

Bid Number: GEM/2022/B/2928745 Dated: 30-12-2022

Response to Prebid Queries - Custom Bid for Services - Navigation App for New Parliament Building

SI No	Tender Section	Existing RFP Clause	Clarification Sought	Response
1	3	Hardware delivery and installation Covering all the potential visitor access areas. Below are the indicative hardware requirements- <ul style="list-style-type: none"> · Wifi routers · GPS antennas · Relay · Bluetooth BLE Beacons · RFID · NFC 	Kindly help Expected Quantity of Devices and Devices and if any additional Hardware please specify it.	A visit in new parliament building was organised for all interested bidders on 10 th January 2022 to provide them an opportunity to estimate the hardware requirement. If bidders still require additional details, more visits can be arranged upon request by bidders. However, bidders must quote for the entire solution based on their estimation and ensure that SLA conditions as defined in the RFP are met.
2	3	Preloaded Maps and floor plans of indoor and outdoor area.3D visualization of floor plans	For raw data, Kindly let us know what should be given by the department regarding Map and Floor Plans Parliament Building because as discussed in the pre-meeting, we need to make maps and floor plans.	Vendor will only be provided access to new parliament building. Vendors will have to gather data points based on the visit only.
3	3	Data collection and Digital mapping of parliament (pathways galleries and corridors)	When we can collect data and what are the prerequisites for Data collection and Digital mapping.	The collection of this data is required post award of bid and selected vendor is onboarded. Once the vendor is onboarded, they will be given access to building, and they will collect necessary data.
4	-	Factsheet - Bid End Date - 09-01-2023	Kindly request you to extend the Bid end date so we can prepare detailed technical writing for the proposed solution and also need to understand and collect fundamental hardware data that will be used for Proposed solution demonstration and to proof of concept.	Bid end date has been revised to 18 th January 2023

5	Annexure s 1	The Bidder (Prime bidder in case of a consortium) shall be registered in India under the Indian Companies Act, 1956 as amended in 2013, shall have registered offices in India and shall have been in existence for at least last 5 financial years as on 31st March 2022.	As per the clause, The bidder shall have registered offices in India and shall have been in existence for at least last 5 financial years as on 31st March 2022. Kindly request to change it to at least the last 3 financial years as on 31st March 2022 to provide equal opportunity to all and not restrict newcomers.	The experience criteria will not be relaxed. However as per annexure 1 Note 1 any Start-up/MSME with valid certification is exempted from this clause.
6	3.1	Digital Indoor Maps & Wayfinding	Will Wayfinding be allowed as it pose a security concern?	All functionalities will have role-based access. Only allowed personnel will have access to this feature, normal visitors will be restricted and provided with one way navigation. All map data will be cleared once the user has reached destination or outside geofencing perimeter.
7	3.1	Preloaded Maps and floor plans of indoor and outdoor area	This point also raises a security concern as app user will have access to complete maps and floor plans of parliament buildings	All functionalities will have role-based access. Only allowed personnel will have access to this feature, normal visitors will be restricted and provided with one way navigation. All map data will be cleared once the user has reached destination or outside geofencing perimeter.
8	3.1	Easy Search to Find – Room Numbers People offices	User should not be allowed to search for room numbers and people offices, instead fixed routes are proposed due to security concern	All functionalities will have role-based access. Only allowed personnel will have access to this feature, normal visitors will be restricted and provided with one way navigation. All map data will be cleared once the user has reached destination or outside geofencing perimeter.
9	3.1	3D visualization of floor plans	Will we be allowed to do 3D modelling of floor plans, as it pose a security concern?	3d visualization is supposed to give users a google map like experience for only representational purpose to easily identify different floors, stairs etc while navigating. It shall only depict some visual representation without causing any security threat.
10	3.1	Identifiers of different places and ability to pin or select any place	This point also pose a security concern	All functionalities will have role-based access. Only allowed personnel will have access to this feature, normal visitors will be restricted and provided with one way navigation.

				All map data will be cleared once the user has reached destination or outside geofencing perimeter.
11	3.1	Ability to access in offline mode	As per our assumption user will not be allowed to access internet/wi-fi due to security concern	Inside parliament building there will not be any Internet connectivity. Once user is inside the building the app should be able to work based on Bluetooth beacon or other technology
12	3.5	Response time of mobile application will be <2.5 seconds	There are dependencies involved, as the access control will be at CDAC end, and the application will be deployed on NIC servers. So, need clarification on whether this point include those dependencies?	Vendor can submit a detailed report with evidence and explanation that performance gap is coming because of reason not in their control. Based on evidence user department will take final decision
13	3.5	Hardware and application uptime will be more 99.9%	There are dependencies involved, as the access control will be at CDAC end, and the application will be deployed on NIC servers. So need clarification on whether this point include those dependencies?	Vendor can submit a detailed report with evidence and explanation that performance gap is coming because of reason not in their control. Based on evidence user department will take final decision
14	3.5	SLA monitoring tool functionality to be tested	Need clarity on whether developing SLA monitoring tool is also part of the project, as it is a separate product altogether and will inflate cost and timeline of the project	SLA monitoring tool is part of scope.
15	3.6	The vendor shall provide an SLA monitoring tool inbuilt in the platform and shall submit SLA & penalty reports (system generated through the SLA monitoring tool) from the platform as following: 1. SLA Compliance and deviation report for all items under the scope of this document and Annexure 8 on monthly basis. 2. Monthly penalty reports (as per the penalty logic defined in SLA Annexure 8)	Need clarity on whether developing SLA monitoring tool is also part of the project, as it is a separate product altogether and will inflate cost and timeline of the project	SLA monitoring tool is part of scope.

16	20	The Vendor shall get the SLA monitoring tool audited by a third-party auditor (STQC/STQC empanelled auditor which shall be finalized by user department out of the panel of auditors submitted by the Vendor) on functional and performance parameter testing and validation. The audit report shall be submitted in UAT phase (as defined in section 18) without which the go-Live shall not be permitted.	Need clarity on whether developing SLA monitoring tool is also part of the project, as it is a separate product altogether and will inflate cost and timeline of the project	SLA monitoring tool is part of scope.
17	20	Vendor will provide warranty support for 3 years for the all the contents, infra and services as mentioned in the scope of work for no additional cost as per the terms mentioned in Annexure 8 – Warranty Support.	Need clarification on this point, as there are dependencies involved with government agencies like CPWD, CDAC and NIC	Vendor can submit a detailed report with evidence and explanation that performance gap is coming because of reason not in their control. Based on evidence user department will take final decision
18	20	Any SLA clause related to scope of work and deliverables can be added or modified during the contract period as per user discretion.	Need clarification on this point, as this will leave vendor exposed to a lot of uncertainty during the contract period.	As per Annexure 8 Note 2 in RFP document, any “SLA can be added or modified by the user department in consultation with the vendor ”
19	Annexure 8	SLA for Platform Availability and Performance	Need clarification on this point, as there are dependencies involved with government agencies like CPWD, CDAC and NIC	Vendor can submit a detailed report with evidence and explanation that performance gap is coming because of reason not in their control. Based on evidence user department will take final decision
20	Annexure 9	Deliverables and Schedule	Need clarification on this point, as there are dependencies involved with government agencies like CPWD, CDAC and NIC	Vendor can submit a detailed report with evidence and explanation that delivery delay is coming because of reason not in their control. Based on evidence user department will take final decision
21	Annexure 11	Payment	As it is mentioned that 45% of payment will be done after project goes live and rest 55% will be done after one year. The cost involved to procure	Payment term will not be changed.

			the hardware need to be made separate from this arrangement, as the OEM will have to be paid once the hardware is procured.	
22	7.1	Performance Security Deposit to be submitted by Successful bidder	this clause is also applicable for Start-ups	Performance security Deposit needs to be submitted by start-up as well
23	Annexure 1: Eligibility Criteria	The Bidder (Prime bidder in case of a consortium) must have successfully executed or is executing at least 2 projects involving navigation based mobile app development (during last 5 financial years ending Mar“2022)	Since consortium is allowed in this bid, we request you to kindly relax this clause and allow experience to be fulfilled by any of the partner in consortium and amend this clause as “The Bidder (Sole Bidder or Prime Bidder or any consortium member) must have successfully executed or is executing at least 2 projects involving navigation based mobile app development (during last 5 financial years ending Mar“2022)	If bidder comes as consortium, then the experience of the prime bidder will be considered. In case the consortium partner having the eligible experience, they can be prime bidder and participate in bid. Bidders need to submit signed document confirming the consortium
24	Annexure 7: Bid Submission	Hardcopy Submission The bidder is required to submit the envelopes as required in the table below to the address mentioned in the “FACT SHEET” on or before the last date & time of submission of bid	kindly allow hardcopy document submission till 5 days after from the date of bid end.	Bid end date has been revised to 18 th January 2023 so bidder has ample time to submit required documentation.

Note-

Additional information for the vendors which may be of help designing the complete solution:

- The access for people entering the parliament will be authorized through access cards that will use NFC technology and will have unique card id number. There may be integration required with the visitor management system which will generate ID numbers
- Once the card is activated at the entry gate, only after that can the card number be used to access the navigation system.
- An initial login page will be provided in the navigation app which will have the provision to enter the card number to get access to the navigation system.
- For Selective users' system may have to pre-register their details and OTP based login method may be provided in that case
- Navigation data should automatically keep deleting from the user's device so as to protect the sensitive location data of the parliament building.
- The location data from the navigation app can be used for reconciliation with the data from entry access cards for flagging any anomalies.
- FMEA must be conducted in order to account for all of the scenarios so that they can be addressed from the very start.
- The servers for the hosting of the navigational app will be hosted at the NIC
- Floor plans can be 2D/3D

The above will be considered as part of the scope and vendor may estimate their financial bid accordingly.