No Change</p>
	Pg. 46 Clause 12	<p>Are all these resources needed On Site or can they manage remotely?</p> <p>There is no provisioning for a Content Manager who would coordinate with the State SCERT team for learning outcome focus.</p> <p>It should cloud and Database Administrator</p> <p>It is a redundant requirement as there is a software engineer already assigned. It should be replaced with Content Manager for better outcomes</p> <p>VSK is not a call center. The inbound outbound calls can be handled by academic and admin experts from the state only. Should be excluded from the scope</p> <p>These Agents will not be having any academic expertise so will not be able to coordinate with any stakeholder.</p>	<p>Yes, all resources are needed to be put on site.</p> <p>Manpower is advised by NCERT. A pedagogy expert from the state side will be onboarded to work and coordinate with the state SCERT team.</p> <p>No change</p> <p>Manpower is advised by NCERT. A pedagogy expert from the state side will be onboarded to work and coordinate with the state SCERT team.</p> <p>All operational and helpdesk issues will be handled by the call centre agents, and academic issues will be handled by the pedagogy expert and SCERT team from the state side.</p>
	Pg. 48 Clause II	This should be replaced with a Content Manager having master in academic field who can better coordinate with the state SCERT body.	A pedagogy expert from the state side will be onboarded to work and coordinate with the state SCERT team.

Sl. No	Queries regarding	Vendors Question/Clarification/Modification	Response
	Pg. 56 Clause 2	<p>The bidder (lead bidder and any One other consortium member, in case of consortium) should have a positive net worth and should be a profit making company, as on 31st March 2022 or 31st March 2023</p> <p>Audited Balance Sheet (to be provided by each consortium member in case of consortium) for FY 22 or Provisional Balance Sheet , certificate by a chartered accountant(to be provided by each consortium member in case of consortium) for FY 23.</p> <p>Audited Profit & Loss(to be provided by each consortium member in case of consortium) for FY 22 or Provisional profit & loss , certificate by a chartered accountant(to be provided by each consortium member in case of consortium) for FY 23.</p> <p>Certificate from the statutory auditor / chartered accountant clearly specifying the net worth of the firm (to be provided by each consortium member in case of consortium)</p>	<p>Amended: The bidder (lead bidder and any One other consortium member, in case of consortium) should have a positive net worth and should be a profit making company, as on 31st March 2023. The bidder (if sole Bidder) should have an average annual turnover of atleast INR 10 Crores for last 5 audited financial years (2018-19, 2019-20,2020-21,2021-22, 2022-23).</p> <p>In case of consortium: The lead bidder should have at least 50% of the required turnover for last 5 audited financial years (2018-19, 2019-20,2020-21,2021-22, 2022-23). Each of the other bidders must have the remaining average annual turnover of at least INR 2 Cr. for last 5 audited financial years (2018-19, 2019-20,2020-21,2021-22, 2022-23). The combine average turnover for last 5 financial years of the lead bidder and consortium members should be minimum INR 10 Cr. for last 5 audited financial years (2018-19, 2019-20,2020-21,2021-22, 2022-23)</p> <p>Amended: Audited Balance Sheet (to be provided by each consortium member in case of consortium) for the last 5 financial year (April 2018 onwards)</p> <p>Amended: Audited Profit & Loss Statement (to be provided by each consortium member in case of consortium) for the last 5 financial year (April 2018 onwards)</p> <p>No Change</p>
1	Video wall (Active LED) with Approximate size 20 ft X 6 ft along with Software to use the same	<p>Active LED with Approximate size 6000MM X 1650MM along with Software to use the same</p> <p>Environment- Indoor,</p> <p>Pixel Pitch: Approx 1.9 mm or better LED Type: 3-in-1 Black SMD or better Pixel Configuration: 1 Red, 1 Green, 1 Blue , Module Composition (WxH): 2x1 or as per OEM Preferred for uniform viewing and heat dissipation, Drive Mode: Constant Current Drive,</p> <p>Brightness: 600 cd/m2 or more</p> <p>Brightness Control: Manual or Automatic Brightness Control, Brightness Uniformity:≥97 % or better Contrast Ratio: 5,000:1 or more, Color Temperature: 3200-93000 K,</p> <p>Viewing Angle: H: 160 degree; V:140 degree. Better wil be preferred, Viewing Distance: ≥1.25 m or better Chromaticity Uniformity: ±0.003 Cx, Cy or better</p> <p>Pixel Density: 28000 pixels / m² or better</p> <p>Pixels Per Panel (W x H): 320 x 180 Pixels or better LED Luminance Center: ≤3% or better Flat Surface: ≤0.3 mm or better, High Dynamic Range: Must be Supported. Must be HDR Ready, Processing Depth/ Grey Scale: 14~16 bit or better</p>	All hardware specifications are adopted as per NCERT suggestion and guidelines.

Sl. No	Queries regarding	Vendors Question/Clarification/Modification	Response
		Material: Aluminum Alloy Cabinet with Highly Modular and Indigenized Indian Design. Must be able to handle dust etc. as per Indian Environment. There should be manual 6-Axis Alignment Mechanism with Front or Rear Maintenance cabinet. The Connectors should be floating with Chimeric Correction to Allow position tolerance, Resistant to torsion and shock Operating Temperature: 0 degree C to 40 degree C Minimum, Operating Humidity: 10-80%RH	
	Pre-Qualification Criteria: 3. Bidder's Experience Page No. 57	1. We request the client to kindly consider experience of executed/executing IT projects in last 7 financial years (FY 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23) because in the crucial last 3 financial years due to COVID-19 lockdown, such large-scale projects were not implemented by any organisations. 2. The minimum project value of INR 5 Crore in each financial year seems far-fetched and therefore, we request to kindly lower the value to at least INR 1 Crore.	Amended: The Bidder (Sole or lead bidder) must have (Completed/On-Going) at least 2 projects in IT which must include supply of hardware, development of software, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 5 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23) AND Any one other consortium member (in case of consortium), must have completed (or on-going) at-least 1 projects in in IT project which can include either hardware, development of software, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 3 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23)
	Pre-Qualification Criteria: 4. Past Experience of similar project Page No. 57	1. We request the client to kindly consider both completed and ongoing similar experiences. 2. Due to COVID-19 lockdown, such large-scale assignments were never implemented in the last three financial years. Therefore, we request the client to kindly consider similar experience in previous 7 financial years (FY 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23) 3. The minimum project value of INR 5 Crore in each financial year seems far-fetched and therefore, we request to kindly lower the value to at least INR 1 Crore.	Amended The Bidder (lead bidder or any One other consortium member, in case of consortium) must have successfully executed/ on-going at least 1 (one) single order of atleast INR 5 Crore OR 2 (two) orders of atleast INR 3 Crore each as a System Integrator for similar service(s), key experience required are delivery and installation of hardware, software development, API integration and support & maintenance in last five years (April 2018 onwards) to any Central / State Govt/ PSU
2	Firm Level Qualifications: Page no. 64	1. Due to COVID-19 lockdown, such large-scale assignments were never implemented in the last three financial years. Therefore, we request the client to kindly consider similar experience in previous 7 financial years (FY 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23) 2. The minimum project value of INR 10 Crore in each financial year seems far-fetched and therefore, we request to kindly lower the value to at least INR 1 Crore. 3. We request that the experience of the consortium partners is also counted for this criteria.	Amended At least 2 projects as System Integrator (either lead bidder or any One other consortium member, in case of consortium) must have successfully completed/on-going with atleast INR 5 Cr project value each at the Central/ State government/ PSU in the last 5 FYs (April 2018 onwards). Key experience required are delivery and installation of hardware, software development, API integration and support & maintenance • 2 Projects: 10 Marks (5Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)

Sl. No	Queries regarding	Vendors Question/Clarification/Modification	Response
	I Position: IT Engineer Page no. 48	Not all IT Engineers have an MBA degree therefore, we request the client to kindly relax the education qualification of an IT Engineer to only having a bachelor's degree in computer science, Computer Engineering	Amended Minimum Qualification and Experience <ul style="list-style-type: none"> • Experience in Technology Management with 6 yrs. and <10 yrs. Experience • Bachelor's degree in Computer Science, Computer Engineering from reputed institution. • Local candidates would be preferred
	Position: Database Administrator IV. Page no. 50	Not all Database Administrator require to have an MBA degree therefore, we request the client to kindly relax the education qualification of a Database Administrator to only having a bachelor's degree in computer science, Computer Engineering	Amended Minimum Qualification and Experience <ul style="list-style-type: none"> • Experience in Technology Management with 3 yrs. and <6 yrs. Experience • Need to be conversant with structured query language such as SQL Server, MySQL, Oracle, IBM Db2, and MongoDB,) and relevant database technologies. • Bachelor's degree in Computer Science, Computer Engineering from reputed institution. • Local candidates would be preferred
	2. Critical Information 5. Last date of submission of Tender document Page no. 7	As we understand, this is a hard copy submission and in order to submit a quality proposal, we request the client to kindly extend the submission deadline by two weeks from 16th June 2023.	Bid submission is Extended
	Page 7 Point 2 : Critical Information - Point 6	Request you to allow exemption for DPIIT registered Startup company as per Ministry of Finance Office Memorandum No. . DPE/7(4)/207-Fin. Dated 8th November,2016	Startup allowed, but no relaxation on any technical, eligibility criteria
	Page 40 Point 4.9	As data is of utmost priority, we request you to kindly add "Data Security using Blockchain Technology for this software"	Not part of the current scope
	Page 56 Point 6	Request you to kindly allow Startup exemption in turnover criteria	Startup allowed, but no relaxation on any technical, eligibility criteria
	Page 57 Point 3	Please allow: The Bidder (Sole or lead bidder) must have executed/executing at least 3 projects in IT for any Central/State Government/PSU Departments in India of value greater than 5 Crore each during the last three financial years (FY 2019-20, 2020-21, and 2021-22) or having purchase order of single order in India of value greater than 20 Crores.	Amended: The Bidder (Sole or lead bidder) must have (Completed/On-Going) at least 2 projects in IT which must include supply of hardware, development of software, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 5 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23) AND Any one other consortium member (in case of consortium), must have completed (or on-going) at-least 1 projects in in IT project which can include either hardware, development of software, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 3 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23)

Sl. No	Queries regarding	Vendors Question/Clarification/Modification	Response
3	Page 64 Point 1	At least 3 projects as System Integrator with (completed/on-going projects) with 10 Cr project value each with the Central/ State government/ PSU in the last 3 FYs (April 2019 onwards) (5Mark): • 3 Projects: 15 Marks • For each additional Project: 5 Marks (subject to maximum 25 Marks) Or At least 1 project as System Integrator with (completed/on-going projects) with 20 Cr project value each with the Central/ State government/ PSU in the last 3 FYs (April 2020 onwards) : 25 Marks	Amended At least 2 projects as System Integrator (either lead bidder or any One other consortium member, in case of consortium) must have successfully completed/on-going with atleast INR 5 Cr project value each at the Central/ State government/ PSU in the last 5 FYs (April 2018 onwards). Key experience required are delivery and installation of hardware, software development, API integration and support & maintenance • 2 Projects: 10 Marks (5Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)
	Page 64 Point 2	Also Allow: For Startup company allow experience of having worked on project of education sector or government sector: • 2 Projects: 10 Marks • For each additional Project: 5 Marks (subject to maximum 20 Marks)	Startup allowed, but no relaxation on any technical, eligibility criteria Amended At least 2 project with atleast INR 3 Cr project value each (either lead bidder or any One other consortium member, in case of consortium), must have successfully completed/on-going at the state / central government / PSUs in IT Driven Education Project in the last 5 Fys (April 2018 onwards) • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)
	Page 29 Paragraph 22	At least 2 projects (Completed/on-Going) for digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/Blockchain /AI-ML/ dashboard development /online training/content development for state/central government/PSUs in the last 3 FYs (2.5 Mark):	Amended At least 2 project with atleast INR 3 Cr project value each (either lead bidder or any One other consortium member, in case of consortium), must have successfully completed/on-going at the state / central government / PSUs in IT Driven Education Project in the last 5 Fys (April 2018 onwards) • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)
	General	Request you to please allow exemption to the DPIIT registered startup company as per Ministry of Finance Office Memorandum No. . DPE/7(4)/207-Fin. Dated 8th November,2016 for qualification criteria.	Startup allowed, but no relaxation on any technical, eligibility criteria
	Page 64	Request you to kindly allow Startup exemption in CMMi Level 3	No change
	Page 11 of 118	The Request for Proposal (RFP) for the mentioned tender has overlooked an important aspect - the design and supply of the control room in accordance with international ergonomic and safety standards . As this is a project of national importance, it is highly advisable that the control room be aesthetically pleasing, functionally superior, acoustically sound, ergonomically designed, safe to operate, and low in maintenance. Therefore, the interior finishes and consoles should be designed to provide a state-of-the-art facility for the customer. It is imperative that the Command & Control Centre interiors and control desks adhere to international safety and functional standards . It is not recommended to use conventional interior works such as Gypsum, wood, ACP (aluminum composite panel), fabric, and wall painting in the control room area as they pose a risk of fire mishaps and should be considered unacceptable. It is recommended to follow the below specifications instead.	Not part of the current scope

Sl. No	Queries regarding	Vendors Question/Clarification/Modification	Response
	Page 11 of 118	<p>The Control Desk holds utmost importance in any control room as it serves as the central station for conducting all operational and monitoring activities. The consoles are critical to the mission and must be designed in accordance with international ergonomic norms, such as ISO 11064, to ensure that operators can work without fatigue even for extended periods of 10-12 hours. However, there are currently no defined quality parameters or certificates for consoles that can ensure an engineered solution for consoles in this tender. It is highly recommended to refer to the below-mentioned information:</p> <p><u>1) Quality & Durability -</u> 1.1 Made of heavy-duty extruded vertical and horizontal aluminium profiles. The extrusions shall be duly powder coated with 40+ microns over all surfaces. All sheet metal parts shall be finished with a durable, black, electrostatic powder coating. OEM shall have a valid trademark registration certificate issued by the Government of India for the Control Desk proposed in this tender. Valid Trademark registration certificate to be submitted along with the technical bid. 1.2. To allow future extension and expansion, a weld-free system shall be proposed. Interconnecting joints shall not be visible. The structure shall be rigid enough to withstand BIFMA X5.5 tests. OEM shall have had BIFMA X5.5 certificate for at least seven years prior to April 1st, 2023. The structure shall allow easy assembly of hinged shutters, slat wall, gland plate, and monitor arms in extremely rigid manner. Valid certificate of BIFMA X5.5 from authorized agencies to be submitted along with</p>	Not part of the current scope
	Page 11 of 118	<p><u>3) Table-top -</u> The material of the working surface shall be minimum 25 mm thick MDF with High-Pressure laminate. The proposed Control Desk's life cycle should be assessed (from approved LCA consultant) for environmental impacts associated with all the stages of a product's life for cradle to grave analysis. Valid report/document from UL/Intertek to be submitted along with the technical bid. <u>4) Impacts on Environment -</u> The EPD (Environmental product declaration) of control room console shall be verified in accordance with ISO 14025 (from UL/Intertek) for Impacts on Environment by control room console. Valid report/document from UL/Intertek to be submitted along with technical bid. <u>5) Furniture Sustainability Standard -</u> The proposed control desk shall be ANSI/BIFMA e3-2019 certified/tested at least for level 3 from UL/Intertek as per Furniture Sustainability Standard to identify the sustainability level of the furniture with respect to the environmental, health & wellness, and social impacts applicable to product(s). Valid certificate to be submitted along with the technical bid.</p>	Not part of the current scope

Sl. No	Queries regarding	Vendors Question/Clarification/Modification	Response
4		<p><u>6) Quick & Easy Maintenance</u> - The Console shall feature ergonomic display mounting arms. It shall enable quick & easy replacement of VESA mounts & arm extensions as per the ergonomic. UL audit certified design feature of monitor arm assembly shall have auto lock, push & remove feature for quick release of VESA mounts and modular arm extensions for ease in maintenance and fixing of monitor by one technician within 30 seconds without using any tools. Valid UL audit certificates to be submitted along with the technical bid.</p> <p><u>7) Slat Wall</u> - Slat wall shall be made of approximately 2mm thick extruded aluminium (aluminium alloy). The proposed Control Desk shall be UL Listed and valid certificate to be submitted along with the technical bid.</p> <p><u>8) Modular removable PU nosing</u> - The front edge of consoles is the component which comes in frequent contact of the operator. The soft polyurethane edge is meant to prevent injury (accidental impact) to operator during emergency and it also reduces the contact stress. In case of damage to this edge the desk design shall permit quick & easy replacement within half an hour without taking any shutdowns or removal of the tabletops. Audit certified design feature of modular PU Edge: High-density polyurethane moulded on industrial grade aluminium core to form 50mm deep tapered edge to be installed on worktop. In case of damage or wear, the edge shall be mechanically replaceable within 30 minutes without opening or removing the worktop. Valid UL audit certificate to be submitted along with the technical bid. Extruded PU edging/PVC T-beading shall be deemed unacceptable.</p>	Not part of the current scope
	Page 11 of 118	<p>The Control Room is the heart of any operation, and as such, a "BASIC CIVIL INFRASTRUCTURE/SETUP" will not suffice to meet the functionality, safety, durability, and quality norms of the process. To ensure that the project has a world-class Control Room in line with international norms, it is highly recommended to refer to the below-mentioned information and details. However, the RFP does not specify anything about Non-IT infrastructure (Interiors) such as ceiling, wall finishes, flooring, lighting, etc. Therefore, it is strongly advised to include the following details:</p> <p>1) Earthquake Safety - Seismically Zone-5 tested and certified ceiling and wall paneling / partition for safety in case of earthquake vibrations.</p> <p>2) Fire Safety - Copy of Test certification for ASTM E84 (from UL/Intertek) for the surface burning characteristics of ceiling & paneling tiles to be submitted along with the bid. This is mandatory requirement from Fire safety point of view. Raw-material supplier data alone is not acceptable.</p> <p>3) Concern towards user & Environmental Health - RoHS certified (from UL/Intertek) ceiling, Control Desk and metal wall paneling to ensure restriction of hazardous substance so that the end product does not contaminate the environment and we give a healthy life to our coming generations.</p> <p>4) Quality & Integration :-</p> <p>4.1) Being a project of National repute this state-of-the-art facility & all its components</p>	Not part of the current scope

Sl. No	Queries regarding	Vendors Question/Clarification/Modification	Response
	Page 11 of 118	<p>4.2) The critical components of the control room i.e., designer metal ceiling, carpet/laminated flooring, modular metal wall panelling/partitions & control desk shall not emit formaldehydes, TVOC beyond permissible limits i.e. 9 µg/m³, 0.22 mg/m³ respectively. This is to ensure healthier air quality for the operators. Therefore, the control room interior shall be greenguard gold certified (Modular metal ceiling, Acoustic flooring & Modular metal wall panelling) from UL/Intertek. Valid certificate to be submitted along with the bid.</p> <p>5) Sustainability Standard - The project demands for a contemporary, aesthetically appealing, ergonomically designed, safe and 24X7 working facility. Conventional wooden cladding, Gypsum, Aluminium composite panels, Laminates, Fabric, Paint, Plaster of Paris (for Control room area) are prone to damages, ageing & fire hazard. These components shall not be used to ensure maintenance free working environment. Control room interior solution provider to submit an undertaking on letterhead to comply the same.</p>	Not part of the current scope
	Page 11 of 118	<p>Unlike conventional office interiors in a mission critical command and control room, it is not possible to take maintenance and upgradation shut downs hence it is recommended to ask for below technical parameters to ensure that wall panelings are rigid & strong and does not require any maintenance. Therefore it is requested to add below parameters to get sustainable and state of the art facility:</p> <p>1) UL certified feature of Modular wall Paneling tile having secure locking arrangement for equidistant mounting. Locking arrangement enables easy replacement without using any tool within 20 seconds. The feature shall provide easy flexibility of locking all tiles in one column through gravity. UL Certificate need to be enclosed along with the bid.</p> <p>2) UL Certified feature of Load bearing capacity of Paneling - Paneling structure shall have load carrying capacity of 300 Kg to hold any display unit on clamp having minimum length of 750mm. UL Certificate need to be enclosed along with the bid.</p> <p>3) The Ceiling shall have UL Certified Integrated inbuilt channel for quick installation & replaceability of continuous linear light and shall permit quick and easy replacement of cove light without using any tools. Replacement to be carried out within 120 Seconds per meter. Valid certificate must be submitted along with the</p>	Not part of the current scope
	Page 11 of 118	<p>Unlike conventional office interiors in the OCC interiors it is recommended to use acoustic laminate floor.</p> <p>As of now the false flooring specifications are not defined as per the Control Room Ergonomic & Aesthetic Norms. It is therefore requested to mention the following details:-</p> <p>1. False flooring systems shall be provided with calcium silicate floor tiles with acoustic laminate finish on the top. Calcium silicate floors are resistant to fire and acoustic laminate offers wide range of colours and has acoustic property to add ergonomic value to ambience of the control room.</p> <p>2. Top finish material shall be bio-degradable, acoustical in nature and must not emit any harmful VOCs, should be durable in nature and resistant to scratches.</p> <p>3. Top finish of acoustic Laminate shall reduce impact sound by 14dB (ISO 717-2)). It shall be twinlayer linoleum built up from 2 mm acoustic laminate.</p> <p>4. The False flooring should be part of the Greenguard Gold certification on control room interiors.</p> <p><u>For normal Floor following information to be used :-</u> Acoustic flooring :- The decorative flooring shall reduce impact sound by 14dB (ISO 717-2)). It shall be twin-layer linoleum built up from 2 mm acoustic laminate and 2</p>	Not part of the current scope

Sl. No	Queries regarding	Vendors Question/Clarification/Modification	Response
	Page 11 of 118	Unlike conventional office interiors in the OCC interiors it is necessary to achieve the Acoustic levels. For the same it is recommended to use this information - Ceiling Tiles shall have atleast 5,000 micro-perforations per square meter to achieve NRC of 0.7 Sound Absorption Coefficient by diffuse field method; IS: 8225-1987. Valid certificate/test report must be submitted along with the Technical bid.	Not part of the current scope
	Page 56, Section "Pre-qualification Criteria"	<p>Due to Covid Pandemic, this has been lost to get the required work order of required value so we request you to revise or amend the clause as below:</p> <p>The Bidder (Sole or lead bidder) must have executed/executing at least 2 projects in IT for any Central/State Government/PSU Departments in India of value greater than 5 Crore each during the last ten financial years (April 2013 onwards).</p> <p>OR</p> <p>Any one other consortium member (in case of consortium), must have executed (or executing) at-least 2 projects in in IT project for any Central/State Government/PSU Departments in India of value greater than 5 Crore each during the last ten financial years (April 2013 onwards).</p>	<p>Amended:</p> <p>The Bidder (Sole or lead bidder) must have (Completd/On-Going) at least 2 projects in IT which must include supply of hardware, development of software, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 5 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23)</p> <p>AND</p> <p>Any one other consortium member (in case of consortium), must have completed (or on-going) at-least 1 projects in in IT project which can include either hardware, development of software, support & maintenance for any Central/State Government/PSU Departments in India of value of atleast INR 3 Crore each during the last five financial years (FY 2018-19, 2019-20,2020-21,2021-22, 2022-23)</p>
	Page 57, Section "Pre-qualification Criteria"	<p>Due to Covid Pandemic, this has been lost to get the required work order of required value so we request you to revise or amend the clause as below:</p> <p>The Bidder (lead bidder and or any One other consortium member, in case of consortium) must have successfully executed completed at least 1 (one) single order of 10 Crore OR 2 (two) orders of 5 Crore each as a System Integrator for similar service(s) (Educational e-Governance System with Analytical Dashboards / Command Control Centre) in last ten years to any Central / State Govt Organization / PSU.</p>	<p>Amended</p> <p>The Bidder (lead bidder or any One other consortium member, in case of consortium) must have successfully executed/ on-going at least 1 (one) single order of atleast INR 5 Crore OR 2 (two) orders of atleast INR 3 Crore each as a System Integrator for similar service(s), key experience required are delivery and installation of hardware, software development, API integration and support & maintenance in last five years (April 2018 onwards) to any Central / State Govt/ PSU</p>
	Additional Point	Request to add Bidder must be a CMMi Level 3 or above company and will submit the valid proof of certification.	No Change
		<p>Due to Covid Pandemic, this has been lost to get the required work order of required value so we request you to revise or amend the clause as below:</p> <p>At least 2 projects as System Integrator with (completed/on-going projects) with 10 Cr project value each with the Central/ State government/ PSU in the last 10 FYs (April 2013 onwards): • 2 Projects: 10 Marks • For each additional Project: 2.5 Marks (subject to maximum 15 Marks)</p>	<p>Amended</p> <p>At least 2 projects as System Integrator (either lead bidder or any One other consortium member, in case of consortium) must have sucessfully completed/on-going with atleast INR 5 Cr project value each at the Central/ State government/ PSU in the last 5 FYs (April 2018 onwards). Key experience required are delivery and installation of hardware, software development, API integration and support & maintenance</p> <ul style="list-style-type: none"> • 2 Projects: 10 Marks (5Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)

Sl. No	Queries regarding	Vendors Question/Clarification/Modification	Response
	Page 64, Section "Technical Evaluation Criteria"	At least 2 project with 5 Cr project value each, at the state / central government / PSUs in Education Sector in the last 10 FYs (April 2013 onwards): • 2 Projects: 5 Marks • For each additional Project: 5 Marks (subject to maximum 10 Marks)	Amended At least 2 project with atleast INR 3 Cr project value each (either lead bidder or any One other consortium member, in case of consortium), must have successfully completed/on-going at the state / central government / PSUs in IT Driven Education Project in the last 5 Fys (April 2018 onwards) • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (subject to maximum 15 Marks)
		At least 2 projects (Completed/on-Going) for digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/ dashboard development /online training/content development for state/central government/PSUs in the last 10 FYs (April 2013 onwards): • 2 Projects: 5 Marks • 1 Nationwide Project: 5 Marks (subject to maximum 10 Marks)	Amended At least 2 projects (either lead bidder or any One other consortium member, in case of consortium), must have successfully Completed/on-Going for digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/ dashboard development /online training/content development for state/central government/PSUs in the last 5 FYs, (April 2018 onwards) • 2 Projects: 10 Marks (5 Mark each) • For each additional Project: 5 Marks (Subject to maximum 15 Marks)
		Certifications: • ISO 9001 – 2 Marks • ISO 27001– 3 Marks • CMMi Level 3 – 5 Marks Or • CMMi Level 5 - 10 Marks Copy of valid certifications to be submitted	No Change
	Additional Point	Request to add experience of North-East State	Added At least 1 project (either lead bidder or any One other consortium member, in case of consortium) must have successfully completed/on-going projects in IT project which must include supply of hardware, development of software, support & maintenance in Northeastern States • 1 Projects: 5 Marks • For each additional Project: 5 Marks (subject to maximum 10 Marks)
	Page 76, Section "Payment Terms"	At least 1 project (Completed/on-Going) for digital initiatives such as Mobile application/CRM/Call Centre solution/Learning Management, Software development/ dashboard development /online training/content development in the North-East State.	
		Capex: 20% in advance, 70% upon Supply of Goods & 10% on Installation & Implementation. Opex: On quarterly basis	No change



(Swapnil Tembe, IAS)
State Project Director, Samagra Shiksha &
Director of School Education and Literacy
Meghalaya, Shillong