



UTTAR PRADESH POLICE

NOTICE FOR ISSUE OF CORRIGENDUM

Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project

1. Request for Proposal for '**Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project**' have been issued vide Tender Notice no. DT-807-2015(1) dated 5 Jan 2016.
2. The above notice prescribes the Last Date for Submission of RFP Response as 15 February, 2016 at 1700 Hrs. and Date of Technical Bid Opening as 17 February, 2015.
3. Pre-bid meeting of the above said tender was held on 20th January 2016 at Indira Gandhi Pratisthan, Gomti Nagar, Lucknow.
4. Notice for extension of RFP response submission has been issued vide letter no. DT-807-2015(1)/1 dated 13/02/2016
5. Amendments have been made to the above said tender after examination of the pre-bid queries raised by prospective bidders. Corrigendum is attached as Annexure 1- Corrigendum.
6. Response to pre-bid queries is also being provided through this notification. Clarifications to other queries are attached with this corrigendum as Annexure 2 – Clarifications on RFP.
7. It is hereby notified that the following dates are being extended. The exact revised dates are as under:
 - (i) Last date of collection of RFP : 8 April, 2016 by 1700 hrs.
 - (ii) Last date of submission of RFP response : 11 April, 2016 by 1700 hrs.
 - (iii) Date of technical bid opening : 12 April, 2016 at 1100 hrs.
8. All other terms and conditions of the tender document would remain same.

Notice No: DT-807-2015(1)/2
Dated 10/03/2016

ADG(Traffic)
Uttar Pradesh

INTEGRATED TECHNOLOGY ENABLED CITIZEN CENTRIC SERVICES (ITECCS)
UTTAR PRADESH TRAFFIC DIRECTORATE
Sector-18, Vrindavan Yojana-4, PO Kallipashchim, Mohanlalganj, LUCKNOW (UP)-
227305
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Annexure-1**Corrigendum issued for RFP -‘Selection of Agency for Technology and Operationalization of U.P. State-wide Dial 100 Project’ vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S. No.	RFP Clause Reference	Existing clause	Modified clause
1.	Section 1 Page 4 Clause 5	Last date for submission of RFP response - 15 February 2016 at 17:00 Hours Date of Technical bid opening - 17 February 2016 at 11:00 Hours	(iv) Last date of collection of RFP : 8 April, 2016 by 1700 hrs. (v) Last date of submission of RFP response: 11 April, 2016 by 1700 hrs. (vi) Date of technical bid opening : 12 April, 2016 by 1100 hrs.
2.	Section 2 Page no. 17 Clause 23.3 (S. No. 3)	Prime bidder should have average annual turnover of Rs.1000 crores in last three financial year (ending 31st March 2015) Parent company average annual turnover would be considered for only 100% subsidiary or division or sub division or branch business unit	Prime bidder should have average annual turnover of Rs.700 crores in last three financial year (ending 31st March 2015). Ongoing projects may be accepted. Parent company average annual turnover would be considered for only 100% subsidiary or division or sub division or branch business unit
3.	Section 2 Page no. 17 Clause 23.3 (S. No. 4)	Prime Bidder should have a current net worth of 250 Crores as of 31 March 2015 Parent company average annual turnover would be considered for only 100% subsidiary or division or sub division or branch business unit.	Prime Bidder should have a current net worth of Rs. 125 Crores as of 31 March 2015. Parent company average annual turnover would be considered for only 100% subsidiary or division or sub division or branch business unit.
4.	Section 2 Page no. 18 Clause 23.3 (S. No. 7)	Prime bidder or consortium partner should have experience of providing annual average employment of 300 people to Call Centres projects in last 3 years in India	Prime bidder or consortium partner should have experience of providing annual average employment of 300 people to call centers projects in last 3 years in India or abroad.
5.	Section 2 Page no. 18 Clause 23.3 (S. No. 10)	Prime bidder should have employed an average of 3000 personnel over last 3 years ending on 31st March 2015	Prime bidder should have employed an average of 2000 personnel over last 3 years ending on 31st March 2015 Parent Company/ Group Companies and its subsidiaries experience can be used in case of only

S. No.	RFP Clause Reference	Existing clause	Modified clause
			100 % subsidiary/ division/sub-division/ branch/ business unit
6.	Section 2 Page no. 21 Clause 23.4.7 (S. No. 1.1)	More than INR 2000 Crore - 50 More than INR 1500 Crore - 40 More than INR 1000 Crore – 35	More than INR 1500 Crore - 50 More than INR 1000 Crore - 40 More than INR 700 Crore – 35
7.	Section 2 Page no. 21 Clause 23.4.7 (S. No. 2.1)	Prime Bidder or its Consortium Partner should have experience in handling assignments as System Integrator in India in last five years as on 31 March 2015	Prime Bidder or its Consortium Partner should have experience in handling assignments as System Integrator in India or abroad in last five years as on 31 March 2015
8.	Section 2 Page no. 21 Clause 23.4.7 (S. No. 2.3)	Prime bidder or the consortium partner should have experience of providing annual average employment of 300 people to call centers projects in last 3 years in India.	Prime bidder or consortium partner should have experience of providing annual average employment of 300 people to call centers projects in last 3 years in India or abroad.
9.	Section 3, page no.41 Clause 11.8	Addition	Any specifications which makes the item proprietary may be overlooked. However, the proposed brand should be of international standard and quality. Decision of technical committee will be final on it.
10.	Section 3, Page no.41 Clause11.9	Addition	If any proposed product is available on DGS&D, then the rate quoted by the Bidder should not exceed the approved rates of DGS&D.
11.	Section 3, Page no.36 Clause 10.15	All the OEMs that Bidder proposes should have Dealer possession licenses.	All the wireless / RF OEMs that Bidder proposes should have Dealer possession licenses.
12.	Section 3, page no. 37, Clause 10.28.1	Sites would include UP POLICE 100, OMCs at Agra and Varanasi, all field locations and Data Center etc.	Sites include 126 location and OMCs, List of which is mentioned in Annexure-A(List of Locations) to this RFP
13.	Section 3, page no. 44 Clause 16.6	That the bidder shall ensure that all assets including but not limited to equipment, licenses, etc. developed, procured, deployed and created during the term of the Contract are duly maintained and suitably updated, upgraded, replaced with regard to contemporary requirements.	That the bidder shall ensure that all assets including but not limited to equipment, licenses, etc. developed, procured, deployed and created during the term of the Contract are duly maintained and suitably updated, replaced with regard to contemporary requirements.
14.	Section 3, page no.102 Clause 44.4.1 (S. No. 12)	Addition	SLA for Social media: Response to non-voice mode of communications: Social media (Facebook, WhatsApp, Twitter) 100% response within 30 seconds –Severity Level Nil

S. No.	RFP Clause Reference	Existing clause	Modified clause
			<p>>=95% to <100% response within 10 minutes- Severity Level 1</p> <p><95% response within 10 minutes- Severity Level 2</p>
15.	Section4 Page126 Clause 2.3 (S.No. D)	Certifications (required for both bidder and consortium member) Provide copy of valid certification for SEI CMM or CMMi maturity Level 5, ISO 27001 or ISO 9001.	Certifications (required for bidder or consortium member) Provide copy of valid certification for SEI CMM or CMMi maturity Level 5, ISO 27001 or ISO 9001.
16.	Section4 Page 137 Clause 2.8	<p>Manufacturer's Authorization Form</p> <p>Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a person competent and having the power of attorney to bind the manufacturer. Some of the key products for which MAF is required are:</p> <ol style="list-style-type: none"> 1. Core switch, routers ,gateways and firewalls 2. Servers, Storage (SAN) and VTL 3. Desktops and Laptops 4. IP phones 5. Mobile data terminals 6. Wireless equipment 	<p>Manufacturer's Authorization Form</p> <p>Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a person competent and having the power of attorney to bind the manufacturer. Some of the key products for which MAF is required are:</p> <ol style="list-style-type: none"> 1. Core switch, routers ,gateways and firewalls 2. Servers, Storage (SAN) and VTL 3. Desktops and Laptops 4. IP phones 5. Mobile data terminals 6. Wireless equipment 7. LED panels 8. Video wall
17.	Section 4 Page 171 Clause 3.2 (S. No. I)	<p>Table D – Other network components</p> <ol style="list-style-type: none"> 1. PRI Lines at DC 2. PRI lines at DR 	<p>Modified as</p> <ol style="list-style-type: none"> 1. PRI Lines at Lucknow 2. PRI lines at Agra <p>Addition:</p> <ol style="list-style-type: none"> 11. PRI lines at Varanasi
18.	Section 4 Page no.182 Clause 3.3.2	Hardware at DRC S. No. 10 - UPS 15kVA	Clause deleted
19.	Section 4 Page no.192/193 Clause 3.3.7	<ol style="list-style-type: none"> 1. PRI Lines at DC 2. PRI lines at DR 	<p>Modified as</p> <ol style="list-style-type: none"> 1. PRI Lines at Lucknow 2. PRI lines at Agra <p>Addition:</p> <ol style="list-style-type: none"> 29. PRI lines at Varanasi

S. No.	RFP Clause Reference	Existing clause	Modified clause
20.	Section 5 Page no.211 Clause 2.3 (S. No. 2)	Provide DRC site in different seismic zone outside UP state	DRC should be in different seismic zone outside UP State, Tier III Data center, TIA 942/ uptime and Institute certified facility
21.	Section 5 Page 228 Clause 4.5.12	20 PRI lines for DC and 10 PRI lines for DR will be procured to support multiple channels connectivity from DC- DR to UP POLICE 100 and OMCs	20 PRI lines Lucknow, 5 for Agra and 5 for Varanasi will be procured to support multiple channels connectivity to UP POLICE 100 and OMCs
22.	Section 5 Page 228 Clause 4.6.1.1	PSTN: All 100 number calls from the state shall be routed through Telecom Service Provider's PRI lines to the UP POLICE 100. PSTN routes the incoming calls to the UP POLICE 100 and time lag for this process is almost negligible. 20 PRI lines will be procured for UP POLICE 100 at Lucknow while 10 PRI lines will be procured for DR Centre. DR is proposed to be co-hosted co-located in different seismic zone. The PRI lines will be leased from two or more service providers to provide redundancy.	PSTN: All Dial 100 number calls from the state shall be routed through Telecom Service Provider's PRI lines to the UP POLICE 100. PSTN routes the incoming calls to the UP POLICE 100 and time lag for this process is almost negligible. Bidder to provide dedicated PRI lines for Lucknow, Varanasi and Agra separately and PRI lines would be terminated at their respective location. 20 PRI will be procured for UP Dial 100 for Lucknow, 5 for Varanasi and 5 for Agra including redundancy mode. All these PRI lines should be provided by bidder separately as per location. DR is proposed to be co-hosted co-located in different seismic zone. The PRI lines will be leased from two or more service providers to provide redundancy.
23.	Section 5, Page no. 235 Clause 4.10.6.1	The EMS system should also provision for monitoring the health status of the UPS and allied power systems incorporated in the solution. Accordingly, the UPS so provisioned should lend themselves to be monitored by the EMS.	The EMS or UPS monitoring tool should provision for monitoring the health status of the UPS and allied power systems incorporated in the solution. Accordingly, the UPS so provisioned should lend themselves to be monitored by the EMS/ UPS monitoring tool.
24.	Section 5, Page 240 Clause 4.10.6.4 (S. No. 11)	It should support remote management for end-user & allow analysts to do the desktop sharing for any system located anywhere, just connected to internet.	It should support remote management for end-user & allow analysts to do the desktop sharing for any system located anywhere using embedded OS remote control facility on analyst desktop and update the analysis status under EMS - helpdesk, monitoring and reporting system, just connected to internet.
25.	Section 5, Page 240 Clause 4.10.6.4 (S. No. 12)	Remote desktop sharing in the system should be agent less & all activity should be automatically logged into the service desk ticket.	Clause deleted

S. No.	RFP Clause Reference	Existing clause	Modified clause						
26.	Section 5, Page 240 Clause 4.10.6.5 (S. No. 5)	The proposed solution must keep historical rate and protocol data for a minimum of 12 months (most recent) in its current long term operating database.	The proposed solution must keep historical rate and protocol data for a minimum of 3 months (most recent) in its current long term operating database.						
27.	Section 5, page 240 Clause 4.10.6.5 (S. No. 6)	The proposed solution must keep historical rate and protocol data for a minimum of 30 days (most recent) in its short term operating database.	The system must maintain this custom ToS based information for each interface for at least 3 months at a minimum 15 minute granularity.						
28.	Section 5, page 241 Clause4.10.6.5 (S. No. 9)	The system must maintain this custom ToS based information for each interface for at least 12 months at a minimum 15 minute granularity.	The system must maintain this custom ToS based information for each interface for at least 3 months at a minimum 15 minute granularity.						
29.	Section 5 Page 251 Clause 4.12.3	25-seater EOC room will be available with two Screens with feeds and desktops to set up EOC in case of planned or unplanned events. Based on the type of event, units are set up under the IG of UP Police 100	<p>The EOC room would require additional 5 CAD licenses.</p> <p>Following rows are being added at Page no 379 of RFP(Table of Licenses) and Page no 165 of RFP</p> <p>1- Page 379 of RFP-</p> <table border="1"><tr><td>41</td><td>CAD EOC Licenses</td><td>5</td></tr></table> <p>2- Page 165 of RFP</p> <table border="1"><tr><td>40</td><td>(A) EOC Licenses</td><td></td></tr></table>	41	CAD EOC Licenses	5	40	(A) EOC Licenses	
41	CAD EOC Licenses	5							
40	(A) EOC Licenses								
30.	Section 5, page no. 259 Clause 4.23.3.2	Similarly 10 PRI lines will be provided at DR to provide last mile connectivity and redundancy in links for UP POLICE 100 and OMCs. PRI line will provide features as mentioned below:	For redundancy on links at UP POLICE 100 and OMCs offered solution will provide total 30 PRI (including Lucknow, Varanasi and Agra) lines separately with 30 channels linked to each line with last mile connectivity on different media (Copper, Fiber and RF). Required Telecom Service Provider services for various help lines needs to be activated and configured for PRI lines. PRI Lines will provide features as mentioned below:						
31.	Section 5, page no. 259 Clause 4.23.3.5	It is possible to offer both voice and data in the PRI line. Some service providers have dynamic offerings where data is transmitted in all the channels that are free (not occupied by voice) at that given point of time.	It is possible to offer both voice and data in the PRI line.						
32.	Section 5, page no. 259 Clause 4.23.3.10	Some service providers offer flexible plans where instead of the full 30 channels, they provide and charge for only 20 channels etc. This makes PRI lines more economical for smaller companies.	Clause deleted.						

S. No.	RFP Clause Reference	Existing clause	Modified clause																																		
33.	Section 5, page no. 259 Clause 4.23.3.12	<p>12 PRI lines distribution for inbound at UP POLICE 100 would be as follows:</p> <table><tr><th>PRI Link Description at UP POLICE 100</th><th>PRI outbound channels</th></tr><tr><td>Copper or OFC</td><td>500</td></tr></table> <table><tr><th>PRI Link Description at UP POLICE 100</th><th>PRI inbound channels</th></tr><tr><td>RF PRI Links</td><td>300</td></tr><tr><td>CUG mobile PRI Links</td><td>150</td></tr><tr><td>Analog PRI Links</td><td>75</td></tr><tr><td>Copper or OFC</td><td>3975</td></tr></table>	PRI Link Description at UP POLICE 100	PRI outbound channels	Copper or OFC	500	PRI Link Description at UP POLICE 100	PRI inbound channels	RF PRI Links	300	CUG mobile PRI Links	150	Analog PRI Links	75	Copper or OFC	3975	<p>PRI lines distribution including inbound and outbound at UP POLICE 100 would be as follows:</p> <table><tr><th>Medium</th><th>Lucknow</th><th>Agra</th><th>Varanasi</th></tr><tr><td>PRI Line (Copper/Fiber)</td><td>13 (11 inbound, 2 outbound)</td><td>4(3 inbound, 1 outbound)</td><td>4(3 inbound, 1 outbound)</td></tr><tr><td>PRI Line (RF)</td><td>7</td><td>1</td><td>1</td></tr><tr><td>Analog Lines</td><td>55</td><td>10</td><td>10</td></tr><tr><td>CUG Mobiles</td><td>110</td><td>20</td><td>20</td></tr></table>	Medium	Lucknow	Agra	Varanasi	PRI Line (Copper/Fiber)	13 (11 inbound, 2 outbound)	4(3 inbound, 1 outbound)	4(3 inbound, 1 outbound)	PRI Line (RF)	7	1	1	Analog Lines	55	10	10	CUG Mobiles	110	20	20
PRI Link Description at UP POLICE 100	PRI outbound channels																																				
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PRI Line (Copper/Fiber)	13 (11 inbound, 2 outbound)	4(3 inbound, 1 outbound)	4(3 inbound, 1 outbound)																																		
PRI Line (RF)	7	1	1																																		
Analog Lines	55	10	10																																		
CUG Mobiles	110	20	20																																		
34.	Section 5, page no. 260 Clause 4.23.5.3	Fleet will be equipped with mobile handsets, two in 4W and 1 in 2W will be connected using GSM or GPRS network with secure SIM. Mobile handset SIM service provider will be different from MDT SIM service provider	4W fleet will be equipped with one mobile handset, which will be connected using GSM or GPRS network with secure SIM. Mobile handset SIM service provider will be different from MDT SIM service provider																																		
35.	Section 5, page no. 261 Clause 4.24.2.7	Providing PRI lines at the DC and DRC sites	Providing PRI lines at the Lucknow, Agra and Varanasi sites.																																		
36.	Section 5, page no. 261 Clause 4.24.3.6	Addition	<p>Wi-Fi in ITECCS:</p> <p>A robust wireless data network will be established in ITECCS, Lucknow for Internet facility for staff at indoor premises. This network will be based on Wireless protocols and will be maintained by bidder. Employees will be working toward enhance wireless coverage in training rooms, board rooms, cabins, common hall, parking space, corridor etc. throughout the campus.</p> <p>Bidder will ensure that that all mobiles, laptops and PCs can access Wi-Fi and propose solution should comply with current industry standard and benchmarking. Bidder has to maintain Wi-Fi system in the ITECCS building</p>																																		

S. No.	RFP Clause Reference	Existing clause	Modified clause
			Bidder to propose necessary hardware, software and network at appropriate places in the bid submission formats and also provide cost for the Wi-Fi component in costing formats.
37.	Section 5, page no. 280, Clause 6.12.6	iv. Scale of the required GIS vector maps of each city: 1:1000 scale for city area and 1:5000 scale for rural area with road positional accuracy of + or- 10 m will be provided by bidder	iv. 6000 sq. km to be considered as city area for 1:1000 mapping and rest can be considered as rural area. The positional accuracy of + or- 10 m for 1:1000 maps and accuracy of + or- 50m for 1:5000 maps.
38.	Section 5 Page 281, Clause 6.12.6 (S. No. xi. – k)	List of layers A. Administrative Building with attributes E. 3D All buildings with height attribute Details of GIS Data layers with attributes Layer No. 28. Buildings (Name, House Number – where available)	6.12 & 6.12.6 Average 25 buildings per district. Names would be finalized by GoUP
39.	Section 5, page no. 287, Clause 6.16.5	The location of the distressed caller should be tracked and made available to the Control Room during the course of the emergency (i.e. not just the location when call was initiated, but the location at any point during the entire emergency period)	The location of the distressed caller should be tracked and made available to the Control Room during the course of the emergency (i.e. not just the location when call was initiated, but the location at any point during the entire emergency period). The detection of the caller location should be identified within 10-15 sec in the system. Refresh time interval of location should be within 10-15 sec.
40.	Section 5, page no. 289, Clause 6.16.20	Addition	Acceptance criteria for pilot: Pilot system shall be able to identify location for each type of subscriber (Fixed Line, Mobile) for each type of operator available in the area for Pilot deployment. It should also be able to identify location of domestic roaming and international roaming. This would be applicable for identified cities for pilot.
41.	Section 5 page no. 291 Clause 6.21.6	Bidder will provide the following analysis reports. Please refer section 5 A for more detail and reports may increase based on the GoUP requirement at later stage: <ul style="list-style-type: none"> Hot spot analysis Crime pattern analysis Predictive analysis Incident analysis Time series analysis Geo Spatial analysis 	Bidder will provide the following analysis reports. Please refer section 5 A for more detail and reports may increase based on the GoUP requirement at later stage: <ul style="list-style-type: none"> Hot spot analysis Crime pattern analysis Predictive analysis Incident analysis Time series analysis Geo Spatial analysis Call trending analysis Case handling analysis

S. No.	RFP Clause Reference	Existing clause	Modified clause
		<ul style="list-style-type: none"> Call trending analysis Case handling analysis Dispatch analysis 	<ul style="list-style-type: none"> Dispatch analysis ➤ Analysis / reports are also required to be accessed from mobile devices like phones or iPad ➤ Analysis /reports to be used at the police station level around 1500 ➤ Analysis /reports to be integrated with BI seamlessly
42.	Section 5 page no. 369 Clause 14.2.2	Application users	Addition 11. MIS Software - 160 minimum no. of users per month *Bidder to propose necessary hardware, software and network at appropriate places in the bid submission formats and also provide cost for the MIS software in costing formats.
43.	Section 5 page no. 375, Clause 14.4.3	26. Video conference equipment for 15 locations	26. Video conference equipment for 13 locations at ITECCS building
44.	Section 5, page no. 379 Clause 14.4.7	1. PRI Lines DC – 20 2. PRI Lines DR – 10	Modified: 1. PRI Lines at Lucknow – 20 2. PRI Lines at Agra – 5 Addition 29. PRI lines at Varanasi - 5
45.	Section 5 page no. 380, Clause 14.4.7	20. 6Mbps for video conferencing at 15 locations	20(A) 6Mbps for video conferencing – 13 ITECCS 20(B) 6Mbps for video conferencing – 2 OMCs
46.	Section 5 page 568,569 Finance Management System	FIN.REQ.57 Payment gateway FIN.REQ.58 Payment gateway FIN.REQ.59 Payment gateway FIN.REQ.60 Payment gateway FIN.REQ.61 Payment gateway FIN.REQ.62 Payment gateway	Clause deleted Addition(Clause 10.35, Bidders obligation, Page 40) Payment gateway is not required. This is applicable to the entire RFP. Bidder should consider necessary changes in the bid submission formats.
47.	Section 5 page 590 Dataware House, Business Intelligence (BI), Reporting And Analytics	New Addition – BIRA.REQ.023	Bidders must propose latest state of the art technology platform capable of storing, transforming and processing humongous volumes data both structured and unstructured like text, image, video files in a parallel processing mode. The stored datasets which may be diverse, complex and massive are to be retrieved and processed in tolerable time. The platform must be capable to store unstructured, semi-structured and structured

S. No.	RFP Clause Reference	Existing clause	Modified clause
			data in a reliable, secure, fault-resilient and must act as a scalable data store that can be organized and sorted for indexing and analysis.
48.	Section 5, page no. 660 Mobile Data Terminal (MDT) device	MDT.REQ.038 5 inches with Multi touch support i.e. Multiple finger touch parallel	MDT.REQ.038 4.5" to 5.5" inches with Multi touch support i.e. Multiple finger touch parallel
49.	Section 5, page no. 660 Mobile Data Terminal (MDT) device	MDT.REQ.050 (-)5°C to 55°C, Humidity 95% RH, Non Condensing	MDT.REQ.050 (-)5°C to 50°C, Humidity 5 - 85% RH, Non Condensing
50.	Section 5, page no. 662 Mobile Data Terminal (MDT) device	MDT.REQ.075 Charger should comply with: IEC 60950, IS13252:2010.UL Certified, ROHS	MDT.REQ.075 Clause deleted
51.	Section 5, Audio Video for conference room - Control system with touch panel	Control System with touch Panel Page 677: AV for Conference Room - 15 seating capacity Page 686: AV for Conference Room – 10-8 seating capacity Page 694: AV Board Room – 20seating capacity Page 737: Audio-Visual for Meeting Room - 20 seating capacity Page 744: Audio-Visual for Meeting Room Screen - 30 seating capacity	Control System with touch Panel : Table top touch Panel: Wireless/Wired Touch panel 9.5 inch or more widescreen with display resolution 1280 x 800 or higher
52.	Section 5, Matrix Switcher	Page 682: CRS.REQ.100 Matrix Switcher – Yes Page 690: CRS.REQ.121 Matrix Switcher – Yes Page 698: BR.REQ.118 - Matrix Switcher – Yes Page 740: MR.REQ.120 - Matrix Switcher – Yes	Matrix Switcher <ul style="list-style-type: none"> • Should support TMDS digital RGB HDMI and single-link DVI digital video signals are supported. • Should support Digital Video RGB digital video • Should support Digital video support • Should support Digital Audio support • Should Support hot plug detection (HPD) of display as a pass-through signal • Should support Video Input • Should support Video Output

S. No.	RFP Clause Reference	Existing clause	Modified clause
		Page 749: MR.REQ.121- Matrix Switcher - Yes	<ul style="list-style-type: none"> Should support communication on Serial port control, mini stereo jack , Ethernet control port, HDMI
53.	Section 5, Cable Cubby	Page 682: CRS.REQ.101 – Yes Page 691: CRB.REQ.122 – Yes Page 698: BR.REQ.119 - Yes Page 740: MR.REQ.121 - Yes Page 749: MR.REQ.122 – Yes	Cable Cubby: Should be sleek metallic cable cubby with interface facility of Power, RGB ,Audio, VGA, HDMI,LAN
54.	Section 5 Page 753 Video conferencing	VC.REQ.035 : The MCU must be a hardware based MCU providing minimum 30 ports and above of 1080p 30fps or minimum 60 ports or above HD 720p 30fps in a single chassis or through physical stacking of MCU's without cascading and without any port loss.	VC.REQ.035 : The MCU must be a hardware based MCU providing minimum 30 ports and above of 1080p 30fps or minimum 60 ports or above HD 720p 30fps in a single chassis or through physical stacking of MCU's without cascading and without any port loss. MCU should be scalable to 50 ports HD1080p in future by adding on same unit
55.	Section 5 Page 761 Video Conferencing	VC.REQ.140: The Scheduling tool must provide the ability to check the availability of the resources in a calendar format before booking any resources.	VC.REQ.140 The Scheduling tool must provide the ability to check the availability of the resources in a calendar format / GUI before booking any resources.
56.	Section 5 Page 763 DLP video wall	DLP.REQ.008 Width of each cube in mm - 1150	DLP.REQ.008 Width of each cube in mm - 1550
57.	DLP Section 5 page 765 DLP video wall	Title : Display Controller to Drive 3x2 70" wall	Title:Display Controller to Drive 20x3 70" wall
58.	Section 5 Page 775 Laptop	LAP.REQ.006: Hard Disk 500 GB 5400 rpm SMART SATA HDD with 3D Drive guard and Drive Encryption	LAP.REQ.006: Hard Disk:500 GB 5400 rpm SMART SATA Hard Drive with intelligent sensitivity to help protect the hard drive during normal use from shock and vibration .Hard disk drive encryption should be there
59.	Section 5 page 781 SAN Storage	SAN.REQ.022 RAID 6	SAN.REQ.22 RAID level that will be implemented - RAID 5 or better
60.	Section 5 page 782	VTL.REQ.002	VTL.REQ.002: Number of drives - Support 300 or more Drives

S. No.	RFP Clause Reference	Existing clause	Modified clause
	Virtual tape library disk based backup	Number of drives - Support upto 512 drives	
61.	Section 5 Page 782 Virtual tape library disk based backup	VTL.REQ.003 Offered Tape library should scale upto 40,000 slots	VTL.REQ.003: Offered Tape library should scale upto 30,000 slots
62.	Section 5 Page 782 Virtual tape library disk based backup	VTL.REQ.004 Offered appliance should support up to 64 partitions	VTL.REQ.004: Offered appliance should support 32 or more partitions
63.	Section 5 Page 782 Virtual tape library disk based backup	VTL.REQ.012 Drive Redundancy level - should support RAID or Enhanced RAID with Hot spare provision	VTL.REQ.012 Drive Redundancy level - should support Min. RAID 5 or Enhanced RAID with Hot spare provision
64.	Section 5 Page 782 Virtual tape library disk based backup	VTL.REQ.014 Should have capacity of min. 600 TB usable by adding the expansion module or another base controller and scalable to 1000TB.	VTL.REQ.014 Capacity - Should have capacity of min. 200 TB Usable by adding the expansion modules or another Base Controller and scalable to 500 TB
65.	Section 5 Page no. 808 Database Server	DBS.REQ.004 Number of Processors - Offered Server should be configured with 4 (Four) Processors	DBS.REQ.004 Number of Processors - Offered Server should be configured with 2 (Two) Processors
66.	Section 5 Page no. 808 Database Server	DBS.REQ.006 Memory Scalability: 1TB DDR3 better Or higher is acceptable	DBS.REQ.006 Memory Scalability: 768 GB DDR3 better Or higher is acceptable
67.	Section 5 Page 810 Blade Chassis	BCH.REQ.008 Blade Chassis: Power supplies in the chassis should be in redundant configuration. Chassis connectivity to the TOR switch, if required in solution, must be able to provide a minimum of 20Gbps (for LAN and for SAN/FCOE) per blade server (with redundancy) and 10Gbps (for LAN, for SAN) sustained per blade server (with 1	BCH.REQ.008 Power supplies in the chassis should be in redundant configuration. Chassis connectivity to the TOR switch, if required in solution, must be able to provide a minimum of 36Gbps (for LAN and for SAN/FCOE) per blade server (with redundancy) and 10Gbps (for LAN, for SAN) sustained per blade server (with 1 connectivity module failure) in the chassis.

S. No.	RFP Clause Reference	Existing clause	Modified clause
		connectivity module failure) in the chassis.	
68.	Section 5 Page 810 Blade Chassis	BCH.REQ.010 LAN Interconnect: Sufficient number of Redundant Ethernet modules so as to provide 2* 10gb downlinks to each server for LAN connectivity.	BCH.REQ.010 Sufficient number of Redundant Ethernet modules so as to provide minimum 2 x 8gb downlinks in High availability to each server for LAN connectivity.
69.	Section 5 Page 810 Blade Chassis	BCH.REQ.011 Fibre Channel Interconnects: Sufficient number of Redundant FC/SAN Switch modules so as to provide 2* 8gb downlinks to each server for SAN connectivity. Vendors may provide redundant converged modules to cater for above bandwidth for LAN and SAN connectivity.	BCH.REQ.011 Sufficient number of Redundant FC /SAN Switch modules so as to provide 4 * 8gb downlinks in High availability to each server for SAN connectivity.
70.	Section 5 Page 814 Blade server 2 CPU	BS.REQ.004 Minimum 256 GB DDR3 or higher RAM of highest frequency as applicable in the quoted model to be offered per processor. Memory should support ECC and memory mirroring upgradable up to 700 GB	BS.REQ.004 Minimum 256 GB DDR3 or higher RAM of highest frequency as applicable in the quoted model to be offered per processor. Memory should support ECC upgradable up to 700 GB
71.	Section 5 Page 815 Blade server 4 CPU	BS.REQ.004 Minimum 256 GB DDR3 or higher RAM of highest frequency as applicable in the quoted model to be offered per processor. Memory should support ECC and memory mirroring upgradable up to 700 GB	BS.REQ.004 Minimum 256 GB DDR3 or higher RAM of highest frequency as applicable in the quoted model to be offered per processor. Memory should support ECC upgradable up to 700 GB
72.	Section 5 Page 828 Load Balancer	Addition	LB.REQ.012 - New Clause The appliance should provide full IPv4 & IPv6 support from day 1
73.	Section 5 Page 829 Core Switch	CSW.REQ.010 Must have minimum 4 modular slots and 2 should be dedicated for I/O modules.	CSW.REQ.010: Core Switch should have 2 Dedicated Slots for I/O modules and after populating all the modules Core Switch should have at least 2 Free slots for Future scalability / expansion.
74.	Section 5 Page 829 Core Switch	CSW.REQ.012 Hardware Features: Chassis Switching Fabric Must be capable	CSW.REQ.012 Chassis Switching Fabric Must be capable of minimum 400 Gpps bandwidth per I/O slot which

S. No.	RFP Clause Reference	Existing clause	Modified clause
		of minimum 200 Mpps bandwidth per I/O slot.	should be bi-directional i.e. 400 GBps in and 400 Gbps out
75.	Section 5 Page 830 Core Switch	CSW.REQ.015 IEEE 802.3x Flow Control	Clause deleted.
76.	Section 5 Page 832 Core Switch	CSW.REQ.042 The switch should be IPV6 complaint or logo ready	CSW.REQ.042 The switch should be IPV6 logo ready or Certified
77.	Section 5 Page 838 Managed Access Switch	MAS.REQ.061 The switch should be IPV6 complaint / logo ready	MAS.REQ.061 The switch should be IPV6 logo ready or Certified
78.	Section 5 Page 840 Aggregation Switch	AGS.REQ.009 Switching Features: Datacenter bridging exchange, IEEE 802.1Qbb	Clause deleted
79.	Section 5 Page 841 Aggregation Switch	AGS.REQ.023 The switch should be IPV6 complaint/logo ready	AGS.REQ.023 The switch should be IPV6 logo ready or Certified
80.	Section 5 Page 845 Core router	CR.REQ.040 The proposed router should support for NAT performance of 10 Gbps and 4 Gbps of encryption from day one, Version of software for supplied router should be latest release to support all required features	CR.REQ.040 The proposed router should support for NAT performance of minimum 8 Gbps and 4 Gbps of encryption from day one, Version of software for supplied router should be latest release to support all required features
81.	Section 5 Page 846 Core router	Addition - Compliance	CR.REQ.049 IPV6 logo ready or Certified
82.	Section 5 page 847 Internet Router	IR.REQ.004 interface Support : E	IR.REQ.004 Router should have minimum 2 slots to accommodate large variety of interface& should support FE, GE (both Ethernet based & fiber based etc.
83.	Section 5 Page 847 Internet Router	IR.REQ.007 The router shall have SLA monitoring tools to measure state of the network in real time. The SLA operations shall provide information on TCP Or UDP delay, jitter, application response time, VoIP MOS score, Packet	IR.REQ.007 The router shall have SLA monitoring tools to measure state of the network in real time. The SLA operations shall provide information on TCP Or UDP delay, jitter, Packet Loss, ETF standards based Netflow version 9 or equivalent feature so that granular traffic analysis can be performed for advanced auditing, usage analysis, capacity planning or generating security telemetry events.

S. No.	RFP Clause Reference	Existing clause	Modified clause
		Loss, ETF standards based Netflow version 9 or equivalent feature so that granular traffic analysis can be performed for advanced auditing, usage analysis, capacity planning or generating security telemetry events.	
84.	Section 5 Page 847 Internet Router	IR.REQ.010 Compliance: The router should be IPV6 compliant Or logo ready	IR.REQ.010 The switch should be IPV6 logo ready or Certified
85.	Section 5 Page 849 Intranet Router	INTR.REQ.007 The router shall have SLA monitoring capability to measure state of the network in real time. Router shall help analyse the SLA operations and shall provide information on TCP Or UDP delay, jitter, application response time, Packet Loss, ETF standards based Netflow /jFlow or equivalent feature so that granular traffic analysis can be performed for advanced auditing, usage analysis, capacity planning or generating security events.	INTR.REQ.007 The router shall have SLA monitoring tools to measure state of the network in real time. The SLA operations shall provide information on TCP Or UDP delay, jitter, Packet Loss, ETF standards based Netflow version 9 or equivalent feature so that granular traffic analysis can be performed for advanced auditing, usage analysis, capacity planning or generating security telemetry events.
86.	Section 5 Page 849 Intranet Router	INTR.REQ.010 Compliance: The router should be IPV6 compliant Or logo ready	INTR.REQ.010 The switch should be IPV6 logo ready or Certified
87.	Section 5 Page 862 Next Generation Firewall	NGF.REQ.029 Firewall should support stateful failover of sessions in Active Or Standby and Active Or Active mode and have internal redundant power supply	NGF.REQ.029 Firewall should support stateful failover of sessions in Active Or Standby and Active Or Active mode and have internal / external redundant power supply
88.	Section 5 Page 893 Desktop	DSK.REQ.009 Memory- 16GB DDR III 1333MHz or higher expandable up to 8 GB or more	DSK.REQ.009 Memory: 8GB DDR III 1333MHz or higher expandable up to 16 GB or more

Annexure A – List of locations**Address of OMC Agra and OMC Varanasi will be shared with successful bidder in due course of time.****75 District Control Rooms**

S. No.	DISTT/PLACE NAME(RADIO SECTION)	ADDRESS	CONCERNING INCHARGE OF RADIO SECTION	MOB.NO.
1	AGRA	POLICELINE AGRA	R.I. SRI KULDEEP KUMAR	9412516028
2	FIROZABAD	POLICELINE DAWRAI FIROZABAD	R.I. SRI RAJESH TEWARI	9454404952
3	MAINPURI	POLICELINE MAINPURI	R.S.I. SRI RAJ KUMAR SINGH	9411258073
4	MATHURA	CIVIL LINE MATHURA	R.S.I. SRI UDAIVEER SINGH	9454402661
5	HATHRAS	POLICELINE MANDU ROAD HATHRAS	R.I. SRI VEER SINGH	9457926519
6	ALIGARH	POLICE CONTROL ROOM, NEAR TIBBIA COLLEGE ALIGARH	R.S.I. SRI RAM MOHAN VERMA	9412444559
7	ETAH	NEAR MAHILA THANA ETAH	R.I. SRIVRIJESH KUMAR	9410413721
8	KASGANJ	POLICE RADIO SECTION KASGANJ	R.S.I. SRI ALOK KUMAR VERMA	9690188121
9	KANPUR NAGAR	POLICELINE CIVIL LINE KANPUR NAGAR	R.I. SRI RAKESH CHANDRA VERMA	9554458316
10	KANPUR DEHAT	POLICELINE MATI	R.I. SRI SATYENDRA SINGH	9919223442
11	AURAIA	TAHSIL PARISAR DIVIYAPUR ROAD AURAIA	R.S.I. SRI SWADESH KUMAR	9411868101
12	ETAWAH	M.C.R. ETAWAH	R.I. SRI S,K,RAO	9454404749
13	FATEHGARH	POLICELINE FATEHGARH	R.I. SRI MUKESH KUMAR DUBEY	9411061868
14	KANNAUAJ	POLICELINE KANNAUJ	R.I. SRI SAMAR SINGH	1915525967
15	JHANSI	POLICELINE JHANSI	R.I. SRI LAXAMAN PRASAD YADAV	9415507887
16	LALITPUR	POLICELINE LALITPUR	R.I. SRI MAN SINGH AHIRWAR	9415508800
17	JALLAUN	POLICELINE JALLAUN	R.I. SRI G,N,TEWARI	9415749892
18	LUCKNOW	CHINI BHAWAN GOMTINAGAR	R.I. SRI S.K.BAJPAI	9454458176
19	UNNAO	POLICELINE UNNAO	R.S.I. SRI SAKOOR AHMAD	9415161973
20	RAIBAREILLY	POLICELINE RAIBAREILLY	R.I. SRI S.P.GIRI	8542846860
21	AMETHI	POLICE CONTROL ROOM THANA GAURIGANJ	R.I. SRI PRADEEP KUMAR MISHRA	9454417412

22	SITAPUR	POLICELINE SITAPUR	R.I. SRI KRISHNA KUMAR SINGH RATHORE	7068380645
23	LAKHIMPUR KHIRI	COMPOSITE CONTROL ROOM KHIRI	R.I. SRI ANIL KUMAR	9454404744
24	HARDOI	POLICELINE HARDOI	R.I. SRI D.K.BHATTACHARYA	9454035798
25	FAIZABAD	POLICELINE FAIZABAD	R.I. SRI S.P.SRIVASTAVA	9454402439
26	BARABANKI	RESERVE POLICE LINE BARABANKI	R.I. SRI ASHOK KUMAR MISHRA	9839672388
27	SULTANPUR	POLICELINE SULTANPUR	R.I. SRI SURESH KUMAR MISHRA	9454458060
28	AMBEDKAR NAGAR	POLICELINE AMBEDKAR NAGAR	R.S.I. SRI SANJAY KUMAR	9454404948
29	BAREILLY	POLICELINE BAREILLY	R.I. SRI PRADEEP KUMAR	9411607824
30	BADAUN	POLICELINE BADAUN	R.I. SRI BOOL SINGH	9411842648
31	PILIBHIT	POLICELINE PILIBHIT	R.I. SRI NAGENDRA SINGH RATHORE	1915180776
32	SHAHJAHANPUR	POLICELINE SHAHJAHAN PUR	R.I. SRI DARMESH SINGH	9532562351
33	MURADABAD	POLICELINE MURADABAD	R.I. SRI HARIDAS SINGH YADAV	9412587044
34	SAMBHAL	POLICELINE SAMBHAL	R.I. SRI I.A.ZAIDI	9411985739
35	RAMPUR	COMPOSITE POLICECONTROL ROOM	R.I. SRI PREMLAL	9412134426
36	BIJNAUR	COMPOSITE CONTROL ROOM BIJNAUR	HOM SRI HARBIR SINGH	9758652236
37	AMROHA	KOTWALI AMROHA	R.I. SRI SARVESH KUMAR	9454417375
38	MEERUT	POLICELINE MEERUT	R.I. SRI PRITAM SINGH	9411093396
39	BAGPAT	POLICELINE BAGPAT	R.I. SRI PRADEEP KUMAR SHRMA	9634019692
40	GHAZIABAD	MCR GOVEND PURAM GHAZIABAD	R.I. SRI HARIOM GIRI	9454458225 9013256001
41	HAPUR	THANA HAPUR NAGR PARISAR HAPUR	R.I. SRI ANURAG SHARMA	9454404742 9412471935
42	BULANDSHAHAR	POLICE CONTROL ROOM YAMUNA PURAM BULAND SHAHAR	R.I. SRI SHAHNAWAZ HUSAIN	9454404955
43	GAUTAMBUDH NAGAR	POLICELINE GAUTAMBUDH NAGAR	R.I. SRI RAMESH BABU YADAV	9911071237
44	SHAHARANPUR	POLICELINE SHAHARANPUR	R.S.I. SRI MANOJ KUMAR	9412805515
45	SHAMLI	KOTWALI SHAMLI	R.S.I. SRI D.P.CHAKRAVORY	9454405124

46	MUZAFFARNAGAR	CCR MUZAFFERNAGAR	R.I. SRI GHANSHYAM SINGH GAUR	9454404087 9457636522
47	ALLAHABAD	POLICELINE ALLAHABAD	R.I. SRI RAMESH SINGH	9454417461
48	PRATAPGARH	POLICELINE PRATAP GARH	SRI RAJKESWAR TRIPATHI	9415664211
49	FATEHPUR	POLICELINE FATEHPUR	R.I. SRI BHARAT SINGH SENGAR	9454457699
50	KAUSHAMBI	POLICELINE KAUSHAMBI	R.S.I. SRI ANIRUGDH KUMAR SRIVASTAVA	9450164103
51	BANDA	POLICELINE BANDA	R.I. SRIRAM BAHADUR SINGH	9454403051
52	CHITAKUT	POLICELINE CHTRAKUT	R.S.I. SRI RAJ KUMAR PRAJAPATI	9450224304
53	HAMIRPUR	POLICELINE HAMIRPUR	R.S.I. SRI ASHOK CHANDRA SAXENA	9415533058
54	MAHOBA	POLICE RADIO SECTION BEHIND OF FIRE SERVICE RATH ROAD MAHOBA	R.I. SRI SUDARSHAN	9454404752
55	VARANASI	POLICELINE VARANASI	R.I. SRI CHHEDILAL SINGH	9455590384
56	JAUNPUR	POLICELINE JAUNPUR	R.S.I. SRI VIRENDRA KUMAR MISHRA	9415893497
57	GHAZIPUR	POLICELINE GHAZIPUR	R.I. SRI BHAGWAN RAM	9454403471 8004088728
58	CHANDAULI	POLICELINE CHABDAULI	R.I. SRI ANOOP KUMAR	9455048495
59	AZAMGARH	POLICELINE AZAMGARH	R.I. SRI MUNIB RAM CHAUHAN	9415834911
60	MAU	COMPOSITE CONTROL ROOM MAU	R.I. SRI AHSAMUDDIN	9415956165
61	BALLIA	POLICELINE BALLIA	R.I. SRI SHARVADEO SINGH	9454404945
62	MIRZAPUR	POLICELINE MIRZAPUR	R.I. SRI MURLISHAR SINGH MAURYA	9454404024
63	SONBHADRA	POLICELINE CHURK SONBHADRA	R.I. SRI ASHOK KUMAR SHRMA	9454404959
64	SANTRAVE DAS NAGAR(BHADOHI)	POLICELINE GYANPUR	R.S.I. SRI SHYAM MOHAN SHUKLA	9450710945
65	GORAKHPUR	POLICELINE GORAKHPUR	R.I. SRI FATEH BAHADUR SINGH	8953002800
66	MAHARAJGANJ	POLICELINE MAHARAJGANJ	R.S.I. SRI ANIL KUMAR SRIVASTAVA	9415314944
67	DEORIA	POLICELINE DEORIA	R.S.I. SRI JAGDISH SHARMA	9936424113
68	KUSHI NAGAR	POLICELINE KUSHINAGAR	R.S.I. SRI MANOJ KUMAR MISHRA	9552136920

69	BASTI	POLICELINE BASTI	R.I. SRI VINOD KUMAR JAISWAL	9454417469
70	SIDDHARTH NAGAR	ASHOK MARG POLICE LINE SIDDHARTH NAGAR	R.S.I. SRI R.D.PRASAD	9532747578
71	SANTKABIR NAGAR	POLICELINE SANT KABIR NAGAR	R.I. SRI SATYENDRA PATHAK	9415378680
72	GONDA	RESERVE POLICE LINE GONDA	R.I. SRI RAM KRISHNA DWIVEDI	9415488625
73	BALRAMPUR	DIAL-100 S.P OFFICE BALRAMPUR	R.I. SRI RAM KRISHNA DWIVEDI	9454404951
74	BAHRAICH	POLICE CONTROL ROOM POLICE LINE BEHRAICH	R.S.I. SRI SANJAY KUMAR SARKAR	945167399
75	SHRAVASTI	POLICELINE BHINGA SHRAVASTI	R.S.I. SRI VISHWAMBHAR SINGH	9919280595

18 Police Ranges

S.No.	NAME OF PLACE(RADIO SECTION)	ADDRESS	NAME OF INCHARGE OF RADIO SECTION	MOBILE NO.
1	AGRA	RANGE HQ AGRA	R.I KULDEEP SINGH	9412516028
2	ALIGARH	D.I.G OFFICE POLICE LINE ALIGARH	RSI SURESH CHAND	9310060901
3	KANPUR	THANA CHHAWNI PARISAR RADIO SECTION KANPUR NAGAR	R.I RAKESH CHAND VERMA	9454458316
4	JHANSI	RANGE HQ JHANSI	R.I LAXMAN PRASAD YADAV	9415507887
5	LUCKNOW	D.I.G OFFICE LUCKNOW	R.I S.K.BAJPAI	9454458176
6	FAIZABAD	POLICE LINE FAIZABAD	R.I S.P. SRIVASTAVA	9454402439
7	BAREILLY	D.I.G OFFICE BAREILLY	R.I PRADEEP KUMAR	9411607824
8	MURADBAD	D.I.G OFFICE MURADABAD	R.I HARIRAJ SINGH YADAV	9412587044
9	MEERUT	D.I.G OFFICE MEERUT NEAR CIRCUIT HOUSE PS. CIVIL LINE DISTT. MEERUT	RSI RAKESH KUMAR	9927626446
10	SHAHARANPUR	CONTROL ROOM POLICELINE SAHARANPUR	RSI MANOJ KUMAR	9412805515
11	ALLAHABAD	PS. HILL ROAD CIVIL LINE ALLAHABAD	R.I RAMESH SINGH	9454417461
12	CHITRAKUT	POLICE LINE BANDA	VINOD KUMAR SINGH	9454404738
13	VARANASI	POLICE LINE VARANASI	R.I CHHEDILAL SINGH	945590384
14	AZAMGARH	POLICE LINE AZAMGARH	R.I MUNIB RAM CHAUHAN	9415834911
15	MIRZAPUR	POLICELINE MIRZAPUR	R.I MURLIDHAR SINGH MAURYA	9454404024
16	GORAKHPUR	D.I.G OFFICE GORAKHPUR 33 KASIYA ROAD	RSI RAM AJOR GAUTAM	9415691496
17	BASTI	POLICELINE BASTI	R.I VINOD KUMAR JAISWAL	9454417469

S.No.	NAME OF PLACE(RADIO SECTION)	ADDRESS	NAME OF INCHARGE OF RADIO SECTION	MOBILE NO.
18	DEVIPATAN	DIG RANGE OFFICE GONDA	R.I RAM KRISHNA DWIVEDI	9415488625

8 Police Zones

S.No.	NAME OF PLACE(RADIO SECTION)	ADDRESS	NAME OF INCHARGE OF RADIO SECTION	MOBILE NO.
1	AGRA	RANGE HQ AGRA	R.I KULDEEP SINGH	9412516028
2	KANPUR	THANA CHHAWNI PARISAR RADIO SECTION KANPUR NAGAR	R.I RAKESH CHAND VERMA	9454458316
3	LUCKNOW	I.G ZONE HQ LUCKNOW	R.I S.K.BAJPAI	9454458176
4	BAREILLY	POLICE LINE BAREILLY	R.I PRADEEP KUMAR	9411607824
5	MEERUT	RANGE HQ DIG OFFICE MEERUT NEAR DISTT. JAIL PS. MEDICAL. MEERUT	SHIV SHANKER MADNAWAT	9458456996 8445112566
6	ALLAHABAD	19A NYAY MARG, ASHOKNAGAR ALLAHABAD	R.I RAMESH SINGH	9454417461
7	VARANASI	POLICE LINE VARANASI	R.I CHHEDILAL SINGH	945590384
8	GORAKHPUR	D.I.G OFFICE NEAR DIWANI COURT, GORAKHPUR	RSI RAM AJOR GAUTAM	9415691496

25 Other Locations

SL. NO.	PLACE	ADDRESS	CONCERNING INCHARGE	MOB.NO.
1	RADIO HEAD QUARTER	MAHANAGAR , LUCKNOW	ARO S.K.KANNAUJIA	9454402622
2	DGP HEAD QUARTER	1- TILAK MARG LUCKNOW	ADDL.S.P CONTROL ROOM AJAY PRATAP	9454401145
3	HOME CONTROL	SACHIWALAYA LUCKNOW	RSI MANOJ CHATURVEDI	5222239295
4	FIRE HEAD QUARTER	4TH FLOOR INDIRA BHAWAN LUCKNOW	JOINT.DIR. P.K.RAO	9454418323
5	TRAFFIC HEAD QUARTER	SEC-18 VRINDAVAN YOJNA	ADDL. S.P TRAFFIC SMT. RAKESH PUSKAR INSR. J.P.PANDEY	9454400346 9451147965

SL. NO.	PLACE	ADDRESS	CONCERNING INCHARGE	MOB.NO.
		RAIBAREILLY ROAD LUCKNOW		
6	SURAKSHA HEADQUARTER	OM NIWAS NEW HYDERAAD, LUCKNOW	ADDL. SP ROHIT MISHRA	9454402552 9454401206
7	INT. HEAD QUARTER	1, GOKHLE MARG LUCKNOW	SP O.P. SRIVASTAVA	9454402521 9454401160
8	PAC HEAD QUARTER	MAHANAGAR , LUCKNOW	CC KAILASH CHANDRA PANDEY	9454404470 9454402533
9	GRP HEAD QUARTER	5-FLOOR INDIRA BHAWAN, LUCKNOW	SI DEVENDRA KUMAR RAWAT	9454402544 9453012873
10	TECH.SERVICES HEAD QUARTER	4-FLOOR JAWAHAR BHAWAN LUCKNOW		9454402554
11	SIGATURE BUILDING	GOMTINAGAR LUCKNOW		
12	GRP AGRA	INFRONT OF BIJLIGHAR FORT AGRA	SP GRP AGRA MANOJ KUMAR	945440337
13	GRP ALLAHABAD	PHQ CAMPUS CIVIL LINES ALLAHABAD	ADDL.SP RLY. ALD. O.P.SINGH	9454400338
14	GRP GORAKHPUR		SP RLY. GKR DILIP KUMAR	9454400397
15	GRP LUCKNOW		SP RLY. LUCKNOW NEHA PANDEY	9454400340
16	GRP MURADABAD		SP. RLY MURADABAD VIBHAV KRISHNA	9454400341
17	GRP JHANSI		SP. RLY. JHANSI RAMBODH	9454400339
18	GRP. BAREILLY		RI CHANDRSHEKHAR SINGH	9454404407
19	GRP GHAZIABAD		CO. GRP. GHAZIABAD O.P.TRIPATHI	9454401938
20	GRP.VARANASI		CO.	9454401694
21	GRP KANPUR	RLY STATION KANPUR	CO GRP KANPUR SRI KRISHNA MISHRA	9454401691
22	GRP SHAHJAHANPUR		CO. GRP SHAHJAHANPUR HRIDESH KATHERIA	9454401697

SL. NO.	PLACE	ADDRESS	CONCERNING INCHARGE	MOB.NO.
23	RAMJANM BHOOMI AYODHYA	CONTROL ROOM MANAS BHAWAN RJB PARISAR AYODHYA	ADDL.SP SECURITY SUSRI SUCHITA CHAUDHARY RSI ARJUN DEO SINGH	9454401043 9415755675
24	KRISHNA JANM BHOOMI MATHURA	KJB GOVIND NAGAR MATHURA	RSI U.B.SINGH	9454402661
25	KASHI VISWANATH MANDIR VARANASI	KVM PARISAR VARANASI	RI LAL BAHADUR RAM	9452587858

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
1	Section 2	13		The Bidder may be either the Principal Officer (MD or Company Secretary) or his or her duly Authorized Representative, in which case he or she shall submit a power of attorney as mentioned in Annexure A (d) of Section 4 of this RFP.	Please accept authorized representative, duly authorized by a person already holding the power of attorney. Also, getting the POA from Company secretary/ MD may not be possible within the timeframe of this bid. Request you to accept the Power of Attorney from regional head/regional CEO/regional COO	Tender conditions prevail.
2	Section 2	16		Prime bidder must have a minimum of 51% stake in the contract value of project	Request you to remove this clause as overall responsibility of managing the work successfully will lie with the prime bidder and the consortium partner and hence, it should be upto them to decide the amount of work each partner will own	Tender conditions prevail.
3	Section 2	16		The number of consortium members cannot exceed two, including the Prime Bidder	Request you to please allow the number of consortium members up to Three, including the Prime Bidder. Project of this size will require multiple domain expertise and only 2 members will not be able to address all requirements on there own.	Tender conditions prevail.
4	Section 2	17	S.No. 3	Prime bidder should have average annual turnover of Rs.1000 crores in last three financial year (ending 31st March 2015)	TCIL has successfully executed 3 CAD projects in Kanpur, Ghaziabad & Allahabad. We do not meet this criteria and request to consider average annual turnover of 700 crore in last three years.	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
5	Section 2	17	Section 2	Pre-Qualification Criteria, Item No. 5 "Parent Company experience would be considered for only 100% subsidiary or division or sub-division or branch or business unit"	Is it Parent Company only? Companies under same parent (group) should also be allowed.	Companies under same parent will be considered only when they are 100% subsidiary or division or sub-division or branch or business unit". Corresponding documents should also be provided as a part of bid submission
6	Section 2	17		Prime Bidder or consortium partner should have experience of handling assignments in India or abroad as System Integrator over last 5 years (as on 31st March 2015) for 1 project with value 150 crore OR 2 projects with value 100 crore each OR 3 projects with value 60 crore each	Part of the experience coming from Prime bidder and part from consortium partner, will be acceptable. Please confirm. Example- One 100 crore project done by prime bidder and a 100 crore project done by consortium partner, will be acceptable for eligibility. Also, ongoing projects or partially completed projects will be accepted. Please confirm	Tender conditions prevail. Ongoing projects may be accepted.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
7	Section 2	17		Prime bidder should have average annual turnover of Rs.1000 crores in last three financial year (ending 31st March 2015) Declaration from appointed statutory auditor of the company	Request you to accept the audited financial statements and certificate from a CA	Tender conditions prevail.
8	Section 2	17		Prime Bidder should have a current net worth of 250 Crores as of 31 March 2015 Letter from statutory auditor with Net Worth details	Request you to accept the audited financial statements and certificate from a CA	Tender conditions prevail.
9	Section 2	17		Prime Bidder should have a current net worth of 250 Crores as of 31 March 2015	Request you to please relax the net worth requirement and amend the clause to "Prime Bidder should have a current net worth of 150 Crores as of 31 March 2015"	Please refer corrigendum
10	Section 2	17	23.3	Prime bidder should have average annual turnover of Rs.1000 crores in last three financial year (ending 31st March 2015)	As a suggestion we request you to kindly bring down the average to 800 to 850 crores for last 3 years and keeping 1000 crores turnover for 14-15	Please refer corrigendum
11	Section 2	17		Prime bidder must have registered under Companies Act, 1956 and should be in operation in India for a period of at least 10 years as on 31st March 2015	Prime bidder must have registered under Companies Act, 1956 and should be in operation in India for a period of at least 5 years as on 31st March 2015	Tender conditions prevail.
12	Section 2	17		Prime bidder should have average annual turnover of Rs.1000 crores in last three	Prime bidder should have average annual turnover of Rs.130 crores in last three financial year (ending 31st March 2015)	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				financial year (ending 31st March 2015)		
13	Section 2	17		Prime Bidder should have a current net worth of 250 Crores as of 31 March 2015	Prime Bidder should have a current net worth of 50 Crores as of 31 March 2015	Please refer corrigendum
14	Section 2	17		Prime Bidder or consortium partner should have experience of handling assignments in India or abroad as System Integrator over last 5 years (as on 31st March 2015) for 1 project with value 150 crore OR 2 projects with value 100 crore each OR 3 projects with value 60 crore each	Prime Bidder or consortium partner should have experience of handling assignments in India or abroad as System Integrator over last 5 years (as on 31st March 2015) for 1 project with value 60 crore OR 2 projects with value 30 crore each OR 3 projects with value 20 crore each	Tender conditions prevail.
15	Section 2	17		Prime Bidder or consortium partner should have experience in implementing minimum 2 projects of Call Centre or Emergency Response (Medical, Police, Fire) with Contact Centre solution in last 5 years in India or abroad.	Prime Bidder or consortium partner should have experience in implementing minimum 2 projects of Call Centre or Emergency Response (Medical, Police, Fire) with Contact Centre solution in last 5 years in India or abroad as on date.	Tender conditions prevail.
16	Section 2	17			To be added: Prequalification/Technical criteria can be fulfilled by any partner of the consortium	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
17	Section 2	17		1a. Prime bidder and consortium partner must be registered under Companies Act, 1956	a. Organization registered under Societies act should be allowed to participate as single entity/lead bidder/partner of consortium. b) Requirement of VAT registration may not be mandatory for organization primarily into service; instead service tax registration may be provided by such bidder. c. Accordingly marks in clause no 20.6.7 may be adjusted.	Tender conditions prevail.
18	Section 2	17		3. Prime bidder should have average annual TO of minimum Rs1000 Cr Net worth of Rs. 250 cr	Minimum average annual Turnover in last 3 years requirement may be reduced to Rs.500 Cr Net worth of Rs.250 cr And Net worth of 50 Cr as on 31st March, 2015	Please refer corrigendum
19	Section 2	17		Prime bidder must have registered under Companies Act. 1956 and should be in operation in India for a period of at least 10 years as on 31st March 2015 Consortium partner must have registered under Companies Act, 1956 and should be in operation in India for a period of at least 5 years as on 31st March 2015	We need following change: Consortium partner can be an Indian registered under society or global company. Reason: Getting integrated services experts in India may be challenge	Tender conditions prevail.

20	Section 2	17		Suggestion	<p>1. Trinity is in discussion with IHS (IHS acquired IMS) , Mr Alex Richardson , Market Research Analyst , who is the Author of the research report for Command and Control Room/PSAPs Market that IHS publish, to understand more about the report.</p> <p>2. From our discussion we gather the following :</p> <p>1. IHS publish research report for Command and Control Room/PSAPs Market every year around July and this report is published in Four Volumes – America & Canada, Europe, Latin America and Asia. India is part of the Asia Volume report. There is currently no specific Report on India Market Separately. Each Volume is priced at US \$ 12,000 .</p> <p>2. The report covers the following technologies – CAD & GIS and Voice Dispatch(Radio) and together this report is presented as Command and Control Room Technology. The Report gives details of Vendor technology offering across – Command & Control Room (Total), by CAD & GIS and by Voice Dispatch .</p> <p>3. IHS agrees that the Company Profiles covered in the report are not designed to be exhaustive and this they state clearly in the report . Trinity shared with IHS the CAD & GIS market share in India across Control Rooms for Public Safety for the last 5 years including other players and have asked IHS why Trinity Profile is not covered and highlighted to them that this is an anomaly . Trinity enjoys a considerable market share in India. Copy of the Command and Control Room market presence data shared with IHS is attached in this mail for reference.</p> <p>4. Trinity asked IHS to share the terms of use of this report by vendor or client . We understand from IHS that there is no specific</p>	Tender conditions prevail.
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					<p>Terms of Use of this report for the purpose of OEM Prequalification in the RFPs. IHS does not take any ownership here .</p> <p>5. Trinity asked IHS to share their methodology for collecting data and do they follow best practices like Gartner . Gartner Report on Magic Quadrant is based on a very well defined methodology including a clear procedure how the data is collected , validated with vendors before this is published, a clear vendor and Client escalation process including an appointment of Ombudsman for such escalation, and errata process for managing errata. IHS did not clarify enough for us to understand this process and we understand that participation is largely OEM driven on voluntary basis.</p> <p>3. Based on Trinity's objection to the report , IHS has clarified their stand. We are attaching the mail below from IHS , Mr Alex Richardson , Analyst , who authored this report reflecting their intention to correct the situation.</p> <p>4. Also we have received trends on current installed based and future till 2019 for Command & Control Room US Markets by size (no of agents seats) from IHS . The same is attached . This clearly reflects that the installed base is largely around 5-20 seats in the US and this is also the future trend till 2019. This is the experience US based CAD OEMs largely enjoy. The RFP allows for such US based CAD OEM companies to be qualified by considering this abroad experience. On the other hand, Trinity as CAD OEMs who have similar experience and have already proven and implemented 3 Control Rooms with 28 seats each in UP, whose software is additionally in use in 15 more</p>	
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					<p>Control Rooms across India including one state wide roll out for 100 seat for Haryana (under implementation), is not considered since it cannot be qualified as per the RFP pre qualification conditions. We feel that this is a big anomaly in the RFP CAD OEM Pre Qualification Criteria</p> <p>We strongly believe that using the IHS report to pre-qualify CAD OEM supplier for the subject RFP is not right. Since the report is not completely validated like the Gartner Report it can lead to vendor bias .</p> <p>We sincerely request UP Police to amend the RFP CAD OEM Pre qualification Criteria accordingly and give existing OEM CAD suppliers a chance to participate in this prestigious project.</p>	
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Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
21	Section 2	17	Point 5	Prime Bidder or consortium partner should have experience of handling assignments in India or abroad as System Integrator over last 5 years (as on 31st March 2015) for 1 project with value 150 crore OR 2 projects with value 100 crore each OR 3 projects with value 60 crore each With the clause The date of work order or contract should be at least 6 months before date of release of this RFP	Any specific reason of asking such clause of "at least 6 months before the date of release of this RFP." With this clause RFP limits the competition or promote JV's / Consortium because experience doesn't vary with in 6 months of RFP or prior to the date of RFP. We suggest it experience should be considered as on the date of submission	Please refer corrigendum
22	Section 2	18	S.No. 10	Prime bidder should have employed an average of 3000 personnel over last 3 years ending on 31st March 2015	We do not meet this criteria and request to consider average of 800 personnel over last 3 years for prime bidder.	Tender conditions prevail

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
23	Section 2	18	Section 2	Pre-Qualification Criteria, Item No. 6 "Parent Company experience would be considered for only 100% subsidiary or division or sub-division or branch or business unit"	Is it Parent Company only? Companies under same parent (group) should also be allowed.	Companies under same parent will be considered only when they are 100% subsidiary or division or sub-division or branch or business unit". Corresponding documents should also be provided as a part of bid submission
24	Section 2	18	Section 2	Pre Qualification Criteria, Item No. 7 "Parent Company experience would be considered for only 100% subsidiary or division or sub-division or branch or business unit"	Is it Parent Company only? Companies under same parent (group) should also be allowed.	Companies under same parent will be considered only when they are 100% subsidiary or division or sub-division or branch or business unit". Corresponding documents should also be provided as a part of bid submission

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
25	Section 2	18	Section 2	Pre Qualification Criteria, Item No. 7 "Prime bidder or consortium partner should have experience of providing annual average employment of 300 people to Call Centers projects in last 3 years in India"	Global experience should also be considered	Please refer corrigendum
26	Section 2	18	Section 2	Pre Qualification Criteria, Item No. 10 "Prime bidder should have employed an average of 3000 personnel over last 3 years ending on 31st March 2015"	There are separate companies to focus on specific business areas. The manpower strength of each Unit may not be that high. Overall parent / group companies' strength should also be considered for this qualification. Or this number may be reduced to 2000.	Please refer corrigendum
27	Section 2	18	Section 2	Clause 12 Should be a solution that is ready-made and available for sale, lease, or license to the general public. It should have been implemented or being implemented by a large number of System Integrators (3 or more). The OEM should own the Source Code of the software.	The OEM product should have been deployed in multiple Emergency Response / System Integration projects rather than being implemented by multiple System Integrators, since the OEM may have exclusive relationships with System Integrator.	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
28	Section 2	18		Prime bidder should have employed an average of 3000 personnel over last 3 years ending on 31st March 2015	<p>For RFP for Police Response Vehicle Management Agency – Point no 7 page 20 . Clause repeated below:</p> <p>Prime bidder or the consortium member should have experience of providing annual average employment of 3500 Facility Management personnel or Drivers in last 3 years in India Parent Company/ Group Companies and its subsidiaries experience can be used in case of only 100 % subsidiary/ division/sub-division/branch/business unit</p> <p>The Parent company credential are allowed , however this point has been missed out in RFP for Technology on page 18</p>	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
29	Section 2	18		As per current RFP the PQC is Prime bidder should have employed an average of 3000 personnel over last 3 years ending on 31st March 2015	However in RFP for Police Response Vehicle Management Agency – Point no 7 page 20 the parent company credential is allowed. Request kindly confirm if the same clause will apply for this section. Clause is placed below for better understanding:- Prime bidder or the consortium member should have experience of providing annual average employment of 3500 Facility Management personnel or Drivers in last 3 years in India Parent Company/ Group Companies and its subsidiaries experience can be used in case of only 100 % subsidiary/ division/sub-division/branch/business unit	Please refer corrigendum
30	Section 2	18		Prime Bidder or consortium partner should have experience in implementing minimum 2 projects of Call Centre or Emergency Response (Medical, Police, Fire) with Contact Centre solution in last 5 years in India or abroad.	Request you to please relax the required experience of the bidder and amend the clause to "The Bidder should have experience of managing & operating Contact Centre (either owned or 3rd party) in India having the following capabilities during the last Three (3) years from the date of submission of bid: § Handling at least 5 languages, excluding English § Handling Technical Helpdesk Operations."	Tender conditions prevail

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
31	Section 2	18		Prime bidder or consortium partner should have experience of providing annual average employment of 300 people to Call Centers projects in last 3 years in India	Request you to please relax the required experience of the bidder and amend the clause to "Experience of managing & operating Call Centre (either owned or 3rd party or part of turnkey Project in-hand) having the following capabilities in India: - Minimum of 30 seats - Handling at least 5 languages, excluding English - Handling 8x6 operations "	Tender conditions prevail.
32	Section 2	18		Prime bidder should have employed an average of 3000 personnel over last 3 years ending on 31st March 2015	Request you to please relax the required experience of the bidder and amend the clause to "Bidder should have at least 1000 personnel on its payroll for last year ending on 31st March 2015"	Please refer corrigendum
33	Section 2	18		Prime bidder or consortium partner should have experience of providing annual average employment of 300 people to Call Centres projects in last 3 years in India Parent Company experience would be considered for only 100% subsidiary or division or sub-division or branch or business unit.	We need following change: Prime bidder or consortium partner should have experience of providing average employment of 3000 people to Call Centres projects in last 3 years in India or abroad	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
34		18	Point 7	Prime bidder or consortium partner should have experience of providing annual average employment of 300 people to Call Centres projects in last 3 years in India With the clause The date of work order or contract should be at least 6 months before date of release of this RFP	Any specific reason of asking such clause of "at least 6 months before the date of release of this RFP." With this clause RFP limits the competition or promote JV's / Consortium because experience doesn't vary with in 6 months of RFP or prior to the date of RFP. We suggest it experience should be considered as on the date of submission.	Tender conditions prevail.
35	Section 2	18	10	Prime bidder should have employed an average of 3000 personnel over last 3 years ending on 31st March 2015	We understand that Bidder can count personnel employed through Subcontractors/ third party agencies also while certifying number of people employed? Please confirm.	Tender conditions prevail.
36	Section 2	19	23.3-13	The proposed Contact Centre solution must be in Leaders Quadrant of Gartner Report in any one report published in last 3 years.	Gartner Reports are available for most of the products including Network, Security and Data Centre products, dept. shouldn't have dual standard for vendors qualification by asking Gartner Report Leaders Quadrant only contact centre technology. Department has clearly asked for large setup references and they can also ask for Vendors solution getting used in Police Departments Globally. In case Department decides to go with Gartner	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
					report. We will submit full Gartner report should be considered.	
37	Section 2	19	23.3 -6	" Prime bidder or its consortium partner should have experience in implementing projects of call centre or Emergency Response(Medical, Police, Fire) with contact centre solution in last 5 years in India and abroad."	It is understood that the Contact Center solution is an integral part of Emergency Response Solution comprising of EPABX , ACD ,CTI integrated with ERS solution. This solution facilitates contacting the call takers in Control Room by the callers in distress (citizens) by Dialling 100. This integrated contact center solution should be acceptable under the above clause. Please clarify?	The integrated contact center solution as a part of ERS is acceptable

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
38	Section 2	19	23.3-14	"The proposed CAD solution should have been implemented in minimum three (3) projects in Emergency Response (Police, Medical, Fire) in India or abroad in last 5 years. The projects should have CAD solution integrated with GIS solution, AVLS and MDT.	Induction of MDT in the Indian market has been a recent phenomenon with its first implementation in Lucknow and Kanpur. Previous implementations in India have been with GPS Modems. As you are aware Rolta India has implemented successfully the Control Room solution at Lucknow, UP Police and are keen to participate in the Central CAD project. Hence we request the following amendment in the above qualification criteria to enable us qualify and bid for this prestigious project in UP Police. "The proposed CAD solution should have been implemented in minimum three (3) projects in Emergency Response (Police/Medical/ Fire) in India or abroad in last 5 years. The projects should have CAD solution integrated with GIS solution, AVLS using MDT or Modems."	Tender conditions prevail.

39	Section 2	19	23.3. Prequalification Criteria	<p>1. The proposed CAD solution must be in IMS Control Room solution in any one report published in last 3 years.</p>	<p>1. Request To Modify as follows : The proposed CAD solution must be in IMS Control Room solution in any one report published in last 3 years</p> <p>OR</p> <p>The Proposed CAD solution must already be in use in any of the Modern Police Control Room in the state of UP for the last 6 months.</p> <p>Trinity CAD solution that we plan to propose is already in use in 3 Modern Control Rooms of Ghaziabad, Kanpur and Allahabad . In addition to the installation in UP Trinity CAD & GIS technology is in use in 15 more control rooms across various states in India. With total base of 18 Command and Control Rooms, we enjoy substantial market presence in India.</p> <p>We would like to bring to your attention the following on IMS Command and Control Room Report</p> <p>1. IMS (Now known as IHS) Command and Control Room report is not available in Public Domain as like Gartner Report. It is priced report and is sold by IHS on request at price of \$12,000 per Volume. The Report is available in three volumes - North America, Europe and Asia. There is no specific report for India .</p> <p>2. We have contacted IHS and understand from them that this is a syndicated research based on OEM participation and is voluntary.</p> <p>3. For India they plan to come out with a report shortly and we have already provided our</p>	Tender conditions prevail.
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					market presence for CAD & GIS technology for their consideration.	
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Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
40	Section 5	19		About MDT	<p>1. Screen Luminosity- We suggest to have Screen luminosity increased from 300 nits to minimum 600 Nits and the screen can be read in Sunlight.</p> <p>2. MIL-STD 810G- MIL-STD 810G should be read as fully Rugged device to be used in outdoor environments. Thus it is very important to mention the word "Rugged Tablet" , else even Semi-Rugged devices also qualify under the MIL-STD 810G standards. The Semi-Rugged units are derivatives of the fully rugged units.</p> <p>3. MIL-STD 461 F-The Rugged Tablets would be used in close proximity to the UHF/VHF Radio Sets inside the PCR vans. This means that chances of interference is very high. Thus for a seamless existence of both the UHF/VHF Radio set & the Rugged Tablet , the Rugged Tablet needs to be certified by MIL-STD 461F.</p>	Tender conditions prevail.
41	Section 5	19		The Proposed MDT device should be rugged with minimum of IP65 and MIL810G standards	This may be deleted	Tender conditions prevail.
42	Section 2	19	Clause: 13	The proposed Contact Centre solution must be in Leaders Quadrant of Gartner Report in any one report published in last 3 years.	Gartner Reports are available for most of the products including Network, Security and Data Centre products, dept. We will request department to put same standard to all the components and not ask Gartner Report Leaders Quadrant only contact centre technology.	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
43	Section 5	19	23.3	The solution should have been implemented in minimum 2 projects handling over 100,000 calls per day in each project in India or abroad in last 5 years.	As UP Police is expecting a call volume of around 200000 Calls in first year and projected YoY Growth is 10% per year and system reference requested is only 100000 calls. We will request department to ask for minimum 400000 Calls reference as this scalability might be needed to ensure system is able to take care of unforeseen circumstances and growth.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
44	Section 2	20		After the technical presentation and demo, the Tender Evaluation Committee may ask the bidder to change the proposed components at no additional cost to the GoUP	Need clarity on how commercial change/impact will be addressed?	The clause is self-explanatory
45	Section 2	20		The Video wall systems of the OEM should have been deployed in India in minimum Five Projects in last 5 years	This may be asked for one project	Tender conditions prevail
46	Section 2	21	Section 2	Evaluation Criteria, Item No. 1.2 "Prime Bidder or its consortium partner should have a valid CMMi certification" CMMi 5 CMMi 3 or better	The Qualification Requirement is for ISO 9001 certificate but evaluation is on CMMi. It should be same at both places. Also the certificate for Parent / Group Company should be allowed. The sales and services organizations are independent companies in majority of the leading multi national companies. Hence would request you to consider this.	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
47	Section 2	21	Section 2	Evaluation Criteria, Item No. 2.1 "Prime Bidder or its Consortium Partner should have experience in handling assignments as System Integrator in India in last five years as on 31 March 2015"	As per Qualification Requirement, the global experience is also allowed. The same should be considered here also.	Please refer corrigendum
48	Section 2	21	Section 2	Evaluation Criteria, Item No. 2.1 "Parent Company experience would be considered for only 100% subsidiary or division or sub-division or branch or business unit"	Is it Parent Company only? Companies under same parent (group) should also be allowed.	Companies under same parent will be considered only when they are 100% subsidiary or division or sub-division or branch or business unit". Corresponding documents should also be provided as a part of bid submission

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
49	Section 2	21	Section 2	Evaluation Criteria, Item No. 2.2 "Parent Company experience would be considered for only 100% subsidiary or division or sub-division or branch or business unit"	Is it Parent Company only? Companies under same parent (group) should also be allowed.	Companies under same parent will be considered only when they are 100% subsidiary or division or sub-division or branch or business unit". Corresponding documents should also be provided as a part of bid submission
50	Section 2	21	Section 2	Evaluation Criteria, Item No. 2.3 "Prime bidder or the consortium partner should have experience of providing annual average employment of 300 people to Call Centers projects in last 3 years in India."	Global experience should also be considered	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
51	Section 2	21	Section 2	Evaluation Criteria, Item No. 2.3 "Parent Company experience would be considered for only 100% subsidiary or division or sub-division or branch or business unit"	Is it Parent Company only? Companies under same parent (group) should also be allowed.	Companies under same parent will be considered only when they are 100% subsidiary or division or sub-division or branch or business unit". Corresponding documents should also be provided as a part of bid submission
52	Section 2	21		Prime Bidder or its consortium partner should have a valid CMMi certification CMMi5 CMMi 3 or better	Since Project is not majorly related to Software development therefore request you to please amend the clause by allocating 50 marks to CMMi level 4 or higher.	Tender conditions prevail
53	Section 2	21		Prime Bidder or its consortium partner should have experience of handling assignments in India as System Integrator in last 5 years (as on 31-03-15) Parent Company experience would be considered for only 100% subsidiary or division or	it is requested to Prime Bidder or its consortium partner should have experience of handling assignments in India as System Integrator in last 3 years (as on 31-03-15) Parent Company experience would be considered for only 100% subsidiary or division or sub-division or branch or business unit.	Tender conditions prevail

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				sub-division or branch or business unit.		
54	Section 2	21	1.1	More than INR 2000 Crore 50 More than INR 1500 Crore 40 More than INR 1000 Crore 35	We suggest that marking should be done keeping the average turnover between 800 to 850 crores.	Please refer corrigendum
55	Section 2	21	1.2	CMMi 5 50 CMMi 3 or better 10	As per definition The Capability Maturity Model(CMM) is a development model, The model's aim is to improve existing software-development processes, which is not core objective for this RFP. As UP Dial 100 project is more related to System integration work, we will suggest CMM Level shouldn't be part of marking.	Tender conditions prevail
56	Section 2	21		Prime Bidder or its consortium partner should have a valid CMMi certification	Bidder having ample experience in call center project, may consider as competent bidder without CMMi certification	Tender conditions prevail.
57	Section 2	23		Proposed resources for the project (As per the criterion mentioned in RFP)	Is this a mandatory resource deployment or will the bidder have the flexibility to structure the team based on the proposed solution?	Min. requirement is provided in the RFP. Bidder to design the solution as required.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
58	Section 2	25		10% of total contract value as performance Bank Guarantee within 15 days of award/letter of intent from the GoUP	Request to reduce PBG to 5% of 1st year contract value	Tender conditions prevail.
59	Section 4	26		Certifications (required for both bidder and consortium member) Provide copy of valid certification for SEI CMM or CMMi maturity Level 5, ISO 27001 or ISO 9001.	Either of the partner (Prime bidder or the consortium partner) should have any 2 certifications out of SEI CMM, CMMi Level 5 , ISO 9001 and ISO 27001. Please confirm	Please refer corrigendum
60	Section 5	29	Section: 5 Page No: 299 Clause: 6.43.6	Integration with existing security apps The bidder shall be responsible for integrating the central integrated Emergency Response system with existing applications on women security like "1090" Women helpline mobile application launched by the UP govt. for the safety of women in UP state and other UP govt. mobile applications.	Apart from "1090" which other helpline would the CAD have to be interfaced with. kindly confirm the relevant workflow.	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
61	Section 3	32	Section 3	Clause 3.2 Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals or clearances, wherever applicable, that may be required for execution of this contract e.g. clearances from Government authorities for importing equipment, exemption of Tax/Duties/Levies, work permits/clearances for Bidder or Bidder's team, etc.	Please clarify if there is delay in getting the statutory approvals from government authorities, the same would be exempted for imposing LD on the bidder.	Refer clause 28.4, section 3 of the RFP
62	Section 3	32	Section 3	Clause 3.2 Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals or clearances, wherever applicable, that may be required for execution of this contract e.g. clearances from Government authorities for	Please confirm that the "End User Certificate" would be provided for importing the relevant hardware / software.	End user certificate would be provided by GoUP as and when required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				importing equipment, exemption of Tax/Duties/Levies, work permits/clearances for Bidder or Bidder's team, etc.		
63	Section 3	32	3.2	Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals or clearances, wherever applicable, that may be required for execution of this contract e.g. clearances from Government authorities for importing equipment, exemption of Tax/Duties/Levies, work permits/clearances for Bidder or Bidder's team, etc.	Whether the Duty exemption forms would be provided by GoUP? Custom duty Exemptions would need forms from GoUP. CST would be levied instead of VAT if C Forms are provided , Please confirm.	Appropriate necessary assistance shall be provided as and when required. No duty exemptions will be provided specifically.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
64	Section 3	33		The GoUP reserves the right to amend any of the terms and conditions in relation to the Contract or Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the Schedule of Requirements.	Need more clarity, if this amendment will be at the RFP stage or at the contract stage, Further, any amendment should be on mutual consent of customer and the bidder. Also, should be given a notice of at least 60 days before any such change of term and condition is amended or enforced upon the bidder.	GoUP reserves the right to issue appropriate directions for successful project execution.
65	Section 3	33	5.3	The GoUP reserves the right to amend any of the terms and conditions in relation to the Contract or Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the Schedule of Requirements	In case of change in Scope and Amendment in Contract , what should be the treatment for the Contract Value? Whether change in contract value would be discussed separately before making any change in value of the contract.	Any major change in Scope of work will be treated as Change Order
66	Section 3	34	D92	Constitution of Consortium	The requirement of the RFP can be met thru various solutions which may or may not be with a one or two vendors, in such case, will you allow the consortium to engage or partner with as many third party solution vendors as possible? If allowed, is there a need for submitting any	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
					such partnership agreements along with the proposal?	
67	Section 3	34		New Addition		Any specifications which makes the item proprietary may be overlooked. However, the proposed brand should be of international standard and quality. Decision of technical committee will be final on it.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
68	Section 3	34		New Addition		If any product is available on DGS&D, then rate quoted by bidder should not exceed approved rates of DGS&D contract value of that item
69	Section 3	35		The Bidder shall ensure that none of the Key Personnel (refer Clause 5.3 of Section 5 of the RFP) proposed and manpower, exit from the project during first 6 months of the beginning of the project, if Letter of Intent (LoI) is issued within 3 months of bid submission. In such cases of exit, a penalty of INR 2 lakhs per such replacement will be imposed on the bidder.	Request you to please remove penalty associated with this clause.	Tender conditions prevail.
70	Section 3	36		All the OEMs that Bidder proposes should have Dealer possession licenses.	Need clarity on "Dealer possession licenses"	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
71	Section 3	36		The GoUP reserves the right to review the terms of the Warranty and Annual Maintenance agreements entered into between the Bidder and OEMs and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of the GoUP. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by the Bidder to the GoUP.	1. Please clarify does the agreement has to be submitted at the time of bidding ? 2. Request you to please provide template in the section 4 to ensure approved agreement is been signed with the OEM/Vendor	1. Yes 2. The template is between prime bidder and OEM, so template may be defined by bidder
72	Section 3	36	10.12	"The bidder shall be responsible.....It should be the bidder's responsibility to provide uniform, shoes and regular trainings to the deployed manpower.	Please specify Uniform Details of all cadres expected to be deployed by bidder.	Details will be shared in due course.
73	Section 3	36	10.14	".....All the software licenses that the Bidder proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the GoUP should have the flexibility to	Please specify Nature of those usages, If the License cost is specific to Number of Users - Bidders would not take Licenses for Unlimited number of users.	This refers to all COTS and Bespoke applications. Licenses to be provided as per RFP requirements.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				use the software licenses for other requirements if required.		
74	Section 3	37	10.28.1	Sites would include UP POLICE 100, OMC centres at Agra and Varanasi, all field locations and Data Center etc.	Please specify all locations , all data centres and Field Locations	Please refer corrigendum
75	Section 3	41		GoUP shall provide to the Bidder only sitting space and basic infrastructure not including, stationery and other consumables at the GoUP office locations and Data Centre Sites.	As per RFP The bidder is expected to set up a project office in Lucknow from where the technical manpower deployed on the project should work. Pl clarify from where the actual O&M will be carried out or bifurcation of activities within these two locations to ensure optimum planning and avoid addition Infra requirements.	Yes
76	Section 3	41		GoUP reserves the right to procure the hardware including devices on quarterly basis in first year based on actual deployment and AMC will be applicable whenever the devices are procured and deployed till end of the contract	Request you to please clarify, this clause is applicable to what all devices e.g. MDT, endpoints, DC/DR infra, etc.	The clause is applicable on all components

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
77	Section 3	41		Site Not Ready: GoUP hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. GoUP agrees that the Bidder shall not be in any manner liable for any delay arising out of GoUP failure to make the site ready within the stipulated period.	Request you to please clarify, what would be the maximum time for any delay? Any type of delay in Project execution might bring financial losses to the bidder, hence request you to please put maximum cap on delay to safeguard bidders interest.	GoUP endeavours to complete the project in timely manner and would provide all required support to the successful bidder for the same.
78	Section 3	41	11.6	GoUP reserves the right to procure the hardware including devices on quarterly basis in first year based on actual deployment and AMC will be applicable whenever the devices are procured and deployed till end of the contract	Please clarify how the price variation is to be addressed on those items	Prices will be as per line item wise commercials of the successful Bidders.
79	Section 3	41	12.2	All payments agreed to be made by GoUP to the Bidder in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied or applicable, if any, and GoUP shall not be liable to pay any such levies or other charges under or in	Please confirm , all levies, Taxes and Duties introduced by Govt Authorities and Quasi Govt Authorities which are not exist at the time of Signing LOI, would be paid additionally by GoUP also how subsequent changes in taxes will be taken care	Refer clause 14.5, section 3 of the RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				relation to this Contract and/or the Services.		
80	Section 3	42	Section 3	Clause 13.4 GoUP shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by the Bidder solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the GoUP,	Generally the "Right to Use" of the licenses is granted for the period of contract and in the defined territory. Beyond the contracted period the software will continue to function on "As is where is" basis with no further development / bug fixing offered by the OEM. Further the IPR solely remains the property of the OEM / Implementation Partner and only the Right to Use is granted to the End User. Please confirm our understanding.	The Clause is self-explanatory. IPR for only newly created products/solution for this contract will be owned by GOUP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				execute all such agreements or documents and obtain all permits and approvals that may be necessary in regard to the Intellectual Property Rights of the GoUP.		
81	Section 3	44	Section 3	Clause 15.3 Regardless of anything contained (except for the Bidder's liability for bodily injury and/ or damage to tangible and real property for which it is legally liable and it's liability for patent and copyright infringement in accordance with the terms of this Agreement) the total liability of the Bidder, is restricted to the	Please confirm that bidder's liability for the overall project is restricted to 100% of the contract value including for the Bidder's liability for bodily injury and/ or damage to tangible and real property for which it is legally liable and it's liability for patent and copyright infringement in accordance with the terms of this Agreement and Risk Purchase.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				total value of the contract and the Bidder is not responsible for any third party claims.		

82	Section 3	44		<p>15.1. The Bidder shall indemnify the GoUP from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:</p> <p>a. any negligence or wrongful act or omission by the Bidder or any third party associated with the Bidder in connection with or incidental to this Contract; or</p> <p>b. any breach of any of the terms of the Bidder's did as agreed, the RFP and this Contract by the Bidder</p> <p>c. any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof</p> <p>15.2. The Bidder shall also indemnify the GoUP against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property etc.</p> <p>15.3. Regardless of anything contained (except for the Bidder's liability for bodily injury and/ or damage to tangible and real</p>	<p>Request modification as follows : -</p> <p>15.1. The Bidder shall indemnify the GoUP from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:</p> <p>a. any negligence or wrongful act or omission by the Bidder or any third party associated with the Bidder in connection with or incidental to this Contract; or</p> <p>b. any breach of any of the terms of the Bidder's did as agreed, the RFP and this Contract by the Bidder</p> <p>c. any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof</p> <p>15.2. The Bidder shall also indemnify the GoUP against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property etc.</p> <p>15.3. Regardless of anything contained (except for the Bidder's liability for bodily injury and/ or damage to tangible and real property for which it is legally liable and it's liability for patent and copyright infringement in accordance with the terms of this Agreement) the total liability of the Bidder, is restricted to the total value of the contract and the Bidder is not responsible for any third party claims.</p>	Tender conditions prevail.
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				<p>property for which it is legally liable and it's liability for patent and copyright infringement in accordance with the terms of this Agreement) the total liability of the Bidder, is restricted to the total value of the contract and the Bidder is not responsible for any third party claims.</p>		
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Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
83	Section 3	44		<p>The Bidder shall indemnify the GoUP from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:</p> <p>a. any negligence or wrongful act or omission by the Bidder or any third party associated with the Bidder in connection with or incidental to this Contract; or</p> <p>b. any breach of any of the terms of the Bidder's bid as agreed, the RFP and this Contract by the Bidder</p> <p>c. any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof</p>	It is requested to seek indemnity agreement directly from OEM/Vendors (of whom the products will be used for the Project) for the said clauses.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
84	Section 3	44	15.3	Regardless of anything contained (except for the Bidder's liability for bodily injury and/ or damage to tangible and real property for which it is legally liable and it's liability for patent and copyright infringement in accordance with the terms of this Agreement) the total liability of the Bidder, is restricted to the total value of the contract and the Bidder is not responsible for any third party claims.		The clause is self explanatory
85	Section 3	49	25.1	The Bidder must transfer all titles to the assets and goods procured for the purpose of the project to the GoUP at the time of Acceptance of System. This includes all licenses, titles, source code, certificates, hardware, devices, equipment etc. related to the system designed, developed, installed and maintained by the Bidder.	Source code of the software product is an IPR of the original developer(OEM). It will not be feasible to transfer the source code. However, transfer of the title of the developed software and licenses can be made. Please confirm acceptability.	Source code needs to be submitted only for bespoke developed / customization.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
86	Section 3	49	Section 3	Clause 25.1 The Bidder must transfer all titles to the assets and goods procured for the purpose of the project to the GoUP at the time of Acceptance of System. This includes all licenses, titles, source code, certificates, hardware, devices, equipment etc. related to the system designed, developed, installed and maintained by the Bidder.	Please note that, as per the standard industry practice, for software licenses the customer is granted the "Right to Use" and no source code is provided. Please confirm.	Source code needs to be submitted only for bespoke developed / customization.
87	Section 3	49	26.2 (i)	1. Three (3) months of the support to Replacement Service Provider post termination of the Contract	Please clarify whether this support cost be paid over and above contract value ?	No
88		51		Quantities / Bill of Material are not defined	The indicative/minimum quantities should be defined	Please refer clause 28.4 on page 51 of RFP
89	Section 3	51		The deduction shall not in any case exceed 10 percent of the contract value.	Request you to change the cap on LD to 5% of the value of undelivered goods/services.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
90	Section 3	51		<p>Limitation of Bidder's Liability towards the GoUP:</p> <p>29.1. Neither Party shall be liable to the other Party for any indirect or consequential loss or damage (including loss of revenue and profits) arising out of or relating to the Contract.</p> <p>29.2. Except in case of gross negligence or wilful misconduct on the part of the bidder or on the part of any person or company acting on behalf of the bidder in carrying out the Services, the bidder, with respect to damage caused by the bidder to GoUP property, shall not be liable to GoUP:</p> <p>(i) for any indirect or consequential loss or damage; and</p> <p>(ii) for any direct loss or damage that exceeds (A) the total payments payable under the Contract to the bidder hereunder, or (B) the proceeds the bidder may be entitled to receive from any insurance maintained by</p>	<p>Request modification as follows</p> <p>29.1. Neither Party shall be liable to the other Party for any indirect or consequential loss or damage (including loss of revenue and profits) arising out of or relating to the Contract.</p> <p>29.2. Except in case of gross negligence or wilful misconduct on the part of the bidder or on the part of any person or company acting on behalf of the bidder in carrying out the Services, the bidder, with respect to damage caused by the bidder to GoUP property, shall not be liable to GoUP:</p> <p>(i) for any indirect or consequential loss or damage; and</p> <p>(ii) for any direct loss or damage that exceeds (A) the total payments payable under the Contract to the bidder hereunder, or (B) the proceeds the bidder may be entitled to receive from any insurance maintained by the bidder to cover such a liability, whichever of (A) or (B) is higher</p> <p>29.3. This limitation of liability shall not affect the bidder liability, if any, for damage to Third Parties caused by the bidder or any person or company acting on behalf of the bidder in carrying out the Services</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				the bidder to cover such a liability, whichever of (A) or (B) is higher 29.3. This limitation of liability shall not affect the bidder liability, if any, for damage to Third Parties caused by the bidder or any person or company acting on behalf of the bidder in carrying out the Services		
91	Section 3	52	29.3	This limitation of liability shall not affect the bidder liability, if any, for damage to Third Parties caused by the bidder or any person or	Which of the following clause would be applicable for Third Party Claims?	The clause is self explanatory

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				company acting on behalf of the bidder in carrying out the Services.		
92		58		It should have ability to capture course content of all training programmes along with list of Target group, batch size	Please Confirm if the Organization is also looking for Content Development tool for Content development to be played in SCORM Compliant LMS .	Min. requirement is provided in the RFP. Bidder to design the solution as required.
93	Section 3	75	43.8.2		Since uptime requirement for DR is mentioned, it is suggested to define it at a more granular level so that a more reliable and robust solution can be provided. For example, with virtualization, DR becomes very easy and more quantifiable. So a virtualization supported and automated DR solution should be provided	Min. requirement is provided in the RFP. Bidder to design the solution as required

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
94	Section 3	85	43.8.3	Network Quality of Service Quality of Service (QoS) refers to the capability of a network to provide traffic engineering to selected network traffic. The primary goal of QoS is to provide priority including dedicated bandwidth, controlled jitter, latency and improved loss characteristics. Measurement Tool: Reports from NMS/EMS Hourly >=97% and <99% throughput of minimum stipulated bandwidth during 24*7 hours: 5 <97% throughput of minimum stipulated bandwidth during 24*7 hours: 6 Average Packet loss exceeding 0.5% over a month: 4	Request to please modify as follows Measurement: Hourly Monthly >=97% and <99% >95% and <99% throughput of minimum stipulated bandwidth during 24*7 hours: 5 <97% <95% throughput of minimum stipulated bandwidth during 24*7 hours: 6 Average Packet loss exceeding 0.5% over a month: 4	Tender conditions prevail.
95	Section 3	86		Average Network Bandwidth utilization should be less than 60% criteria for default. Measurement Tool: Reports from EMS >=99.0% to < 99.5% 3	Request to modify as follows Measurement Tool: Reports from EMS >=99.0% to < 99.5% >=96.0% to < 98% 3 <99.0% <96.0% 6	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				<99.0% 6		
96	Section 3	86		<p>Metric: % of Uptime for Replication Network Formula: Uptime % = {1 - [(Total Downtime) / (Total Time – Planned Downtime)]} *100 Replication Network is used to connect DCs and is expected to available 24 x 7. Total Downtime - Total cumulative time the Replication Networks are NOT available. Planned Downtime -Total maintenance time as defined and agreed upon by TSP and GoUP Total Time - 24 X 7 measured over a period of month. Measurement Tool: Reports from NMS/EMS Monthly >= 99.95 % up time 0 < 99.95 % up time 4</p>	<p>Request to modify as follows Monthly Quarterly >= 99.95 % up time >= 98.5 % up time 0 < 99.95 % up time <98.5 % up time 4</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
97	Section 3	86		<p>Network availability for a month is defined as total time (in minutes) in a month less total down time (in minutes) in a month excluding planned network downtime. The network is considered available when all the services in full capacity are available</p> <p>Network Availability (%) = (Total minutes during the month – Planned downtime - Downtime minutes during the month) *100 / Total minutes during the month</p> <p>Measurement Tool: Reports from NMS/EMS</p> <p>Monthly</p> <p>>=99.8%</p> <p>-</p> <p>>=99.5% to <99.8%</p> <p>6</p> <p><99.5%</p> <p>7</p>	<p>Request to modify as follows</p> <p>Monthly Quarterly</p> <p>>= 99.95 % up time >= 98.5 % up time</p> <p>0</p> <p>< 99.95 % up time <98.5 % up time</p> <p>4</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
98	Section 5	97	HRMS	HRMS	<p>We understand that department is looking for a HRMS system , Does it also include Payroll system or it has to integrate with any existing Payroll system ?</p> <p>Can you please provide detail on existing payroll system and the integration required with the proposed HRMS system?</p> <p>This will help bidders in proposing the optimal solution</p>	Government application for payroll would be used for salary which has to be integrated with HRMS and FMS system

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
99	Section 3	102		New Addition	New addition	SLA Social media: Response to non-voice mode of communications: Social media (Facebook, WhatsApp, twitter) 100% response within 30 seconds - Severity Level Nil >=95% to <100% response within 10 minutes- Severity Level 1 <95% response within 10 minutes- Severity Level 2

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
100	Section 2	118		The proposed MDT device should be rugged with minimum of IP65 and MIL 810G standards. Self-certification from authorized signatory of the OEM	Add MIL 461F certification. Third party Test report for MIL 810 G 461F, & IP65 from reputed laboratory. 461F is EMI/EMC certification and is important for in-vehicle deployment. Otherwise the device can malfunction and interfere in presence of other electronic equipment	Tender conditions prevail.
101	Section 4	118	point no 16	OEM should have own service centre in India	<p>Merely having a service centre in India may not be pertinent, because the service centre currently not be located within UP or could be even in South India, quite far away to be relevant.</p> <p>Secondly, a lot of reputed brands of MDT do not currently have their own service centre in India but have appointed authorised service centres since the rugged MDT market is still in it's nascent stage in India.</p> <p>Instead, we request you to chalk out Service Level Agreement with the bidder or OEM which will be more pertaining as you can define down time and up time as that will actually be more fruitful in case of downtime and serviceability of the product. Accordingly, the OEM could plan how to manage the SLA and give necessary commitments to ensure uptime.</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
102	Section 2	119		The MDT devices of the OEM should have been deployed in India or abroad in minimum three (3) projects in last 5 years. Documentary evidence from OEM (Copy of Client certificate or Purchase order or Contract)	Minimum 3 deployments in India and 1 deployment in Police vertical in India in last 5 years. Local deployment and experience showcases OEM's serious approach towards Indian market customers	Tender conditions prevail.
103	Section 2	119		The OEM for MDT should have its own service center in India. The date of work order or contract should be at least 6 months before date of release of this RFP	OEM should have registered office, service center and operational set up in India. This showcases and ensures OEM's long term support on the deployment and the servicing of devices	Tender conditions prevail.
104	Section 4	119	16	The OEM for MDT should have its own service center in India	The OEM of MDT should have own service center and operational set up in India from last 5 years.	Tender conditions prevail.
105	Section 4	119		Video Wall – OEM with 5 projects in India with min 20 support team	Will there be any relaxation for Video Wall Criteria? OEM with 5 or more installations in India or abroad will be considered?	Tender conditions prevail.
106	Section 4	129		Entire proposed solution (software) for operationalization of contact center	We understand that department is looking for the Entire proposed solution (software) for operationalization of contact center. As per industry Standards CRM solution is integral part of any Contact center solution . We understand that Bidders must include CRM as part of contact center solution Can you please confirm ?	There is no existing CRM. Bidder to design the solution as per RFP requirement.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
107	Section 4	137		Manufacture's authorization form	OEM MAF for LED panels and video walls should also be asked as monitoring of the project will be done on these display units and OEM has to be involved for part and standard services assurance.	Please refer corrigendum
108	Section 5	175	SA.REQ.001 CAD.REQ.129	Remote Viewer for Monitoring and Report Generation for Supervisor & Web and Desktop Application for Monitoring - Police officials	"Remote Viewer for Monitoring and Report Generation for Supervisor" in page 459 & Req "Web and Desktop Application for Monitoring - Police officials" - Are these functionality of same software.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
109	Section 5	182		3.3.2 , Hardware at DRC (Sr. No 10)	DRC will be hosted out of third party datacenter located in other seismic zone? Why dedicated UPS is required at DRC Please specify yes or no	Please refer corrigendum
110	Section 4	200	Section 4	Clause iii The Parties shall be jointly and severally responsible and bound towards the GoUP for the performance of the works in accordance with the terms and conditions of the BID document, and Contract.	The Consortium can have a maximum of two members while it will be headed by the Prime Bidder. In our opinion the Lead Bidder should be solely responsible for the complete execution of the project while the consortium member should be responsible for his scope of work only. Please confirm.	Tender conditions prevail.
111	Section 5	209	2.2.11	The system will support with distinct feature to support and assist physically challenged such as blind, dumb, deaf persons	Is there any specific hardware that needs to be integrated for the same.	Please refer pg. no. 317 of RFP. No Specific hardware required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
112	Section 5	209	2.1.4	Scope of work - Introduction	Integration of New applications – Please share few application names and its platform/protocol which looking for integration	Refer to pg. No. 298 of RFP
113	Section 5	209	2.1.4	Scope of work - Introduction	Increase in number of call volumes – Pls share if there is any projection/assumptions for increase in call volumes	Refer clause 14 in section 5 of RFP
114	Section 5	209	2.2.11	The system will support with distinct feature to support and assist physically challenged such as blind, dumb, deaf persons	As per our understanding, there is no infrastructure (Hardware) considered for handling call/contact initiated from dumb, blind and deaf persons. Elaborate how these call will be handled by CO.	Please refer pg. no. 317 of RFP. No Specific hardware required.
115	Section 5	209	Clause: 2.2.11	The system will support with distinct feature to support and assist physically challenged such as blind, dumb, deaf persons	As per our understanding, there is no infrastructure (Hardware) considered for handling call/contact initiated from dumb, blind and deaf persons. Elaborate how these call will be handled by CO.	Please refer pg. no. 317 of RFP. No Specific hardware required.
116	Section 5	209	2.2.11	The system will support with distinct feature to support and assist physically challenged such as blind, dumb, deaf persons	Is there any specific hardware that needs to be integrated for the same.	Please refer pg. no. 317 of RFP. No Specific hardware required.
117	Section 5	209		The system will support with distinct feature to support and assist physically challenged such as blind, dumb, deaf persons	Is there any specific hardware that needs to be integrated for the same.	Please refer pg. no. 317 of RFP. No Specific hardware required.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
118	Section 5	209	2.1.4	Integration of New applications	Please share few application names and its platform/protocol which looking for integration	Details will be shared with successful bidder with due course of time
119	Section 5	209	2.1.4	Increase in number of call volumes	Kindly share if there is any projection/assumptions for increase in call volumes.	Refer clause 14 in section 5 of RFP
120	Section 5	209	2.1.4	SAN Storage	How many years the storage retention required? Kindly Clarify	Refer Page 216 of RFP
121	Section 5	211	Specifications of DRC	In RFP its mentioned that DRC should be in other seismic zone only	Its recommended to put some basic criteria for DRC apart from its being on different seismic zone that it should be Tier III Data Centre and should be TIA 942 certified facility as it would help department to get quality services at DRC	Please refer corrigendum
122	Section 5	211		Manpower	Manpower can be outsourced. Please confirm	Clause is self explanatory
123	Section 5	213	3.4.7	Public transport or IoT: Internet of things shall be integrated in future with Call 100 system. IoT may be a device installed in public transportation, public places or it could be devices being worn or used by citizens. The Device-to-Device (D2D) communication involves collection of data from monitoring sensors or smart	Please share the flow of communication between Call100 System & IOT Devices. Would there be particular make of IOT devices that we have to interface with.	Details will be shared with successful bidder however it is futuristic approach and Bidder to design the solution to incorporate all types of such devices.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				meters installed in IoT devices and transmission over wireless GSM or GPRS connections. The data received from these registered IoT devices will be used to provide emergency response services to the citizen.		
124	Section 5	213	3.4.7	Public transport or IoT: Internet of things shall be integrated in future with Call 100 system. IoT may be a device installed in in public transportation, public places or it could be devices being worn or used by citizens. The Device-to-Device (D2D) communication involves collection of data from monitoring sensors or smart meters installed in IoT devices and transmission over wireless GSM or GPRS connections. The data received from these registered IoT devices will	Will all IoT devices communicate in standard format? If not, please provide the list of devices and sensors with brand that are envisaged in this RFP as part of this IoT Integration for team to understand the format of messages from IoT devices for integration.	Details will be shared with successful bidder however it is futuristic approach and Bidder to design the solution to incorporate all types of such devices.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				be used to provide emergency response services to the citizen.		
125	Section 5	213	Clause: 3.4.7	Public transport or IoT: Internet of things shall be integrated in future with Call 100 system. IoT may be a device installed in public transportation, public places or it could be devices being worn or used by citizens. The Device-to-Device (D2D) communication involves collection of data from monitoring sensors or smart meters installed in IoT devices and transmission over wireless GSM or GPRS connections. The data received from these registered IoT devices will	Please share the flow of communication between Call100 System & IOT Devices. Would there be particular make of IOT devices that we have to interface with.	Details will be shared with successful bidder however it is futuristic approach and Bidder to design the solution to incorporate all types of such devices.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				be used to provide emergency response services to the citizen.		
126	Section 5	213	3.4.6 / Chat Services	Capacity planning of Instant messaging solution	We understand that department is also looking for Instant messaging system Can you please specify how many users will be using Instant messaging ? This information will help bidders in proposing the optimal solution	Min. requirement are given in RFP under clause 14 of section 5 in RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
127	Section 5	213	3.4.7	Public transport or IoT: Internet of things shall be integrated in future with Call 100 system. IoT may be a device installed in public transportation, public places or it could be devices being worn or used by citizens. The Device-to-Device (D2D) communication involves collection of data from monitoring sensors or smart meters installed in IoT devices and transmission over wireless GSM or GPRS connections. The data received from these registered IoT devices will be used to provide emergency response services to the citizen.	Please share the flow of communication between Call100 System & IOT Devices. Would there be particular make of IOT devices that we have to interface with.	Details will be shared with successful bidder however it is futuristic approach and Bidder to design the solution to incorporate all types of such devices.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
128	Section 5	213	3.4.7	Public transport or IoT: Internet of things shall be integrated in future with Call 100 system. IoT may be a device installed in public transportation, public places or it could be devices being worn or used by citizens. The Device-to-Device (D2D) communication involves collection of data from monitoring sensors or smart meters installed in IoT devices and transmission over wireless GSM or GPRS connections. The data received from these registered IoT devices will be used to provide emergency response services to the citizen.	Please share the flow of communication between Call100 System & IOT Devices. Would there be particular make of IOT devices that we have to interface with.	Details will be shared with successful bidder however it is futuristic approach and Bidder to design the solution to incorporate all types of such devices.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
129		214		Social media: Social media tools or applications allow distressed citizens to disseminate information to wider audiences, interact with the public and also to specifically connect with Call 100 system	<p>Recommendation to add social media app in video wall management software.</p> <p>Social Media</p> <p>*Easy application of real-time social media data into channels</p> <p>*Graphical example objects available</p> <p>*Wide range of objects for different social media</p> <p>The social media pack contains a collection of objects and data parsers that allow users to easily apply real-time social media data into channels.</p>	<p>Tender conditions prevail.</p> <p>The system should be planned to showcase the screen of the desktop and not limited to few applications.</p>
130	Section 5	214		3.4.10 Social media: Social media tools or applications allow distressed citizens to disseminate information to wider audiences, interact with the public and also to specifically connect with Call 100 system.	Is GoUP looking for a Social media management tool that will help in monitoring its Social media presence and take action on feed/comments provided on its Social media pages	The SI will manage the social media presence for GoUP relating to the scope of this project. All necessary resources will need to be deployed.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
131		214	Recommendation to add social media app in video wall management software.	Social media: Social media tools or applications allow distressed citizens to disseminate information to wider audiences, interact with the public and also to specifically connect with Call 100 system	Social Media *Easy application of real-time social media data into channels *Graphical example objects available *Wide range of objects for different social media The social media pack contains a collection of objects and data parsers that allow users to easily apply real-time social media data into channels.	Tender conditions prevail. The system should be planned to showcase the screen of the desktop and not limited to few applications.
132	Section 5	215	3.5.3	Location Map Display: There will be value added feature like display caller location information on the GIS based map display and ability to include both raster and vector data.	We recommend that the Raster map data support will be available in the application for 1:1000 scale city maps only.	Tender conditions prevail.
133	Section 5	215		Location Map Display: There will be value added feature like display caller location information on the GIS based map display and ability to include both raster and vector data.	We recommend that the Raster map data support will be available in the application for 1:1000 scale city maps only.	Tender conditions prevail.
134	Section 5	215		Capability to store geographic information system databases in pre decided formats.	Does this means that RDBMS required to have spatial capability and should natively store vector (2D, 3D), raster, gridded data as well as the metadata.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
135	Section 5	215		Capability to store geographic information system databases in pre decided formats.	Is the requirement is that RDBMS required to offer table partitioning and, parallel query and indexing for performance of queries of very large vector datasets. Furthermore, access to spatial data should be optimized by using spatial indices and online indexing rebuilding?	Min. requirement is provided in the RFP. Bidder to design the solution as required.
136	Section 5	215		Capability to store geographic information system databases in pre decided formats.	The inbuild capability of RDBMS of spatial analytic functions for data mining applications, such as binning, spatial correlation, co-location mining, spatial clustering, and location prospecting will be best fit for the requirements of the project. Does these capability are required from Database Layer?	Min. requirement is provided in the RFP. Bidder to design the solution as required.
137	Section 5	216	3.5.5.1	System will record service originator code, Caller Location, Call Type, network processing data, caller classification and other relevant data	Please clarify what all is included in Network Processing Data	Last hop, routing information reference tags etc.
138	Section 5	216	3.5.5.1	System will record service originator code, Caller Location, Call Type, network processing data, caller classification and other relevant data	Please amplify what is network processing data and what things are expected in other relevant data.	Last hop, routing information reference tags etc.
139	Section 5	216	Section: 5 Page No: 216 Clause: 3.5.5.1	System will record service originator code, Caller Location, Call Type, network processing data, caller classification and other relevant data	Please clarify what all is included in Network Processing Data	Last hop, routing information reference tags etc.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
140	Section 5	216	3.5.5.1	System will record service originator code, Caller Location, Call Type, network processing data, caller classification and other relevant data	Please clarify what all is included in Network Processing Data	Last hop, routing information reference tags etc.
141	Section 5	216	3.5.5.1	System will record service originator code, Caller Location, Call Type, network processing data, caller classification and other relevant data	Please clarify what all is included in Network Processing Data	Last hop, routing information reference tags etc.
142	Section 5	218		Multi-channel calls landing and dispatch	SOA layer is already proposed for Applications Integration. Do you also envisage SOA layer to provide the necessary congregation of various incoming call channels and to manage rules and BPEL processes to track calls?	Min. requirement is provided in the RFP. Bidder to design the solution as required.
143	Section 5	220	3.6.9.5.2	Dispatcher will provide information to the District Police Control room and Fire services over MDT for arranging necessary action for Fire related calls.	Conflict in requirement. Point no. 4.21.1.1 & 4.21.1.2 - Says the MDT will be installed only on Police Vehicles, Fire vehicles and Fire stations. Requirement here says dispatcher will provide information to the District Control room over MDT. Please confirm if District Police Control room will have any MDT device? if yes, qty to be included in BOQ	Refer clause 14 under section 5 of RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
144	Section 5	220	Clause: 4.12.3	25-seater EOC room will be available with two Screens with feeds and desktops to set up EOC in case of planned or unplanned events. Based on the type of event, units are set up under the IG of UP Police 100	We understand EOC will be a room to accommodate approx. 25 persons for situational awareness and decision making on a major event. What type of feeds will be required from CAD control room. Please amplify. We assume there will be no additional requirement of CAD licenses in EOC.	Please refer corrigendum
145	Section 5	223		Architecture emphasizing on Open standard, no vendor lock-in and inter-operability	The Applications developed whether COTS or bespoke should run on Open Standard based Application Server. Even GIS applications and the necessary infrastructure should be open Standards based. Is this correct?	Refer clause 4.4 of section 5 in RFP
146	Section 5	224		Security Principles	Since the DIAL-100 System would publish lots of APIs for external Applications/Systems to consume, do you see the need to secure the API, monitor their usages and track them at the DMZ layer?	Yes
147	Section 5	224		Security Principles	Is the RDBMS required to be have transparent data encryption at column, table and storage levels, and able to encrypt backups and data over the network?	Min. requirement is provided in the RFP. Bidder to design the solution as required.
148	Section 5	224		Security Principles	Is the database encryption required to be transparent to the application and RDBMS required to have data redaction capability, which will be vital to protecting sensitive data?	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
149	Section 5	225		All the Databases and Data stores must be encrypted based on GOI encryption standards	Does the Database requires to be complied to the international standards of relational databases and spatial data, which including: <ul style="list-style-type: none"> • Open Geospatial Consortium (OGC) Open GIS Simple Features Specification for SQL, Revision 1.1, Types and Functions Alternative • ISO 13249-3, Information Technology – Database languages – SQL • Multimedia and Application Packages – Part 3: Spatial (SQL/MM types and operators) • OGC Geographic Mark-up Language (GML) • OGC Web Services, including Web Feature Service – Transactional, Open Location Services (Open LS), and Catalogue Service (CSW) • ISO/IEC SQL92 representation of points, lines, and polygons 	Min. requirement is provided in the RFP. Bidder to design the solution as required.
150	Section 5	225		All the Databases and Data stores must be encrypted based on GOI encryption standards	Does the requirement also means that the Database should also provide 3-dimensional (3D) data storage, querying, and retrieval should include points, lines, surfaces, triangulated irregular networks (TINs - an alternative to rosters), and point clouds with associated spatial indexing and SQL operators and analysis functions? Beyond the representation and storage of polygons, polylines etc., the database should also be capable of persistently storing planar topology or linear networks. The storage model is assumed to be a critical parameter for the performance of the system depending on the	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
					application domain and hence multiple models must be supported.	
151	Section 5	225		Security in Design would encompass security risk assessment on user specifications, secure information architecture, proper role and based access design and secure application and database design.	Is RDBMS is required to provide a secure and centralized audit repository to monitor various database activities on multiple databases related to Application, to consolidate and secure audit data from various databases, the audit logs is required to be secured from high privileged users /DBA's. Do RDBMS is required to provide policy based auditing and alert mechanism?	Min. requirement is provided in the RFP. Bidder to design the solution as required.
152	Section 5	225		Security in Design would encompass security risk assessment on user specifications, secure information architecture, proper role and based access design and secure application and database design.	Is RDBMS is required to prevent high privileged users / DBAs to access the transactional data through SQL Language or such tools using direct database connection?	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
153	Section 5	225		Security in Design would encompass security risk assessment on user specifications, secure information architecture, proper role and based access design and secure application and database design.	Is RDBMS is required to have Schemas, Roles Based Privileges & Authentication?	Min. requirement is provided in the RFP. Bidder to design the solution as required.
154	Section 5	225		Security in Design would encompass security risk assessment on user specifications, secure information architecture, proper role and based access design and secure application and database design.	Is the requirement is that RDBMS to have a mechanism to identity and prevent external threats like the SQL injections through a database level firewall, so that it will provide a secure logging and listing mechanisms for such activities?	Min. requirement is provided in the RFP. Bidder to design the solution as required.
155	Section 5	226		Monitoring Principles	The dashboards would be needed on Mobile devices as it is becoming the norm. Also, do you see need for various analytics either at the device layer or process step layer etc.?	Yes.
156	Section 5	227	4.5.2	"other emergency services , department services and citizen centric services such as City Surveillance, ITMS, Ambulance, Highway Police, CCTNS etc. will be connected to Call 100 ".	Apart from 5 seats for FIRE @ UPPICC would other agencies also be connected and if yes then how the information flow would happen , in connection to transmitting call to "other emergency services , department services and citizen centric services such as City Surveillance, ITMS, Ambulance, Highway Police, CCTNS etc. will be connected to Call 100 ".	Details will be provided to successful bidder in due course

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
157		227		Diagram	The overall Architecture Diagram of the whole system is not there. The call & event workflow including functions of each site.	Please refer pg. no. 276
158	Section 5	227	Section: 5 Page No: 227 Clause: 4.5.2	As part of future requirements other emergency services , department services and citizen centric services such as City Surveillance, ITMS, Ambulance, Highway Police, CCTNS etc. will be connected to Call 100	Apart from 5 seats for FIRE @ UPPICC would other agencies also be connected and if yes then how the information flow would happen , in connection to transmitting call to "other emergency services , department services and citizen centric services such as City Surveillance, ITMS, Ambulance, Highway Police, CCTNS etc. will be connected to Call 100 ".	Details will be provided to successful bidder in due course
159	Section 5	227	Section: 5 Page No: 227	Diagram	The overall Architecture Diagram of the whole system is not there. The call & event workflow including functions of each site. Kindly share the same.	Please refer pg. no. 276
160	Section 5	227	4.5.2	"other emergency services , department services and citizen centric services such as City Surveillance, ITMS, Ambulance, Highway Police, CCTNS etc. will be connected to Call 100 ".	Apart from 5 seats for FIRE @ UPPICC would other agencies also be connected and if yes then how the information flow would happen , in connection to transmitting call to "other emergency services , department services and citizen centric services such as City Surveillance, ITMS, Ambulance, Highway Police, CCTNS etc. will be connected to Call 100 ".	Details will be provided to successful bidder in due course
161	Section 5	227		Diagram	The overall Architecture Diagram of the whole system is not there. The call & event workflow including functions of each site.	Please refer pg. no. 276

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
162	Section 5	227		<p>4.5.1 Citizen would be able to communicate through message, call, social media, app etc. For registering a Police emergency.</p> <p>The CAD should merge the cases if the citizen is calling from call and sharing the data through social media (Facebook, twitter, WhatsApp) like images, audio file, video file in the system. Data should be collated in one case in these kind of scenarios</p>	Are there any requirement to capture and maintain Social media profile for citizens as part of proposed solution	This may be needed for certain specific categories of individuals.
163	Section 5	227	4.5.2	"other emergency services , department services and citizen centric services such as City Surveillance, ITMS, Ambulance, Highway Police, CCTNS etc. will be connected to Call 100 ".	Apart from 5 seats for FIRE @ UPPICC would other agencies also be connected and if yes then how the information flow would happen , in connection to transmitting call to "other emergency services , department services and citizen centric services such as City Surveillance, ITMS, Ambulance, Highway Police, CCTNS etc. will be connected to Call 100 ".	Details will be provided to successful bidder in due course
164	Section 5	227		Diagram	The overall Architecture Diagram of the whole system is not there. The call & event workflow including functions of each site.	Please refer pg. no. 276

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
165	Section 5	229	4.7	Clarification	As per the reference architecture diagram on page 229 and multiple other references in RFP, the requirement of network IPS is shown but the same is not included in Section 5B Minimum Technical Requirements Specifications, kindly clarify is same is required. If yes, please provide the minimum specification for the same.	Refer Next generation firewall specification
166	Section 5	229	4.7	Section 5: Scope of Work, Data Center and DRC Technology Architecture, Page 229	General Clarification As per the reference architecture diagram on page 229 and multiple other references in RFP, the requirement of network IPS is shown but the same is not included in Section 5B Minimum Technical Requirements Specifications, kindly clarify is same is required. If yes, please provide the minimum specification for the same.	Refer NGF speciation in section 5B of RFP
167	Section 5	232	4.7.29 - DRC will be hosting 100% of active applications while hardware will be 50% of DC	Clarification	Though RFP provides the guidelines on the capacity for DRC site but please advise if all the necessary high availability provision like redundant Core switch, router, security equipment etc., need also be considered at DRC?	Refer clause 4.7 of section 5 in RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
168	Section 5	232	4.7.29	Section 5: Scope of Work, DRC will be hosting 100% of active applications while hardware will be 50% of DC, Page 232	General Clarification Though RFP provides the guidelines on the capacity for DRC site but please advise if all the necessary high availability provision like redundant Core switch, router, security equipment etc., need also be considered at DRC?	Refer clause 4.7 of section 5 in RFP
169	Section 5	235	4.10.6.1 Monitoring, Management and Reporting with Enterprise Management System (EMS)	The EMS system should also provision for monitoring the health status of the UPS and allied power systems incorporated in the solution. Accordingly, the UPS so provisioned should lend themselves to be monitored by the EMS.	Measurement of Power Supply falls outside the ambit of EMS tools. Pls include the UPS Power supply measurement under the scope of UPS Element Managers in SLA Compliance table. Request you to replace the measurement tool to UPS Management system from EMS.	Please refer corrigendum
170	Section 5	235	4.10.6.1 Monitoring, Management and Reporting with Enterprise Management System (EMS)	Following functionalities are desired by use of such EMS tools: <ul style="list-style-type: none"> · Availability Monitoring, Management and Reporting · Performance Monitoring, Management and Reporting · Helpdesk Monitoring, Management and Reporting · Traffic Analysis · Asset Management · Incident Management and RCA reporting. · Change and Configuration 	As per the Section 5A- Minimum Software Requirements Specifications for Enterprise Management System (EMS) is already specified in detail on Pg - 591; then what is the purpose of defining a separate open EMS specifications on Pg -235 which are proprietary in nature & barring other players to participate. Pls help to understand if the bidder needs to share the technical compliance of EMS of Pg - 235 OR of Pg -591.	Pg. No. 235 is having the overview of EMS tool and minimum requirement specifications are mentioned on pg. 591. Bidder to comply as per RFP requirement

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				management. · SLA Monitoring and Management		
171	Section 5	240	4.10.6.4 Helpdesk - Monitoring, Management and Reporting	It should support remote management for end-user & allow analysts to do the desktop sharing for any system located anywhere, just connected to internet.	Remote Control is a feature available embedded inside operating system by OEM which is benchmarked, protected by OS security, vulnerable & hardened; as a out-of-box function thus shall not be asked in EMS separately, pls remove this. Also this specific feature is vendor specific. This is suggested in interest of controlling the cost & TCO of project. Hence requesting you to remove this.	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
172	Section 5	240	4.10.6.4 Helpdesk - Monitoring, Management and Reporting	Remote desktop sharing in the system should be agent less & all activity should be automatically logged into the service desk ticket.	Remote Control is a feature available embedded inside operating system by OEM which is benchmarked, protected by OS security, vulnerable & hardened; as a out-of-box function thus shall not be asked in EMS separately, pls remove this. Also this specific feature is vendor specific. This is suggested in interest of controlling the cost & TCO of project. Hence requesting you to remove this.	Please refer corrigendum
173	Section 5	240	4.10.6.5 Traffic analysis	The proposed solution must keep historical rate and protocol data for a minimum of 12 months (most recent) in its current long term operating database.	With the current specs, the solution offering is proprietary to one of the OEMs. Pls remove this from the EMS specifications.	Please refer corrigendum
174	Section 5	240	4.10.6.5 Traffic analysis	The proposed solution must keep historical rate and protocol data for a minimum of 30 days (most recent) in its short term operating database.	With the current specs, the solution offering is proprietary to one of the OEMs. Pls remove this from the EMS specifications.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
175	Section 5	240	4.10.6.5 Traffic analysis	The proposed solution must be able to monitor and report on unique protocols per day and display utilization data and baselines for each protocol individually by interface. · The proposed solution must keep and report on unique hosts and conversations per day	Complete network visibility through high speed packet capture and analysis from layer 2- Layer 7 is required to detect the latest attacks. In order to optimize the data store for captured traffic, the solution must; a) Filtering off network traffic to discard unwanted traffic based on filtering conditions using OSI Layers 2-7 b) Truncate traffic based on filtering conditions using OSI Layers 2-7 c) Support Berkley Packet Filtering (BPF) on the capturing interface	Min. requirement is provided in the RFP. Bidder to design the solution as required.
176	Section 5	240	4.10.6.5 Traffic analysis	The proposed system should enable the Data centre to centrally manage user access privileges and allow deploying baseline security policies so that the right people have access to the right information. It should proactively secure access to data and applications located on Linux, UNIX and Windows system servers throughout the enterprise.	Traffic Analysis is not mentioned in BoM, request the same be added in DC and DR components	Traffic analysis is mentioned as a EMS functionality. Bidder to provide this component as a part of EMS tool. EMS tool is already mentioned under BOQ - 14.4.6 Software Licenses in section 5 of RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
177	Section 5	240	4.10.6.6, 4.10.6.7	Asset Management, Incident Management and Change Management	All the modules to be given through Governance Risk and Compliance (GRC) tool to save on timelines and customisation effort. Please specify that a IT GRC enterprise level tool is required.	Bidder may choose to implement IT GRC tool or any other application that require the functionality provided in RFP
178	Section 5	240	Section: 5 Page No: 240 Clause: 4.10.6.5	The proposed system should enable the Data centre to centrally manage user access privileges and allow deploying baseline security policies so that the right people have access to the right information. It should proactively secure access to data and applications located on Linux, UNIX and Windows system servers throughout the enterprise.	Traffic Analysis is not mentioned in BoM, request the same be added in DC and DR components.	Traffic analysis is mentioned as a EMS functionality. Bidder to provide this component as a part of EMS tool. EMS tool is already mentioned under BOQ - 14.4.6 Software Licenses in section 5 of RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
179	Section 5	240	4.10.6.5	Page 240	<p>The proposed solution must be able to monitor and report on unique protocols per day and display utilization data and baselines for each protocol individually by interface.</p> <p>· The proposed solution must keep and report on unique hosts and conversations per day</p> <p>Complete network visibility through high speed packet capture and analysis from layer 2- Layer 7 is required to detect the latest attacks. In order to optimize the data store for captured traffic, the solution must;</p> <p>a) Filtering off network traffic to discard unwanted traffic based on filtering conditions using OSI Layers 2-7</p> <p>b) Truncate traffic based on filtering conditions using OSI Layers 2-7</p> <p>c) Support Berkley Packet Filtering (BPF) on the capturing interface</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.
180	Section 5	240	4.10.6.5	Page 240	<p>The proposed system should enable the Data centre to centrally manage user access privileges and allow deploying baseline security policies so that the right people have access to the right information. It should proactively secure access to data and applications located on Linux, UNIX and Windows system servers throughout the enterprise.</p> <p>Traffic Analysis is not mentioned in BoM, request the same be added in DC and DR components</p>	Refer EMS specification in section 5 of RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
181	Section 5	240	4.10.6.4	Each escalation policy must allow easy definition on multiple escalation levels and notification to different personnel via window GUI or console with no or minimum programming.	Do you have any escalation levels define, pls provide details.	Refer section 3 - LD and SLA of RFP for more detail.
182	Section 5	240	4.10.6.4	The proposed helpdesk system must provide grouping access on different security knowledge articles for different group of users.	Please clarify "security knowledge articles for different groups of users", Please provide details.	Min. requirement is provided in the RFP. Bidder to design the solution as required and as per industry standards. More details will be share in due course.
183	Section 5	240	4.10.6.4	Remote desktop sharing in the system should be agent less and all activity should be automatically logged into the service desk ticket.	Please provide details of "all activity should be logged automatically".	Min. requirement is provided in the RFP. Bidder to design the solution as required and as per industry standards. More details will be share in due course.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
184	Section 5	241	4.10.6.5 Traffic analysis	The system must maintain this custom ToS based information for each interface for at least 12 months at a minimum 15 minute granularity.	With the current specs, the solution offering is proprietary to one of the OEMs. Pls remove this from the EMS specifications.	Please refer corrigendum
185	Section 5	241	Section: 5 Page No: 241 & 242 Clause: 4.10.6.6 & 4.10.6.7	Asset Management, Incident Management and Change Management	All the modules to be given through Governance Risk and Compliance (GRC) tool to save on timelines and customisation effort. Please specify that a IT GRC enterprise level tool is required.	Bidder may choose to implement IT GRC tool or any other application that require the functionality provided in RFP
186	Section 5	243	4.10.6.6, 4.10.6.7		Asset Management, Incident Management and Change Management All the modules to be given through Governance Risk and Compliance (GRC) tool to save on timelines and customisation effort. Please specify that a IT GRC enterprise level tool is required.	Bidder may choose to implement IT GRC tool or any other application that require the functionality provided in RFP
187	Section 5	244	4.10.6.9	The proposed network management system should integrate with the helpdesk system by updating the Asset with CI information to support viewing history or open issues in helpdesk on the particular managed asset	Do you want Asset management solution to manage complete life cycle of asset.	Refer clause 6.31.7 of section 5 in RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				and associate an SLA to the ticket in the helpdesk.		
188	Section 5	244	4.10.6.9	The proposed EMS solution must comply with key integration points out of the box as listed below but not limited to:	Do you have any EMS solution implemented in place for integrating it with proposed helpdesk solutions. Please provide details.	No
189	Section 5	251	Sr. No – 4.12 & 4.12.3	25-seater EOC room will be available with two Screens with feeds and desktops to set up EOC in case of planned or unplanned events. Based on the type of event, units are set up under the IG of UP Police 100	Kindly confirm if any additional CAD licenses might be required for the EOC.	Please refer corrigendum
190	Section 5	251	4.12 & 4.12.3	25-seater EOC room will be available with two Screens with feeds and desktops to set up EOC in case of planned or unplanned events. Based on the type of event, units are set up under the IG of UP Police 100	We understand EOC will be a room to accommodate approx. 25 persons for situational awareness and decision making on a major event. What type of feeds will be required from CAD control room. Please amplify. We assume there will be no additional requirement of CAD licenses in EOC.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
191	Section 5	251	Section: 5 Page No: 251 Clause: 4.12.3	25-seater EOC room will be available with two Screens with feeds and desktops to set up EOC in case of planned or unplanned events. Based on the type of event, units are set up under the IG of UP Police 100	Kindly confirm if any additional CAD licenses might be required for the EOC.	Please refer corrigendum
192	Section 5	251	Clause: 3.6.9.5.2	Dispatcher will provide information to the District Police Control room and Fire services over MDT for arranging necessary action for Fire related calls.	Conflict in requirement. Point no. 4.21.1.1 & 4.21.1.2 - Says the MDT will be installed only on Police Vehicles, Fire vehicles and Fire stations. Requirement here says dispatcher will provide information to the District Control room over MDT. Please confirm if District Police Control room will have any MDT device? if yes, qty to be included in BOQ	Refer clause 14 under section 5 of RFP
193	Section 5	251	Sr. No – 4.12 & 4.12.3	25-seater EOC room will be available with two Screens with feeds and desktops to set up EOC in case of planned or unplanned events. Based on the type of event, units are set up under the IG of UP Police 100	Kindly confirm if any additional CAD licenses might be required for the EOC.	Please refer corrigendum
194	Section 5	251	4.12 & 4.12.3	25-seater EOC room will be available with two Screens with feeds and desktops to set up EOC in case of planned or unplanned events. Based on the type	Kindly confirm if any additional CAD licenses might be required for the EOC.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				of event, units are set up under the IG of UP Police 100		
195	Section 5	252	2 OMCs details for Agra and Varanasi has been given		Please provide location details with address for 2 OMCs in Agra and Varanasi	Please refer corrigendum
196	Section 5	256	4.19 & 4.19.1	The Police officers of 75 districts control rooms, 8 Police zones of State, 18 ranges of State Police and 25 Police Units will be able to track emergency in their jurisdiction area	We assume that mentioned 126 locations will have web based application for tracking emergency in their jurisdiction area. Please confirm.	Yes
197	Section 5	256	Clause: 4.19.1	The Police officers of 75 districts control rooms, 8 Police zones of State, 18 ranges of State Police and 25 Police Units will be able to track emergency in their jurisdiction area	We assume that mentioned 126 locations will have web based application for tracking emergency in their jurisdiction area. Please confirm.	Yes

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
198	Section 5	256	126 field locations to be connected over MPLS network		Please provide location details with address of all 126 location to be connected	Please refer corrigendum
199	Section 5	259		For redundancy on links at UP POLICE 100 and OMC, offered solution will provide 20 PRI lines at DC with 30 channels linked to each PRI line with last mile connectivity on different media (Copper, Fiber and RF). Required Telecom Service Provider services for various help lines needs to be activated and configured for PRI lines. The 20 PRI lines will be procured from 2-3 different Telecom Service Providers and they will be providing redundancy over PRI by routing lines to different last mile connectivity medium. Similarly 10 PRI lines will be provided at DR to provide last mile connectivity and redundancy in links for UP POLICE 100 and OMCs	How may PRI lines are required at OMC at Varanasi & Agra? Kindly clarify if the PRI lines are required on separate Last Mile or all 20 PRI lines can be provided from same LM media i.e. Fiber / copper	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
200	Section 5	259		UP POLICE 100 and OMC sites should be connected to the MPLS backbone on an Optical Fiber Channel (OFC) based last mile link from two different service providers.	Kindly provide clarity if the secondary Connectivity has to be provided on separate Last mile from separate service provider or Single ISP can provide dual last mile on difference Media. Whether dual MPLS clouds are required or single MPLS cloud with dual last miles to be provided	Tender conditions prevail.
201	Section 5	259	4.23.2.1	Network: UP POLICE 100 and OMC sites should be connected to the MPLS backbone on an Optical Fiber Channel (OFC) based last mile link from two different service providers.	It is mentioned that Connectivity is required on OFC - optical fiber Channel kindly clarify as Channel would refer to point to point (NLD) connectivity on fiber. In case it is MPLS Backbone then the last mile to be provided on Optical Fiber Connectivity. Also, request to mentioned if all sites are required on Optical Fiber or a Hybrid of Fiber and Wireless Media.	Based on feasibility, the network should be chosen. If Fibre is available, then network should be provided on fibre.
202	Section 5	260	Point No.: 4.23.5.1	126 locations including 75 districts Control room, 25 Police Units, 18 ranges of police station, 8 police zones of state, will be provided bandwidth over MPLS as primary and secondary connectivity for bandwidth.	Kindly share the list of complete address of these 126 locations along with the local contact person Name and Number details.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
203	Section 5	262	Technology Requirement and Specification of Solution	The entire system or subsystem should be interoperable, in order to support information flow and integration with other systems	We understand that UP Police wants bidder to integrate all relevant components of the proposed solution. Are bidders also required to integrate the system with any of the existing systems? Kindly provide integration interfaces. Kindly explain if any available interfaces(web service, XML messaging and proprietary API's)	Yes. Refer section 5 for more detail and data exchange information will be shared with successful bidder
204	Section 5	262	5.1.3	The Bidder will be required to provide an infrastructure which is scalable and provides for latest technologies like virtualization, cloud computing etc. The Bidder is free to add any additional components that are deemed necessary for providing the solution as a whole. Bidder will provide detailed technical architecture.	It would be requested to kindly provide some technical specifications for cloud computing and virtualization like adherence to open standards, support for virtual storage, virtual networking, live migration, support for hybrid cloud deployment etc. This would help provide the department with the state of the art solution with most optimum price	Refer clause 4 in section 5 of RFP

205	Section 5	262		New Addition		<p>A robust wireless data network will be established in ITECCS, Lucknow and the Internet for staff at indoor and outdoor premises. This network will be based on Wireless protocols and will be maintained by bidder. Employees will be working toward enhance wireless coverage in training rooms, board rooms, cabins, common hall, parking space , corridor etc. throughout the campus.</p> <p>Bidder will study the requirement for ITECCS building spread across 8 acres of land with 4 storied building and suggest required hardware, software, access points and security protocols for around 1000 users. There will be private as well as public network with Internet facility and support guest and visitor users multiple devices like mobile</p>
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						phones, laptops etc. Similarly multiple login from one user will be provided over private network. Bidder will ensure that that all mobiles, laptops and PCs can access Wi-Fi and propose solution should comply with current industry standard and benchmarking.
206	Section 5	266	5.2.12	SAN Storage	How many years the storage retention required?	Refer Page 216 of RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
207	Section 5	269	5.2.24 & 5.2.24.3	Bidder will provide all necessary infrastructures like desktop with double monitors, microphone, soft phones, required CAD software, streaming solution device and LAN settings for training of 75 people as communication officers.	We understand 75 CAD software (CO) license will be required in training room, please confirm	Refer clause 14.4.3 Hardware at UP Police 100
208	Section 5	269	5.2.24 & 5.2.24.4	Bidder will provide all necessary infrastructure like desktop with triple monitors, soft phone, ROIP peddler, required Wireless, CAD software, MDT, streaming solution device and LAN settings for training of 50 person as dispatch officers	We understand 35 CAD software (DO) license and 2MDT software licenses will be required for training room, please confirm.	Refer clause 14.4.3 Hardware at UP Police 100
209	Section 5	269	Clause: 5.2.24.3	Bidder will provide all necessary infrastructures like desktop with double monitors, microphone, soft phones, required CAD software, streaming solution device and LAN settings for training of 75 people as communication officers.	We understand 75 CAD software (CO) license will be required in training room. Please confirm	Refer clause 14.4.3 Hardware at UP Police 100

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
210	Section 5	269	Clause: 5.2.24.4	Bidder will provide all necessary infrastructure like desktop with triple monitors, soft phone, ROIP peddler, required Wireless, CAD software,MDT, streaming solution device and LAN settings for training of 50 person as dispatch officers	We understand 35 CAD software (DO) license and 2MDT software licenses will be required for training room, please confirm.	Refer clause 14.4.3 Hardware at UP Police 100
211	Section 5	270		Bidder will ensure that biometric devices feed will be linked to HRMS for payroll	Please Clarify if Staff will be expected to fill their time-sheets online through Staff Self Service.	Refer to clause 5.2.28.3 of Section 5 of RFP
212	Section 5	274		Bidder should provide development environment license in the name of the GoUP for the various tools used by the bidder during the development phase of respective solutions. These tools would typically include Application Development Framework or Environment for custom built and COTS based products, Database Schema Designer, Help authoring tool etc.	Can the development environment be hosted	Refer Clause 9.5, Section 5 of the RFP

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
213	Section 5	276	6.2.2	The proposed IPPBX, PRI gateways and IP phones should be from the same OEM to ensure appropriate integration. However, these proposed products should be able to integrate with products from different OEMs, if required in future.	<p>First part of the point where it's asking for Same OEM Gateway and Phones contradicts second part of the point where interoperability with different OEM is required.</p> <p>This point goes against Point no 4.1.12 on page 224 and established trend of where customer demands all OEM's including IP PBX vendors to provide third party OEM Gateway and Phones to avoid vendor locking, better features and interoperability at better price as same OEM tends to over price their hardware because of limited volumes on their product.</p> <p>We will request department to allow Third party phones and gateways with full compliance to IP PBX and contact centre requirement.</p>	Tender conditions prevail.
214	Section 5	276	6.5.3	Voice recording	Recording archival retention period?	Refer Page 216 of RFP
215	Section 5	276	6.5	Voice recording	Kindly clarify the Recording archival retention period.	Refer Page 216 of RFP
216	Section 5	277	6.9	Outbound Dialler	Please clarify if Predictive dialler required?	Min. requirement is provided in the RFP. Bidder to design the solution as required.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
217	Section 5	277	6.9	Outbound Dialler	Please clarify if Predictive dialler required?	Min. requirement is provided in the RFP. Bidder to design the solution as required.
218	Section 5	278	6.11.4	After entering the details from the input source (call or SMS or email or mobile application or chat or WhatsApp or other), officer will create case with unique id and pass on cases as per the standard operating procedure.	Integration with Social Media Platform are done only through API's published by the respective platforms . WhatsApp has not published its API's , hence Integration with WhatsApp currently is not possible.	Bidder to provide the integration of WhatsApp and any other such application when its API are available during the contract period. Bidder to coordinate the same.
219	Section 5	278	6.11.6	The officer should be able to communicate with physically challenged citizen through SMS, Mobile chat like WhatsApp, Facebook, twitter, video relay services	Integration with Social Media Platform are done only through API's published by the respective platforms . WhatsApp has not published its API's , hence Integration with WhatsApp currently is not possible.	Bidder to provide the integration of WhatsApp and any other such application when its API are available during the contract period. Bidder to coordinate the same.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
220	Section 5	279	6.11.17	An interface with CAD will be created to make available to investigating officers of police stations all information relating to a specific call and its related content like audio record of first and subsequent calls, other textual, audio or video content provided by one or more callers through different media like phone, SMS, mail, VoIP, WhatsApp, social media etc.	Integration with Social Media Platform are done only through API's published by the respective platforms . WhatsApp has not published its API's , hence Integration with WhatsApp currently is not possible.	Bidder to provide the integration of WhatsApp and any other such application when its API are available during the contract period. Bidder to coordinate the same.
221		280		Diagram	Are the UPPICC & DC in separate locations, if affirmative then the reason for the same.	Both will be In the same building in Lucknow
222		280	6.12.6 –ix-g & A	"Boundary or Area of Police Station Police (Zoning – area of responsibility of hierarchical police formations/headquarters with geographical boundaries)"	Will UP Police be providing the GIS Boundaries of all police stations in UP?	Bidder to coordinate with dept. for identification of Police station boundaries using GIS system.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
223	Section 5	280	6.12.6 (ii) 6.12.6 (iv)	<p>The use of GIS should strictly adhere to the End User License. Specifically, the Intellectual Property Rights (IPR) for the Map Image should be as per End User License</p> <p>Scale of the required GIS vector maps of each city: 1:1000 scale for city area and 1:5000 scale for rural area with road positional accuracy of + or- 10 m will be provided by bidder</p>	<p>1. For creating 1:1000 scale map for city area, satellite imagery based of 0.5m resolution is required. The high resolution satellite imagery can only be procured through National Remote Sensing Center (NRSC) as per the policy (RSDP-2011) issued by Government of India. As per the policy data dissemination and use of the satellite imagery is restricted and require screening by NRSC. The satellite imagery is given only to Government users namely, Ministries/ Departments/ Public Sector/ Autonomous Bodies/ Government R&D institutions/ Government Educational/ Academic Institutions, who can obtain the data without any further clearance. Hence, the satellite imagery for this project can be procured from NRSC under end user authorization of UP Police. Requesting UP Police to provide the required authorisation.</p> <p>2. We understand that the city here means to cover the District head quarters only. If not please provide the list of cities with the area in Sqkm required. This information is required to estimate the cost of satellite imagery to be procured through NRSC and the digitisation effort. We also request you to include this as bill of Quantity in the Price Bid.</p> <p>3. A Map with scale of 1:1000 will have accuracy of 10m while 1:5000 will have accuracy 50m. Request you to kindly modify it accordingly</p>	<p>1. Bidder to provide vector map and data. Bidder to co-ordinate with dept. in case of any authorization and department will issue the authorization</p> <p>2. 6000 sq. km to be considered as city area for 1:1000 mapping and rest can be considered as rural area.</p> <p>3. Please refer corrigendum</p>

UP Police

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
224	Section 5	280	Section: 5 Page No: 280	Diagram	Are the UPPICC & DC in separate locations, if affirmative then the reason for the same.	Both will be In the same building in Lucknow

225	Section 5	280		<p>The use of GIS should strictly adhere to the End User License. Specifically, the Intellectual Property Rights (IPR) for the Map Image should be as per End User License</p> <p>Scale of the required GIS vector maps of each city: 1:1000 scale for city area and 1:5000 scale for rural area with road positional accuracy of + or- 10 m will be provided by bidder</p>	<p>1. For creating 1:1000 scale map for city area, satellite imagery based of 0.5m resolution is required. The high resolution satellite imagery can only be procured through National Remote Sensing Center (NRSC) as per the policy (RSDP-2011) issued by Government of India. As per the policy data dissemination and use of the satellite imagery is restricted and require screening by NRSC. The satellite imagery is given only to Government users namely, Ministries/ Departments/ Public Sector/ Autonomous Bodies/ Government R&D institutions/ Government Educational/ Academic Institutions, who can obtain the data without any further clearance. Hence, the satellite imagery for this project can be procured from NRSC under end user authorization of UP Police. Requesting UP Police to provide the required authorisation.</p> <p>2. We understand that the city here means to cover the District head quarters only. If not please provide the list of cities with the area in Sqkm required. This information is required to estimate the cost of satellite imagery to be procured through NRSC and the digitisation effort. We also request you to include this as bill of Quantity in the Price Bid.</p> <p>3. A Map with scale of 1:1000 will have accuracy of 10m while 1:5000 will have accuracy 50m. Request you to kindly modify it accordingly</p>	<p>1. Bidder to provide vector map and data. Bidder to co-ordinate with dept. in case of any authorization and department will issue the authorization</p> <p>2. 6000 sq. km to be considered as city area for 1:1000 mapping and rest can be considered as rural area.</p> <p>3. 1:1000 - Accuracy of + or- 10 m and 1:5000 - Accuracy of + or- 50m</p>
226	Section 5	280		Diagram	Are the UPPICC & DC in separate locations, if affirmative then the reason for the same.	Both will be In the same building in Lucknow

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
227	Section 5	280	6.12.6 –ix-g & A.	“Boundary or Area of Police Station Police (Zoning – area of responsibility of hierarchical police formations/headquarters with geographical boundaries)”	Will UP Police be providing the GIS Boundaries of all police stations in UP?	Bidder to coordinate with dept. for identification of Police station boundaries using GIS system.
228	Section 5	280		Diagram	Are the UPPICC & DC in separate locations, if affirmative then the reason for the same.	Both will be In the same building in Lucknow
229	Section 5	280	6.12.6 –ix-g & A.	“Boundary or Area of Police Station Police (Zoning – area of responsibility of hierarchical police formations/headquarters with geographical boundaries)”	Will UP Police be providing the GIS Boundaries of all police stations in UP?	Bidder to coordinate with dept. for identification of Police station boundaries using GIS system.
230	Section 5	281	6.12 & 6.12.6 -K	List of Layers: A. Administrative Building with attributes E. 3D All buildings with height attribute Details of GIS Data layers with attributes 28. Buildings (Name, House Number – where available)	To capture & collect all building level information(as polygon with attributes) in such a large volume i.e. for 75 districts, itself is a major task. To collect the required information (Name, House Number & Height) of each building in each district will require huge field survey work. This will have huge time and cost implications. It is recommended that capturing the building with required attributes to be removed and only POI may be considered.	Please refer corrigendum. As per clause, Name, House Number & Height of building to be provided as per availability of the information in existing GIS databases.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
231	Section 5	281	6.12.6 (xi, f)	Bidder shall provide census information and shall map upto the village level and above as published by the registrar general and census department of India. It should be mapped upto the geo entities for village, tehsil and higher upto the state level.	The Census data will be based on what is published as the per Census of 2011	Bidder to provide latest available data/ information
232	Section 5	281	Section: 5 Page No: 281 Clause: 6.12.6	Boundary or Area of Police Station Police (Zoning – area of responsibility of hierarchical police formations/headquarters with geographical boundaries)	Will UP Police be providing the GIS Boundaries of all police stations in UP? Kindly confirm	Bidder to coordinate with dept. for identification of Police station boundaries using GIS system.
233	Section 5	281	Clause: 6.12.6	List of Layers: A. Administrative Building with attributes E. 3D All buildings with height attribute Details of GIS Data layers with attributes 28. Buildings (Name, House Number – where available)	To capture & collect all building level information(as polygon with attributes) in such a large volume i.e. for 75 districts, itself is a major task. To collect the required information (Name, House Number & Height) of each building in each district will require huge field survey work. This will have huge time and cost implications. It is recommended that capturing the building with required attributes to be removed and only POI may be considered.	As per clause, Name, House Number & Height of building to be provided as per availability of the information

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
234	Section 5	281		Bidder shall provide census information and shall map upto the village level and above as published by the registrar general and census department of India. It should be mapped upto the geo entities for village, tehsil and higher upto the state level.	The Census data will be based on what is published as the per Census of 2011	Bidder to provide latest available data/ information
235	Section 5	286	6.14	GIS Map Geo-fencing	We understand that stand alone GIS software will be required to achieve functionality mentioned in this section. Accordingly, GIS Software requirement is mentioned in the BOQ (Section 5, 14.4.6. Software licenses, Sr No – 34 on page no – 378). Request confirm the same. How many such GIS Software License will be required ?	Bidder to provide the GIS software to achieve the RFP requirement and design the solution with sizing
236	Section 5	286	Clause: 6.14	GIS Map Geo-fencing	We understand that stand alone GIS software will be required to achieve functionality mentioned in this section. Accordingly, GIS Software requirement is mentioned in the BOQ (Section 5, 14.4.6. Software licenses, Sr No – 34 on page no – 378). Request confirm the same. How many such GIS Software License will be required ?	Bidder to provide the GIS software to achieve the RFP requirement and design the solution with sizing

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
237	Section 5	287	6.15.2	Bidder shall provide the Subscription detail record (SDR) and call detailed record (CDR) and will also create a database for SDR and CDR also.	We understand that the clause means that LDI solution supplied shall be able to automatically collect , correlate and maintain CDRs and SDRs from Telecom Service Providers. Kindly confirm	Bidder to maintain the SDR and CDR databases as per proposed solution to enable LDI.
238	Section 5	287	6.15.2	Bidder shall provide the Subscription detail record (SDR) and call detailed record (CDR) and will also create a database for SDR and CDR also.	Is the system required to collect all CDRs from Telecom Service Providers or only CDRs for the victims/suspects/targets. In case only specific CDRs are to be collected from Telecom Service Providers, this may require additional development, should this be included in the solution as well?	Yes, Bidder has to provision the CDR, SDR databases for the entire State from TSPs.
239	Section 5	287	6.15.2	Bidder shall provide the Subscription detail record (SDR) and call detailed record (CDR) and will also create a database for SDR and CDR also.	For how much period CDRs should be stored in the system. Will all the CDRs be stored or only those related to emergency calls?	Bidder to maintain the database till end of the contract atleast.
240	Section 5	287	Section: 5 Page No: 287 Clause: 6.15.2	Bidder shall provide the Subscription detail record (SDR) and call detailed record (CDR) and will also create a database for SDR and CDR also.	It is suggested by the clause that location shall be detected from CDR. But CDR generation and arrival from Telecom Service Provider can take 15min to 1 hour, further CDR only contains Cell ID. We believe for the requirements of the RFP, a complete Location Detection Solution is to be supplied that shall integrate with TSP (Telecom Service Provider) to get accurate location of the target, suspect, victim, rescue team within 15 seconds of call arrival.	Bidder to maintain the SDR and CDR databases as per proposed solution

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
241	Section 5	287	Section: 5 Page No: 287 Clause: 6.16.3	Location of the distressed caller should be made available to the Control Room for distressed callers who are using landline as well as mobile phones, irrespective of whether the distressed caller is carrying a basic or feature phone or a smartphone. Data connectivity and mobile based applications should not be required for this purpose	What is the accuracy of location required. Should this be as below: 1. 50-100m for cities, urban areas 2. 75-200m for Towns 3. 100-300m for Villages Kindly confirm.	The location of the distress caller will come from 4 sources: 1. Location will be shared by caller over the call 2. Using LBS, once it is up and running 3. Using SDR/CDR databases, if the user is calling from his/her residence 4. Using GPS enabled devices used by the caller 5. Minimum location accuracy as per DoT guidelines

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
242	Section 5	287	Section: 5 Page No: 287 Clause: 6.16.3	Location of the distressed caller should be made available to the Control Room for distressed callers who are using landline as well as mobile phones, irrespective of whether the distressed caller is carrying a basic or feature phone or a smartphone. Data connectivity and mobile based applications should not be required for this purpose	Is it required that the LBS solution supplied should keep location information for all subscribers or only for victims/callers? Kindly confirm	LBS to be designed for all callers
243	Section 5	287	Section: 5 Page No: 287 Clause: 6.16.3	Location of the distressed caller should be made available to the Control Room for distressed callers who are using landline as well as mobile phones, irrespective of whether the distressed caller is carrying a basic or feature phone or a smartphone. Data connectivity and mobile based applications should not be required for this purpose	Many times location of subscribers along with, near to victim is useful in resolution of cases, issues. Accordingly is it required to log location for each and every subscriber?	Yes, log location for each and every subscriber

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
244	Section 5	287	Section: 5 Page No: 287 Clause: 6.16.10	Location Gateway should be able to integrate with Telecom Operator's GMLC or HLR database for Emergency Response Services	In case GMLC is unavailable or non functional at the Telecom operator, than is it required to provide complete LBS platform that shall integrate directly with TSP's network to get accurate location? Kindly Confirm	Yes, The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs
245	Section 5	287	Section: 5 Page No: 287 Clause: 6.16.10	Location Gateway should be able to integrate with Telecom Operator's GMLC or HLR database for Emergency Response Services	In case GMLC at Telecom Operator is unable to provide accurate location, than is it required to deploy proper LBS with integration at Telecom Operators to ensure accuracy of the location? This is considering that accuracy of victims location is a key factor for providing him right rescue and support	Yes, The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs
246	Section 5	287	Section: 5 Page No: 287 Clause: 6.16.11	In case the Telecom Operator does not have LBS infrastructure or does not have the requisite capacity in its LBS infrastructure, then the Location Gateway should act as a hosted GMLC in itself, and should be able to directly talk to Telecom Operator's HLR or MSC to obtain caller location information. This would reduce Government's dependency on Telecom	Integration with MSC and HLR is not enough to gain accurate location of the Victim, as these system can only provide cell IDs of the victim. We believe as per requirement of the RFP, a proper system needs to be supplied that shall integrate with Telecom Operator's network (whatever touch points required) to ensure accurate location of victim is always made available	Yes, The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				Operators having LBS infrastructure or exposing the same for emergency purpose		
247	Section 5	287	Section: 5 Page No: 287 Clause: 6.16.11	In case the Telecom Operator does not have LBS infrastructure or does not have the requisite capacity in its LBS infrastructure, then the Location Gateway should act as a hosted GMLC in itself, and should be able to directly talk to Telecom Operator's HLR or MSC to obtain caller location information. This would reduce Government's dependency on Telecom Operators having LBS infrastructure or exposing the same for emergency purpose	Should location be tracked and stored for 100% subscriber base while ensuring accuracy?	Yes, The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
248	Section 5	287	Section: 5 Page No: 287 Clause: 6.16.10	Location Gateway should be able to integrate with Telecom Operator's GMLC or HLR database for Emergency Response Services	In case of integration with operator GMLC, if location provided by GMLC is in-accurate than we need to provide system to ensure accuracy of the location? Kindly Confirm	Yes, The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs
249	Section 5	287	Section: 5 Page No: 287 Clause: 6.16.11	In case the Telecom Operator does not have LBS infrastructure or does not have the requisite capacity in its LBS infrastructure, then the Location Gateway should act as a hosted GMLC in itself, and should be able to directly talk to Telecom Operator's HLR or MSC to obtain caller location information. This would reduce Government's dependency on Telecom Operators having LBS infrastructure or exposing the same for emergency purpose	We understand that location detection shall be completely handset independent and will work for all 2G, 3G, 4G network. Further required set of probes shall be deployed at each of the TSP to ensure location capture for 100% subscribers? Kindly Confirm	Yes, The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
250	Section 5	287		6.16.11 In case the Telecom Operator does not have LBS infrastructure or does not have the requisite capacity in its LBS infrastructure, then the Location Gateway should act as a hosted GMLC in itself, and should be able to directly talk to Telecom Operator's HLR or MSC to obtain caller location information.	Customer will provide the permission from all telcos for getting the location details for the caller. Please confirm	The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs. Bidder to coordinate with dept. for necessary approvals
251	Section 5	287		6.16.4 The distressed caller may call or send a SMS, in either case, location of the caller needs to be tracked and made available to the Control Room	The TSP will need to provide this information to the LBS system. Will the Govt be responsible for facilitation of the integrations with all the TSPs ?	The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs. Bidder to coordinate with dept. for necessary approvals

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
252	Section 5	287		6.16.5 The location of the distressed caller should be tracked and made available to the Control Room during the course of the emergency (i.e. not just the location when call was initiated, but the location at any point during the entire emergency period)	Govt should define the sampling interval for the location tracking – every 5 seconds/10 seconds etc.	Please refer corrigendum
253	Section 5	287		6.16.7 Location Gateway should be hosted at a State owned DC or DRC	Who will be responsible for the procurement of the HW, SW and for their operation & maintenance ?	Bidder will be responsible for procurement of HW, SW and for their operation & maintenance

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
254	Section 5	287		<p>Location Based Service (LBS)</p> <p>6.16.1 Bidder has to provide the location based service solution to the GoUP. The LBS solution shall be implemented on pilot basis for few cities. After successful implementation of the solution, this solution shall be implemented for all cities of UP.</p> <p>6.16.2 The required key features of this solution are as follows:</p> <p>6.16.3 Location of the distressed caller should be made available to the Control Room for distressed callers who are using landline as well as mobile phones, irrespective of whether the distressed caller is carrying a basic or feature phone or a smartphone. Data connectivity and mobile based applications should not be required for this purpose</p> <p>6.16.4 The distressed caller</p>	<p>The Third Service provider (TSP) will need to provide this information to the LBS system. Will the Govt be responsible for facilitation of the integrations with all the TSPs ?</p>	<p>sub items of one major item like Desktop comes up with Mouse, keyboard etc.</p>

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				may call or send a SMS, in either case, location of the caller needs to be tracked and made available to the Control Room		

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
255	Section 5	287		<p>On one end, the Location Gateway should be able to integrate with network elements of multiple telecom operators, while on the other end it should be able to on board or service or provide location information to UP POLICE 100 and OMC</p> <p>6.16.15 Location Gateway should identify the type of subscriber (mobile or fixed line or SMS) and use this information to query the Mobile Telecom Operator or Fixed line subscriber database accordingly</p> <p>6.16.16 The Location Gateway should also possess a fixed-line caller information service or database at the backend, so that when the caller number is identified as a fixed-line caller, then its location can be derived from the said service or database</p> <p>On one end, the Location Gateway should be able to integrate with network elements of multiple</p>	<p>The Govt will be responsible for all necessary permissions and integration approvals with all the TSPs in the area. Is this understanding correct?</p> <p>The LBS provider will also be responsible for this address/location ? Does the Govt need geo-tagging of all these addresses in the database to be also completed ?</p>	<p>1. Yes</p> <p>2. Yes, Geo-tagging is required for address/location</p>

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				telecom operators, while on the other end it should be able to on board or service or provide location information to UP POLICE 100 and OMC		

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
256	Section 5	287		Bidder shall provide the Subscription detail record (SDR) and call detailed record (CDR) and will also create a database for SDR and CDR also.	Kindly clarify on the following: 1. Period of storage of CDR data 2. Are all CDRs for all subscriber to be stored and kept in central repository, or only those related to Victim/Callers 3. Development of interface for continuous collection of CDR from TSP shall be provided by the bidder? 4. All hardware required for storage and collection should be quoted for as part of response to the RFP?	The location of the distress caller will come from 4 sources: 1. Location will be shared by caller over the call 2. Using LBS, once it is up and running 3. Using SDR/CDR databases, if the user is calling from his/her residence 4. Using GPS enabled devices used by the caller 5. Minimum location accuracy as per DoT guidelines

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
257	Section 5	287		Location of the distressed caller should be made available to the Control Room for distressed callers who are using landline as well as mobile phones, irrespective of whether the distressed caller is carrying a basic or feature phone or a smartphone. Data connectivity and mobile based applications should not be required for this purpose	Kindly provide details on location accuracy required for the distress call ? Should this as per DoT recommendation i.e. : 1. Urban Area - <50m for 50% subscribers, <100m for 75% Subscribers, <300m for 95% subscribers 2. Semi-Urban, Rural - <100m for 60% subscribers, <300m for 70% Subscribers, <500m for 80% subscribers 3. Remote - <300m for 60% Subscribers, <500m for 70% subscribers	The location of the distress caller will come from 4 sources: 1. Location will be shared by caller over the call 2. Using LBS, once it is up and running 3. Using SDR/CDR databases, if the user is calling from his/her residence 4. Using GPS enabled devices used by the caller 5. Minimum location accuracy as per DoT guidelines

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
258	Section 5	287		Location of the distressed caller should be made available to the Control Room for distressed callers who are using landline as well as mobile phones, irrespective of whether the distressed caller is carrying a basic or feature phone or a smartphone. Data connectivity and mobile based applications should not be required for this purpose	Kindly confirm if location for only victim/caller should be tracked or location for people around him should also be tracked, as this can be helpful in many instances like Kidnapping, Murder etc. Are following features of Location Tracking Platform required as well: 1. Geo-fencing 2. Proximity Sensing 3. Mobile based location tracking through MDT	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
259	Section 5	287		Location of the distressed caller should be made available to the Control Room for distressed callers who are using landline as well as mobile phones, irrespective of whether the distressed caller is carrying a basic or feature phone or a smartphone. Data connectivity and mobile based applications should not be required for this purpose	Is it required to continuously feed location of victim, suspect, target to the MDTs on continuous basis? Is it required to provide continuous feed of location of victim, suspect, target till the ticket is resolved to the control room? Is continuous tracking on the map required? Should app be provided for the MDT to track location of the victim, suspect, target in secure manner?	1.Yes, it is required to continuously feed location of victim, suspect, target to the MDTs on continuous basis 2.Yes,it is required to provide continuous feed of location of victim, suspect, target till the ticket is resolved to the control room 3.Yes, continuous tracking on the map required through MDT

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
260	Section 5	287		Location Gateway should be able to integrate with Telecom Operator's GMLC or HLR database for Emergency Response Services	<p>In case GMLC is unavailable or non functional at the Telecom operator or it is unable to provide accuracy as per DoT recommendations; than is it required to provide complete LBS platform that shall integrate directly with TSP's network to get accurate location?</p> <p>If yes, kindly confirm on the following:</p> <ol style="list-style-type: none"> 1. That such system should be complied to latest TEC-GR for LBS 2. That such system should be meet accuracy requirements as listed by DoT 3. That such system should be able to track location and store for every subscriber 4. That such system should be able to provide translated Latitude Longitude information for the victim, target, suspect 5. That such system is secure and shall provide location only for caller and victim and shall maintain complete privacy. That it shall provide for complete workflow for approval/verification internal to the system for location query for any other victim, target, suspect. 	<p>The location of the distress caller will come from 4 sources:</p> <ol style="list-style-type: none"> 1. Location will be shared by caller over the call 2. Using LBS, once it is up and running 3. Using SDR/CDR databases, if the user is calling from his/her residence 4. Using GPS enabled devices used by the caller

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
261	Section 5	287		In case the Telecom Operator does not have LBS infrastructure or does not have the requisite capacity in its LBS infrastructure, then the Location Gateway should act as a hosted GMLC in itself, and should be able to directly talk to Telecom Operator's HLR or MSC to obtain caller location information. This would reduce Government's dependency on Telecom Operators having LBS infrastructure or exposing the same for emergency purpose	1. As understood, bidder has to propose complete LBS solution considering that the solution shall not have any dependency on TSP's implemented LBS. Kindly confirm? 2. Considering LBS also requires to integrate with other data sources apart from MSC/HLR to identify accurate location, hence kindly clarify that the bidder LBS solution shall integrate with requisite data sources to identify the accurate location of the distress call.	The location of the distress caller will come from 3 sources: 1. Location will be shared by caller over the call 2. Using LBS, once it is up and running 3. Using SDR/CDR databases, if the user is calling from his/her residence 4. Using GPS enabled devices used by the caller
262	Section 5	287		The GoUP will not pay any cost of development, installation and deployment of this solution for Pilot release. Only complete roll-out costs will be paid by the GoUP as per section 4 costing format.	Kindly define pilot release success parameters on which the same would be considered deemed fit or not.	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
263	Section 5	287		The GoUP will not pay any cost of development, installation and deployment of this solution for Pilot release. Only complete roll-out costs will be paid by the GoUP as per section 4 costing format.	We believe GoUP shall pay for the system as per PO placed, while all costs for development and deployment, customization of the solution during Pilot shall not be paid for by GoUP	No separate PO will be given. Payment will be given as per format Table B 2 – Location Base Service Software in section 4 of RFP for roll out.
264	Section 5	287		The GoUP will not pay any cost of development, installation and deployment of this solution for Pilot release. Only complete roll-out costs will be paid by the GoUP as per section 4 costing format.	Can GoUP place the PO and pay for the delivery of solution as per payment terms of the RFP? In case of failure of pilot release than the amount may be deducted from the bidders payment, this shall allow for faster deployment and rollout and GoUP being able to use the solution immediately	No separate PO will be given. Payment will be given as per format Table B 2 – Location Base Service Software in section 4 of RFP for roll out.
265	Section 5	287		In case the Telecom Operator does not have LBS infrastructure or does not have the requisite capacity in its LBS infrastructure, then the Location Gateway should act as a hosted GMLC in itself, and should be able to directly talk to Telecom Operator's HLR or MSC to obtain caller location	Location for all subscribers in UP including inroamers should be possible to be tracked by the solution provided.	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				information. This would reduce Government's dependency on Telecom Operators having LBS infrastructure or exposing the same for emergency purpose		
266	Section 5	287		Location Gateway should be able to integrate with Telecom Operator's GMLC or HLR database for Emergency Response Services	In case of integration with operator GMLC, if location provided by GMLC is in-accurate than we need to provide system to ensure accuracy of the location?	Yes, The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs
267	Section 5	287		In case the Telecom Operator does not have LBS infrastructure or does not have the requisite capacity in its LBS infrastructure, then the Location Gateway should act as a hosted GMLC in itself, and should be able to directly talk to Telecom Operator's HLR or MSC to obtain caller location	Location tracking and accuracy should work for all set of subscribers and network providers and shall cover all 2G, 3G and 4G network?	Yes, The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				information. This would reduce Government's dependency on Telecom Operators having LBS infrastructure or exposing the same for emergency purpose		
268	Section 5	287		Complete Section	Consider the privacy and security of data being handled by the system, the solution provider for Location Detection Interface and LBS should be of Indian Origin?	Tender conditions prevail.
269	Section 5	289	6.17.5	MDT health including its availability, performance and usage should be continuously monitored	Please provide more details on MDT availability, performance and usage and where/by whom to be monitored?	The activity will be performed at Monitoring center
270	Section 5	289	Clause: 6.17.5	MDT health including its availability, performance and usage should be continuously monitored	Please provide more details on MDT availability, performance and usage and where/by whom to be monitored?	The activity will be performed at Monitoring center
271	Section 5	289	Section: 5 Page No: 289 Clause: 6.16.19	The GoUP will not pay any cost of development, installation and deployment of this solution for Pilot release. Only complete roll-out costs will be paid by the GoUP as per section 4 costing format.	What are the success criteria for ensuring acceptance of the Pilot Release. Can following be considered as success criteria: Pilot system shall be able to identify location for each type of subscriber (Fixed Line, Mobile) for each type of operator available in the area for Pilot deployment. Kindly Confirm	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
272	Section 5	289	Section: 5 Page No: 289 Clause: 6.16.19	The GoUP will not pay any cost of development, installation and deployment of this solution for Pilot release. Only complete roll-out costs will be paid by the GoUP as per section 4 costing format.	On success of Pilot release, GoUP confirms that complete PO for setup across state shall be placed?	No separate PO will be given. Payment will be given as per format Table B 2 – Location Base Service Software in section 4 of RFP for roll out.
273	Section 5	289	Section: 5 Page No: 289 Clause: 6.16.19	The GoUP will not pay any cost of development, installation and deployment of this solution for Pilot release. Only complete roll-out costs will be paid by the GoUP as per section 4 costing format.	We request that GoUP pays for equipment for Pilot release, with a rider that amount paid for Pilot release shall be deducted/set-off in case of failure of Pilot system. This shall help GoUP use the capabilities of system from day-one and also support for faster deployment	Tender conditions prevail.
274	Section 5	289		dependency on Telecom Operators having LBS infrastructure or exposing the same for emergency purpose	The Govt will be responsible for all necessary permissions and integration approvals with all the TSPs in the area. Is this understanding correct?	The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs. Bidder to coordinate with dept. for necessary approvals

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
275	Section 5	289		6.16.13 Location Gateway must integrate with Mobile Network Portability (MNP) service provider to identify the caller's Telecom Operator	The Govt will be responsible for all necessary permissions and integration approvals with all the TSPs in the area. Is this understanding correct?	The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs. Bidder to coordinate with dept. for necessary approvals
276	Section 5	289		6.16.16 The Location Gateway should also possess a fixed-line caller information service or database at the backend, so that when the caller number is identified as a fixed-line caller, then its location can be derived from the said service or database	The LBS provider will also be responsible for this address/location ? Does the Govt need geo-tagging of all these addresses in the database to be also completed	1. Yes 2. Yes, Geo-tagging is required for address/location
277	Section 5	291	6.21.6	List of analysis provided	As Mobile handsets and Apps are integral part of project, please confirm, if these analysis / reports also required to be accessed from mobile devices like phones or iPad	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
278	Section 5	291	6.21.6	List of analysis provided	Are these analysis to be used at the police station level. If so, approximately how many users would be accessing these reports including other levels like HO, District levels	Please refer corrigendum
279	Section 5	291	6.21.6	List of analysis provided	As multiple parameters analysis are critical requirement as outcome, for predictive analysis, is it required to be integrated with the business intelligence platform seamlessly	Please refer corrigendum
280	Section 5	292		6.22.5 An effective presence on all major social media platforms like Facebook, twitter, YouTube, Instagram etc. will be created and kept undated. This will be integrated with the citizen portal	Is GoUP looking for a social media tool that help in effective management of Social media property of GoUP (like Facebook pages, twitter handle etc.)	Yes, an effective mechanism is required to manage social media
281	Section 5	294	6.28/ Directory services	Capacity planning of Directory Services Solution	Can you please inform how many user will be using Directory Services , This information will help bidders in sizing and planning directory services solution appropriately	Min. requirement are given in RFP under clause 14 of section 5 in RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
282	Section 5	294	6.3	6.30 Anti-Virus 6.30.1 In order to protect all the desktops, field devices and servers and other solution components from any kind of virus or worm or Trojan attack and any other security threat, bidder should provision and implement an enterprise wide Anti-Virus and Anti-Spam solution for all IT assets, which will include the following: • Agent for Desktop • Agent for Servers • Agent for MDT • Anti-Virus and Anti-Spam Gateway • Virus and spam scanner for SMTP	Pls. provide list of devices to be protected	The Clause is self-explanatory
283	Section 5	296	6.33	Identity and Access Management Software (IAMS)	Pls. suggest total number of users that will be participating in the solution	Min. user per month are defined in clause 14 of section in RFP. Bidder to design the solution as required

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
284		298	6.43.4	Interface with other applications	Since this has been left open ended we understand that this is not within the scope of the current project.	Integration with other system is in scope of bidder as per RFP
285		298	6.43.5	Integration with Video Surveillance (City surveillance projects) UP state have either installed CCTV surveillance cameras or are in phase of planning for the same. These are being monitored through UP POLICE 100 and OMC established in the same city. State-wide emergency response system should be so designed that it should be able to receive IP surveillance camera feeds on the dispatcher screen (third monitor). Only specific feed of identified camera should be streamed to the dispatcher module. The streaming of feed may be done through VPN connectivity over the Internet.	It is assumed that the API/SDK of the relevant System would be shared with us.	Bidder may have to design the API or SDK in coordination with respective CCTV SI or police dept.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
286	Section 5	298	6.43.4	Interface with other applications.....	We assume that this is the futuristic requirement and not in the present scope of work. Please confirm.	Integration with other system is in scope of bidder as per RFP
287	Section 5	298	6.43.5	Integration with Video Surveillance (City surveillance projects) UP state have either installed CCTV surveillance cameras or are in phase of planning for the same. These are being monitored through UP POLICE 100 and OMC established in the same city. State-wide emergency response system should be so designed that it should be able to receive IP surveillance camera feeds on the dispatcher screen (third monitor). Only specific feed of identified camera should be streamed to the dispatcher module. The streaming of feed may be done through VPN connectivity over the Internet.	Please clarify as to how many types of VMS(Video Management Software) will be required to be integrated with CAD. Also, API/SDK for each VMS will be required for the integration.	Bidder may have to design the API or SDK in coordination with respective CCTV SI or police dept.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
288	Section 5	298	6.43.4	Interface with other applications	Since this has been left open ended we understand that this is not within the scope of the current project.	Integration with other system is in scope of bidder as per RFP
289	Section 5	298	Section: 5 Page No: 298 Clause: 6.43.5	Integration with Video Surveillance (City surveillance projects) UP state have either installed CCTV surveillance cameras or are in phase of planning for the same. These are being monitored through UP POLICE 100 and OMC established in the same city. State-wide emergency response system should be so designed that it should be able to receive IP surveillance camera feeds on the dispatcher screen (third monitor). Only specific feed of identified camera should be streamed to the dispatcher module. The streaming of feed may be done through VPN connectivity over the Internet.	It is assumed that the API/SDK of the relevant System would be shared with us.	Bidder may have to design the API or SDK in coordination with respective CCTV SI or police dept.
290	Section 5	298	Clause: 6.43.4	Interface with other applications.....	We assume that this is the futuristic requirement and not in the present scope of work. Please confirm.	Integration with other system is in scope of bidder as per RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
291	Section 5	298		Capacity Planning of applications	Can you please provide following information? 1-Number records of major master data in ERP (HRMS, Finance, Inventory) (approx.) 2- Number of records of major transaction data (total) 3- Number of records of major transaction data (peak in hour) 4-What is PEAK batch jobs / hour? And how much data amount is expected to be processed at batch processes? 5- Is there High Availability (HA) requirement? If yes, then can you please specify for which components HA is required ? 6-How many ERP (HRMS,Finance, Inventory) reporting users are expected? This information will help bidders in proposing most optimal solution	Min. requirement is provided in the RFP. Bidder to design the solution as required.
292	Section 5	298	6.43.4	Interface with other applications	Since this has been left open ended we understand that this is not within the scope of the current project.	Integration with other system is in scope of bidder as per RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
293	Section 5	298	6.43.5	Integration with Video Surveillance (City surveillance projects) UP state have either installed CCTV surveillance cameras or are in phase of planning for the same. These are being monitored through UP POLICE 100 and OMC established in the same city. State-wide emergency response system should be so designed that it should be able to receive IP surveillance camera feeds on the dispatcher screen (third monitor). Only specific feed of identified camera should be streamed to the dispatcher module. The streaming of feed may be done through VPN connectivity over the Internet.	It is assumed that the API/SDK of the relevant System would be shared with us.	Bidder may have to design the API or SDK in coordination with respective CCTV SI or police dept.
294	Section 5	298	6.43.4	Interface with other applications	Since this has been left open ended we understand that this is not within the scope of the current project.	Integration with other system is in scope of bidder as per RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
295	Section 5	298	6.43.5	Integration with Video Surveillance (City surveillance projects) UP state have either installed CCTV surveillance cameras or are in phase of planning for the same. These are being monitored through UP POLICE 100 and OMC established in the same city. State-wide emergency response system should be so designed that it should be able to receive IP surveillance camera feeds on the dispatcher screen (third monitor). Only specific feed of identified camera should be streamed to the dispatcher module. The streaming of feed may be done through VPN connectivity over the Internet.	It is assumed that the API/SDK of the relevant System would be shared with us.	Bidder may have to design the API or SDK in coordination with respective CCTV SI or police dept.
296		299	6.43.6	Integration with existing security apps The bidder shall be responsible for integrating the central integrated Emergency Response system with existing applications on women	Apart from "1090" which other helpline would the CAD have to be interfaced with, kindly confirm the relevant workflow.	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				security like "1090" Women helpline mobile application launched by the UP govt. for the safety of women in UP state and other UP govt. mobile applications.		
297		299	6.43.7	Integration with CCTNS The bidder shall be responsible for integrating the centralized integrated emergency response system with existing CCTNS system launched by UP govt., for cross referencing of call for service (CFS) / case id converted into FIR in CAD solution of Emergency Response System.	Kindly specify the parameters for relevant integration between the CCTNS & CAD system .	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.
298		299	6.43.8	Integration with Dial 108 System The bidder shall be responsible for integrating the centralized integrated emergency response system with existing Dial 108 system to exchange the information between systems.	Please specify the relevant workflow as to how the CFS exchange would be done between the two systems.	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
299	Section 5	299	6.43.7	Integration with CCTNS The bidder shall be responsible for integrating the centralized integrated emergency response system with existing CCTNS system launched by UP govt., for cross referencing of call for service (CFS) / case id converted into FIR in CAD solution of Emergency Response System.	Please elaborate the requirements with expected work-flow for integration.	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.
300	Section 5	299	6.43.8	Integration with Dial 108 System The bidder shall be responsible for integrating the centralized integrated emergency response system with existing Dial 108 system to exchange the information between systems.	Please elaborate the requirements with expected work-flow for integration.	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.
301	Section 5	299	6.44.1, Sr No – 6	Monitoring Application (Supervisors and Police officials) web applications	Please provide the quantity of users, who will be accessing the web monitoring application through Intranet & Internet at each locations in up state.	Refer training clause 8.8 in RFP for min. sizing. This is customization requirement.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
302	Section 5	299	Section: 5 Page No: 299 Clause: 6.43.7	Integration with CCTNS The bidder shall be responsible for integrating the centralized integrated emergency response system with existing CCTNS system launched by UP govt., for cross referencing of call for service (CFS) / case id converted into FIR in CAD solution of Emergency Response System.	Kindly specify the parameters for relevant integration between the CCTNS & CAD system.	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.
303	Section 5	299	Clause: 6.43.8	Integration with Dial 108 System The bidder shall be responsible for integrating the centralized integrated emergency response system with existing Dial 108 system to exchange the information between systems.	Please specify the relevant workflow as to how the CFS exchange would be done between the two systems.	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.
304	Section 5	299	Clause: 6.44.1	Monitoring Application (Supervisors and Police officials) web applications	Please provide the quantity of users, who will be accessing the web monitoring application through Intranet & Internet at each locations in up state.	Refer training clause 8.8 in RFP for min. sizing. This is customization requirement.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
305	Section 5	299	6.43.6	Integration with existing security apps The bidder shall be responsible for integrating the central integrated Emergency Response system with existing applications on women security like "1090" Women helpline mobile application launched by the UP govt. for the safety of women in UP state and other UP govt. mobile applications.	Apart from "1090" which other helpline would the CAD have to be interfaced with, kindly confirm the relevant workflow.	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.
306	Section 5	299	6.43.7	Integration with CCTNS The bidder shall be responsible for integrating the centralized integrated emergency response system with existing CCTNS system launched by UP govt., for cross referencing of call for service (CFS) / case id converted into FIR in CAD solution of Emergency Response System.	Kindly specify the parameters for relevant integration between the CCTNS & CAD system .	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
307	Section 5	299	6.43.8	Integration with Dial 108 System The bidder shall be responsible for integrating the centralized integrated emergency response system with existing Dial 108 system to exchange the information between systems.	Please specify the relevant workflow as to how the CFS exchange would be done between the two systems.	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.
308	Section 5	299		Integration with existing security apps The bidder shall be responsible for integrating the central integrated Emergency Response system with existing applications on women security like "1090" Women helpline mobile application launched by the UP govt. for the safety of women in UP state and other UP govt. mobile applications.	Apart from "1090" which other helpline would the CAD have to be interfaced with, kindly confirm the relevant workflow.	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.
309	Section 5	299	6.43.7	Integration with CCTNS The bidder shall be responsible for integrating the centralized integrated emergency response system with existing CCTNS system launched by UP govt., for cross	Kindly specify the parameters for relevant integration between the CCTNS & CAD system .	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				referencing of call for service (CFS) / case id converted into FIR in CAD solution of Emergency Response System.		
310	Section 5	299		Integration with Dial 108 System The bidder shall be responsible for integrating the centralized integrated emergency response system with existing Dial 108 system to exchange the information between systems.	Please specify the relevant workflow as to how the CFS exchange would be done between the two systems.	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.
311	Section 5	318		Outbound voice CO: CO responsible to call back the citizens. Call backs may happen in case of missed calls, dropped calls, SMS or email regarding call backs.	Categorisation of Inbound & Outbound required for only calling or for all different channels of communication	Please refer pg. no. 317 of RFP
312	Section 5	318	Clause: 8	Outbound voice CO: CO responsible to call back the citizens. Call backs may happen in case of missed calls, dropped calls, SMS or email regarding call backs.	Categorisation of Inbound & Outbound required for only calling or for all different channels of communication? Kindly Confirm	Please refer pg. no. 317 of RFP

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
313	Section 5	318		Outbound voice CO: CO responsible to call back the citizens. Call backs may happen in case of missed calls, dropped calls, SMS or email regarding call backs.	Categorisation of Inbound & Outbound required for only calling or for all different channels of communication	Please refer pg. no. 317 of RFP
314	Section 5	323	8.4	Training Requirement	How many Training licenses are required? Overall how many production licenses are required at each site.	Refer page 645 in RFP for no. of trainees
315	Section 5	323	Clause: 8.4	Training Requirement	How many Training licenses are required? Overall how many production licenses are required at each site.	Refer page 645 in RFP for no. of trainees
316	Section 5	323	8.4	Training Requirement	How many Training licenses are required? Overall how many production licenses are required at each site.	Refer page 645 in RFP for no. of trainees
317	Section 5	323	8.4	Training Requirement	How many Training licenses are required? Overall how many production licenses are required at each site?	Refer page 645 in RFP for no. of trainees

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
318	Section 5	357	Project Milestone		Request you to please change the project milestones as per below: 1). Manpower Deployment- T + 3 Months 2). Document Delivery- T+ 4 Months 3). Setup DC & DR- T+8 Months 4). Setup UP Police 100, OMC & Other Locations- T+6 Months 5). Setup of Network Security- T+7 Months 6). Setup of MDT Devices at Vehicles- T + 5 Months 7). Integration & Testing- T+12 Months 8). Manpower Milestone- T+ 6 Months 9). UAT & Go-Live- T+ 15 Months	Tender conditions prevail.
319	Section 5	357	Project Milestones		Request you to please change the project milestones as per below: 1). Manpower Deployment- T + 3 Months 2). Document Delivery- T+ 4 Months 3). Setup DC & DR- T+8 Months 4). Setup UP Police 100, OMC & Other Locations- T+6 Months 5). Setup of Network Security- T+7 Months 6). Setup of MDT Devices at Vehicles- T + 5 Months 7). Integration & Testing- T+12 Months 8). Manpower Milestone- T+ 6 Months 9). UAT & Go-Live- T+ 15 Months	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
320	Section 5	362		Acceptance Criteria	Acceptance Criteria for delivering of the link should be defined clearly. Ping test till customer router, testing criteria etc. should be clearly defined. The acceptance of the links should be given by the department as and when the links are delivered at the sites i.e. link with acceptance to be provided.	Refer clause 13.2 - Criteria of acceptance - Network switching
321	Section 5	367	14.1	Growth estimation for Call Volume Call Volume Data	Request provide similar data for expected Distress Alerts Volume data for "Mobile Application for citizen" as part of the current requirement.	Bidder to design the solution based on experience in this domain and referring to similar other projects.
322	Section 5	367	Clause: 14.1	Growth estimation for Call Volume Call Volume Data	Request provide similar data for expected Distress Alerts Volume data for "Mobile Application for citizen" as part of the current requirement.	Bidder to design the solution based on experience in this domain and referring to similar other projects.
323	Section 5	368		General	Please provide No of internal users, external users, employee, concurrent users who will access Helpdesk solution.	Min. requirement is mentioned in clause 14 of section 5 in RFP

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
324	Section 5	369		Application users	We understand that UP Police has provided modules wise number of minimum users , Can you please provide total number of HRMS, Finance, Inventory users? This information will help bidders in sizing the solution appropriately	Application users per month basis have been defined in clause 14 of section 5 in RFP
325	Section 5	369	Application users	Application users	Total number of ERP (HRMS, Finance, Inventory) users at Go-live and in next 24 months.	Application users per month basis have been defined in clause 14 of section 5 in RFP
326	Section 5	369		Application users	Total number of concurrent ERP (HRMS, Finance, Inventory) users at Go-live and in next 24 months.	Application users per month basis have been defined in clause 14 of section 5 in RFP
327	Section 5	369	Application users	Application users	Can you please provide break up of ERP (HRMS, Finance, Inventory) Users 1. Number of users who would need access to all modules HRMS , Finance , Inventory 2. Number of users who would need access to specific Module(HRMS/Finance /Inventory) only ? 3. Number of users who would need access to specific activity /Task only ? 4. Number of users who would need access to only basic /read only functionalities such as View pay slip etc. ?	Application users per month basis have been defined in clause 14 of section 5 in RFP

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
328	Section 5	369	14.2.2	Application users	<p>We understand in section 14.2.2 the minimum number of user is specified however can you please provide following information to get more clarity for the capacity planning of the proposed solution :</p> <p>1- Expected number of total users for Citizen portal and what will be the percentage of concurrent users?</p> <p>2- What is the expected volume of data that will reside in Citizen Portal at go live and in next 24 months?</p> <p>3-What will be the total number of users for Intranet portal and what will be the percentage of concurrent users</p> <p>4-What will be total volume of data that will reside in Intranet Portal at go live and in next 24 months?</p> <p>5-What will be the total number of users for Document Management System and what will be the percentage of concurrent users</p> <p>6-What will be total volume of data that will reside in Document Management System Portal at go live and in next 24 months?</p> <p>7-What is the expected number of request per second for citizen portal and Intranet Portal at go live and in next 24 months?</p>	Application users per month basis have been defined in clause 14 of section 5 in RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
329	Section 5	369	14.2.2		Under number of users required to be trained for MIS Software, the count is mentioned as about indicative 160 users (Sr. police officials upto SSP/SP levels). But in section 14.2.2, in serial no 7, the user counts for Data warehouse & BI is given as 50. Can we assume indicative 160 users (rounding off 200) will be required to be given access to BI. If yes kindly, update the count in sections 14.2.2 for BI users as 200 users	Please refer corrigendum
330	Section 5	377	14.4.5	Hardware at Field S1No. 10: VHF 4W antenna qty is 3200 noTs.	As per Page 807 Scope of work VHF 4W antenna (Transceiver VHF Mobile radio 25 Watt Synthesized) includes transceiver VHF Mobile radio 25 Watt Synthesized with 0db gain ¼ wave mobile metallic Antenna with 3 meters cable, connector with magnetic base of reputed brand: OEM test certification to be attached . Please confirm that under the heading of "VHF 4W antenna1' includes VHF Mobile Radio transceiver of 25 watts. This is required for 4 wheeler Mobile vans and it is in addition to the requirement of VHF static radio device quantity mentioned in Hardware requirements.	VHF sets should be provisioned along with the antenna. Number of mobile and fixed antenna clearly mentioned in the RFP
331	Section 5	378	14.4.6, Sr No – 8	Computer Aided Dispatch (CAD) license I. Communication officer license ii. Dispatch officer license	Please provide the quantity of license required with break-up of CO, DO & Supervisor licenses in each Control rooms at Main Control room Lucknow and OMC at Varanasi & Agra.	Refer clause 14 under section 5 of RFP

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				lii. Supervisor and Special dispatch unit license		
332	Section 5	378	14.4.6, Sr No – 9	Web and Desktop Application for Monitoring - Police officials	How many Desktop license required for police officials? How many users (police officials) will be accessing the web based application across the up state?	Desktop application is only for supervisors and web application for other officials. Please refer specifications sheet carefully.
333	Section 5	378	14.4.6, Sr No – 13	CAD Mobile Software for MDT license	How many MDT SW licenses required for the project?	Bidder to size based on min. sizing of MDT defined in RFP
334	Section 5	378	14.4.6, Sr No – 18	Patrol Management System	Its web based application access by police official in control room as well as on field. Please provide the no. of users accessing this application.	Refer clause 14.2.2 Application users for min. sizing per month
335	Section 5	378	Clause: 8	Computer Aided Dispatch (CAD) license I. Communication officer license ii. Dispatch officer license lii. Supervisor and Special dispatch unit license	Please provide the quantity of license required with break-up of CO, DO & Supervisor licenses in each Control rooms at Main Control room Lucknow and OMC at Varanasi & Agra.	Refer clause 14 under section 5 of RFP

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
336	Section 5	378	Clause: 9	Web and Desktop Application for Monitoring - Police officials	How many Desktop license required for police officials? How many users (police officials) will be accessing the web based application across the up state?	Desktop application is only for supervisors and web application for other officials. Please refer specification carefully.
337	Section 5	378	Clause: 13	CAD Mobile Software for MDT license	How many MDT SW licenses required for the project?	Bidder to size based on min. sizing of MDT defined in RFP
338	Section 5	378	Clause: 18	Patrol Management System	Its web based application access by police official in control room as well as on field. Please provide the no. of users accessing this application.	Refer clause 14.2.2 Application users for min. sizing per month
339	Section 5	379	Point No.: 14.4.7	Connectivity between DC to DR, OMC Agra, OMC Varanasi	Kindly share the local contact person details along with name and contact number at OMC Agra and Varanasi for network feasibility	Details will be provided to successful bidder in due course

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
340	Section 5	379	Point No.: 14.4.7	Internet lease line – DC and DRC from 2 different service provider	Department has asked for Internet from two different service providers. So, kindly confirm that does department have their own Public IP pool or not otherwise failover of traffic will not be possible between Internet service providers. Its recommended to change this clause to ILL connectivity from single service provider from two different PoP and two different last mile where secondary last mile should be from some OSP.	Tender conditions prevail.
341	Section 5	379		Network	It is observed that Bandwidth sizing has not been mentioned for DC- DR replication, bandwidth requirement at OMC, DC & DR. Also for Internet bandwidth has not been mentioned. Kindly provide the details of the bandwidth for DC-DR Replication link, Internet	Minimum user sizing is defined in clause 14 of section 5 of RFP. Bidder needs to do minimum sizing as per solution requirement
342	Section 5	379		Network: 6Mbps for video conferencing	It is asked to provide 6 Mbps at 15 locations. Kindly mention the details of locations where the VC would be done	Please refer corrigendum
343	Section 5	380	Point No.: 14.4.7	6Mbps of bandwidth is required at 15 locations for VC	Kindly confirm the details of these locations and whether these 15 locations will be over and above 4Mbps and do service provider need to provide a separate link for same	Please refer corrigendum
344	Section 5	380		Network: 4 Mbps connectivity at 75 Districts control rooms,8 Police zone of state,18 range of state police,25 Police Units	Kindly share the detailed address of all 126 locations in order to get the feasibility done.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
345	Section 5	380		SIM of Mobile phones for vehicles - 4800	Please mention if these SIMS would only be used for Voice calling or Data would also be required on these SIMS. In case of only Voice kindly mention the calling details i.e. CUG, Local, STD etc.	Only for Voice calling facility
346	Section 5	381	Payment Milestone		<p>Request to please change the Payment Terms as below: DC & DRC- Hardware- 60% on Hardware Delivery, 30% Installation, 10% on Go-Live</p> <p>UP Police 100 & other locations- Request you to please change the payment terms as payment on pro-rata basis.</p> <p>Request you to please separate the payment terms for DC and Monitoring Centers</p>	Tender conditions prevail.

347	Section 5	381		<p>15 Payment Milestone The payment milestones have been defined separately for eight different components required in this project. Explanations for each of these are elucidated below. . The bidder is required to obtain prior approval of the GoUP before placement of orders to the OEMs/service providers. Payment terms are associated with goods and services rendered with quantities pre-approved by the customer (the quantities mentioned in RFP are indicative numbers; actual numbers could vary in some cases). The warranty/AMC of goods and services rendered at a date later than initial date would require additional warranty for differential period.</p> <p>1. DRC Capital expenditure (CAPEX1) incurred in setting up of Disaster recovery center (DRC) would be classified under this category. It would include hardware and application software installed at DRC. The incurred costs of the constituents of DRC should be provided by the Bidder in Section 4 in table A2, B1,</p>	<p>Request modification as follows</p> <p>1. DRC Capital expenditure (CAPEX1) incurred in setting up of Disaster recovery center (DRC) would be classified under this category. It would include hardware and application software installed at DRC. The incurred costs of the constituents of DRC should be provided by the Bidder in Section 4 in table A2, B1, B2 and G. The payment milestones for CAPEX1 are as under: S. No. Milestone Payment 1. Supply, Installation and testing of hardware and asset entry in the Asset Manager 40% 70% of CAPEX1 2. Functional and Integration testing of entire system including hardware, software, network and other components 20% 10% of CAPEX1 3. Go-Live DRC 20% 10% of CAPEX1 4. Go-Live + 6 months 40% 5% of CAPEX1 5. Go-Live + 12 months 40% 5% of CAPEX1</p> <p>2. DC + Monitoring center Capital expenditure (CAPEX 2) incurred in setting up of Data Centre (DC) and Monitoring Centre would be classified under this category. It would include hardware and application software installed at DC and monitoring centre. The incurred costs of the constituents of DC and Monitoring Centre should be provided by the Bidder in Section 4 in tables A1, B1, B2 and G. The payment milestones for CAPEX 2 are as under: S. No. Milestone Payment 1 Supply, Installation and testing of hardware and asset entry in the Asset Manager 40% 70% of CAPEX2 2 Functional and Integration testing of entire system including hardware, software, network and other components 20% 10% of CAPEX2</p>	Tender conditions prevail.
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				<p>B2 and G. The payment milestones for CAPEX1 are as under:</p> <p>S. No. Milestone Payment</p> <p>1. Supply, Installation and testing of hardware and asset entry in the Asset Manager 40% of CAPEX1</p> <p>2. Functional and Integration testing of entire system including hardware, software, network and other components 20% of CAPEX1</p> <p>3. Go-Live DRC 20% of CAPEX1</p> <p>4. Go-Live + 6 months 10% of CAPEX1</p> <p>5. Go-Live + 12 months 10% of CAPEX1</p> <p>2. DC + Monitoring center Capital expenditure (CAPEX 2) incurred in setting up of Data Centre (DC) and Monitoring Centre would be classified under this category. It would include hardware and application software installed at DC and monitoring centre. The incurred costs of the constituents of DC and Monitoring Centre should be provided by the Bidder in Section 4 in tables A1, B1, B2 and G. The payment milestones for CAPEX 2 are as under:</p>	<p>3 Go-Live at DC, DRC and Monitoring center and their integration 20% 5% of CAPEX2</p> <p>4 Go-Live + 6 months 10% 5% of CAPEX2</p> <p>1. Maintenance of Network bandwidth between sites (DC, DRC, Monitoring center, UP POLICE 100, OMCs). This is based on actual commissioned and functional links. Quarterly payment of the actual bandwidth charges</p> <p>2. Maintenance of Network bandwidth between all other sites (DC, DRC, Monitoring center, other sites locations). This is based on actual commissioned and functional links. Quarterly payment of the actual bandwidth charges</p>	
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				<p>S. No. Milestone Payment</p> <p>1 Supply, Installation and testing of hardware and asset entry in the Asset Manager 40% of CAPEX2</p> <p>2 Functional and Integration testing of entire system including hardware, software, network and other components 20% of CAPEX2</p> <p>3 Go-Live at DC, DRC and Monitoring center and their integration 20% of CAPEX2</p> <p>4 Go-Live + 6 months 10% of CAPEX2</p> <p>1. Maintenance of Network bandwidth between sites (DC, DRC, Monitoring center, UP POLICE 100, OMCs). This is based on actual commissioned and functional links. Quarterly payment of the actual bandwidth charges</p> <p>2. Maintenance of Network bandwidth between all other sites (DC, DRC, Monitoring center, other sites locations). This is based on actual commissioned and functional links. Quarterly payment of the actual bandwidth charges</p>		
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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
348	Section 5	381	Payment Milestone		Request to please change the Payment Terms as below: DC & DRC- Hardware- 60% on Hardware Delivery, 30% Installation, 10% on Go-Live UP Police 100 & other locations- Request you to please change the payment terms as payment on pro-rata basis. Request you to please separate the payment terms for DC and Monitoring Centers	Tender conditions prevail.
349	Section 5	393	IPSG.REQ.005	Analogy, Digital, IP,SIP(3rd party SIP phone), Wireless IP Phone	Digital Phones are obsolete technology and replaced by IP Phones. Requesting department to remove Digital phones.	Tender conditions prevail.
350	Section 5	393	IPSG.REQ.005	Analogy, Digital, IP,SIP(3rd party SIP phone), Wireless IP Phone	Digital Phones are obsolete technology and replaced by IP Phones. Requesting to remove Digital phones.	Tender conditions prevail.
351	Section 5	395	IPSG.REQ.007	The IP PBX should be modular, expandable, embedded IP server-gateway/server based architecture, having Unix or Linux or equivalent operating system software based platform. The system shall have hot standby/Active-Active arrangement so that it should continue to operate in case of failure or maintenance of main	Windows OS should be added to list of Operating system to ensure vendor choice.	Bidder may propose equivalent OS also as mentioned in the clause.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				processor or power supply or interfacing card or CPU etc. The system should support IP or SIP as well as TDM. The TDM can be supported through an external Gateway.		
352	Section 5	401	ACD.RE Q.01	ACD (Hardware & Software) shall be provided in high availability configuration.	Can you Please provide detail on following ? 1- existing exchange system and caller system and also the integration required with new system. 2- The existing caller system like Cisco, to check its sync with proposed system.	There is no existing contact centre solution to be integrated with new system in the State

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
353	Section 5	401	ACD.RE Q.01/ CRM	Capacity Planning	Can you please provide the details regarding CRM sizing and year wise growth rate; 1. Internal User I. Total Number of Internal Users ii. Concurrent CRM Users iii. Growth Rate YOY 2. External User i. Total Number of External Users ii. Concurrent CRM Users iii. Growth Rate YOY 3. Transactions i. Peak # Transactions / hour ii. Growth Rate YOY 4. Database i. Growth Rate YOY ii. CRM DB Size Please confirm for how many years the sizing to be done?	Min. requirement are given in RFP under clause 14 of section 5 in RFP
354	Section 5	401	ACD.RE Q.01/ CRM	SW/HW Environment	Can you please confirm that Separate Environment is required for Development/ Testing and Staging ?	Refer clause 9.5, section 5 of RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
355	Section 5	414	Minimum Software Specifications/Multimedia System (Email, Chat, SMS) /	Sizing Query for Email	Can you please provide following information, it will help bidders in appropriate capacity planning of E-mail solution: 1- how many users or mailboxes email solution should be providing 2-What should be the mailbox size for each user e.g. 500MB/1 GB etc. 3-How many total mails are sent/received per mailbox/day=e.g. 50/100 mails etc. 4-What is the average mail size =e.g. 10KB/20KB etc. 5-Do we need to have email solution provided at DR site also 6-Any other messaging feature required like Archiving, Journaling etc. If yes please provide details	Email solution as per GOI guidelines for all government institutions and officers shall be implemented and integrated.
356	Section 5	416	Minimum Software Specifications/CTI.REQ.02/	The CTI shall be capable of integrating with other application like CRM as per requirement.	We understand that CTI solution should be able to integrate with CRM system , Can you please clarify following : Is there an existing CRM ? If yes can you please share the details or the bidder is supposed to provide CRM solution as part of his proposed solution This information will help bidders in proposing the complete and optimal solution.	There is no existing CRM. Bidder to design the solution as per RFP requirement.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
357	Section 5	417		Management Access to the system shall be secure. Access mechanisms viz. SSH, HTTPS shall be used to facilitate user authentication, authorization, accounting (AAA) using LDAP or Active directory or Directory services etc. and provide information about users who have login into the system and the specific commands entered by them.	Do you have any existing Access Management /LDAP Solution or do you want bidder to propose a Access and Identity Management Solution that integrates and provides access control solution for the overall solution	Bidder to provide IAMS Solution
358	Section 5	420		Reporting System Should be able to support Automatic call distributor (ACD)	Does this means that reporting system should be able to pull reports based on data from ACD system	Yes
359	Section 6	421	6.21.7	Contact Center Reporting	There is a pre-built analytics application for Contact Center, is that preferable over a bespoke reporting and analytics approach. If yes, please give an estimate of how many users will be accessing these contact center reports	Tender conditions prevail.
360	Section 5	424	LD.REQ.001	System should be capable to detect the location of the caller through subscriber detail record (SDR) database and call detail record (CDR).Bidder shall	Is the existing telephone subscriber data geotagged . Has the state mandated the telephone providers to share the cellphonecaller location to UP D100.	Please refer Pg. No. 288 of RFP. Bidder to design the solution appropriately as per RFP requirement

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				create the database for SDR and CDR details also.		
361	Section 5	424	Clause: LD.REQ.001	System should be capable to detect the location of the caller through subscriber detail record (SDR) database and call detail record (CDR).Bidder shall create the database for SDR and CDR details also.	Is the existing telephone subscriber data geotagged . Has the state mandated the telephone providers to share the cellphone caller location to UP D100. Kindly Confirm	Please refer Pg. No. 288 of RFP. Bidder to design the solution appropriately as per RFP requirement
362	Section 5	424	LD.REQ.001	System should be capable to detect the location of the caller through subscriber detail record (SDR) database and call detail record (CDR).Bidder shall create the database for SDR and CDR details also.	CDR generation at Telecom Service Provider is generally delayed and this data shall not be useful for immediate location query, considering CDR from TSP will only be available after 15-30 minutes. We believe system requires taking accurate location of subscriber/victim by direct integration with TSP through LBS System / GMLC as applicable.	Please refer Pg. No. 288 of RFP. Bidder to design the solution appropriately as per RFP requirement

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
363	Section 5	424	Clause: LD.REQ.001	System should be capable to detect the location of the caller through subscriber detail record (SDR) database and call detail record (CDR).Bidder shall create the database for SDR and CDR details also.	CDRs from Telecom Service Provider only contain cell-id information. This provides inaccurate location of suspect. Kindly suggest that system shall require accurate location of the suspect, victim, and subscriber through integration with TSP using one or all of the following: 1. LBS if available at TSP Premises 2. New LBS to be setup along with delivery for this RFP 3. By Integration with GMLC of TSP if available and working 4. By providing new LBS solution with accuracy, to ensure that accurate location is received every time	Please refer Pg. No. 288 of RFP. Bidder to design the solution appropriately as per RFP requirement
364	Section 5	424	LD.REQ.001	System should be capable to detect the location of the caller through subscriber detail record (SDR) database and call detail record (CDR).Bidder shall create the database for SDR and CDR details also.	SDR based location detection is applicable only for PSTN/Landline Subscribers? For Mobile subscribers location detection shall be through LBS setup, LBS Integration, GMLC or other methods? Kindly clarify.	Please refer Pg. No. 288 of RFP. Bidder to design the solution appropriately as per RFP requirement
365	Section 5	424	LD.REQ.002	User will register on UP POLICE 100 portal with their IoT device information. If any case comes into CAD through registered devices. System should be capable to capture the latitude & longitude coordinates from registered devices (which	Kindly clarify that the IoT device shall be GPS capable and it will be providing latitude longitude information	We understand that IoT devices used as alert generation stroke panic mode typically will have GPS capability.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				are connected to the internet) and detect the location of the user.		
366	Section 5	424	LD.REQ.002	User will register on UP POLICE 100 portal with their IoT device information. If any case comes into CAD through registered devices. System should be capable to capture the latitude & longitude coordinates from registered devices (which are connected to the internet) and detect the location of the user.	Kindly clarify that if the IoT device is 3G/2G network enabled that location detection for such device shall be done through Location Detection Interface/LBS System supplied as part of this solution	Yes
367	Section 5	424	LD.REQ.003	System should be capable to receive the latitude & longitude coordinates and detect the location of the user and Also should be able to integrate with CAD to send the location.	Considering centralization of all location detection requests, it is suggested that the Mobile App shall be provided by provider for Location Detection Interface/LBS System	Refer clause 6.24 of section 5 in RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
368	Section 5	424	LD.REQ.001	System should be capable to detect the location of the caller through subscriber detail record (SDR) database and call detail record (CDR).Bidder shall create the database for SDR and CDR details also.	Is the existing telephone subscriber data geotagged . Has the state mandated the telephone providers to share the cellphone caller location to UP D100.	Please refer Pg. No. 288 of RFP. Bidder to design the solution appropriately as per RFP requirement
369	Section 5	424		System should be capable to detect the location of the caller through subscriber detail record (SDR) database and call detail record (CDR).Bidder shall create the database for SDR and CDR details also.	CDR only has the cell id based location, which won't be accurate as in Urban areas cell id radius might range from 200 mtrs to few kms and in rural areas the cell id radius might go upto 15-20 kms? Kindly confirm that primary location details should be done through Emergency Location Query on the TSP network and appropriate infrastructure for this requirement should be passed as response to this RFP	Please refer Pg. No. 288 of RFP. Bidder to design the solution appropriately as per RFP requirement
370	Section 5	424		System should be capable to detect the location of the caller through subscriber detail record (SDR) database and call detail record (CDR).Bidder shall create the database for SDR and CDR details also.	The CDRs are generated at TSP MSCs and based on the configuration at the MSCs the CDRs are some times generated with a delay of 10-30 mins as well. To identify location of distress call through CDR might be delayed and this is not an accurate source to identify the location.	Please refer Pg. No. 288 of RFP. Bidder to design the solution appropriately as per RFP requirement

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
371	Section 5	424		System should be capable to detect the location of the caller through subscriber detail record (SDR) database and call detail record (CDR).Bidder shall create the database for SDR and CDR details also.	We understand that SDR based location detection is for PSTN/Landline Subscribers only? For Cellular subscribers location should be detected through Emergency Location Query on TSP network	Please refer Pg. No. 288 of RFP. Bidder to design the solution appropriately as per RFP requirement
372	Section 5	424		User will register on UP POLICE 100 portal with their IoT device information. If any case comes into CAD through registered devices. System should be capable to capture the latitude & longitude coordinates from registered devices (which are connected to the internet) and detect the location of the user.	Please provide more details on the specifications and connectivity of IoT device. The location of IoT device has to be determine by GPS or through internet network , or through TSP connectivity if IoT device is using GPRS/3G?	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.
373	Section 5	424		System should be capable to receive the latitude & longitude coordinates and detect the location of the user and Also should be able to integrate with CAD to send the location.	Kindly clarify and confirm that Mobile App also needs to be supplied by LBS vendor to meet this requirement?	Refer clause 6.24 of section 5 in RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
374	Section 5	424		System should be capable to detect the location of the caller through subscriber detail record (SDR) database and call detail record (CDR). Bidder shall create the database for SDR and CDR details also.	Does GoUP has any existing master database for location and subscriber	Please refer Pg. No. 288 of RFP. Bidder to design the solution appropriately as per RFP requirement
375	Section 5	424		User will register on UP POLICE 100 portal with their IoT device information. If any case comes into CAD through registered devices. System should be capable to capture the latitude & longitude coordinates from registered devices (which are connected to the internet) and detect the location of the user.	What sort of IOT devices will be registered with UP police. What all information will be provided by these device. Will these device have fixed location/installation or will they be mobile	Details will be provided to successful bidder in due course
376	Section 5	425	LD.REQ.004	System should be capable to receive the SMS with mobile number and text message. It should detect the location of the sender based on SDR and CDR database	CDR generation at Telecom Service Provider is generally delayed and this data shall not be useful for immediate location query, considering CDR from TSP will only be available after 15-30 minutes. We believe system requires taking accurate location of subscriber/victim by direct integration with TSP through LBS System / GMLC as applicable.	Please refer Pg. No. 288 of RFP. Bidder to design the solution appropriately as per RFP requirement

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
377	Section 5	425		SMS Location Detection: System should be capable to receive the SMS with mobile number and text message. It should detect the location of the sender based on SDR and CDR database	<p>This service needs to be facilitated by the UP Police. In case, this is to be done by ISP then UP Police will have to provide a Mandate to various operators to integrate at GMLC data base and share the access in order to track the location. This can only be done from a central server for which department has to issues mandate to all service providers</p> <p>In case the Telecom Operator does not have LBS infrastructure or does not have the requisite capacity in its LBS infrastructure, then the Location Gateway should act as a hosted GMLC in itself, and should be able to directly talk to Telecom Operator's HLR or MSC to obtain caller location information.</p> <p>Taking permission from all telcos for getting the location details for the caller has to be facilitated and provided as a mandate to all telcos.</p>	The bidder is required to design the solution irrespective of availability or unavailability of servers of TSPs. Bidder to coordinate with dept. for necessary approvals

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
378	Section 5	425		System should be capable to receive the SMS with mobile number and text message. It should detect the location of the sender based on SDR and CDR database	The location of the sender based on SDR/CDR is not an accurate and appropriate, considering our earlier query wherein we highlighted the limitation of CDR generation and identifying location from CDR/SDR. Kindly confirm that location detection should be done through Emergency Location Query, and this should be accurate as per DoT recommendations for Location Query and if system at TSP is not capable for the same, than the bidder needs to provide solution meeting this requirement.	<p>The location of the distress caller will come from 4 sources:</p> <ol style="list-style-type: none"> 1. Location will be shared by caller over the call 2. Using LBS, once it is up and running 3. Using SDR/CDR databases, if the user is calling from his/her residence 4. Using GPS enabled devices used by the caller 5. Minimum location accuracy as per DoT guidelines

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
379	Section 5	426	CAD.REQ.001	The CAD software should be capable to receive call (Mobile, Landline),SMS, chat, email, VOIP (like Skype to Skype),social media like Facebook, Twitter, IOT (internet of things) like sensors, panic button and mobile apps to create an appropriate case and send the relevant case to the Dispatch Officer after case assessment	Criteria for creating an incident/case in the system based on the data received from Twitter/ WhatsApp/ Facebook automatically ? Or would it be upto the SOP criteria provided by the UP Police regarding the same.	All Cases should be created for all defined channels and others mode as per RFP and SOP to be designed at later stage
380	Section 5	426	Clause: CAD.REQ.001	The CAD software should be capable to receive call (Mobile, Landline),SMS, chat, email, VOIP (like Skype to Skype),social media like Facebook, Twitter, IOT (internet of things) like sensors, panic button and mobile apps to create an appropriate case and send the relevant case to the Dispatch Officer after case assessment	Criteria for creating an incident/case in the system based on the data received from Twitter/Watts App/Facebook automatically ? Or would it be upto the SOP criteria provided by the UP Police regarding the same.	All Cases should be created for all defined channels and others mode as per RFP and SOP to be designed at later stage

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
381	Section 5	426	CAD.REQ.001	The CAD software should be capable to receive call (Mobile, Landline),SMS, chat, email, VOIP (like Skype to Skype),social media like Facebook, Twitter, IOT (internet of things) like sensors, panic button and mobile apps to create an appropriate case and send the relevant case to the Dispatch Officer after case assessment	Criteria for creating an incident/case in the system based on the data received from Twitter/Wats App/Facebook automatically ? Or would it be upto the SOP criteria provided by the UP Police regarding the same.	All Cases should be created for all defined channels and others mode as per RFP and SOP to be designed at later stage
382	Section 5	426		The CAD software should be capable to receive call (Mobile, Landline),SMS, chat, email, VOIP (like Skype to Skype),social media like Facebook, Twitter, IOT (internet of things) like sensors, panic button and mobile apps to create an appropriate case and send the relevant case to the Dispatch Officer after case assessment.	Will case assessment will be done manually before it is sent to Dispatch Officer	Assessment by Communication officers (CO). Bidder to provide the training on SOP to CO.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
383	Section 5	426	CAD.REQ.001	The CAD software should be capable to receive call (Mobile, Landline), SMS, chat, email, VOIP (like Skype to Skype), social media like Facebook, Twitter, IOT (internet of things) like sensors, panic button and mobile apps to create an appropriate case and send the relevant case to the Dispatch Officer after case assessment	Criteria for creating an incident/case in the system based on the data received from Twitter/Wats App/Facebook automatically? Or would it be upto the SOP criteria provided by the UP Police regarding the same.	All Cases should be created for all defined channels and others mode as per RFP and SOP to be designed at later stage
384	Section 5	428	CAD.REQ.014	The CAD should be able to create case with data received from Facebook, Twitter, WhatsApp and any two more open source API of social networking site. These other two open source API will be decided at later stage.	Integration with Social Media Platform are done only through API's published by the respective platforms . WhatsApp has not published its API's , hence Integration with WhatsApp currently is not possible.	Bidder to provide the integration of WhatsApp and any other such application when its API are available during the contract period. Bidder to coordinate the same.

385	Section 5	428		<p>After entering the details from the input source (call or SMS or email or mobile application or chat or WhatsApp or other), officer will create case with unique id and pass on cases as per the standard operating procedure.</p> <p>The officer should be able to communicate with physically challenged citizen through SMS, Mobile chat like WhatsApp, Facebook, twitter, video relay services</p> <p>An interface with CAD will be created to make available to investigating officers of police stations all information relating to a specific call and its related content like audio record of first and subsequent calls, other textual, audio or video content provided by one or more callers through different media like phone, SMS, mail, VoIP, WhatsApp, social media etc.</p> <p>The CAD should be able to create case with data received from Facebook, Twitter, WhatsApp and any two more open source API of social networking site.</p>	<p>Integration with Social Medias is done only through API's published. WhatsApp has not published its API's , hence Integration with WhatsApp currently is not possible.</p>	<p>Bidder to provide the integration of WhatsApp and any other such application when its API are available during the contract period. Bidder to coordinate the same.</p>
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				<p>These other two open source API will be decided at later stage.</p> <p>The CAD should merge the cases if the citizen is calling from call and sharing the data through social media (Facebook, twitter, WhatsApp) like images, audio file, video file in the system. Data should be collated in one case in these kind of scenarios</p>		
386	Section 5	428		<p>If an officer is offline then the citizen should be able to send the messages to chat window and message</p>	<p>Shouldn't chat be assigned to another available officer.</p>	<p>Yes.</p>

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				should be received as an email to officer		
387	Section 5	428		The CAD should be able to create case with data received from Facebook, Twitter, WhatsApp and any two more open source API of social networking site. These other two open source API will be decided at later stage.	Is GoUP looking for monitoring and listen social media websites for proactive action based on conversation happening on these sites	Yes, an effective mechanism is required to manage social media
388	Section 5	429	CAD.REQ.015	The CAD should merge the cases if the citizen is calling from call and sharing the data through social media (Facebook, twitter, WhatsApp) like images, audio file, video file in the system. Data should be collated in one case in these kind of scenarios	Integration with Social Media Platform are done only through API's published by the respective platforms . WhatsApp has not published its API's , hence Integration with WhatsApp currently is not possible.	Bidder to provide the integration of WhatsApp and any other such application when its API are available during the contract period. Bidder to coordinate the same.
389	Section 5	430		CAD officer should be capable to transfer the call to the call center officer in other states Or same state Or transfer to dialled number by the officer	Is any integration required with call centres of other states	The Clause is self-explanatory

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
390	Section 5	437	CAD.REQ.050	General Requirement The software should have the facility to receive the information from the other government agencies like Ministry of surface and transport data, existing emergency response system like dial 100, 1091 etc.	What is the mode of communication and data exchange media between given agencies and proposed CAD.	Bidder to design a scalable and adaptable solution to receive information from various sources and multiple format.
391	Section 5	437	CAD.REQ.050	General Requirement The software should have the facility to receive the information from the other government agencies like Ministry of surface and transport data, existing emergency response system like dial 100, 1091 etc.	What is the mode of communication and data exchange media between given agencies and proposed CAD.	Bidder to design a scalable and adaptable solution to receive information from various sources and multiple format.
392	Section 5	437	Section: 5 Page No: 437 Clause: CAD.REQ.052	Standard Operating Procedures (SOP's) The software should have capabilities to set the Standard Operating Procedures (SOP) for officers. The same needs to be invoked during Case creation by the officer. It	By "Remodelling " we understand that the operator is able to edit the filled up information i.e. Case types , sub types, priorities and type of service required. Please confirm.	Yes

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				should also be possible to remodel the Case, Case sub types, priorities and type of service required by using a remodelling tool.		
393	Section 5	447	CAD.REQ.089	Solution should have fully integrated GIS module and be able to identify the location of the caller, vehicle location on pre-loaded map (GIS Maps) into officer desktop. It should have the capability and tools to view attribute details of any object	<p>1. We understand that GIS functionality is an online feature. This will require that the GIS data is updated and kept in sync reflecting all updates done by different officers for use in online environment.</p> <p>2. Considering the above we would recommend that the bidder be provided with option to maintain the GIS map and map data in a server for use by different officers instead of maintaining the map in each of the desktop.</p>	<p>Tender conditions prevail.</p> <p>Bidder should design the solution.</p>
394	Section 5	447	Section 5	Clause CAD.REQ.089 Solution should have fully integrated GIS module and be able to identify the location of the caller, vehicle location on pre-loaded map (GIS Maps) into officer desktop. It should have the capability and tools to view attribute details of any object.	The Emergency Response System, CAD and GIS system should have integrated functionality and should be from the same OEM for seamless operations.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
395	Section 5	447		Solution should have fully integrated GIS module and be able to identify the location of the caller, vehicle location on pre-loaded map (GIS Maps) into officer desktop. It should have the capability and tools to view attribute details of any object	1. We understand that GIS functionality is an online feature. This will require that the GIS data is updated and kept in sync reflecting all updates done by different officers for use in online environment. 2. Considering the above we would recommend that the bidder be provided with option to maintain the GIS map and map data in a server for use by different officers instead of maintaining the map in each of the desktop.	Tender conditions prevail. Bidder should design the solution.
396	Section 5	448	CAD.REQ.090	General Requirement There should be provision to display map from other sources in addition to the GIS map which is used in the system.	Please specify what other format of GIS Data is expected, other than, GIS map proposed by bidder.	Other sources could be Google maps etc. Bidder to design a scalable and adaptable solution.
397	Section 5	448	CAD.REQ.090	There should be provision to display map from other sources in addition to the GIS map which is used in the system.	Kindly clarify which are the other sources of map which needs be used in the system and what would be the format of these maps. Who will provide the maps and map service	Other sources could be Google maps etc. Bidder to design a scalable and adaptable solution.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
398	Section 5	448	Section: 5 Page No: 448 Clause: CAD.REQ.090	General Requirement There should be provision to display map from other sources in addition to the GIS map which is used in the system.	Please specify what other format of GIS Data is expected, other than, GIS map proposed by bidder.	Other sources could be Google maps etc. Bidder to design a scalable and adaptable solution.
399	Section 5	448		There should be provision to display map from other sources in addition to the GIS map which is used in the system.	Kindly clarify which are the other sources of map which needs be used in the system and what would be the format of these maps. Who will provide the maps and map service	Other sources could be Google maps etc. Bidder to design a scalable and adaptable solution.
400	Section 5	455	CAD.REQ.121	System Setting – CCTV camera icon display on GIS Map	Are there existing CCTV VMS in UP Police? CCTV Camera icon display on GIS Map. If so, Please provide the API/SDK for integration.	Bidder may have to design the API or SDK in coordination with respective CCTV SI or police dept.
401	Section 5	455	Clause: CAD.REQ.121	CCTV camera icon display on GIS Map	Are there existing CCTV VMS in UP Police? CCTV Camera icon display on GIS Map. If so, Please provide the API/SDK for integration.	Bidder may have to design the API or SDK in coordination with respective CCTV SI or police dept.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
402	Section 5	455	CAD.REQ.121	System Setting – CCTV camera icon display on GIS Map	Are there existing CCTV VMS in UP Police? CCTV Camera icon display on GIS Map. If so, Please provide the API/SDK for integration.	Bidder may have to design the API or SDK in coordination with respective CCTV SI or police dept.
403	Section 5	455	CAD.REQ.121	System Setting – CCTV camera icon display on GIS Map	Are there existing CCTV VMS in UP Police? CCTV Camera icon display on GIS Map. If so, Please provide the API/SDK for integration.	Bidder may have to design the API or SDK in coordination with respective CCTV SI or police dept.
404	Section 5	458	PMS.REQ.001-016 /Page529 CAD.REQ.126/ Page 458	Patrol Management System It should be possible to overlay patrol charts, actual positions and, crimes reported over a period of times. This is to analyse tactical the decisions. Were the patrol positions well chosen, did units adhere to it, even then which crimes occurred. It should be possible for the supervisors to monitor the patrol response i.e. which static positions to hold, when; which areas need mobile patrolling, when. It should be possible to analyse the extent to which	Patrol Management System in page 529 & Patrol Planning page 458 : Are these referring to same software, but different functionality	The clause is self explanatory

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				the prescription was followed by matching it with actual MDT information		
405	Section 5	459	CAD.REQ.129-175 & SA.REQ.001	Remote Viewer for Monitoring and Report Generation for Supervisor & Web and Desktop Application for Monitoring - Police officials	"Remote Viewer for Monitoring and Report Generation for Supervisor" in page 459 & Req "Web and Desktop Application for Monitoring - Police officials" in page 477 are these functionality of same software. Kindly confirm	Min. requirement is provided in the RFP. Bidder to design the solution as required.
406	Section 5	459	CAD.REQ.129-175/Pg459 SA.REQ.001 /Pg. 477	Remote Viewer for Monitoring and Report Generation for Supervisor & Web and Desktop Application for Monitoring - Police officials	"Remote Viewer for Monitoring and Report Generation for Supervisor" in page 459 & Req "Web and Desktop Application for Monitoring - Police officials" - Are these functionality of same software.	Bidder to design the solution appropriately as per requirement

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407	Section 5	465		The Supervisor software GUI should have the provision to configure the GPS modems installed in the vehicles by sending the SMS commands such as vehicle location refresh rate, restart and any other commands supported by the GPS modem.	Please provide details of GPS device SMS commands supported	GPS device and SMS commands supported is part of TSP's scope of work
408	Section 5	475		System shall record radio communications; should have provision for integrating with radio system	Is there centralized system where radio communication is recorded/tracked	Bidder is required to provide centralized system for recording and tracking of radio communication
409	Section 5	477	SA.REQ.004	<p>User Dashboard</p> <p>The Application should be having a dashboard for Supervisor at center with graphical picture like chart, table and KPIs of the officers etc.</p> <p>And</p> <p>User Dashboard</p> <p>8. Officer Key Performance</p>	What are the expected KPI parameters of the officers?	Major KPI parameters are given and details of expected will be provided later

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				Index (KPI) with details based		
410	Section 5	481	Section: 5 Page No: 481 Clause: SA.REQ.013	Reports 28. GIS reports till village level	Please elaborate the expected output of "GIS reports till village level"	The report can be zoomed in till lowest layer i.e. village level and data can be presented or classified till village level

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
411	Section 5	491	SA.REQ.040	<p>Application Setting</p> <p>The Supervisor software should be able to undertake various system settings and configuration such as given below. These features are for sample purpose. It may increase on later stages - Allotment of Telephone extension number -Screen setting (Single & Dual) - Register MDT devices - Register MDT SIM card</p>	These functionalities are already covered at SA REQ.020 page number 485 under desktop application for supervisors in Control Rooms. The configuration is critical activity and should be managed centrally at control room level. Hence it is requested that this functionality is not provided in the web module for Police station Officer.	Tender conditions prevail.
412	Section 5	491	Section: 5 Page No: 491 Clause: SA.REQ.040	<p>Application Setting</p> <p>The Supervisor software should be able to undertake various system settings and configuration such as given below. These features are for sample purpose. It may increase on later stages - Allotment of Telephone extension number -Screen setting (Single & Dual) - Register MDT devices - Register MDT SIM card</p>	These functionalities are already covered at SA REQ.020 page number 485 under desktop application for supervisors in Control Rooms. The configuration is critical activity and should be managed centrally at control room level. Hence it is requested that this functionality is not provided in the web module for Police station Officer.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
413	Section 5	496	MA.REQ.007	Unlock of Case The software should be able to unlock the assigned Case in process and reassign to another dispatcher to take further action.	Please provide the details on expected work-flow related to "Unlock of case".	Details will be provided to successful bidder in due course
414	Section 5	496	MA.REQ.007	Unlock of Case The software should be able to unlock the assigned Case in process and reassign to another dispatcher to take further action.	Please provide the details on expected work-flow related to "Unlock of case".	Details will be provided to successful bidder in due course
415	Section 5	500	MPC.REQ.002	General Requirement Citizen should be able to download the app from Application Store or official website of the GoUP	We are assuming UP Police will create required account (including associated cost for creation and management) in the application store of iOS, Android and Windows. Please confirm,	Bidder needs to provide the support for these account creation and setting to the dept. Bidder will be responsible for registration charges, if any. GoUP will not bear the cost.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
416	Section 5	500	Section: 5 Page No: 500 Clause: MPC.REQ.002	General Requirement Citizen should be able to download the app from Application Store or official website of the GoUP	We are assuming UP Police will create required account (including associated cost for creation and management) in the application store of iOS, Android and Windows. Please confirm,	Bidder needs to provide the support for these account creation and setting to the dept. and costing should be paid by bidder

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
417	Section 5	502	MPC.REQ.016	Public Information center It will serve purpose of Public Information center	Please elaborate on the need of "It will serve purpose of Public Information center"	Public Information Centre will be formed as an integral part of the ITECCS to disseminate information relating to public safety issues. Information regarding road blockages, collusions, diversions etc. would be extremely useful for public to reduce travel time and costs and minimise environmental impacts

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
418	Section 5	502	Section: 5 Page No: 502 Clause: MPC.REQ.016	Public Information center It will serve purpose of Public Information center	Please elaborate on the need of "It will serve purpose of Public Information center"	Public Information Centre will be formed as an integral part of the ITECCS to disseminate information relating to public safety issues. Information regarding road blockages, collusions, diversions etc. would be extremely useful for public to reduce travel time and costs and minimise environmental impacts
419	Section 5	506	GDC.REQ.018	Application should support Hindi and English language including input fields	As per this our understanding is that the user interface would be in Hindi & English, however the call data response would be in English.	In English and Hindi both
420	Section 5	506	Clause: GDC.REQ.018	Application should support Hindi and English language including input fields	As per this our understanding is that the user interface would be in Hindi & English however the call data response would be in English. Kindly confirm	In English and Hindi both

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
421	Section 5	506	GDC.REQ.018	Application should support Hindi and English language including input fields	As per this our understanding is that the user interface would be in Hindi & English however the call data response would be in English.	Data input at contact centre can be in both English and Hindi
422	Section 5	506	GDC.REQ.018	Application should support Hindi and English language including input fields	As per this our understanding is that the user interface would be in Hindi & English however the call data response would be in English.	In English and Hindi both
423	Section 5	507	MDT.REQ.003	At least Quad Core, 1.2 GHz	Min 1.8 Ghz processor, Most rugged tablets have 1.8GHz clock speed processors	Tender conditions prevail
424	Section 5	507	MDT.REQ.005	At least 16 GB or higher	Min 32GB Storage, This will ensure scalability for applications in future	Min. requirement is provided in the RFP. Bidder to design the solution as required.
425	Section 5	507	MDT.REQ.009	minimum 7" with Multi touch support i.e. Multiple finger touch parallel	Stylus support option for touch screen. This will give option to users not comfortable with finger touch	Min. requirement is provided in the RFP. Bidder to design the solution as required.
426	Section 5	507	MDT.REQ.013	Min. 300 nits, Daylight readable	Daylight readability specification is minimum 500 nits	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
427	Section 5	507	MDT.REQ.014	IP 65 certified (water and dust protected) and MIL 810G	Add MIL 461F. 461F certifications ensures better EMI/EMC properties. This MDT can potentially interfere with other electronics present in the vehicle unless it is EMI/EMC certified. (MIL 461F)	Min. requirement is provided in the RFP. Bidder to design the solution as required.
428	Section 5	507	NIL	Weight	should be < 600 gms/ More weight is difficult to carry & install- hence need to specify the weight	Refer MDT specification in RFP for more detail

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
429	Section 5	510	Minimum Software Specifications/Citizen Portal/	Sizing query for Citizen Portal	<p>Can you please provide following information , it will help bidders in appropriate capacity planning of the Citizen Portal:</p> <p>1-Total Number of Users (Internal and External Users)</p> <p>2-% of Active Users</p> <p>3-% of concurrent users</p> <p>4-Avg Request Per Second (RPS)</p> <p>5-Max RPS</p> <p>6-Workload/Usage Profile</p> <p>7-Active Directory will be used for authentication and authorization?</p> <p>8-If external access is required</p> <p>9-Total number of Documents/Data. Initial and yearly growth for next 2 years in %</p> <p>10-Total Data Size (GB)</p> <p>11-How many documents versions will be required?</p> <p>12-High availability is required?</p> <p>13-What level of custom branding is required?</p> <p>14-What browser and OS support is required</p> <p>15-If Mobile support is required? Is a app required for the same or Mobile browser support required?</p> <p>16-If multi lingual capabilities are required</p> <p>17-If different authoring environment is required</p> <p>18-If Monitoring is required</p> <p>19-If any Data/Documents are required to be migrated? What is the size of the data which needs to be migrated?</p>	Min. user and data sizing are given in clause 14 of section 5 in RFP. Bidder to provide the min. sizing based on that shared data

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
430	Section 5	510		The Portal shall be linked to social media sites (Facebook, twitter etc.) and count should be displayed of no. of likes of the UP POLICE 100 Portal		Yes, an effective mechanism is required to manage social media
431	Section 5	513	Chat Window	The Portal should be integrated with Chat Window functionality where citizen can do the chat with call center Officer. Citizen should be able to initiate the chat after giving the location of the chat location, citizen name and contact number	Can you please confirm, if only chat feature is required or additional features like Voice /Video call or screen sharing is also required ?	No

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
432	Section 5	518	Minimum Software Specifications/UP POLICE 100 Intranet Portal/	Sizing query for UP POLICE 100 Intranet Portal	<p>Can you please provide following information , it will help bidders in appropriate capacity planning of the Intranet Portal:</p> <p>1-Total Number of Users (Internal)</p> <p>2-% of Active Users</p> <p>3-% of concurrent users</p> <p>4-Avg Request Per Second (RPS)</p> <p>5-Max RPS</p> <p>6-Workload/Usage Profile</p> <p>7-Active Directory will be used for authentication and authorization?</p> <p>8-If external access is required</p> <p>9-Total number of Documents/Data. Initial and yearly growth for next 2 years in %</p> <p>10-Total Data Size (GB)</p> <p>11-How many documents versions will be required?</p> <p>12-High availability is required?</p> <p>13-What level of custom branding is required?</p> <p>14-What browser and OS support is required</p> <p>15-If Mobile support is required? Is a app required for the same or Mobile browser support required?</p> <p>16-If multi lingual capabilities are required</p> <p>17-If different authoring environment is required</p> <p>18-If Monitoring is required</p> <p>19-If any Data/Documents are required to be migrated? What is the size of the data which needs to be migrated?</p>	Min. user and data sizing are given in clause 14 of section 5 in RFP. Bidder to provide the min. sizing based on that shared data

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
433	Section 5	521	Minimum Software Specifications/UP POLICE 100.REQ.010: UP Police -100 Intranet Portal: Webmail access/	The Portal should be integrated with GoUP email solution where GoUP users can access the email with their login id and password. This access is not for citizens.	Can you please share which e-mail solution is being currently used ? This will help bidders in designing the integration interfaces accordingly.	Email solution as per GOI guidelines for all government institutions and officers shall be implemented and integrated.
434	Section 5	527		The solution should be a web based tool allowing the users to connect with each other for a training or webinar a over Internet/ Secure Intranet.	We Suggest you to evaluate only SCORM Compliant Learning Management Systems featured in Analyst Reports like Gartner/Forrester/IDC.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
435	Section 5	527		The tool should have the capability for annotation and chat capabilities	We suggest you to evaluate LMS with in-built Collaborative features like Discussion Forums, Chats etc.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
436		527	Tablet Benchmark		Request to add benchmark web XPRT 2015 Score 110,or Google Octane Score	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
437		527	Tablet Benchmark		6500 or Antutu Score 35000 or higher	Tender conditions prevail.
438	Section 5	529		Patrol Management System	Patrol Management System in Section 5 page 529 & Patrol Planning page 458 are these referring to same software, but different functionality. Kindly Confirm	The clause is self explanatory
439	Section 5	529	PMS.REQ.001-016 CAD.REQ.126	Patrol Management System It should be possible to overlay patrol charts, actual positions and, crimes reported over a period of times. This is to analyse tactical the decisions. Were the patrol positions well chosen, did units adhere to it, even then which crimes occurred. It should be possible for the supervisors to monitor the patrol response i.e. which static positions to hold, when; which areas need mobile patrolling, when. It should be possible to analyse the extent to which the prescription was followed by matching it with actual MDT information Remote Viewer for Monitoring and Report	Patrol Management System in page 529 & Patrol Planning page 458 : Are these referring to same software, but different functionality	The clause is self explanatory

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				Generation for Supervisor & Web and Desktop Application for Monitoring - Police officials		
440	Section 5	532	PMS.REQ.012	Application Content PMS will have file which will have guide for best route options during day, night time, other situations like traffic jam , rally	Please clarify as to how the information regarding traffic jam will be made available to PMS.	Bidder to assess the free available sources like google APIs etc. for the information

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
441	Section 5	532	Section: 5 Page No: 531, 532 Clause: PMS.REQ.011, PMS.REQ.012 & PMS.REQ.013	<p>PMS.REQ.011 - User rights</p> <p>PRV Police Personnel shall be able to :</p> <p>i. Import Master Files to see patrolling duties</p> <p>PMS.REQ.012 - Application Content</p> <p>PMS will have master file which will have features like Open MAP for normal patrolling routes will be there</p> <p>PMS will have file which will have guide for best route options during day, night time, other situations like traffic jam , rally</p> <p>PMS.REQ.013 - Application Content</p> <p>PMS will have master files for Landmarks which will show the prominent points under fall on the patrolling routes</p>	We are assuming that 'Import master file' means that PRV vehicle staff should be able to connect to CAD system to see the patrolling plan assigned to him. We will create interface in MDT to consume these patrol charts from CAD database to achieve the expected functionality. Please confirm acceptability.	Yes

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
442	Section 5	532	PMS.REQ.012	Application Content PMS will have file which will have guide for best route options during day, night time, other situations like traffic jam , rally	Please clarify as to how the information regarding traffic jam will be made available to PMS.	Bidder to assess the free available sources like google APIs etc. for the information
443	Section 5	535	PMS.REQ.017	Patrol Order Sheet Circle Officer and above rank officers can define Patrol order sheet. The Patrol order sheet will be send to PRV through GPS over MDT which will consist of: i. Patrol Order sheet unique number ii. Date of Patrol iii. Patrolling routes information iv. Reaching Time v. Halt time vii. Detail of PRV staff viii. Single sign on of PRV staff PRV staff will fill required details and submit the order sheet back to respective officer. In-charge officer will approve the Patrol order	We are assuming that 'Patrol Order Sheet' means that PRV vehicle staff should be able to create GIS based patrol charts into the CAD system. This can be achieved by creating an interface in MDT for preparing patrol chart and submitting to Circle office for approval. Please confirm.	Yes. The clause is self explanatory.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				sheet submitted by PRV staff. There will also be option for printing the patrolling sheets through web link		
444	Section 5	537	Minimum Software Specifications/ HRMS	Application users	For how many employees is HRMS solution is required	Application users per month basis have been defined in clause 14 of section 5 in RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
445	Section 5	542	HRMS.REQ.038	It should have ability to generate itinerary details	Can you please elaborate on how the itinerary details are generated? Through ticketing vendor? Or through credit card details?	Dept. should be able to generate the ticket request for travel in the system
446		543		It should have ability to automate Travel process	Can the travel management system be on an hosted environment	Refer to clause 6.38.1 of Section 5 of RFP
447		548		It must have functionality for online registration, cancellation, rescheduling , reminder, and confirmation of training classes	We are assuming that Employees will have flexibility to attend Web-Casts, Web Based Online Trainings also Via Envisaged Learning Management System. Please Confirm our Understanding.	Yes
448		556		HRMS will have ITECCS grievance related policies and guidelines for Police department and outsourced staff members	Our understanding is that Proposed HRMS Solution will be tightly integrated with Helpdesk Module so that Competent Authority having access to Grievance Redressal System should have 360 Degree View of Employees Data in-order to take action Quickly. Please Confirm our understanding.	Yes
449		556		HRMS will facilitate to list various techniques to facilitate communication	Please Clarify if Staff will also be able to raise Grievance through Staff Self Service and they should be able to initiate an Online Chat with respective team.	Bidder to provide some features for better communications however dept. should have a facility to enable to disable the feature using admin console

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
450	Section 5	560		Financial Management system will be linked with HRMS for payment	We understand from this point that while Employees Staff Master will be maintained in HRMS Module and Salary will be processed in Payroll Module, There should be an integration between HRMS, Payroll & Financial Modules so that Accounting happens Seamlessly. Please confirm if this is correct understanding.	FMS will be linked with HRMS for payroll.
451	Section 5	560	FIN.REQ.002	Financial Management system will be linked with HRMS for payment	Should the Staff Payroll system integrated to Financial management system seamlessly	FMS will be linked with HRMS for payroll.
452	Section 5	560	FIN.REQ.002	Financial Management system will be linked with HRMS for payment	1. Is there a expectation that the Finance system should be India Localized. 2. The suggested Finance & HRMS application software should have multiple implementation partners at least 5. 3. As per the RFP Finance & HRMS needs to be integrated to the existing & future application , so suggested Finance & HRMS module should be implemented at least 3 government unit.	1. Refer to RFP 2. No Clarification Required 3.Tender conditions prevail
453	Section 5	567	Minimum Software SpecificationsFIN.REQ.060/Payment Gateway/	System should allow secure and encrypted payment gateway	Can you please confirm that Payment gateway will be provided by UP Police only Integration will be required from the bidder ? Kindly Clarify if Payment gateway also needs to be provided by Bidder	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
454	Section 5	568	Minimum Software Specifications/FIN.REQ.057/Payment Gateway/	System will facilitate submitted invoices shall be processed after due diligence and necessary payment will be made through Payment Gateway facility of linked banks	Can you please confirm that Payment gateway will be provided by UP Police only Integration will be required from the bidder ? Kindly Clarify if Payment gateway also needs to be provided by Bidder	Please refer corrigendum
455	Section 5	569	FIN.REQ.063	The system should have an integrated approach to enable building and modification of planning structures (hierarchy) for the application. There should not be any need to publish data from the desktop development environment	Is there a requirement of a separate Budgeting & Planning application. Or will the Budgeting & Planning exercise take place separately and the approved budget loaded the Financial management system for fund check during Indent creation	Dept. is not looking for high end budget and planning. Simple application should be provided by bidder for min. requirement specification mentioned in RFP
456	Section 5	574	FIN.REQ.088	The solution should have robust and sophisticated regression testing tools and validation reports to help rule authors troubleshoot and test specific policies and regulations before deployment.	Can you please elaborate this requirement, it will help bidders in proposing the most appropriate solution	Details will be shared with successful bidder however it is futuristic approach and Bidder to design the solution

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
457	Section 5	578	DMS.REQ.013	The solution shall provide facility of putting text, graphic and image annotations on scanned document pages.	As per our understanding is that the following requirement can be achieved using Scanning solution Integration with an imaging client. Can you please confirm ?	RFP contains minimum requirement. Bidder may suggest solution which covers min. requirement and maintain SLA as per RFP
458	Section 5	578	DMS.REQ.014	The solution shall support comprehensive annotation features on images like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.	As per our understanding is that the following requirement can be achieved using Scanning solution Integration with an imaging client. Can you please confirm ?	RFP contains minimum requirement. Bidder may suggest solution which covers min. requirement and maintain SLA as per RFP
459	Section 5	578	DMS.REQ.015	The solution shall support automatic stamping of annotations with user name, date and time of putting annotations.	As per our understanding is that the following requirement can be achieved using Scanning solution Integration with an imaging client. Can you please confirm ?	RFP contains minimum requirement. Bidder may suggest solution which covers min. requirement and maintain SLA as per RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
460	Section 5	579	DMS.REQ.016	The solution shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations	As per our understanding is that the following requirement can be achieved using Scanning solution Integration with an imaging client. Can you please confirm ?	RFP contains minimum requirement. Bidder may suggest solution which covers min. requirement and maintain SLA as per RFP

461	Section 5	583	Dataware House, Business Intelligence (BI), Reporting And Analytics	New Addition	New addition	Data warehouse requirements: Bidders must propose latest state of the art technology platform capable of storing, transforming and processing humongous volumes data both structured and unstructured like text, image, video files in a parallel processing mode. The stored datasets which may be diverse, complex and massive are to be retrieved and processed in tolerable time. The platform must be capable to store unstructured, semi-structured and structured data in a reliable, secure, fault-resilient and must act as a scalable data store that can be organized and sorted for indexing and analysis.
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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
462	Section 5	587	Minimum Software Specifications/ BIRA.REQ.011	System should have functionality to search structured data, unstructured data, video and images as well in the system for archival records as well.	We understand that department is looking for the functionality to query structured data as well as unstructured data, video and images as well in the system for archival records as well. Can you please confirm ?	Yes
463	Section 5	588	Minimum Software Specifications/BIRA.REQ. 016 /Architecture/	The data components of the architecture should include the internal and external sources of structured and unstructured data that users Or stakeholders will need to access and analyse to meet their requirements	Can you please provide more information on what are sources unstructured data required to be included for analysis. What is the various type and estimated data volume of unstructured data to be required to managed.	High level volumetric data estimations are given in clause 14 of section 5 of RFP. Bidder to design the solution and sizing as per requirement
464	Section 5	588	Minimum Software Specifications/BIRA.REQ. 016 /Architecture/	Sizing Queries for DW/BI and MIS Module	Can you please provide following information, this will help bidders in sizing the DW/BI solution optimally: 1- Total number of external and internal users to be provisioned for MIS Reports Access across all the modules 2- Estimated volume of data for DW in consideration 3- Source Data Volume for data to be loaded on Daily/Weekly/monthly that needs to be loaded	High level volumetric data estimations are given in clause 14 of section 5 of RFP. Bidder to design the solution and sizing as per requirement

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
465	Section 5	592		The Officer and Officerless monitor should be able to collect & manage event Or fault, performance and capacity data and should not require separate collectors.	Kindly Elaborate the Terms Officer & Officerless monitor.	The Clause is self-explanatory
466	Section 5	592		General	Do you want EMS solution to be implemented in High Availability mode	Refer clause 4.1 of section 5 in RFP
467	Section 5	594		The Solution should offer the ability to monitor any custom Or home-grown applications for which the monitoring areas have been defined.	Kindly provide more details of such home grown application, this will help us analyze the monitoring capability of proposed monitoring solution toward these home grown applications	Home grown applications are those which will be developed with in contract period by bidder as per RFP or dept. requirement.
468	Section 5	595		Servers: Should be able to monitor the server instances, database and instance status, initialization parameters, CPU usage,	Kindly Elaborate initialization parameters	Min. requirement is provided in the RFP. Bidder to design the solution as required.
469	Section 5	622		The system should allow the user to track assets at any time to know the status of an asset – location, using by whom, contract renewal	Do you need proactive alerts for Preventive and schedule maintenance for an Asset	Min. requirement is provided in the RFP. Bidder to design the solution as required.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				for maintenance, monitoring of cost on maintenance etc.		
470	Section 5	626			<p>We would suggest to integrate Antivirus & HIPS solution with virtualization solution thus providing an Agent Less solution. The agent less solution will be more efficient than agent based solution. Co-ordinated approach (agent & agentless) will ensure protection all the time.</p> <p>With agentless approach, Security policies will applied automatically the moment VMs are created and automatic removal of security policies the moment VM is deleted.</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.
471	Section 5	631		General Requirement	<p>Addition</p> <p>Please confirm that licensing of the software should not to be dependent on the number of CPUs of the client machines.</p>	Tender conditions prevail.
472	Section 5	631		General Requirement	<p>Addition</p> <p>Please suggest if backup software should support data movement directly from the backup client to the backup target without passing through the backup server for improved performance</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
473	Section 5	631		General Requirement	Addition Please suggest if the backup software should have inbuilt feature for extensive alerting and reporting with pre-configured and customizable formats.	Tender conditions prevail.
474	Section 5	634	BS.REQ.012	General Requirement	The backup software should provide SAN based (LAN-FREE) Backup. Also should not have any restrictions on the number of drives that can be attached in tape library. Backup software should not demand additional licenses when number of drives have been added to tape library for performance improvement.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
475	Section 5	634		Backup Software -Analyst Report Validation	In order to ensure that the Bidder proposes Industry Leading technology Product to you for Backup Software, Kindly confirm if the proposed Backup Software shall reflect in Leader's Quadrant of Gartner Magic Quadrant for Enterprise Backup Software	Tender conditions prevail.
476	Section 5	637	BS.REQ.034	The proposed backup solution must support at least AES 256-bit encryption capabilities.	Please suggest if the vendor is to provide the necessary licenses for encryption (AES 256-bit) capability.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
477	Section 5	637	Section: 5 Page No: 637 Clause: BS.REQ.034	The proposed backup solution must support at least AES 256-bit encryption capabilities.	Please suggest if the vendor is to provide the necessary licenses for encryption (AES 256-bit) capability.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
478	Section 5	637	BS.REQ.034	General Requirement	The proposed backup solution must support at least AES 256-bit encryption capabilities. Please suggest if the vendor is to provide the necessary licenses for encryption (AES 256-bit) capability.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
479	Section 5	638		Addition	Please confirm that licensing of the software should not to be dependent on the number of CPUs of the client machines.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
480	Section 5	638		Addition	Please suggest if backup software should support data movement directly from the backup client to the backup target without passing through the backup server for improved performance	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
481	Section 5	638		Addition	Please suggest if the backup software should have inbuilt feature for extensive alerting and reporting with pre-configured and customizable formats.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
482	Section 5	642	Minimum Software Specifications/IM.REQ.027/	Ability to Assign Sub-inventories to an Item	Can you please elaborate this requirement, it will help bidders in proposing the most appropriate solution	Sub items of one major item like Desktop comes up with Mouse, keyboard etc.
483	Section 5	642	Minimum Software Specifications/IM.REQ.028	Ability to Assign Items to a Sub-inventory	Can you please elaborate this requirement, it will help bidders in proposing the most appropriate solution	Sub items of one major item like Desktop comes up with Mouse, keyboard etc.
484	Section 5	644	IM.REQ.048	Ability to see your changes reflected in the Interface Managers window	Can you please elaborate this requirement, it will help bidders in proposing the most appropriate solution	Whenever a change happen then manager or supervisor should be able to see that changes in the inventory management system
485	Section 5	658	MDT.REQ.003	At least Quad Core, 1.2 GHz	Most rugged tablets come with 1.8 GHz clock speed processor which provides better performance. So, we request department to change specifications to "Min 1.8 Ghz, Quad Core processor or better" .	Tender conditions prevail

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
486	Section 5	658	MDT.REQ.005	At least 16 GB or higher	We request that the specification be amended to "Min 32GB Storage or higher" to ensure scalability for applications in future	Min. requirement is provided in the RFP. Bidder to design the solution as required.
487		658	MDT.REQ.013	Min. 300 nits, Daylight readable	Min 500 nits screen, Daylight readability specification is minimum 500 nits	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
488	Section 5	658			<p>1. Screen Luminosity</p> <p>The difference between indoors and outdoors is amazing. A screen that is bright indoors will almost wash out when you take it outdoors on a sunny day. That's because even a very strong backlight is no match for the sun. Even very good displays become almost unreadable when they are facing the sun. The contrast goes away, the screen may go dark or it may become so reflective that it can't be used anymore. Some displays also assume strange hues and casts and colors when in the sun. Others have a shimmering iridescent look that distracts the eye. And resistive touch screens have a slightly yielding top surface that can make for optical distortions that can be very distracting.</p> <p>Suggestion: To have Screen luminosity increased from 300 flits to minimum 600 Nits and the screen can be read in Sunlight</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
489	Section 5	658			2. MIL-STD 810G MIL-STD 810G should be read as fully Rugged device to be used in outdoor environments. Thus it is very important to mention the word "Rugged Tablet", else even Semi-Rugged devices also qualify under the MIL-STD 810G standards. The Semi-Rugged units are derivatives of the fully rugged units.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
490	Section 5	658			.3. MIL-STD 461F The Rugged Tablets would be used in close proximity to the UHF/VHF Radio Sets inside the PCR vans. This means that chances of interference is very high. Thus for a seamless existence of both the UHF/VHF Radio set & the Rugged Tablet, the Rugged Tablet needs to be certified by MIL-STD 461F.	Tender conditions prevail.
491	Section 5	658	MDT.REQ.007	Generation -2G ,3G , 4G LTE support	a.We need to get the 4G LTE as optional. Our justification is that 4G Coverage is not strong in the regions where the devices will be deployed. The device will automatically always hunt for 4G network and will drain the battery life. Device needs to be minimum 3G enabled with optional 4G.	Tender conditions prevail.
492	Section 5	658	MDT.REQ.008	GSM -Yes, Support U SIM	1.need to double confirm whether voice calling is required just in case other OEM's do not bring this up	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
493	Section 5	658	MDT.REQ.014	Ruggedness -IP 65 certified (water and dust protected) and MIL 810G	a.It is suggested that the MDT passes all the below listed parameter of the MIL SPEC Certification. "OEM should provide MIL SPEC Testing certifications form 3 rd party IACL Labs and not allowed to provide self-compliances. It is recommended to have the certification of High Temperature, Low Temperature, Altitude, Humidity, Temperature Shock, Dust, Drop, Random Vibration, and Shock and should be clearly mentioned in the RFP (see MIL SPEC Certificate Attached)	Tender conditions prevail.
494	Section 5	658	MDT.REQ.014	Ruggedness -IP 65 certified (water and dust protected) and MIL 810G	b.It is suggested that to retain the IP65 & MIL-SPEC properties of the device however the protection sealing should not be allowed to be opened in the field. Hence we recommend that the SIM be installed in the Factory an shipped with the device. This will ensure below	Min. requirement is provided in the RFP. Bidder to design the solution as required.
495	Section 5	658	MDT.REQ.014	Ruggedness -IP 65 certified (water and dust protected) and MIL 810G	i)IP 65 Protection is sealed from factory and provides Sealing requirements for a long time.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
496	Section 5	658	MDT.REQ.014	Ruggedness -IP 65 certified (water and dust protected) and MIL 810G	ii.)SIM cannot be taken out /lost. It can only be taken out in the service centres. This will help in also curtailing the security risk the govt. may attract in case the SIM is lost/misused in the field.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
497	Section 5	658	MDT.REQ.014	Ruggedness -IP 65 certified (water and dust protected) and MIL 810G	iii) It is highly recommended to have the non-user field open-able device to retain the factory sealing for achieving MIL-SPEC results.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
498	Section 5	658	MDT.REQ.014	Ruggedness -IP 65 certified (water and dust protected) and MIL 810G	In the larger interest of the Project meeting its objectives we must recommend to retain MIL-SPEC & IP65 but insist addition for non field operable design in which the SIM,battery are non-removable by user.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
499	Section 5	658	MDT.REQ.014	Ruggedness -IP 65 certified (water and dust protected) and MIL 810G	c. Additionally the device should have a full USB port to connect a USB Dongle / memory stick / other USB device externally in such a way which does not interfere with the IP65 & MIL SPEC ratings as desired. This port needs to be external to the device but still integrated into the housing.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
500	Section 5	658	MDT.REQ.014	Ruggedness -IP 65 certified (water and dust protected) and MIL 810G	d. It is also recommended to include the point of "drop protection from a height of upto 6 ft (1.82 m) drop onto linoleum-covered concrete in un-packed power on condition"	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
501	Section 5	658	MDT.REQ.014	Ruggedness -IP 65 certified (water and dust protected) and MIL 810G	e. It is also recommended to provide Corning Gorilla Glass protection against Scratch and abrasion in the field usage.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
502	Section 5	658	MDT.REQ.014	Ruggedness -IP 65 certified (water and dust protected) and MIL 810G	f. It is also recommended to have "TPM as part of the RFP to provide device encryption for sensitive data in the tablet."	Min. requirement is provided in the RFP. Bidder to design the solution as required.
503	Section 5	659	MDT.REQ.031	at least Quad core, 1.2 GHz	at least Dual Core, 1.5 GHz or better. As per our knowledge most enterprise grade devices comes with single/dual core processors. only one model of enterprise grade device comes with Quad core processor. Therefore, we request, that in order to ensure wider participation bidders may be allow to quote devices having dual core or better processor.	Tender conditions prevail
504		659	MDT.REQ.032	RAM at least 2 GB	RAM atleast 1GB, Now a days most rugged enterprise grade devices comes 1GB RAM. So we request to change the specification of MDT devices 1GB RAM or better.	Tender conditions prevail
505		659	MDT.REQ.036	Yes, Support U SIM	Most of the new devices are having double sim slot. One SIM can be used for Data and other sim slot can be use for the voice calls. We request to change the specification for double sim support.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
506		659	Charger, point no MDT REQ.027	"Electric Charger (DC charger). Built-in rechargeable battery. Convertor required in case of no USB port in the vehicle	We comply to the above requirement. However, we wish to clarify that, today, almost all tablets provide charging facility through the USB Port, rather than a dedicated Power Port. We request that this be kept in mind while drafting the detailed technical specification, as that will be an added advantage to the organisation	Tender conditions prevail.
507	Section 5	659	MDT.REQ.031	at least Quad core, 1.2 GHz	"DUAL CORE, 1.5 GHz OR BETTER" To the best of our knowledge most enterprise grade devices comes with single/dual core processors. Only one model of enterprise grade device comes with Quad core processor. Therefore, we request, that in order to ensure wider participation bidders may be allowed to quote devices having "DUAL CORE, 1.5 Ghz or BETTER PROCESSOR" .	Tender conditions prevail
508		659	MDT.REQ.032	RAM at least 2 GB	"RAM atleast 1GB" Now a days most rugged enterprise grade devices comes with 1GB RAM. So we request that bidders may be allowed to quote devices with "1GB RAM or better" for wider participation. This will also help to reduce the cost of the devices.	Tender conditions prevail.
509		659	MDT.REQ.036	Yes, Support U SIM	New age devices are now also available with double SIM slot. The second SIM slot can be useful for the Police officials to stay connected on their internal CUG network for making voice calls. So therefore, we request department to asked bidders to quote devices with "TWO SIM SLOTS" .	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
510	Section 5	659	MDT.REQ.026	Battery-minimum 3000 mAh and above with 1 year warranty for battery, hot swappable.	a. It is not recommended to have a small battery capacity of 3000mAh as this would only give a working time of 2-3Hours. We suggest that the battery be at least 2 Cell 30 Whr which give min 15 hours of usage time in the field operations without having the need to charge / hot swap the battery multiple times making the device integrated design and retain the IP65 & MIL – SPEC characteristics over a long usage time.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
511	Section 5	659	MDT.REQ.028	Mounting-On Vehicle Dashboard with required locking dock station set from same OEM	1. à Not all OEM's have the vehicle mounting kit. The vehicle mounting KIT must be allowed to	Tender conditions prevail.
512		660	MDT.REQ.037	IP 65 certified (water and dust protected) and MIL 810G	The MDT should have Drop and tumble specs for device minimum 6ft Drop to concrete and Min.1000 @1mtr tumbles to secure the device and heavy uses.	Tender conditions prevail.
513		660	MDT.REQ.038	5 inches with Multi touch support i.e. Multiple finger touch parallel	The device should be 4.5" or above, mostly enterprise rugged devices comes with 4.5"display, request to change the specification for 4.5" or above allow to participate in the bid.	Please refer corrigendum
514		660	MDT.REQ.043	at least 1MP Front & 2 MP rear with LED Flash (integrated)	Recommend 8MP with flash camera. This is mission critical operation and the images taken by the device will play important role in capturing images and videos.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
515		660	MDT.REQ.050	(-)5°C to 55°C,	In U.P., the average temperature in summer use to be around 40-45°C and the highest temperature below 50°C. F Hence we request for amend in specification for operating temperature range of (-)5°C to 50°C or better	Please refer corrigendum
516		660	MDT.REQ.050	Humidity 95% RH, Non Condensing	Humidity 5% -85% RH, Non condensing, Its very rare that the RH will cross 85-90% in the area so request you to change to the suggested specs.	Please refer corrigendum
517		660	MDT.REQ.051	Micro USB * 1 version 2.0 and above, charging port, Headset port, DC charging support etc.	Does these ports needs to be on device or through accessories. To maintain the device IP ratings intact these mentioned ports should be available through accessories like cup cable or cradle. Having these ports direct on device and covering them with rubber sleeve is still exposed to dust and water.	The port needs to be on the device with IP rating maintained when external devices plugged in
518		660	MDT.REQ.037	IP 65 certified (water and dust protected) and MIL 810G	The hand held devices when being used by the police officials are held in front of their face/ eyes, at chest level. During field usage the device may slip out of the hand and drop accidentally, from a height of 5 to 6 feet on to the tar/ concrete road or it may tumble down the stairs/footpath etc. Hence, to ensure that the device continues to function after such accidental drop or tumble, the department must also incorporate Drop and tumble specs for device i.e. "THE HANDHELD DEVICE MUST BE CAPABLE TO WITHSTAND DROPS OF UPTO 6ft TO CONCRETE AND MIN 1000 @1mtr TUMBLES" .	Tender conditions prevail.

Annexure - 2

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
519		660	MDT.REQ.038	5 inches with Multi touch support i.e. Multiple finger touch parallel	a) Most of the enterprise rugged devices comes with 4.5" or 4.7" display, which is not significantly different from 5" display. Hence, we request to change this specification to "4.5 inches OR MORE WITH MULTI TOUCH SUPPORT" for wider participation in the bid..... b) The device will be used under rough conditions in the field. Therefore, to ensure durability, longer life and avoid scratches and damages to the screen, the bidders must be asked to quote devices with "CORNING GORILLA GLASS TOUCH PANEL WITH MULTI TOUCH" c) For the easy viewing under bright outdoor condition, "THE DISPLAY SHOULD BE EXCEPTIONALLY BRIGHT, OUTDOOR VIEWABLE AND OPTICALLY BONDED."	Please refer corrigendum
520		660	MDT.REQ.043	at least 1MP Front & 2 MP rear with LED Flash (integrated)	This is a mission critical operation and the pictures taken by the device will play important role in capturing first Instance report. To capture the real scenario picture or video it should have better quality camera with high resolution like "min 8MP rear camera with integrated flash" . Therefore, we request that the specification be amended to "AT LEAST 1MP FRONT CAMERA and 8MP REAR CAMERA WITH INTEGRATED LED FLASH AND VIDEO CAPTURE" .	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
521		660	MDT.REQ.050	(-)5°C to 55°C,	As per records available for the state of Uttar Pradesh, the average temperature in the peak summer are around 40-45°C and the highest temperature recoded has been below 50°C. Further, the human beings who will use these devices themselves will be unable to function beyond 50°C. Hence, we request that the bidders may be allowed to quote devices with "OPERATING TEMPERATURE RANGE OF (-)5°C to 50°C or better" .	Please Refer corrigendum
522		660	MDT.REQ.050	Humidity 95% RH, Non Condensing	"HUMIDITY 5% -85% RH, NON CONDENSING." It's very rare that the RH will cross 85-90% in an area where the normal annual average is below 75%. So we request you to change to the suggested specs.	Please Refer corrigendum
523		660	MDT.REQ.051	Micro USB * 1 version 2.0 and above, charging port, Headset port, DC charging support etc.	In order to maintain the device IP ratings intact these mentioned ports should be available through accessories like cup cable or charging cradle. Having these ports directly on device and covering them with rubber sleeves is still not the most optimum option as the devices are still exposed to dust and water. Hence, we request that handheld devices which support these ports through external attachments like cradles etc. should be allowed.	The port needs to be on the device with IP rating maintained when external devices plugged in
524		661	MDT.REQ.056	minimum 3000 mAh and above with 1 year warranty for battery, hot swappable	This device will be part of mission critical operation and most of the time will be used on field. Due to nature of the job it may not be possible to keep the device charging for most of the time. minimum 4500 mAh with provision of spare battery.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

Annexure - 2 Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016						
S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
525		661	MDT.REQ.057	Electric Charger(DC charger). Built-in rechargeable battery. Convertor required in case of no USB port in the vehicle	Please clarify the point: Convertor required incase of no USB port in vehicle. Does the 2 Wheeler has provision to charge the MDT using 2wheeler battery? Does any 2 wheeler have USB ports available on it?	USB port would be fabricated on 2 wheelers. Refer selection of PRV management agencies RFP on UP Police website
526		661	MDT.REQ.056	minimum 3000 mAh and above with 1 year warranty for battery, hot swappable	This device will be part of mission critical operation and most of the time will be used on field. Due to nature of the job it may not be possible to keep the device charging for most of the time. Therefore, we suggest that the bidder may be asked to quote device with "MINIMUM 4500 mAh BATTERY WHICH SHOULD LAST FOR MINIMUM OF 8 hrs WHEN FULLY CHARGED, hot swappable" . Further to avoid any contingency, the Police official may be asked to carry a spare battery.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
527		661	MDT.REQ.057	Electric Charger(DC charger). Built-in rechargeable battery. Convertor required in case of no USB port in the vehicle	Please clarify the point: Convertor required incase of no USB port in vehicle. Does the 2 - Wheeler have a provision to charge the MDT using 2-wheeler battery? Does any 2- wheeler have USB ports available on it?	USB port would be fabricated on 2 wheelers. Refer selection of PRV management agencies RFP on UP Police website

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
528	Section 5	661		Mobile device management	Scope & Features of Mobile device management need to be defined in details i.e. specifications of device, location identification etc.	Refer MDT specification started from MDT.REQ.066 in RFP for more detail
529	Section 5	661		Password Security -Mobile Device should be password protected. Password of the MDT device should be set and reset by the central IT helpdesk	Complied	Refer to clause MDT.REQ.066 of Section 5 of RFP
530	Section 5	661		General Requirement - Should have ability to detect jail-broken and rooted devices	In Windows desktop, we don't have jail-broken or rooted devices, this is there only for Android and iOS platforms.	This requirement is for MDT not for desktops
531	Section 5	661			Moreover HP Device are protected with TPM and firmware protection which means only HP Signed firmware can ONLY run on the device	
532	Section 5	661		Mobile Device Monitoring - Should provide the access User Status and Statistics Or ability to review mobile user and mobile environment activity, such as: # of sent / received items, last connection time, etc.	For # of sent / received items, do we need Network packets for the connected network? Please provide more details.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
533	Section 5	661		Size of the Tablet Screen	<p>Size of the Tablet Screen</p> <p>Kindly note that the entry level popular size for tablet has now upgraded to 8 inches because of better readability, availability of 8 inches Tablets at similar or lower prices with a higher battery capacity. Therefore, we request you the screen size should be changed from 7 inches to 8 inches or higher but not bigger than 10.1 inches as this specification cover 8, 9.7 & 10.1 inches variants of the display. It may be mentioned that we shall not be able to participate if screen size of 7 inches is not changed even though our principle M/s Getac are number 2 in the global market and have large deployment of the tablets worldwide. . ;</p> <p>Moreover, size without any tolerance would lead to restricting the global players to participate in tender.</p> <p>It is our humble request to consider the suggestion to change of size as above i.e. 8 inches to 10.1 inches.</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.
534		662	MDT.REQ.074	MDTs should be certified by valid Bureau of Indian Standards (BIS) certificate	Along with BIS, device should have UL, CE and RoHS certification, These are valid certificates towards device safety and Human handling and should be considered in RFP.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
535		662	MDT.REQ.075	Charger should comply with: IEC 60950, IS13252:2010.UL Certified, ROHS	Remove IEC 60950 and RoHS requirement with respect to Charger. IEC 60950 applied to Information Technology Equipment like electronic devices. Charger falls under electrical equipment so IEC 60950 doesn't apply to it. Similar RoHS is also not applicable to chargers or power adapter.	Please refer corrigendum
536		662	MDT.REQ.074	MDTs should be certified by valid Bureau of Indian Standards (BIS) certificate	Along with BIS, device should also have "UL, CE and RoHS certification" . These are valid certifications towards device safety and handling by humans and should be considered in RFP.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
537		662	MDT.REQ.075	Charger should comply with: IEC 60950, IS13252:2010.UL Certified, ROHS	IEC 60950 applies to Information Technology Equipment like electronic devices. Charger falls under electrical equipment so IEC 60950 doesn't apply to it. Similarly, RoHS is also not applicable to chargers or power adapter. Therefore, we request you to "remove IEC 60950 and RoHS requirement with respect to Charger" .	Please refer corrigendum
538	Section 5	662		Mobile Device Monitoring - Should have configuration Policies to allow individual components of the mobile device to be enabled or disabled.	According to our understanding we need to block components, Can we get details on what components (such as USB, Bluetooth, camera etc.) need to be blocked?	Min. requirement is provided in the RFP. Bidder to design the solution as required.
539	Section 5	663	PSC.REQ.009	Duplex print options	Manual duplexing is to be included along with automatic option for gaining better pricing.	Tender conditions prevail.
540	Section 5	664	PSC.REQ.023	Auto document feeder capacity	Reduce to 30 sheet to enhance the competition for better pricing	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
541	Section 5	664	PSC.REQ.026	Maximum input capacity (sheets)	reduce to 150 sheet to enhance the competition for better pricing	Tender conditions prevail.
542	Section 5	666	LJN.REQ.006	Monthly duty cycle	As per industry standard since the desired printer specification in RFP belongs to Seg3 Category hence to get the better ROI please Increase the duty cycle to 40K and above.	Tender conditions prevail.
543	Section 5	666	LJN.REQ.008	Print languages, standard	Include PS3.	Tender conditions prevail.
544	Section 5	676	AV for Conference Room - 15 seating capacity		Table top touch Panel specifications are missing. May consider to incorporate " 10.1" or more widescreen active-matrix color display with table top. It should have 1280 x 800 WXGA display resolution with Capacitive touch screen technology. It should be having High-performance H.264 streaming video feature. It should have Rava® SIP intercom and phone technology It should have Built-in microphone and speakers Should be a Single-wire Ethernet connectivity with PoE network powered	Please refer corrigendum
545	Section 5	676	CRS.REQ.008	PC Connection Port	As per industry standard Change it to USB 2.0 and above	Tender conditions prevail.
546	Section 5	677	CRS.REQ.029	512 MB	We request to keep it 1GB or more in order to accommodate multiple programs and overcome OS/firmware upgradation challenges (due to insufficient memory)	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
547	Section 5	677	CRS.REQ.016	External Speaker	Keeping in mind the requirement for mission mode project wherein the system is required for high availability, please change this feature from external to Internal speaker of 10 W * 2(as per AV industry standard) as it will also help in maintaining the display system during the warranty and avoid unnecessary cabling.	Tender conditions prevail.
548	Section 5	677	CRS.REQ.022	wireless solution with multiscreen functions	only limited screen mirroring features using android device and compatible intel wide(As per AV industry standard)	Tender conditions prevail.
549	Section 5	678	CRS.REQ.038 CRS.REQ.039	2 bidirectional RS-232, RS-422, RS-485 (ports 7 and 8) 6 bidirectional RS-232 (ports 1 through 6)	We request to keep it as "Two bi directional RS-232/422/485 COM ports and Four RS-232 COM ports", as this would be the maximum requirement of ports for a 15 seater room.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
550	Section 5	682	CRS.REQ.100	Yes	<p>Switcher specifications are missing. Switcher specifications are missing. We request to incorporate " Matrix switcher with inputs as : 04 No's HDMI , 04 no's VGA and 02 no's Cat6 Output: 1 HDMI and 01 CAT6 parallel."</p> <p>Should have receiver for CAT-6 to HDMI conversion - 01 No.</p> <p>It should have in-built 4K scaler.</p> <p>It should have in-built controller with one IR port, one RS-232 COM port, two relay ports , two digital input ports and Ethernet port.</p> <p>Should have multiformat transmitter for HDMI/VGA to Ethernet travel - 07 No's (in-built or external)</p> <p>Should have receiver for CAT-6 to HDMI conversion - 01 No.</p> <p>Controller and switcher should be of same OEM.</p>	Please refer corrigendum
551	Section 5	682	CRS.REQ.101	Yes	<p>Specifications are missing . We request to incorporate as " sleek cable cubby enclosure system with passive audio video plate consisting of 1 No. HDMI with 1 audio(retractable); 1 No. VGA with 1 audio(retractable); RJ 45 sockets; Universal AC power socket and VGA, Audio, HDMI & Network patch cables of suitable length to connect to multiformat twisted pair transmitter (06 No's)</p> <p>Should be of same OEM as of matrix switcher.</p>	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
552	Section 5	683	AV for Conference Room - 10-8 seating capacity		Table top touch Panel specifications are missing. May consider to incorporate " 10.1" or more widescreen active-matrix color display with table top. It should have 1280 x 800 WXGA display resolution with Capacitive touch screen technology. It should be having High-performance H.264 streaming video feature. It should have Rava® SIP intercom and phone technology It should have Built-in microphone and speakers Should be a Single-wire Ethernet connectivity with PoE network powered	Please refer corrigendum
553	Section 5	683	CRB.REQ.008	PC Connection Port	As requested for above conference room	Tender conditions prevail.
554	Section 5	684	CRB.REQ.016	External Speaker	As requested for above conference room	Tender conditions prevail.
555	Section 5	684	CRB.REQ.021	wireless solution with multiscreen functions	As requested for above conference room	Tender conditions prevail.
556	Section 5	686	CRB.REQ.050	512 MB	We request to keep it 1GB or more in order to accommodate multiple programs and overcome OS/firmware upgradation challenges (due to insufficient memory)	Tender conditions prevail.
557	Section 5	686	CRB.REQ.059	2 bidirectional RS-232, RS-422, RS-485 (ports 7 and 8)	We request to keep it as "Two bi directional RS-232/422/485 COM ports and Four RS-232 COM ports", as this would be the maximum requirement of ports for a 15 seater room.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
558	Section 5	686	CRB.REQ.060	6 bidirectional RS-232 (ports 1 through 6)	We request to keep it as "Two bi directional RS-232/422/485 COM ports and Four RS-232 COM ports", as this would be the maximum requirement of ports for a 15 seater room.	Tender conditions prevail.
559	Section 5	690	CRB.REQ.121	Yes	Switcher specifications are missing. Switcher specifications are missing. We request to incorporate " Matrix switcher with inputs as : 04 No's HDMI , 04 no's VGA and 02 no's Cat6 Output: 1 HDMI and 01 CAT6 parallel." Should have receiver for CAT-6 to HDMI conversion - 01 No. It should have in-built 4K scaler. It should have in-built controller with one IR port, one RS-232 COM port, two relay ports , two digital input ports and Ethernet port. Should have multiformat transmitter for HDMI/VGA to Ethernet travel - 04 No's (in-built or external) Should have receiver for CAT-6 to HDMI conversion - 01 No. Controller and switcher should be of same OEM.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
560	Section 5	691	CRB.REQ.122	Yes	Specifications are missing . We request to incorporate as " sleek cable cubby enclosure system with passive audio video plate consisting of 1 No. HDMI with 1 audio(retractable); 1 No. VGA with 1 audio(retractable); RJ 45 sockets; Universal AC power socket and VGA, Audio, HDMI & Network patch cables of suitable length to connect to multiformat twisted pair transmitter (03 No's) Should be of same OEM as of matrix switcher.	Please refer corrigendum
561	Section 5	692	Audio-Visual for Board Room - 20 seating capacity		Table top touch Panel specifications are missing. May consider to incorporate " 10.1" or more widescreen active-matrix color display with table top. It should have 1280 x 800 WXGA display resolution with Capacitive touch screen technology. It should be having High-performance H.264 streaming video feature. It should have Rava® SIP intercom and phone technology It should have Built-in microphone and speakers Should be a Single-wire Ethernet connectivity with PoE network powered	Please refer corrigendum
562	Section 5	694	BR.REQ.048	512 MB	We request to keep it 1GB or more in order to accommodate multiple programs and overcome OS/firmware upgradation challenges (due to insufficient memory)	Tender conditions prevail.
563	Section 5	694	BR.REQ.057	2 bidirectional RS-232, RS-422, RS-485 (ports 7 and 8)	We request to keep it as "Two bi directional RS-232/422/485 COM ports and Four RS-232 COM ports", as this would be the maximum requirement of ports for a 15 seater room.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
564	Section 5	694	MR.REQ.059	Quantity / type	We request to keep it as "Two bi directional RS-232/422/485 COM ports and Four RS-232 COM ports", as this would be the maximum requirement of ports for a 15 seater room.	Tender conditions prevail.
565	Section 5	694	MR.REQ.060	Quantity / type		Tender conditions prevail.
566	Section 5	698	BR.REQ.118	Yes	<p>Switcher specifications are missing. Switcher specifications are missing. We request to incorporate " Matrix switcher with inputs as : 04 No's HDMI , 04 no's VGA and 02 no's Cat6 Output: 1 HDMI and 01 CAT6 parallel."</p> <p>Should have receiver for CAT-6 to HDMI conversion - 01 No.</p> <p>It should have in-built 4K scaler.</p> <p>It should have in-built controller with one IR port, one RS-232 COM port, two relay ports , two digital input ports and Ethernet port.</p> <p>Should have multiformat transmitter for HDMI/VGA to Ethernet travel - 09 No's (in-built or external)</p> <p>Should have receiver for CAT-6 to HDMI conversion - 01 No.</p> <p>Controller and switcher should be of same OEM.</p>	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
567	Section 5	698	BR.REQ.119	Yes	Specifications are missing . We request to incorporate as " sleek cable cubby enclosure system with passive audio video plate consisting of 1 No. HDMI with 1 audio(retractable); 1 No. VGA with 1 audio(retractable); RJ 45 sockets; Universal AC power socket and VGA, Audio, HDMI & Network patch cables of suitable length to connect to multiformat twisted pair transmitter (07 No's) Should be of same OEM as of matrix switcher.	Please refer corrigendum
568	Section 5	699			Switcher specifications are missing. We request to incorporate " Matrix switcher with inputs as : 04 No's HDMI , 04 no's VGA and 02 no's Cat6 Output: 1 HDMI and 01 CAT6 parallel." Should have receiver for CAT-6 to HDMI conversion - 01 No. It should have in-built 4K scaler. It should have in-built controller with one IR port, one RS-232 COM port, two relay ports , two digital input ports and Ethernet port.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
569	Section 5	705			Switcher specifications are missing. We request to incorporate " Matrix switcher with inputs as : 04 No's HDMI , 04 no's VGA and 02 no's Cat6 Output: 1 HDMI and 01 CAT6 parallel." Should have receiver for CAT-6 to HDMI conversion - 01 No. It should have in-built 4K scaler. It should have in-built controller with one IR port, one RS-232 COM port, two relay ports , two digital input ports and Ethernet port.	Please refer corrigendum
570	Section 5	705			Switcher specifications are missing. We request to incorporate " Matrix switcher with inputs as : 04 No's HDMI , 04 no's VGA and 02 no's Cat6 Output: 1 HDMI and 01 CAT6 parallel." Should have receiver for CAT-6 to HDMI conversion - 01 No. It should have in-built 4K scaler. It should have in-built controller with one IR port, one RS-232 COM port, two relay ports , two digital input ports and Ethernet port.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
571	Section 5	705			Switcher specifications are missing. We request to incorporate " Matrix switcher with inputs as : 04 No's HDMI , 04 no's VGA and 02 no's Cat6 Output: 1 HDMI and 01 CAT6 parallel." Should have receiver for CAT-6 to HDMI conversion - 01 No. It should have in-built 4K scaler. It should have in-built controller with one IR port, one RS-232 COM port, two relay ports , two digital input ports and Ethernet port.	Please refer corrigendum
572	Section 5	719			Switcher specifications are missing. We request to incorporate " Matrix switcher with inputs as : 04 No's HDMI , 04 no's VGA and 02 no's Cat6 Output: 1 HDMI and 01 CAT6 parallel." Should have receiver for CAT-6 to HDMI conversion - 01 No. It should have in-built 4K scaler. It should have in-built controller with one IR port, one RS-232 COM port, two relay ports , two digital input ports and Ethernet port.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
573	Section 5	719			Switcher specifications are missing. We request to incorporate " Matrix switcher with inputs as : 04 No's HDMI , 04 no's VGA and 02 no's Cat6 Output: 1 HDMI and 01 CAT6 parallel." Should have receiver for CAT-6 to HDMI conversion - 01 No. It should have in-built 4K scaler. It should have in-built controller with one IR port, one RS-232 COM port, two relay ports , two digital input ports and Ethernet port	Please refer corrigendum
574	Section 5	735	MR.REQ.050	Quantity /type	We request to keep it 1GB or more in order to accommodate multiple programs and overcome OS/firmware upgradation challenges (due to insufficient memory)	Tender conditions prevail.
575	Section 5	735	MR.REQ.059	Quantity /type	We request to keep it as "Two bi directional RS-232/422/485 COM ports and Four RS-232 COM ports", as this would be the maximum requirement of ports for a 15 seater room.	Tender conditions prevail.
576	Section 5	735	MR.REQ.060			Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
577	Section 5	735	MR.REQ.120	Matrix Switcher	<p>Switcher specifications are missing. Switcher specifications are missing. We request to incorporate " Matrix switcher with inputs as : 04 No's HDMI , 04 no's VGA and 02 no's Cat6 Output: 1 HDMI and 01 CAT6 parallel."</p> <p>Should have receiver for CAT-6 to HDMI conversion - 01 No.</p> <p>It should have in-built 4K scaler.</p> <p>It should have in-built controller with one IR port, one RS-232 COM port, two relay ports , two digital input ports and Ethernet port.</p> <p>Should have multiformat transmitter for HDMI/VGA to Ethernet travel - 06 No's (in-built or external)</p> <p>Should have receiver for CAT-6 to HDMI conversion - 05 No.</p> <p>Controller and switcher should be of same OEM.</p>	Please refer corrigendum
578	Section 5	735	MR.REQ.121	Cable Cubby	<p>Specifications are missing . We request to incorporate as " sleek cable cubby enclosure system with passive audio video plate consisting of 1 No. HDMI with 1 audio(retractable); 1 No. VGA with 1 audio(retractable); RJ 45 sockets; Universal AC power socket and VGA, Audio, HDMI & Network patch cables of suitable length to connect to multiformat twisted pair transmitter (05 No's)</p> <p>Should be of same OEM as of matrix switcher.</p>	Please refer corrigendum
579	Section 5	735	MR.REQ.008	PC Connection Port	As requested for above conference room	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
580	Section 5	735	MR.REQ.016	External Speaker	As requested for above conference room	Tender conditions prevail.
581	Section 5	736	MR.REQ.022	wireless solution with multiscreen functions	As requested for above conference room	Tender conditions prevail.
582	Section 5	740	MR.REQ.121	Matrix Switcher	<p>Switcher specifications are missing. Switcher specifications are missing. We request to incorporate " Matrix switcher with inputs as : 04 No's HDMI , 04 no's VGA and 02 no's Cat6 Output: 1 HDMI and 01 CAT6 parallel." Should have receiver for CAT-6 to HDMI conversion - 01 No. It should have in-built 4K scaler. It should have in-built controller with one IR port, one RS-232 COM port, two relay ports , two digital input ports and Ethernet port. Should have multiformat transmitter for HDMI/VGA to Ethernet travel - 06 No's (in-built or external) Should have receiver for CAT-6 to HDMI conversion - 05 No. Controller and switcher should be of same OEM.</p>	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
583	Section 5	740	MR.REQ.122	Cable Cubby	Specifications are missing . We request to incorporate as " sleek cable cubby enclosure system with passive audio video plate consisting of 1 No. HDMI with 1 audio(retractable); 1 No. VGA with 1 audio(retractable); RJ 45 sockets; Universal AC power socket and VGA, Audio, HDMI & Network patch cables of suitable length to connect to multiformat twisted pair transmitter (05 No's) Should be of same OEM as of matrix switcher.	Please refer corrigendum
584	Section 5	742	MR.REQ.050	SDRAM	We request to keep it 1GB or more in order to accommodate multiple programs and overcome OS/firmware upgradation challenges (due to insufficient memory)	Tender conditions prevail.
585	Section 5	742	MR.REQ.008	PC Connection Port	As requested for above conference room	Tender conditions prevail.
586	Section 5	742	MR.REQ.016	External Speaker	As requested for above conference room	Tender conditions prevail.
587	Section 5	743	MR.REQ.022	wireless solution with multiscreen functions	As requested for above conference room	Tender conditions prevail.
588	Section 5	751	VC.REQ.014	The system should have minimum 1 x HDMI digital audio inputs	This point restrict leading / major OEM to participate	Tender conditions prevail.
589	Section 5	751	VC.REQ.016	The system should have atleast 1 x HDMI audio outputs	This point restrict leading / major OEM to participate	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
590	Section 5	751	VC.REQ.012	Audio Inputs: Should support minimum 2 Microphone should be supplied day one so that audio from all the participant can be adequately captured.	Amendment Request : "Audio Inputs: Should support minimum 4 Microphone should be supplied day one so that audio from all the participant can be adequately captured." The RFP has asked for 2 Microphones to be supplied day one. From our experience, it is often seen that 2 microphones may not be sufficient in big rooms, hence a desire to connect minimum 3 or 4 microphones is felt. Please confirm if there should be a provision in the codec to connect more than 2 microphones such as upto 4 mics directly on the codec.	Tender conditions prevail.
591	Section 5	751		Clarification	Please confirm if the video conferencing components such as MCU, Call Control , Firewall Traversal, Recording & streaming, Management & Scheduling are required to be placed in the data centre. If yes, the same seem to be missing in the bid submission format Table A1 on page 143	The table is with minimum equipment and reference for bidder while bidder has to provide complete A1 table with all the bill of materials
592	Section 5	751		Clarification	Please confirm if the bidder is required to offer redundancy of the following video conferencing equipment such as MCU, Call Control , Recording and streaming etc. at the DRC site.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
593	Section 5	751		Clarification	Please confirm the total quantity of Video Conferencing at 6Mbs equipment - is it 13 Nos. or 28 Nos.	Refer to Section 14.4 of Section 5 of RFP
594	Section 5	751	VC.REQ.012	Section 5B Minimum Technical Requirements Specifications, Video conferencing, Page 751, VC.REQ.012	Audio Inputs: Should support minimum 2 Microphone should be supplied day one so that audio from all the participant can be adequately captured. Amendment Request : "Audio Inputs: Should support minimum 4 Microphone should be supplied day one so that audio from all the participant can be adequately captured."	Tender conditions prevail.
595	Section 5	751		Section 5B Minimum Technical Requirements Specifications, Video conferencing, Page 751	Please confirm if the video conferencing components such as MCU, Call Control , Firewall Traversal, Recording & streaming, Management & Scheduling are required to be placed in the data centre. If yes, the same seem to be missing in the bid submission format Table A1 on page 143 Please confirm if the video conferencing components such as MCU, Call Control , Firewall Traversal, Recording & streaming, Management & Scheduling are required to be placed in the data centre. If yes, the same seem to be missing in the bid submission format Table A1 on page 143	The table is with minimum equipment and reference for bidder while bidder has to provide complete A1 table with all the bill of materials

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
596	Section 5	751		Section 5B Minimum Technical Requirements Specifications, Video conferencing, Page 751	Please confirm if the bidder is required to offer redundancy of the following video conferencing equipment such as MCU, Call Control , Recording and streaming etc. at the DRC site. Please confirm if the bidder is required to offer redundancy of the following video conferencing equipment such as MCU, Call Control , Recording and streaming etc. at the DRC site.	No
597	Section 5	751		Section 5B Minimum Technical Requirements Specifications, Video conferencing, Page 751	Please confirm the total quantity of Video Conferencing at 6Mbps equipment - is it 13 Nos. or 28 Nos. Please confirm the total quantity of Video Conferencing at 6Mbps equipment - is it 13 Nos. or 28 Nos.	Refer to Section 14.4 of Section 5 of RFP
598	Section 5	752	VC.REQ.027	The desktop client should have capabilities such as Instant messaging, chat, participants view etc.	Request you to change the clause " The desktop client should have capabilities such as Instant messaging, chat etc." As we can get the information of registered users then participants view is not giving any impact on the given solution.	Tender conditions prevail.
599	Section 5	752	VC.REQ.026	Desktop Clients	We request the authority to please confirm the Total No of Desktop Clients required in the solution. The Total License Quantity is not clear.	Refer Clause 14.4 BOQ for VC desktop clients
600	Section 5	752	VC.REQ.026 - Desktop Clients		We request the authority to please confirm the Total No of Desktop Clients required in the solution. The Total License Quantity is not clear.	Refer Clause 14.4 BOQ for VC desktop clients

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
601	Section 5	753	VC.REQ.035	Capacity: The MCU must be a hardware based MCU providing minimum 30 ports and above of 1080p 30fps or minimum 60 ports or above HD 720p 30fps in a single chassis or through physical stacking of MCU's without cascading and without any port loss.	Amendment Request "The MCU must be a hardware based MCU providing minimum 30 ports and above of 1080p 30fps or minimum 60 ports or above HD 720p 30fps in a single chassis or through physical stacking of MCU's without cascading and without any port loss. MCU should be scalable to 100 ports HD1080p in future by just adding additional blades." Future scalability is important so that the current investment is protected. In the RFP , scalability of the MCU is not specified. Please confirm if the same MCU chassis should be scalable to 100 ports HD1080p in future by just adding additional blades.	Please refer corrigendum
602	Section 5	753	VC.REQ.035 High Definition Multi Conferencing Unit	Capacity: The MCU must be a hardware based MCU providing minimum 30 ports and above of 1080p 30fps or minimum 60 ports or above HD 720p 30fps in a single chassis or through physical stacking of MCU's without cascading and without any port loss.	Amendment Request "The MCU must be a hardware based MCU providing minimum 30 ports and above of 1080p 30fps or minimum 60 ports or above HD 720p 30fps in a single chassis or through physical stacking of MCU's without cascading and without any port loss. MCU should be scalable to 100 ports HD1080p in future by just adding additional blades." Future scalability is important so that the current investment is protected. In the RFP , scalability of the MCU is not specified. Please confirm if the same MCU chassis should be scalable to 100 ports HD1080p in future by just adding additional blades.	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
603	Section 5	753		Video conferencing	Please confirm if the video conferencing components such as MCU, Call Control , Firewall Traversal, Recording & streaming, Management & Scheduling are required to be placed in the data centre. If yes, the same seem to be missing in the bid submission format Table A1 on page 143	The table is with minimum equipment and reference for bidder while bidder has to provide complete A1 table with all the bill of materials
604	Section 5	753		Video conferencing	Please confirm if the bidder is required to offer redundancy of the following video conferencing equipment such as MCU, Call Control , Recording and streaming etc. at the DRC site.	No
605	Section 5	753		Video conferencing	Please confirm the total quantity of Video Conferencing at 6Mbps equipment - is it 13 Nos. or 28 Nos.	Refer to Section 14.4 of Section 5 of RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
606	Section 5	753	VC.REQ.035	Section 5B Minimum Technical Requirements Specifications, High Definition Multi Conferencing Unit (MCU), Page 753, VC.REQ.035	Capacity: The MCU must be a hardware based MCU providing minimum 30 ports and above of 1080p 30fps or minimum 60 ports or above HD 720p 30fps in a single chassis or through physical stacking of MCU's without cascading and without any port loss. Amendment Request "The MCU must be a hardware based MCU providing minimum 30 ports and above of 1080p 30fps or minimum 60 ports or above HD 720p 30fps in a single chassis or through physical stacking of MCU's without cascading and without any port loss. MCU should be scalable to 100 ports HD1080p in future by just adding additional blades."	Please refer corrigendum
607	Section 5	761	VC.REQ.140	The Scheduling tool must provide the ability to check the availability of the resources in a calendar format before booking any resources.	Request you to change the clause " The Scheduling tool must provide the ability to check the availability of the resources in a calendar format / GUI before booking any resources." As different OEM's have different layout for showing the availability of resources.	Please refer corrigendum
608	Section 5	763	DLP.REQ.00 8		Width of each cube should be 1550 mm for 70" Diagonal. Request you to kindly change as in tender Width of each cube mentioned is -1150 mm	Please refer corrigendum
609	Section 5	763	DLP.REQ.00 8	Width of each cube in mm 1150	1550	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
610	Section 5	763	DLP.REQ.01 3	Single chip Technology	Laser Light Source Single Chip Technology	Min. requirement is provided in the RFP. Bidder to design the solution as required.
611		763	DLP.REQ.00 8	Width of each cube in mm 1150	1550	Please refer corrigendum.
612		763	DLP.REQ.01 3	Single chip Technology	Laser Light Source Single Chip Technology	Min. requirement is provided in the RFP. Bidder to design the solution as required.
613		763	Ref No. DLP.REQ.00 8		Width of each cube should be 1550 mm for 70" Diagonal.	Please refer corrigendum
614	Section 5	763	DLP.REQ.01 3	Single chip Technology	Laser Light Source Single Chip Technology	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
615	Section 5	763		DLP Video Wall	<p>LED Video wall should also be allowed, because of the following factor: 1: Cost 2: Maintenance Cost 3: Space Efficiency 4:Optical performance 5:Lamp Projection based. because of the technology based shortcomings i.e. DLP, or Digital Light Processing, uses small chips with millions of tiny mirrors.</p> <p>7: Viewing angle in DLP wall is very low. ~ 35/35 degree whereas LED technology has 178/178 degree 8: The lamps in DLP base walls degrade over the time and needs to be replaced. Typical lamp life is 6000 hours. (e.g. 16 hours per day will last lamp for almost 370 days). Approx. 1 lamp per year however LED based walls has no recurring cost. 9: High Energy consumption in DLP walls due to HVAC requirements of cooling whereas LED based walls have energy efficient with energy Star ratings and works in normal office environment.</p> <p>10: Brightness of DLP based walls is vey low as compared to LED based walls i.e. DLP based walls is having brightness of aprx 300 nits whereas LED based walls have even upto 700 nits.(Aprx double)</p>	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
616	Section 5	764	DLP.REQ.01 8	Brightness > 95%	98	Min. requirement is provided in the RFP. Bidder to design the solution as required.
617	Section 5	764	DLP.REQ.02 8	Power Max 90W (eco)	Redundant Hot Swappable Dual Power Supply to be built in the cube	Tender conditions prevail.
618	Section 5	764	DLP.REQ.02 9	Power Max 150W (typ.)	<185W	Tender conditions prevail.
619	Section 5	764	DLP.REQ.03 0	Power Max 180W (max)	<250W	Tender conditions prevail.
620	Section 5	764	DLP.REQ.03 1	Heat dissipation Max 310 BTU / h (eco)	Max 510 BTU / h (typ.)	Tender conditions prevail.
621	Section 5	764	DLP.REQ.03 2	Heat dissipation Max 510 BTU / h (typ.)	Max 629 BTU / h (typ.)	Tender conditions prevail.
622		764	DLP.REQ.01 8,	Brightness > 95%	98	Min. requirement is provided in the RFP. Bidder to design the solution as required.
623		764	DLP.REQ.02 8,	Power Max 90W (eco)	Redundant Hot Swappable Dual Power Supply to be built in the cube	Tender conditions prevail.
624		764	DLP.REQ.02 9	Power Max 150W (typ.)	<185W	Tender conditions prevail.
625		764	DLP.REQ.03 0,	Power Max 180W (max)	<250W	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
626		764	DLP.REQ.03 1	Heat dissipation Max 310 BTU / h (eco)	Max 510 BTU / h (typ.)	Tender conditions prevail.
627		764	DLP.REQ.03 2	Heat dissipation Max 510 BTU / h (typ.)	Max 629 BTU / h (typ.)	Tender conditions prevail.
628	Section 5	764	DLP.REQ.01 8	Brightness > 95%	98%	Min. requirement is provided in the RFP. Bidder to design the solution as required.
629	Section 5	764	DLP.REQ.01 5	Brightness : 250 Cd / m ²	Minimum 700 Cd / m ²	Tender conditions prevail.
630	Section 5	764	DLP.REQ.02 8,	Power Max 90W (eco)	Redundant Hot Swappable Dual Power Supply to be built in the cube	Tender conditions prevail.
631	Section 5	764	DLP.REQ.02 9	Power Max 150W (typ.)	<185W	Tender conditions prevail.
632	Section 5	764	DLP.REQ.03 0	Power Max 180W (max)	<250W	Tender conditions prevail.
633	Section 5	764	DLP.REQ.03 1	Heat dissipation Max 310 BTU / h (eco)	Max 510 BTU / h (typ.)	Tender conditions prevail.
634	Section 5	764	DLP.REQ.03 2	Heat dissipation Max 510 BTU / h (typ.)	Max 629 BTU / h (typ.)	Tender conditions prevail.
635	Section 5	764	DLP.REQ.03 4	Signal input /output: Dual link DVI in /Dual link DVI out	Single Link DVI in /Single Link DVI out	Tender conditions prevail.
636	Section 5	764	DLP.REQ.03 4	Pixel clock: 320 MHz	162MHz	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
637		765		Title Heading	Display controller will be driving 20x3 video wall. Request you to kindly change as title heading -Display controller to drive 3x2 Video wall is given.	Please refer corrigendum
638	Section 5	765	DLP.REQ.03 4	Signal input /output: Dual link DVI in /Dual link DVI out	Single Link DVI in /Single Link DVI out	Tender conditions prevail.
639	Section 5	765	DLP.REQ.03 5	Pixel clock: 320 MHz	162MHz	Tender conditions prevail.
640		765	DLP.REQ.03 4	Signal input /output: Dual link DVI in /Dual link DVI out	Single Link DVI in /Single Link DVI out	Tender conditions prevail.
641		765	DLP.REQ.03 5	Pixel clock: 320 MHz	162MHz	Tender conditions prevail.
642		765	Title Heading		Display controller will be driving 20x3 video wall. Request you to kindly change as title heading -Display controller to drive 3x2 Video wall is given.	Please refer corrigendum
643	Section 5	768	DLP.REQ.06 4	Software: The wall management software should support open APIs to enable system integrators to integrate it with their Software. Multiple application programmer's interface (API) to facilitate third-party software to control and access Wall management software features including ability to query the available perspectives, launch	The wall management software should enable system integrators to integrate it with their Software.	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				sources in windows, switch perspectives, switch current window contents to available inputs for both networked or non-networked sources(on the input cards), query overall system status, and launch applications		
644		768	DLP.REQ.06 4	Software: The wall management software should support open APIs to enable system integrators to integrate it with their Software. Multiple application programmer's interface (API) to facilitate third-party software to control and access Wall management software features including ability to query the available perspectives, launch sources in windows, switch perspectives, switch current window contents to available inputs for both networked or non-	The wall management software should enable system integrators to integrate it with their Software.	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				networked sources(on the input cards), query overall system status, and launch applications		
645	Section 5	768	DLP.REQ.06 4	Software: The wall management software should support open APIs to enable system integrators to integrate it with their Software. Multiple application programmer's interface (API) to facilitate third-party software to control and access Wall management software features including ability to query the available perspectives, launch sources in windows, switch perspectives, switch current window contents to available inputs for both networked or non-	The wall management software should enable system integrators to integrate it with their Software.	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				networked sources(on the input cards), query overall system status, and launch applications		
646	Section 5	769	DLP.REQ.06 5	Software: The wall management software should support open APIs to enable system integrators to integrate it with their Software. Multiple application programmer's interface (API) to facilitate third-party software to control and access Wall management so	Key features of Wall management Software (a) Central Configuration database (b) Client Server Interface © Auto detection of network sources	Tender conditions prevail.
647		769	DLP.REQ.06 5	Software: The wall management software should support open APIs to enable system integrators to integrate it with their Software. Multiple application programmer's interface (API) to facilitate	Key features of Wall management Software (a) Central Configuration database (b) Client Server Interface © Auto detection of network sources	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				third-party software to control and access Wall management so		
648	Section 5	769	DLP.REQ.06 5	Software: The wall management software should support open APIs to enable system integrators to integrate it with their Software. Multiple application programmer's interface (API) to facilitate third-party software to control and access Wall management so	Key features of Wall management Software (a) Central Configuration database (b) Client Server Interface © Auto detection of network sources	Tender conditions prevail.
649	Section 5	770	DLP.REQ.06 7	Software: Wall Control Software shall allow commands on wall level or cube level or a selection of cubes : a. Switching the entire display wall on or off. b. Setting all projection modules to a common brightness target, which can be either static (fixed) or dynamic to always achieve maximum (or minimum) common brightness between	Wall Control Software shall allow commands on wall level or cube level or a selection of cubes : a. Switching the entire display wall on or off. b. Fine-tune colour of each cube	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				projection modules. c. Fine-tune colour of each cube		
650	Section 5	770	DLP.REQ.06 8	Software: The integrated view shall provide a database that a. records all events b. can record full status at given time intervals c. can be exported to excel Or html d. Show internal patterns	The integrated view shall provide a database that (a) records all events (b) can be exported to excel	Tender conditions prevail.
651	Section 5	770	DLP.REQ.06 9	Software: Log file functions (full Audit trail capabilities) and Logs are not automatically overwritten for Client logs, Central server logs	Log file functions	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
652	Section 5	770	DLP.REQ.06 7 ,	Software: Wall Control Software shall allow commands on wall level or cube level or a selection of cubes : a. Switching the entire display wall on or off. b. Setting all projection modules to a common brightness target, which can be either static (fixed) or dynamic to always achieve maximum (or minimum) common brightness between projection modules. c. Fine-tune colour of each cube	Wall Control Software shall allow commands on wall level or cube level or a selection of cubes : a. Switching the entire display wall on or off. b. Fine-tune colour of each cube	Tender conditions prevail.
653	Section 5	770	DLP.REQ.06 8	Software: The integrated view shall provide a database that a. records all events b. can record full status at given time intervals c. can be exported to excel Or html d. Show internal patterns	The integrated view shall provide a database that (a) records all events (b) can be exported to excel	Tender conditions prevail.
654	Section 5	770	DLP.REQ.06 9	Software: Log file functions (full Audit trail capabilities) and Logs are not automatically overwritten	Log file functions	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				for Client logs, Central server logs		
655	Section 5	770	DLP.REQ.06 7	Software: Wall Control Software shall allow commands on wall level or cube level or a selection of cubes : a. Switching the entire display wall on or off. b. Setting all projection modules to a common brightness target, which can be either static (fixed) or dynamic to always achieve maximum (or minimum) common brightness between projection modules. c. Fine-tune colour of each cube	Wall Control Software shall allow commands on wall level or cube level or a selection of cubes : a. Switching the entire display wall on or off. b. Fine-tune colour of each cube	Tender conditions prevail.
656	Section 5	770	DLP.REQ.06 8	Software: The integrated view shall provide a database that a. records all events b. can record full status at given time intervals c. can be exported to excel Or html d. Show internal patterns	The integrated view shall provide a database that (a) records all events (b) can be exported to excel	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
657	Section 5	770	DLP.REQ.06 9	Software: Log file functions (full Audit trail capabilities) and Logs are not automatically overwritten for Client logs, Central server logs	Log file functions	Tender conditions prevail.
658		771		Recommendation	Request you to add that Video wall, controller & Wall management & accessories should be from Same OEM to avoid compatibility issue.	Tender conditions prevail.
659	Section 5	771	DLP.REQ.070	Software: Logs contain the following information <ul style="list-style-type: none"> • Individual User ID that has control of the video wall at any given time • Name of PC that has control of video wall at any given time. • Time control was taken. • Time control was released • Time stamps in log shall be at the one (1) second interval, or less 	Logs contain the following information <ul style="list-style-type: none"> • Individual User ID that has control of the video wall at any given time • Name of PC that has control of video wall at any given time. • Time control was taken. • Time control was released 	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
660	Section 5	771	DLP.REQ.07 0	Software: Logs contain the following information • Individual User ID that has control of the video wall at any given time • Name of PC that has control of video wall at any given time. • Time control was taken. • Time control was released • Time stamps in log shall be at the one (1) second interval, or less	Logs contain the following information • Individual User ID that has control of the video wall at any given time • Name of PC that has control of video wall at any given time. • Time control was taken. • Time control was released	Tender conditions prevail.
661	Section 5	771	DLP.REQ.07 0	Software: Logs contain the following information • Individual User ID that has control of the video wall at any given time • Name of PC that has control of video wall at any given time. • Time control was taken. • Time control was released • Time stamps in log shall be at the one (1) second interval, or less	Logs contain the following information • Individual User ID that has control of the video wall at any given time • Name of PC that has control of video wall at any given time. • Time control was taken. • Time control was released	Tender conditions prevail.
662	Section 5	772	EOC.REQ.008	PC Connection Port	As requested for above conference room	Tender conditions prevail.
663	Section 5	773	EOC.REQ.016	External Speaker	As requested for above conference room	Tender conditions prevail.
664	Section 5	773	EOC.REQ.022	wireless solution with multiscreen functions	As requested for above conference room	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
665	Section 5	775	LAP.REQ.008	Optical Drive DVD+ /-RW SuperMulti DL Drive	Kindly amend this to "Internal/External Optical Drive DVD+/- RW"	Tender conditions prevail.
666	Section 5	775	LAP.REQ.006	Hard Disk 500 GB 5400 rpm SMART SATA HDD with 3D Drive guard and Drive Encryption	Kindly amend this to "Hard Disk 500 GB 5400 rpm Hybrid Drive"	Please refer corrigendum
667	Section 5	775	LAP.REQ.012	Interfaces 2 USB 3.0; 2 USB 2.0	Kindly amend this to Total 2USB 3.0; 1USB 2.0 ports	Tender conditions prevail.
668	Section 5	775			Request to kindly add Security Feature like TPM 1.2	Tender conditions prevail.
669	Section 5	780	SAN.REQ.004	Throughput: 8Gbps or Higher	Clarification Required- Is this the actual throughput required or this is mentioned for FC host interface speed	Actual Throughput is required
670	Section 5	780	SAN.REQ.003	90 Days	Request you to please specify minimum capacity (raw or usable) required for this project.	The Clause is self-explanatory
671	Section 5	780	SAN.REQ.004	8Gbps or higher	Request to change this clause to minimum 4x16Gbps Front end ports instead of only 8Gbps throughput, as 16Gbps FC is latest available front end port throughput.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
672	Section 5	780	SAN.REQ.013	Data & Control Cache Swappable	Request to modify the clause as follows: Minimum 2 numbers of Controllers in active/active mode – with 64 GB on-board protected DRAM Cache across SAN controllers. This will define seek time of information and improve response from storage. Hence, request to include this in the minimum	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
					requirement while considering magnitude of such projects.	
673	Section 5	781	SAN.REQ.022	RAID 6	Please include support for RAID 5 & 10 as this is recommended to configure high performance oriented workload and also RAID 5 widely being used to configure SSD drives.	Please refer corrigendum
674	Section 5	782	VTL.REQ.002	Support upto 512 drives	Looking at the project requirement 512 drives are very high. Request you to please change the number of drives to 300 for optimum solution and more competitive bid	Please refer corrigendum
675	Section 5	782	VTL.REQ.003	Offered Tape library should scale upto 40,000 slots	Looking at the project requirement 40,000 slots are very high. Request you to please change the number of slots to 30,000 for optimum solution and more competitive bid.	Please refer corrigendum
676	Section 5	782	VTL.REQ.004	Offered appliance should support up to 64 partitions	Looking at the project requirement 64 partitions are very high. Request you to please change the number of partitions to 32 for optimum solution and more competitive bid.	Please refer corrigendum
677	Section 5	782	VTL.REQ.013	Six 8Gbps FC, two 10 GbE...	Looking at the project requirement 6 FC ports are very high. Request you to please change the number of FC ports to 4 for optimum solution and more competitive bid.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
678	Section 5	782	VTL.REQ.014	Should have capacity of min. 600 TB usable by adding the expansion module or another base controller and scalable to 1000TB.	Looking at the project requirement asked capacity are very high. Request you to please change the capacity to 200 TB scalable to 400 TB for optimum solution and more competitive bid.	Please refer corrigendum
679	Section 5	782	VTL.REQ.007	NAS/SAN Interface Performance - Should support and provide 10.0 TB per Hour	Our appliance offers 17.5TB/hour for NAS, We hereby requesting to Kindly change the throughput to 15.0 TB per Hour	Min. requirement is provided in the RFP. Bidder to design the solution as required.
680	Section 5	782	VTL.REQ.008	VTL Interface Performance - Should support and provide 10.0 TB per Hour	Our appliance offers 15.7TB/hour for VTL, We hereby requesting to kindly change the throughput to 15.0 TB per Hour	Min. requirement is provided in the RFP. Bidder to design the solution as required.
681	Section 5	782	VTL.REQ.009	OST Interface Performance - Should support and provide 20.0 TB per Hour	Our appliance offers 17.6TB/hour for OST, We hereby requesting to Kindly change the throughput to 15.0 TB per Hour, All the offered presentation should have the equal & similar throughput to complete the backup in the same Backup window.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
682	Section 5	782	VTL.REQ.010	Drive Capacity - 3 TB or higher	Latest offered Drive capacity is 4 TB , This reduce the Rack consumption for the specific usable capacity and you get the high density usage per Rack U. Kindly change it to - 4 TB or higher	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
683	Section 5	782	VTL.REQ.014	Capacity - Should have capacity of min. 600 TB Usable by adding the expansion modules or another Base Controller and scalable to 1000 TB	We hereby requesting you to pls reduce the min. capacity to 500 TB usable & scalable to 1000 TB, as the 600 TB usable in the base box comes in specific OEMs and our comes with 500 TB .	Please refer corrigendum
684	Section 5	782	BS.REQ.012	The backup software should provide SAN based (LAN-FREE) Backup. Also should not have any restrictions on the number of drives that can be attached in tape library.	Backup software should not demand additional licenses when number of drives have been added to tape library for performance improvement.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
685	Section 5	782	VTL.REQ.001	Offered appliance should support disk based backup	Please suggest if disk based backup should be supported through NFS, CIFS protocols simultaneously with VTL	Min. requirement is provided in the RFP. Bidder to design the solution as required.
686	Section 5	782	VTL.REQ.012	should support RAID or Enhanced RAID with Hot spare provision	Please suggest the RAID level to cater dual disk failure.	Please refer corrigendum
687	Section 5	782	VTL.REQ.001	Emulation Drive	Offered appliance should support disk based backup Please suggest if disk based backup should be supported through NFS, CIFS protocols simultaneously with VTL	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
688	Section 5	782		Safety of data	Addition Please suggest if proposed VTL should protect against lost data in power fail and software crashes.	Tender conditions prevail.
689	Section 5	782		Safety of data	Addition Please suggest if proposed VTL should have continuous file system check to ensure data integrity.	Tender conditions prevail.
690	Section 5	782		Virtual Tape Library-Analyst Report Validation	In order to ensure that the Bidder proposes Industry Leading technology Product to you for Virtual Tape Library, Kindly confirm if the proposed Virtual Tape Library shall reflect in Leader's Quadrant of Gartner's 2015 Deduplication Backup Target Appliances Magic Quadrant.	Tender conditions prevail.
691	Section 5	783	VTL.REQ.007 VTL.REQ.008	Should support and provide 10.0 TB per Hour Should support and provide 10.0 TB per Hour	You have asked for 600TB usable capacity to be configured for disk based backup which is an enterprise class VTL, backup throughput of 10TB per hour is very less for the same. We suggest to update it with 25TB/hr to meet stringent backup window	Min. requirement is provided in the RFP. Bidder to design the solution as required.
692	Section 5	783	VTL.REQ.007	NAS/SAN Interface Performance	Should support and provide 10.0 TB per Hour You have asked for 600TB usable capacity to be configured for disk based backup which is an enterprise class VTL, backup throughput of 10TB per hour is very less for the same. We suggest to update it with 25TB/hr to meet stringent backup window	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
693	Section 5	784	VTL.REQ.008	VTL Interface Performance	Should support and provide 10.0 TB per Hour You have asked for 600TB usable capacity to be configured for disk based backup which is an enterprise class VTL, backup throughput of 10TB per hour is very less for the same. We suggest to update it with 25TB/hr to meet stringent backup window	Min. requirement is provided in the RFP. Bidder to design the solution as required.
694	Section 5	785	VTL.REQ.009	Should support and provide 20 TB per Hour	You have asked for 600TB usable capacity to be configured for VTL which is an enterprise class VTL, backup throughput of 20TB per hour is very less for the same. We suggest to update it with 50TB/hr to meet stringent backup window	Min. requirement is provided in the RFP. Bidder to design the solution as required.
695	Section 5	785		Addition	Please suggest if proposed VTL should protect against lost data in power fail and software crashes.	Tender conditions prevail.
696	Section 5	785		Addition	Please suggest if proposed VTL should have continuous file system check to ensure data integrity.	Tender conditions prevail.
697	Section 5	785	VTL.REQ.009	OST Interface Performance	Should support and provide 20 TB per Hour You have asked for 600TB usable capacity to be configured for VTL which is an enterprise class VTL, backup throughput of 20TB per hour is very less for the same. We suggest to update it with 50TB/hr to meet stringent backup window	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
698	Section 5	786	VTL.REQ.012	should support RAID or Enhanced RAID with Hot spare provision	Please suggest the RAID level to be supported like RAID6 to cater dual disk failure	Please refer corrigendum
699	Section 5	786	VTL.REQ.012	Drive Redundancy level	should support RAID or Enhanced RAID with Hot spare provision Please suggest the RAID level to be supported like RAID6 to cater dual disk failure	Please refer corrigendum
700	Section 5	796	Serial No. 13	VHF Handheld radio device-Reverse polarity protection should be provided	Portable battery is having fixed battery connection so there is no chance for reverse polarity so kindly omit this clause.	Tender conditions prevail.
701	Section 5	808	DBS.REQ.003	...2.6 GHz with 8 core...	Request you to please change to 2.6 GHz with 10 core to be inline with latest Intel offering.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
702	Section 5	808	DBS.REQ.003	Processor: Latest Generation x86-64 Bit Minimum 2.6 GHz with 8 Core and 16MB Cache or more	<p>Amendment request " Latest Generation x86-64 Bit E7 Processor with Minimum 2.6Ghz Clock Speed or above with minimum of 4 processors, each processor having 10 cores and 16MB Cache or more"</p> <p>Since this is a critical environment E7 is right processor for four CPU systems. The biggest and real value proposition of E7 based systems are RAS features for mission critical applications. E7 provides error containment, error recovery and system reconfiguration which E5 does not provide. E7 v3 generally out performs E5v3 processors in 4 CPU category due to more CPU cache and better architecture. For example E7 has 45 mb cache in 4, 10,16,18 core CPU types while E5v3 has 45 mb cache only in 18 core CPU</p> <p>The RAS whitepaper is attached below http://www.intel.in/content/www/in/en/processors/xeon/xeon-e7-family-ras-server-paper.html</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
703	Section 5	808	DBS.REQ.008	The server should provide a minimum of 36Gb aggregate bandwidth per blade server	<p>Amendment Request " PCI-Express Slots: Server should have Minimum 4 * 10 Gbps Ethernet Ports Per Server and Minimum 4 * 8Gb /s FC HBA Ports Or in lieu of Ethernet and FC, bidder can provide 8 * 10G FCOE Ports per Server. Should Have Minimum 2 * PCI Express Slots (or Converged Network Adapters in lieu of the same). The Converged Network Adapters should aggregate both the Ethernet and FC connectivity on a single fabric"</p> <p>Server should be asked with 4 x 10G ports redundant cards, as in server chassis as well there is 80G of bandwidth requested per server. Higher bandwidth is extremely critical of process intensive workload as required in Dial 100 project. Also this would ensure that at-least 40Gbps of bandwidth would be available even with the failure of one card.</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.
704	Section 5	808	DBS.REQ.003	Processor: Latest Generation x86-64 Bit Minimum 2.6 GHz with 8 Core and 16MB Cache or more	The Processor technology across the industry has advanced to offer Better Core Density per Processor to better the Price/Performance per Core. Latest generation with atleast 18 Cores and 2.3GHz or More with 45MB cache	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
705	Section 5	808	DBS.REQ.004	Number of Processors: Offered Server should be configured with 4 (Four) Processors	Since the Core Density per processor is being increased required scalability is obtained within the Two socket servers, It is suggested to remove the scalability to 2 Sockets. This is to avoid higher acquisition costs in the name of Scalability. Modular & Appliance based Architecture also enables customer to Pay as per the growth. Server Should be Scalable to Two Processors with 18 Cores each	Please refer corrigendum
706	Section 5	808	DBS.REQ.006	Memory Scalability: 1TB DDR3 better Or higher is acceptable	Since the Two socket systems offer a maximum of 768GB and this Scalability is almost 5times of the required memory for the current requirement. It is suggested to have linear scalability of memory per Core. Industry standard is around 8GB per core. Even if the Scalability is considered to be double the maximum Memory for 36 Core would be 576GB. It is requested to Keep the maximum Scalability to 768GB Per Server.	Please refer corrigendum
707	Section 5	808	DBS.REQ.003	Section 5B Minimum Technical Requirements Specifications, Database server, Page 808	DBS.REQ.003, Processor: Latest Generation x86-64 Bit Minimum 2.6 GHz with 8 Core and 16MB Cache or more Amendment request " Latest Generation x86-64 Bit E7 Processor with Minimum 2.6Ghz Clock Speed or above with minimum of 4 processors, each processor having 10 cores and 16MB Cache or more"	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
708	Section 5	808	DBS.REQ.008	Section 5B Minimum Technical Requirements Specifications, Database server, Page 808	<p>DBS.REQ.008, The server should provide a minimum of 36Gb aggregate bandwidth per blade server</p> <p>Amendment Request " PCI-Express Slots: Server should have Minimum 4 * 10 Gbps Ethernet Ports Per Server and Minimum 4 * 8Gb /s FC HBA Ports Or in lieu of Ethernet and FC, bidder can provide 8 * 10G FCOE Ports per Server. Should Have Minimum 2 * PCI Express Slots (or Converged Network Adapters in lieu of the same). The Converged Network Adapters should aggregate both the Ethernet and FC connectivity on a single fabric"</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.

709	Section 5	809	DBS.REQ.012	<p>OS & Virtualization Infrastructure Support Enterprise MS Windows, Flavors of Linux such as RHEL, SLES/ OEL. It should also support popular virtualisation such as VMWare VSphere & Microsoft HyperV</p>	<p>As we understand that this very prestigious and critical project for UP State, we would like to suggest to consider server virtualization solution that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security and provides functionalities such as:</p> <ul style="list-style-type: none"> - high availability, zero downtime and zero dataloss without requiring any clustering solution, - hot add for cpu and memory so that resources can be increased when required, live migration of vms from one host and storage to another, - automatically & dynamically movement of vms & storage to ensure the availability of adequate resources, - monitors the network and storage i/o and automatically prioritize the preferred application during the heavy load etc. - Support for heterogeneous guest Operating systems like Windows client, Windows Server, Linux (at least Red Hat, SUSE, Ubuntu and CentOS), Solaris x86. - Support for host based agentless av to ensure the performance and availability of Applications are not compromised during the signature update, av scanning etc. No av agent installation should be required. - Provide in built quality of service solution for both Storage and Network to ensure performance is always met for critical workloads like Databases and high transaction web servers, critical applications etc. - Provides in-built backup solution without the need of agent and also in-built replication solution - dynamically allocate and balance computing capacity across collections of hardware resources aggregated into one unified 	<p>Tender conditions prevail.</p>
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					<p>resource pool with optional control over movement of virtual machines like restricting or moving VMs to run on selected physical hosts.</p> <p>- Virtualization software should have the ability to manage virtual switches at a cluster level by creating a distributed switch that can span an entire cluster and is VM mobility aware.</p> <p>Consideration of above few of the essential functionalities will ensure the performance, availability, scalability, elasticity etc. for all types of applications you have asked in the RFP including the most i/o intensive solutions solution such as Database, EMS, CAD, DMS, HRMS, BI, Reporting and Analytics, Citizen Portal, Video Recording & Quality Monitoring, Directory Services, GIS etc.</p>	
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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
710	Section 5	809	DBS.REQ.014	Form Factor: Blade	<p>The industry is moving towards Hyper Converged infrastructure and the Convergence is going beyond physical Infrastructure through Virtualisation. Gartner has also Identified Hyper Converged Solutions as Growth market and Integrated Systems being identified as Solution to offer Convergence from Compute, Storage, Network, Virtualisation and Integration to OS, Application & Database Layers to offer Better Cost / Performance benefits to customers.</p> <p>It is requested to remove the Blade form factor which restricts vendors to offer Similar Hyper Converged Appliance based Solutions.</p> <p>http://www.gartner.com/technology/reprints.do?id=1-2LFEWKU&ct=150819&st=sb</p>	Tender conditions prevail.
711	Section 5	809	Form Factor: Blade		<p>It is requested to remove the Blade form factor which restricts vendors to offer Similar Hyper Converged Appliance based Solutions.</p> <p>http://www.gartner.com/technology/reprints.do?id=1-2LFEWKU&ct=150819&st=sb</p>	Tender conditions prevail.
712	Section 5	810	BCH.REQ.008	...chassis connectivity to TOR Switch...	<p>We understand that each blade enclosure to be configured with redundant TOR switch. Please confirm / clarify on this understanding.</p>	Yes with redundant TOR switch

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
713	Section 5	810	BCH.REQ.008	... minimum of 20Gbps (for LAN and for SAN/FCOE) per blade server...	As 36Gbps through put have been asked in the blade server. The interconnect should provide the same throughput per blade server to avoid any I/O bottleneck and resulting application performance and latency issues due to I/O. Request you to please modify the clause as ...minimum of 36Gbps (for LAN and for SAN/FCOE) per blade server...	Please refer corrigendum
714	Section 5	810	PMS.REQ.017	<p>Patrol Order Sheet</p> <p>Circle Officer and above rank officers can define Patrol order sheet. The Patrol order sheet will be send to PRV through GPS over MDT which will consist of:</p> <ul style="list-style-type: none"> i. Patrol Order sheet unique number ii. Date of Patrol iii. Patrolling routes information iv. Reaching Time v. Halt time vii. Detail of PRV staff viii. Single sign on of PRV staff <p>PRV staff will fill required details and submit the order sheet back to respective officer. In-charge officer will</p>	We are assuming that 'Patrol Order Sheet' means that PRV vehicle staff should be able to create GIS based patrol charts into the CAD system. This can be achieved by creating an interface in MDT for preparing patrol chart and submitting to Circle office for approval. Please confirm.	Yes

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				approve the Patrol order sheet submitted by PRV staff. There will also be option for printing the patrolling sheets through web link		
715	Section 5	810	Section: 5 Page No: 810 Clause: BCH.REQ.008	Power supplies in the chassis should be in redundant configuration. Chassis connectivity to the TOR switch, if required in solution, must be able to provide a minimum of 20Gbps (for LAN and for SAN/FCOE) per blade server (with redundancy)	We understand that each blade enclosure to be configured with redundant TOR switch. Please confirm / clarify.	Yes with redundant TOR switch

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				and 10Gbps (for LAN, for SAN) sustained per blade server (with 1 connectivity module failure) in the chassis.		
716	Section 5	810	BCH.REQ.008	Blade Chassis: Power supplies in the chassis should be in redundant configuration. Chassis connectivity to the TOR switch, if required in solution, must be able to provide a minimum of 20Gbps (for LAN and for SAN/FCOE) per blade server (with redundancy) and 10Gbps (for LAN, for SAN) sustained per blade server (with 1 connectivity module failure) in the chassis.	Amendment Request "Power supplies in the chassis should be in redundant configuration. Chassis connectivity must be able to provide a minimum of 20Gbps (for LAN and for SAN/FCOE) per blade server (with redundancy) and 10Gbps (for LAN, for SAN) sustained per blade server (with 1 connectivity module failure) in the chassis." Please note in present clause RFP has given performance criteria for TOR deployment, whereas performance has to be uniform for every deployment model, otherwise UP police won't be able to ensure the required performance level for Non-TOR deployment	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
717	Section 5	810	BCH.REQ.010	LAN Interconnect: Sufficient number of Redundant Ethernet modules so as to provide 2* 10gb downlinks to each server for LAN connectivity.	Amendment Request " Sufficient number of Redundant Ethernet modules so as to provide 4* 10gb downlinks to each server for LAN connectivity." This is to ensure higher and redundant connectivity is provisioned for the server, i.e., Even with the failure of any module, server should have 4 x 10G bandwidth should be available for LAN, FC/FCOE.	Please refer corrigendum
718	Section 5	810	BCH.REQ.011	Fibre Channel Interconnects: Sufficient number of Redundant FC/SAN Switch modules so as to provide 2* 8gb downlinks to each server for SAN connectivity. Vendors may provide redundant converged modules to cater for above bandwidth for LAN and SAN connectivity.	Amendment Request "Sufficient number of Redundant FC/SAN Switch modules so as to provide 4* 8gb downlinks to each server for SAN connectivity. Vendors may provide redundant converged modules to cater for above bandwidth for LAN and SAN connectivity." This is to ensure higher and redundant connectivity is provisioned for the server, i.e., Even with the failure of any module, server should have 4 x 10G bandwidth should be available for LAN, FC/FCOE.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
719	Section 5	810	BCH.REQ.008	Blade Chassis: Power supplies in the chassis should be in redundant configuration. Chassis connectivity to the TOR switch, if required in solution, must be able to provide a minimum of 20Gbps (for LAN and for SAN/FCOE) per blade server (with redundancy) and 10Gbps (for LAN, for SAN) sustained per blade server (with 1 connectivity module failure) in the chassis.	<p>Amendment Request "Power supplies in the chassis should be in redundant configuration. Chassis connectivity must be able to provide a minimum of 20Gbps (for LAN and for SAN/FCOE) per blade server (with redundancy) and 10Gbps (for LAN, for SAN) sustained per blade server (with 1 connectivity module failure) in the chassis."</p> <p>Please note in present clause RFP has given performance criteria for TOR deployment, whereas performance has to be uniform for every deployment model, otherwise UP police won't be able to ensure the required performance level for Non-TOR deployment</p>	Please refer corrigendum
720	Section 5	810	BCH.REQ.010	LAN Interconnect: Sufficient number of Redundant Ethernet modules so as to provide 2* 10gb downlinks to each server for LAN connectivity.	<p>Amendment Request " Sufficient number of Redundant Ethernet modules so as to provide 4* 10gb downlinks to each server for LAN connectivity."</p> <p>This is to ensure higher and redundant connectivity is provisioned for the server, i.e., Even with the failure of any module, server should have 4 x 10G bandwidth should be available for LAN, FC/FCOE.</p>	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
721	Section 5	810	BCH.REQ.011	Fibre Channel Interconnects: Sufficient number of Redundant FC/SAN Switch modules so as to provide 2* 8gb downlinks to each server for SAN connectivity. Vendors may provide redundant converged modules to cater for above bandwidth for LAN and SAN connectivity.	Amendment Request "Sufficient number of Redundant FC/SAN Switch modules so as to provide 4* 8gb downlinks to each server for SAN connectivity. Vendors may provide redundant converged modules to cater for above bandwidth for LAN and SAN connectivity." This is to ensure higher and redundant connectivity is provisioned for the server, i.e., Even with the failure of any module, server should have 4 x 10G bandwidth should be available for LAN, FC/FCOE.	Please refer corrigendum
722	Section 5	810	BCH.REQ.010	LAN Interconnect: Sufficient number of Redundant Ethernet modules so as to provide 2* 10gb downlinks to each server for LAN connectivity.	Amendment Request " Sufficient number of Redundant Ethernet modules so as to provide 4* 10gb downlinks to each server for LAN connectivity."	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
723	Section 5	810	BCH.REQ.008	Section 5B Minimum Technical Requirements Specifications, Blade chassis, Page 810,	<p>BCH.REQ.008, Blade Chassis: Power supplies in the chassis should be in redundant configuration. Chassis connectivity to the TOR switch, if required in solution, must be able to provide a minimum of 20Gbps (for LAN and for SAN/FCOE) per blade server (with redundancy) and 10Gbps (for LAN, for SAN) sustained per blade server (with 1 connectivity module failure) in the chassis.</p> <p>Kindly clarify if criteria as mention in clause, that is "provide a minimum of 20Gbps (for LAN and for SAN/FCOE) per blade server (with redundancy) and 10Gbps (for LAN, for SAN) sustained per blade server (with 1 connectivity module failure) in the chassis" is uniform to all the proposed solution whether with TOR or otherwise?</p>	Please refer corrigendum
724	Section 5	810	BCH.REQ.010	Section 5B Minimum Technical Requirements Specifications, Blade chassis, Page 810	<p>BCH.REQ.010, LAN Interconnect: Sufficient number of Redundant Ethernet modules so as to provide 2* 10gb downlinks to each server for LAN connectivity.</p> <p>Amendment Request " Sufficient number of Redundant Ethernet modules so as to provide 4* 10gb downlinks to each server for LAN connectivity."</p>	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
725	Section 5	810	BCH.REQ.011	Section 5B Minimum Technical Requirements Specifications, Blade chassis, Page 810,	BCH.REQ.011, Fibre Channel Interconnects: Sufficient number of Redundant FC/SAN Switch modules so as to provide 2* 8gb downlinks to each server for SAN connectivity. Vendors may provide redundant converged modules to cater for above bandwidth for LAN and SAN connectivity. Amendment Request "Sufficient number of Redundant FC/SAN Switch modules so as to provide 4* 8gb downlinks to each server for SAN connectivity. Vendors may provide redundant converged modules to cater for above bandwidth for LAN and SAN connectivity."	Please refer corrigendum
726	Section 5	812	BCH.REQ.020	...RADIUS/TACACs..	The clause is proprietary to one OEM. Request you to please delete this clause.	RADIUS/TACACs are the examples. Bidder needs to compliance the multilevel authentication as per requirement
727	Section 5	814	BS.REQ.004	... memory mirroring...	Memory mirroring is specific to one OEM. Request you to please remove memory mirroring from the clause.	Please refer corrigendum
728	Section 5	814	BS.REQ.005	..or 2 x 10G FCOE port...	We understand that FCOE ports can be provided in place of FC HBA and aggregate bandwidth should be minimum 36Gbps. Please confirm / clarify on this understanding.	The Clause is self-explanatory

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
729	Section 5	814	BS4.REQ.003	...having 8 core...	Request you to please change to 2.6 GHz with 10 core to be inline with latest Intel offering.	Tender conditions prevail.
730	Section 5	814	BS.REQ.011	Blade Server - 4 CPU - OS & Virtualization Infrastructure Support MS Windows, Linux, VMWare VSphere & Microsoft HyperV etc.	<p>We appreciate and acknowledge your decision for opting server virtualization and hope you are considering Server Virtualization solution that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security and present in Gartner's Leader Quadrant continuous from last 4 years or more.</p> <p>Kindly confirm if you are planning to virtualize all x86 servers.</p> <p>Since virtualization is a major component in any modern datacenter so we would suggest to consider OS and Virtualization components separately to ensure the adherence to the SLAs defined.</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
731	Section 5	814	BS.REQ.004	Memory: Minimum 256 GB DDR3 or equivalent RAM of highest frequency as applicable in the quoted model to be offered per processor. Memory should support ECC and memory mirroring upgradable up to 700GB	<p>Amendment request " Minimum 256 GB DDR4 or equivalent RAM with minimum speed of 1.88 GHz. Memory should support ECC and memory mirroring upgradable up to 700GB without replacing existing DIMMs and Mixing different capacity DIMM "</p> <p>Please note first DDR4 is the latest standard for kindly consider DDR4 RAM and secondly while RFP is asking for up-gradation provision to 700 GB, please make sure that up-gradation will not waste you existing investment which UP Police is doing in the procurement of 256 GB of memory, so up-gradation should be available without replacing existing DIMMs and Mixing different capacity DIMM.</p>	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
732	Section 5	814	BS.REQ.005	PCI-Express Slots: Server should have Minimum 2 * 10 Gbps Ethernet Ports Per Server and Minimum 2 * 8Gb /s FC HBA Ports Or 2 * 10G FCOE Ports per Server and Server. Should Have Minimum 2 * PCI Express Slots (or Converged Network Adapters in lieu of the same). The Converged Network Adapters should aggregate both the Ethernet and FC connectivity on a single fabric	<p>Amendment Request " PCI-Express Slots: Server should have Minimum 4 * 10 Gbps Ethernet Ports Per Server and Minimum 4 * 8Gb /s FC HBA Ports Or in lieu of Ethernet and FC, bidder can provide 8 * 10G FCOE Ports per Server. Should Have Minimum 2 * PCI Express Slots (or Converged Network Adapters in lieu of the same). The Converged Network Adapters should aggregate both the Ethernet and FC connectivity on a single fabric"</p> <p>Server should be asked with 4 x 10G ports redundant cards, as in server chassis as well there is 80G of bandwidth requested per server. Higher bandwidth is extremely critical of process intensive workload as required in Dial 100 project. Also this would ensure that at-least 40Gbps of bandwidth would be available even with the failure of one card.</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
733	Section 5	814	BS4.REQ.003	Processor: Latest Generation x86-64 Bit with Minimum 2.6Ghz Clock Speed or above with minimum of 4 processors, each processor having 8 cores and 16MB Cache or more	<p>Amendment Request " Latest Generation x86-64 Bit E7 Processor with Minimum 2.6Ghz Clock Speed or above with minimum of 4 processors, each processor having 10 cores and 16MB Cache or more"</p> <p>Since this is a critical environment E7 is right processor for four CPU systems. The biggest and real value proposition of E7 based systems are RAS features for mission critical applications. E7 provides error containment, error recovery and system reconfiguration which E5 does not provide. E7 v3 generally out performs E5v3 processors in 4 CPU category due to more CPU cache and better architecture. For example E7 has 45 mb cache in 4, 10,16,18 core CPU types while E5v3 has 45 mb cache only in 18 core CPU</p> <p>The RAS whitepaper is attached below http://www.intel.in/content/www/in/en/processors/xeon/xeon-e7-family-ras-server-paper.html</p>	Tender conditions prevail.
734	Section 5	814	BS.REQ.003	Processor: Latest Generation x86-64 Bit with Minimum 2.6Ghz Clock Speed or above with minimum of 2 processors, each processor having 8 cores and 16MB Cache or more	<p>The Processor technology across the industry has advanced to offer Better Core Density per Processor to better the Price/Performance per Core.</p> <p>It is recommended that Processor: Latest Generation x86-64 Bit with Minimum 2.3Ghz Clock Speed or above with minimum of 2 processors, each processor having 18 cores and 45MB Cache or more</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
735	Section 5	814	BS.REQ.013	Form factor: Blade	<p>The industry is moving towards Hyper Converged infrastructure and the Convergence is going beyond physical Infrastructure through Virtualisation. Gartner has also Identified Hyper Converged Solutions as Growth market and Integrated Systems being identified as Solution to offer Convergence from Compute, Storage, Network, Virtualisation and Integration to OS, Application & Database Layers to offer Better Cost / Performance benefits to customers</p> <p>It is requested to remove the Blade form factor which restricts vendors to offer Similar Hyper Converged Appliance based Solutions.</p> <p>http://www.gartner.com/technology/reprints.do?id=1-2LFEWKU&ct=150819&st=sb</p>	Tender conditions prevail.
736	Section 5	814	Form Factor: Blade		<p>It is requested to remove the Blade form factor which restricts vendors to offer Similar Hyper Converged Appliance based Solutions.</p> <p>http://www.gartner.com/technology/reprints.do?id=1-2LFEWKU&ct=150819&st=sb</p>	Tender conditions prevail.
737	Section 5	814	BS.REQ.004	Blade server - 2 CPU,	<p>, Memory: Minimum 256 GB DDR3 or equivalent RAM of highest frequency as applicable in the quoted model to be offered per processor. Memory should support ECC and memory mirroring upgradable up to 700GB</p> <p>Kindly clarify if the up-gradation to 700 GB as asked in RFP should be available without replacing existing DIMMs as proposed by</p>	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
					bidder for 256 GB Day capacity and without Mixing different capacity DIMMs?	
738	Section 5	814	BS.REQ.005	Section 5B Minimum Technical Requirements Specifications, Blade server - 2 CPU, Page 814	<p>BS.REQ.005, PCI-Express Slots: Server should have Minimum 2 * 10 Gbps Ethernet Ports Per Server and Minimum 2 * 8Gb /s FC HBA Ports Or 2 * 10G FCOE Ports per Server and Server. Should Have Minimum 2 * PCI Express Slots (or Converged Network Adapters in lieu of the same). The Converged Network Adapters should aggregate both the Ethernet and FC connectivity on a single fabric</p> <p>Amendment Request " PCI-Express Slots: Server should have Minimum 4 * 10 Gbps Ethernet Ports Per Server and Minimum 4 * 8Gb /s FC HBA Ports Or in lieu of Ethernet and FC, bidder can provide 8 * 10G FCOE Ports per Server. Should Have Minimum 2 * PCI Express Slots (or Converged Network Adapters in lieu of the same). The Converged Network Adapters should aggregate both the Ethernet and FC connectivity on a single fabric"</p>	This is minimum requirement , bidder can provide configuration with upper end

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
739	Section 5	814	BS4.REQ.005	Section 5B Minimum Technical Requirements Specifications, Blade server - 4 CPU, Page 814	<p>BS4.REQ.005, PCI-Express Slots: Server should have Minimum 2 * 10 Gbps Ethernet Ports Per Server and Minimum 2 * 8Gb /s FC HBA Ports Or 2 * 10G FCOE Ports per Server and Server. Should Have Minimum 2 * PCI Express Slots (or Converged Network Adapters in lieu of the same). The Converged Network Adapters should aggregate both the Ethernet and FC connectivity on a single fabric</p> <p>Amendment Request " PCI-Express Slots: Server should have Minimum 4 * 10 Gbps Ethernet Ports Per Server and Minimum 4 * 8Gb /s FC HBA Ports Or in lieu of Ethernet and FC, bidder can provide 8 * 10G FCOE Ports per Server. Should Have Minimum 2 * PCI Express Slots (or Converged Network Adapters in lieu of the same). The Converged Network Adapters should aggregate both the Ethernet and FC connectivity on a single fabric"</p>	This is minimum requirement , bidder can provide configuration with upper end
740	Section 5	814	BS4.REQ.003	Section 5B Minimum Technical Requirements Specifications, Blade server - 4 CPU, Page 814	<p>BS4.REQ.003, Processor: Latest Generation x86-64 Bit with Minimum 2.6Ghz Clock Speed or above with minimum of 4 processors, each processor having 8 cores and 16MB Cache or more</p> <p>Amendment Request " Latest Generation x86-64 Bit E7 Processor with Minimum 2.6Ghz Clock Speed or above with minimum of 4 processors, each processor having 10 cores and 16MB Cache or more"</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
741	Section 5	815	BS4.REQ.004	... memory mirroring...	Memory mirroring is specific to one OEM. Request you to please remove memory mirroring from the clause.	Please refer corrigendum
742	Section 5	815	BS4.REQ.011	Blade Server - 4 CPU-OS & Virtualization Infrastructure Support MS Windows, Linux,VMWare VSphere & Microsoft HyperV etc.	We appreciate and acknowledge your decision for opting server virtualization and hope you are considering Server Virtualization solution that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security and present in Gartner's Leader Quadrant continuous from last 4 years or more. Kindly confirm if you are planning to virtualize all x86 servers. Since virtualization is a major component in any modern datacenter so we would suggest to consider OS and Virtualization components separately to ensures the adherence to the SLAs defined.	Tender conditions prevail.
743	Section 5	815	BS4.REQ.003	Latest Generation x86-64 Bit with Minimum 2.6Ghz Clock Speed or above with minimum of 4 processors, each processor having 8 cores and 16MB Cache or more	The Processor technology across the industry has advanced to offer Better Core Density per Processor to better the Price/Performance per Core. Processor: Latest Generation x86-64 Bit with Minimum 2.3Ghz Clock Speed or above with minimum of 2 processors, each processor having 18 cores and 45MB Cache or more	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
744	Section 5	816	BS4.REQ.013	Form factor: Blade	<p>The industry is moving towards Hyper Converged infrastructure and the Convergence is going beyond physical Infrastructure through Virtualisation. Gartner has also Identified Hyper Converged Solutions as Growth market and Integrated Systems being identified as Solution to offer Convergence from Compute, Storage, Network, Virtualisation and Integration to OS, Application & Database Layers to offer Better Cost / Performance benefits to customers.</p> <p>It is requested to remove the Blade form factor which restricts vendors to offer Similar Hyper Converged Appliance based Solutions.</p> <p>http://www.gartner.com/technology/reprints.do?id=1-2LFEWKU&ct=150819&st=sb</p>	Tender conditions prevail.
745	Section 5	816	Form Factor: Blade		<p>It is requested to remove the Blade form factor which restricts vendors to offer Similar Hyper Converged Appliance based Solutions.</p> <p>http://www.gartner.com/technology/reprints.do?id=1-2LFEWKU&ct=150819&st=sb</p>	Tender conditions prevail.
746	Section 5	827		The proposed load balancer should have the capability to be configured as the SSL /TLS termination point for HTTPS requests.	<p>SSL performance parameters has not been specified in RFP, please clarify on performance numbers for sizing of load balancer solution</p> <p>SSL throughput SSL TPS (transaction per second) SSL concurrent connections System throughput</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
747	Section 5	827		New Suggestion - IPv6 support	As per DOT guidelines hardware and software must be IPv6 compliant and IPv6 ready logo certified. Request you to change the clause to " The appliance should provide full IPv4 & IPv6 support from day 1 with Phase-2 Gold certification from www.ipv6.org " reference:- http://www.dot.gov.in/sites/default/files/IPv6-FAQ_0.pdf point number 8	Please refer corrigendum
748	Section 5	827		New Suggestion -Global server load balancer	keeping application availability and performance requirement under consideration it is suggested that load balancer solution should have integrated global server load balancer solution for DC/DR failover to meet RPO/RTO requirements detailed in RFP. It is suggested to incorporate GSLB functionality on load balancer	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
749	Section 5	827		New Clause Request	<p>Worldwide recognized Third party analysis agencies like Gartner ensures that the proposed Load Balancer is proven & recognized worldwide in the respective domain area. TAC support center/After Sales support based out of INDIA + OEM stability will showcase about the seriousness of the OEM about Indian subcontinent business and support requirements.</p> <p>Hence by mentioning these kind of Certifications/third party analysis will also help to restrict the unwanted OEM's (for Example-Chinese OEM) to participate in the prestigious project, while giving healthy competition among the Leader's in this technology.</p> <p>SUGGESTED CLAUSE:</p> <p>The proposed OEM should be present in Gartner's Leader quadrant for ADC in the latest report (2015).</p> <p>OEM should have TAC in India & should have Indian presence for more than 10 years.</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
750	Section 5	829	CSW.REQ.010	Must have minimum 4 modular slots and 2 should be dedicated for I/O modules.	Request to kindly consider minimum 2 Free I/O Slot for future expansion and investment protection , after considering below mentioned rfp clause there will be no free slot for the future expansion. CSW.REQ.041 : Should support minimum 48-Port 10G SFP+ Ports loaded with MM modules and 48 ports. 10 /100 /1000 Mbps from Day 1 and should have support for 40G and 100G interfaces. Requested amendments: Must have minimum 4 modular slots and 2 should be dedicated for Free I/O modules for future expansion	Please refer corrigendum
751	Section 5	829	CSW.REQ.010	Must have minimum 4 modular slots and 2 should be dedicated for I/O modules.	The Switch should have atleast 6 I/O slots. The RFP ask for only two slot which are already populated and there is not scope for additional modules. We request for 6 I/O slots keeping future requirement in mind.	Please refer corrigendum
752	Section 5	829	Core Switch- CSW.REQ.010	Must have minimum 4 modular slots and 2 should be dedicated for I/O modules.	2 I/O slots are too less. Please increase to 6.	Refer corrigendum document
753	Section 5	829	Core Switch- CSW.REQ.015	IEEE 802.3x Flow Control	Request you to please remove this 802.3x flow control thus enabling all leading OEMs to participate Flow control is required by the low buffer devices and is not required on the core switch level.	Clause Removed

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
754	Section 5	829	CSW.REQ.012	Hardware Features: Chassis Switching Fabric Must be capable of minimum 200 Mpps bandwidth per I/O slot.	Amendment Request " Chassis Switching Fabric Must be capable of minimum 400 Gpps bandwidth per I/O slot which should be bi-directional i.e. 400 GBps in and 400 Gbps out." "First the bandwidth per slot/ throughput should be in terms of bps not pps. Secondly, as per the port requirement asked in point CSW.REQ.041 in Core switch, the required number of ports are 48 x 10 G SFP+, so minimum throughput should be 480 Gbps per slot."	Please refer corrigendum
755	Section 5	829	CSW.REQ.008	Hardware features: Support Redundancy for CPU cards in switching over, to allow the standby CPU to immediately take over	Amendment Request " Support Redundancy for CPU cards in switching over, to allow the standby CPU to immediately take over in sub-second time scales in the event of a failure." CPU switchover time has to be sub-second, as with higher the switchover time, UP Police might not be able to achieve Non-Stop forwarding with failure of CPU card in switch"	Tender conditions prevail.
756	Section 5	829	CSW.REQ.010	Must have minimum 4 modular slots and 2 should be dedicated for I/O modules.	Kindly amend this to "Must have minimum 8 modular slots and 2 should be dedicated for supervisory engine."	Please refer corrigendum
757	Section 5	829	CSW.REQ.012	Chassis Switching Fabric Must be capable of minimum 200 Mpps bandwidth per I/O slot.	Kindly amend this to "Chassis switching Fabric must be capable of minimum 480Gbps bandwidth per I/O slot. "	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
758	Section 5	829	CSW.REQ.012	Section 5B Minimum Technical Requirements Specifications, Core switch, Page 829	CSW.REQ.012, Hardware Features: Chassis Switching Fabric Must be capable of minimum 200 Mpps bandwidth per I/O slot. Kindly clarify if the 200 Gbps of bandwidth per I/O slot is bi-direction i.e. 200 Gbps in & 200 Gbps out ? Also considering the port required asked Day 1 on one module, we recommend to increase the throughput to minimum 400 Gbps bi-directional i.e. 400 GBps in and 400 Gbps out.	Please refer corrigendum
759	Section 5	829	CSW.REQ.008	Section 5B Minimum Technical Requirements Specifications, Core switch, Page 829,	CSW.REQ.008, Hardware features: Support Redundancy for CPU cards in switching over, to allow the standby CPU to immediately take over Kindly clarify if department is looking for sub-second time scale for fail-over in the event of a failure?	Tender conditions prevail.
760	Section 5	832	CSW.REQ.041	Should support minimum 48-Port 10G SFP+ Ports loaded with MM modules and 48 ports. 10 /100 /1000 Mbps from Day 1 and should have support for 40G and 100G interfaces	Please clarify if the required interface should be Wirespeed and Line rate performance.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
761	Section 5	832	CSW.REQ.044	The switch should support minimum 16K IPv4 & Ipv6 unicast routes and minimum 8 K multicast routes	The Routes are very less and will not be enough keeping current and future requirement in mind. We request you change it to " 512K Routes for IPv4 and IPv6 and 256K for Multicast routes.	The specifications provided are minimum. Bidder can quote products with higher specifications as per the design / solution being offered by the Bidder.
762	Section 5	832	Core Switch- CSW.REQ.044,	The switch should support minimum 16K IPv4 & Ipv6 unicast routes and minimum 8 K multicast routes	The Routes are very less Please change it to " 500K Routes for IPv4 and IPv6 and 250K for Multicast routes.	The specifications provided are minimum. Bidder can quote products with higher specifications as per the design / solution being offered by the Bidder.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
763	Section 5	832	CSW.REQ.041	Port: Should support minimum 48-Port 10G SFP+ Ports loaded with MM modules and 48 ports. 10 /100 /1000 Mbps from Day 1 and should have support for 40G and 100G interfaces	Amendment Request "Should support minimum 48-Port 10G SFP+ Ports loaded with MM modules and 48 ports. 1/ 10G BaseT from Day 1 and should have support for 40G and 100G interfaces Please note as per latest available standards, 10G copper line cards are also available which can backward work at 1 G also, so instead of asking only 1 G Copper line card you are suggested to take 10G Copper line cards for higher performance and investment protection	Tender conditions prevail.
764	Section 5	832	CSW.REQ.042	Compliance: The switch should be IPV6 complaint or logo ready	Amendment Request " The switch should be IPV6 logo read Certified" The IPV6 Forum (http://www.ipv6forum.com) IPV6 Ready Logo Program is a conformance and interoperability-testing program intended to increase user confidence by demonstrating that IPV6 is available now and is ready to be used. This is only programme which is commonly following by many vendors, so same should be mandatory to ensure IPV6 readiness in switches. Only writing IPV6 compliant will be ensure for UP Police that if proposed product is IPV6 certified.	Please refer corrigendum

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
765	Section 5	832	CSW.REQ.044	Hardware features: The switch should support minimum 16K IPv4 and IPv6 unicast routes and 8K Multicast Routes.	<p>Amendment Request "The switch should support minimum 16K IPv4 and IPv6 unicast routes and 8K IPv4 & IPv6 Multicast Routes."</p> <p>The IPv6 Forum (http://www.ipv6forum.com) IPv6 Ready Logo Program is a conformance and interoperability-testing program intended to increase user confidence by demonstrating that IPv6 is available now and is ready to be used. This is only programme which is commonly following by many vendors, so same should be mandatory to ensure IPv6 readiness in switches. Only writing IPv6 compliant will be ensure for UP Police that if proposed product is IPv6 certified.</p> <p>Likeway this RFP clause is asking Unicast routes for both IPv4 & IPv6, you are requested to ask Multicast routes also for both IPv4 & IPv6.</p>	The specifications provided are minimum. Bidder can quote products with higher specifications as per the design / solution being offered by the Bidder.
766	Section 5	832	CSW.REQ.043	Switch should be tested and certified for EAL2/EAL3 /NDPP or above under Common Criteria Certification	Kindly amend this to "Switch should be UL 60950-1, IEC 60950-1"	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
767	Section 5	832	CSW.REQ.041	Section 5B Minimum Technical Requirements Specifications, Core switch, Page 832	CSW.REQ.041, Port: Should support minimum 48-Port 10G SFP+ Ports loaded with MM modules and 48 ports. 10 /100 /1000 Mbps from Day 1 and should have support for 40G and 100G interfaces Amendment Request "Should support minimum 48-Port 10G SFP+ Ports loaded with MM modules and 48 ports. 1/ 10G BaseT from Day 1 and should have support for 40G and 100G interfaces	Tender conditions prevail.
768	Section 5	832	CSW.REQ.044	Section 5B Minimum Technical Requirements Specifications, Core switch, Page 832,	CSW.REQ.044, Hardware features: The switch should support minimum 16K IPv4 and IPv6 unicast routes and 8K Multicast Routes. Kindly clarify if the ask 8K multicast routers should be applicable to IPv6 multicast routes as well?	The specifications provided are minimum. Bidder can quote products with higher specifications as per the design / solution being offered by the Bidder.
769	Section 5	834	MAS.REQ.024	Switch should support minimum 4 (four) queues per port.	Request to kindly consider minimum 8 QoS queues as the same asked in "Page: 840 Aggregation Switch" for end to end same QoS structure and configuration.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
770	Section 5	835	MAS.REQ.004	Switch Architecture and Performance: Should support stacking using dedicated stacking ports with minimum 40 Gbps upto throughput	<p>Amendment request: Should support stacking using dedicated stacking ports with minimum 80 Gbps upto throughput</p> <p>Stacking is extremely important aspect of Access switches, as this provides the not only single IP management but also will also allow UP Police to better control each remote locations, as stacking allows Zero touch Configuration and Pre-provisioning stack member configuration, so it is important for UP Police to ensure they get the true stacking. Any vendors proposing Uplink ports based stacking won't ensure all true stacking features and also will provide higher convergence. Further some vendors may also end up proposing only 2 x 10G ports for stacking and use marketing language to provide 40G through put compliance. Finally asked switch requires 88 Gbps of backplane and switch need to create minimum two connections so stack bandwidth should be minimum 80 Gbps.</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
771	Section 5	835		Management, Easy-to-Use Deployment and Control Features	<p>Please include "Switch should support Flow based technology like sFlow/ Netflow/ Equivalent to provide network visibility and should support minimum 10000 flows per Switch. Higher flows are preferred"</p> <p>As networks become more complex and organizations like UP Police enabling more applications as a result traffic patterns are becoming more diverse and unpredictable. So it is required to have better visibility into network traffic in a manageable way. Also this provides real-time information about traffic flows from endpoints such as PCs, phones, IP cameras, etc. You can use this information for traffic monitoring of Layer 2 and Layer 3 traffic as well as capacity planning. Further this can be used to capture data over a long period of time so that UP Police can understand traffic patterns, top talkers, top applications, etc. This feature provides accurate data to track and anticipate network growth and plan upgrades. Finally to this requires higher numbers flows to be supported per switches, more the number of flows more granular information can be retrieved from network.</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
772	Section 5	835	MAS.REQ.004	Switch Architecture and Performance: Should support stacking using dedicated stacking ports with minimum 40 Gbps upto throughput	<p>Amendment request: Should support stacking using dedicated stacking ports with minimum 80 Gbps upto throughput</p> <p>Stacking is extremely important aspect of Access switches, as this provides the not only single IP management but also will also allow UP Police to better control each remote locations, as stacking allows Zero touch Configuration and Pre-provisioning stack member configuration, so it is important for UP Police to ensure they get the true stacking. Any vendors proposing Uplink ports based stacking won't ensure all true stacking features and also will provide higher convergence. Further some vendors may also end up proposing only 2 x 10G ports for stacking and use marketing language to provide 40G through put compliance. Finally asked switch requires 88 Gbps of backplane and switch need to create minimum two connections so stack bandwidth should be minimum 80 Gbps.</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.
773	Section 5	835	MAS.REQ.004	Section 5B Minimum Technical Requirements Specifications, Managed Access Switch, Page 835, MAS.REQ.004	<p>Switch Architecture and Performance: Should support stacking using dedicated stacking ports with minimum 40 Gbps upto throughput</p> <p>Kindly clarify if the 40 Gbps of stack throughput is bi-direction i.e. 40 Gbps in & 40 Gbps out ?</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
774	Section 5	835		Section 5B Minimum Technical Requirements Specifications, Managed Access Switch, Page 835	Management, Easy-to-Use Deployment and Control Features Please include "Switch should support Flow based technology like sFlow/ Netflow/ Equivalent to provide network visibility and should support minimum 10000 flows per Switch. Higher flows are preferred"	Tender conditions prevail.
775	Section 5	838	MAS.REQ.061	Compliance: The switch should be IPV6 complaint or logo ready	Amendment Request " The switch should be IPV6 logo read Certified" The IPV6 Forum (http://www.ipv6forum.com) IPV6 Ready Logo Program is a conformance and interoperability-testing program intended to increase user confidence by demonstrating that IPV6 is available now and is ready to be used. This is only programme which is commonly following by many vendors, so same should be mandatory to ensure IPV6 readiness in switches. Only writing IPV6 compliant will be ensure for UP Police that if proposed product is IPV6 certified.	Please refer corrigendum
776	Section 5	838	MAS.REQ.062	Switch should be tested and certified for EAL2/EAL3 / NDPP or above under Common Criteria Certification	Kindly amend this to "Switch should be UL 60950-1, IEC 60950-1"	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
777	Section 5	839	SAN.REQ.003	Performance: Minimum Dual SAN switches shall be configured where each SAN switch shall be configured with minimum of 48 Ports. Switch should support 240 no of 2 Or 4 Or 8 - Gbps FC ports. Switch should also support 16Gbps ports, 10G FCoE ports as well.	Clarification: Kindly clarify on the scale asked in the switch, does the 16Gbps support should be available on all 240 ports? And also does the switch should also support 240 x 10G FCOE Ports?	Min. requirement is provided in the RFP. Bidder to design the solution as required.
778	Section 5	839	SAN.REQ.003	Performance: Minimum Dual SAN switches shall be configured where each SAN switch shall be configured with minimum of 48 Ports. Switch should support 240 no of 2 Or 4 Or 8 - Gbps FC ports. Switch should also support 16Gbps ports, 10G FCoE ports as well.	Clarification: Kindly clarify on the scale asked in the switch, does the 16Gbps support should be available on all 240 ports? And also does the switch should also support 240 x 10G FCOE Ports?	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
779	Section 5	839	SAN.REQ.003	Section 5B Minimum Technical Requirements Specifications, SAN Switch, Page 839, SAN.REQ.003	Performance: Minimum Dual SAN switches shall be configured where each SAN switch shall be configured with minimum of 48 Ports. Switch should support 240 no of 2 Or 4 Or 8 - Gbps FC ports. Switch should also support 16Gbps ports, 10G FCoE ports as well. Clarification: Kindly clarify on the scale asked in the switch, does the 16Gbps support should be available on all 240 ports? And also does the switch should also support 240 x 10G FCOE Ports?	Min. requirement is provided in the RFP. Bidder to design the solution as required.
780	Section 5	840	AGS.REQ.006	add on point	Request to kindly incorporate "Should support stacking using dedicated stacking ports with minimum 40 Gbps upto throughput minimum upto 8 switch" similar feature asked in Managed Access Switch for easy management and scalability	Min. requirement is provided in the RFP. Bidder to design the solution as required.
781	Section 5	840	AGS.REQ.00 5	Switching Features: Datacenter bridging exchange, IEEE 802.1Qbb	Please remove this feature As these DCB feature are not asked in the core switches, so as per the architecture these are not required in switches, so kindly remove the same.	Clause removed
782	Section 5	840	AGS.REQ.00 5	Section 5B Minimum Technical Requirements Specifications, Aggregation Switch, Page 840, AGS.REQ.00 5	Switching Features: Datacenter bridging exchange, IEEE 802.1Qbb Please remove this feature	Clause Deleted

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
783	Section 5	841	AGS.REQ.023	Compliance: The switch should be IPV6 complaint/ logo ready	Amendment Request " The switch should be IPV6 logo read Certified" The IPV6 Forum (http://www.ipv6forum.com) IPV6 Ready Logo Program is a conformance and interoperability-testing program intended to increase user confidence by demonstrating that IPV6 is available now and is ready to be used. This is only programme which is commonly following by many vendors, so same should be mandatory to ensure IPV6 readiness in switches. Only writing IPV6 compliant will be ensure for UP Police that if proposed product is IPV6 certified.	Please refer corrigendum
784	Section 5	841	AGS.REQ.014	Quality of service: Minimum 8 number of hardware queues per port	Amendment Request: "Minimum 4 number of hardware queues per port" It's a data Center class aggregation switch, so having 8 Hardware queuing will have no practical use, so kindly relax to 4 queue per port.	Tender conditions prevail.
785	Section 5	841	AGS.REQ.024	Switch / Switch's Operating System should be tested and certified for EAL 2 / EAL3 /NDPP or above under Common Criteria Certification	Kindly amend this to "Switch should be UL 60950-1, IEC 60950-1"	Tender conditions prevail.
786	Section 5	841	AGS.REQ.014	Section 5B Minimum Technical Requirements Specifications, Aggregation Switch, Page 841, AGS.REQ.014	Quality of service: Minimum 8 number of hardware queues per port Amendment Request: "Minimum 4 number of hardware queues per port"	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
787	Section 5	842	CR.REQ.007	Backplane Architecture: The back plane architecture of the router must be modular and redundant. The back plane bandwidth should be minimum 5 Gbps on day 1 but should have the capability to be scaled up to 10Gbps when required	For the Wirerate performance considering 2x 10G and 4x1G interface the performance comes at 48Gbps ((2x 10Gbps + 4 x 1Gbps) *2). We request it to change it to 48Gbps	This is minimum requirement , bidder can provide configuration with upper end
788	Section 5	842	CR.REQ.003	The router shall support 1:1 route processor/control processor redundancy, and PSU redundancy	Amendment Request " The router shall support 1:1 route processor/control processor redundancy and 1:1/1:N switch fabric and PSU redundancy and 1:1 service module redundancy in case any services asked for in the RFP is delivered through a service module" Please note this is DC Core router, any kind of downtime for this router will affect the entire operation of DIAL 100, please note for this router, RFP is only asking for control plane redundancy, we would request you to include Data Plane redundancy as well because if switch fabric goes down, control plane redundancy won't help. Secondly, as there are multiple services like IPSec , NAT etc. has been asked, so even the service module redundancy should be included, in case any services asked for in the RFP is delivered through a service module. All the Enterprise grade OEMs and routing leaders support this.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
789	Section 5	842		Functional Requirements	<p>Please include:</p> <p>"1.) High Availability: The router architecture should support for two independent operating system processes to run side by side on the same kernel in hot-standby mode, each in its own protected memory space.</p> <p>2.) Should have support for modular software images, so that each software process runs independent of the other thus allowing for higher stability. Should also support online upgrade of patches for specific processes without affecting traffic forwarding operations on the router."</p> <p>The router should support for a feature which can offer substantial high availability support for a compact routing solution. Active and standby images are not required to be the same (neither the same image nor from the same release).</p>	Tender conditions prevail.
790	Section 5	842		Quality of Service	<p>Router should support Hierarchical QoS (H-QoS) on all the proposed interfaces and should support both at Ingress & Egress</p> <p>Hierarchical QoS allows you to specify QoS behaviour at multiple policy levels, which provides a high degree of granularity in traffic management. With H-QoS benefits by shaping multiple queues to a single rate and dividing a single class of traffic into one or more subclasses. All the Enterprise grade OEMs and routing leaders support this.</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
791	Section 5	842		Compliance	<p>Addition Request " The router should be IPV6 ready logo certified"</p> <p>As asked for all the other routing platforms, you are requested to include Core router a well for IPV6 Ready logo compliance.</p>	Please refer corrigendum
792		842	CR.REQ.007	<p>Backplane Architecture: The back plane architecture of the router must be modular and redundant. The back plane bandwidth must be 5 Gbps from day 1 and scalable to 10 Gbps when required..</p>	<p>Amendment Requested: " Backplane Architecture: The back plane architecture of the router must be modular and redundant. The back plane bandwidth must be 10 Gbps from day 1 and scalable to 20 Gbps when required.."</p> <p>Please note considering the total aggregated bandwidth required at Core router and internal DC communication links, kind of port required and throughput of other feature like IPSec, you are requested to increase the backplane to 10Gbps day1 scalable to 20 Gbps.</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
793		842	CR.REQ.003	The router shall support 1:1 route processor/control processor redundancy, and PSU redundancy	<p>Amendment Request " The router shall support 1:1 route processor/control processor redundancy and 1:1/1:N switch fabric and PSU redundancy and 1:1 service module redundancy in case any services asked for in the RFP is delivered through a service module"</p> <p>Please note this is DC Core router, any kind of downtime for this router will affect the entire operation of DIAL 100, please note for this router, RFP is only asking for control plane redundancy, we would request you to include Data Plane redundancy as well because if switch fabric goes down, control plane redundancy won't help. Secondly, as there are multiple services like IPSec , NAT etc. has been asked, so even the service module redundancy should be included, in case any services asked for in the RFP is delivered through a service module. All the Enterprise grade OEMs and routing leaders support this.</p>	Tender conditions prevail.
794	Section 5	842	CR.REQ.003	Section 5B Minimum Technical Requirements Specifications, Core Router, Page 842,	<p>CR.REQ.003, The router shall support 1:1 route processor/control processor redundancy, and PSU redundancy</p> <p>Kindly clarify on redundancy does the router shall support 1:1 switch fabric redundancy as well along with route processor/control processor redundancy and do service module redundancy is also required if any of asked service is delivered through a service module</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
795	Section 5	842	CR.REQ.011	Section 5B Minimum Technical Requirements Specifications, Core Router, Page 842	<p>CR.REQ.011, Hardware Architecture: The router in the event of failure of any one processor should switchover to the redundant processor without dropping any traffic flow. There should not be any impact on the performance in the event of active routing engine.</p> <p>Kindly clarify along with asked feature on High availability, does the router suppose to also support modular software images, so that each software process runs independent of the other thus allowing for higher stability? And do department also intend to have feature for online upgrade of patches for specific processes without affecting traffic forwarding operations on the router?</p>	Tender conditions prevail.
796	Section 5	842	CR.REQ.031	Section 5B Minimum Technical Requirements Specifications, Core Router, Page 842	<p>CR.REQ.031, Quality of Service: The scheduling mechanism must allow for alternate priority routing traffic necessary to keep from starving other priority queues.</p> <p>Kindly clarify does in QoS department also intent to specify QoS behaviour at multiple policy levels by Hierarchical QoS , which provides a high degree of granularity in traffic management?</p>	Tender conditions prevail.
797	Section 5	842		Section 5B Minimum Technical Requirements Specifications, Core Router, Page 842	<p>Compliance</p> <p>Addition Request " The router should be IPV6 ready logo or certified"</p>	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
798	Section 5	842	CR.REQ.007	Section 5B Minimum Technical Requirements Specifications, Core Router, Page 842,	CR.REQ.007, Backplane Architecture: The back plane architecture of the router must be modular and redundant. The back plane bandwidth must be 5 Gbps from day 1 and scalable to 10 Gbps when required.. Amendment Requested: " Backplane Architecture: The back plane architecture of the router must be modular and redundant. The back plane bandwidth must be 10 Gbps from day 1 and scalable to 20 Gbps when required.."	This is minimum requirement , bidder can provide configuration with upper end
799	Section 5	843	CR.REQ.014	Should support minimum 15 mpps of Forwarding performance	For the Wirerate performance considering 2x 10G and 4x1G interface the performance comes at 35Mpps. We request it to change it to 35Mpps	This is minimum requirement , bidder can provide higher / better configuration.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
800	Section 5	843	CR.REQ.012	The router must support on line hot insertion and removal of cards. Any insertion line card should not call for router rebooting nor should disrupt the remaining unicast and multicast traffic flowing in any way.	Kindly clarify if all the asked interfaces/ ports under point CR.REQ.047 should support these features, so that asked interface module/ ports can be hot-swapped incase of failure, without disturbing other module/ traffic flowing if any in chassis?	The Requirement is clearly defined that any insertion / removal of line card should not call for router rebooting nor should disrupt the remaining unicast and multicast traffic flowing in any way from the router.
801	Section 5	843	CR.REQ.012	The router must support on line hot insertion and removal of cards. Any insertion line card should not call for router rebooting nor should disrupt the remaining unicast and multicast traffic flowing in any way.	Kindly clarify if all the asked interfaces/ ports under point CR.REQ.047 should support these features, so that asked interface module/ ports can be hot-swapped incase of failure, without disturbing other module/ traffic flowing if any in chassis?	The Requirement is clearly defined that any insertion / removal of line card should not call for router rebooting nor should disrupt the remaining unicast and multicast traffic flowing in any way from the router.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
802	Section 5	843	CR.REQ.012	Section 5B Minimum Technical Requirements Specifications, Core Router, Page 843,	CR.REQ.012, The router must support on line hot insertion and removal of cards. Any insertion line card should not call for router rebooting nor should disrupt the remaining unicast and multicast traffic flowing in any way. Kindly clarify if all the asked interfaces/ ports under point CR.REQ.047 should support these features, so that asked interface module/ ports can be hot-swapped incase of failure, without disturbing other module/ traffic flowing if any in chassis?	The Requirement is clearly defined that any insertion / removal of line card should not call for router rebooting nor should disrupt the remaining unicast and multicast traffic flowing in any way from the router.
803	Section 5	845	CR.REQ.040	The proposed router should support for NAT performance of 10 Gbps and 4 Gbps of encryption from day one, Version of software for supplied router should be latest release to support all required features	The NAT performance of 10Gbps cannot be achieved in a 10Gbps router. We request it to make it 8Gbps	Please refer corrigendum
804		845	Core Router-CR.REQ.040,Security Feature	The proposed router should support for NAT performance of 10 Gbps and 4 Gbps of encryption from day one, Version of software for supplied router should be latest release to support all required features	The NAT performance of 10Gbps cannot be achieved in a 10Gbps router. We request it to make it 5Gbps thus enabling all leading OEMS to participate	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
805	Section 5	846		New	The Router should support 1 Million IPv4 and IPv6 routes, 500K Multicast Routes, 64K MAC and 2000 VPLS entries. The Router should support adaptive Routing and Data Center connect over EVPN. There should be L2 connectivity between DC and DR for faster reconvergence. DCI over EVPN will enable achieving the same.	Tender conditions prevail.
806		846	Core Router	Routing parameters are missing in the router	The Router should support 1 Million IPv4 and IPv6 routes, 500K Multicast Routes, 64K MAC and 2000 VPLS entries. The Router should support adaptive Routing and Data Center connect over EVPN. There should be L2 connectivity between DC and DR for faster reconvergence. DCI over EVPN will enable achieving the same.	Tender conditions prevail.
807	Section 5	847	IR.REQ.007	The router shall have SLA monitoring tools to measure state of the network in real time. The SLA operations shall provide information on TCP Or UDP delay, jitter, application response time, VoIP MOS score, Packet Loss, ETF standards based Netflow version 9 or equivalent feature so that granular traffic analysis can be performed for advanced auditing, usage analysis, capacity planning or	Please change the clause to " The router shall have SLA monitoring tools to measure state of the network in real time. The SLA operations shall provide information on TCP Or UDP delay, jitter, Packet Loss, ETF standards based Netflow version 9 or equivalent feature so that granular traffic analysis can be performed for advanced auditing, usage analysis, capacity planning or generating security telemetry events. The VoIP MoS score and application are not the standard router feature we request relax the same.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				generating security telemetry events.		
808	Section 5	847	IR.REQ.004	Interface Support : E	Amendment request " Router should have minimum 2 slots to accommodate large variety of interface & should support FE, GE (both Ethernet based & fiber based)" There seems to be Type error for this clause, please mention the appropriate interface support.	Please refer corrigendum
809	Section 5	847	IR.REQ.004	Performance: The router should support minimum 400 Mbps of internet link termination.	Amendment Request: " Router should sustain 400 Mbps of bandwidth at IMIX profile with services like FW+NAT+QoS+IPSec" As you have mentioned that certain bandwidth requirement, so please clarify clearly that this bandwidth should work on real world profile i.e. IMIX with multiple services as asked in specification of router like Firewall, NAT, QOS and IPSec	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
810	Section 5	847		Security Features	<p>Please include " Router should support following security features: Router should support stateful & zone based firewall, Should support IPv6 Stateful firewall, should support firewall rules based on user identity, should support control plane policing to prevent dos attacks on the router, Should support transparent firewall functionality."</p> <p>As in clause number IR.REQ.001, RFP has mentioned that Router should have feature like IPSec & VPN, Firewall (Zone based & Stateful), so you are requested to elaborate these feature so that UP police can ensure that these are available, else just writing firewall & VPN might not ensure that you get the required feature set.</p> <p>"</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
811	Section 5	847		VPNS & Tunnelling Features	<p>Please Include: "Should support following VPN Protocols & Features : L2tp, L2tpV3, Ipsec Vpn, should support the functionality of forming dynamic tunneless Vpn, should support Suite-B cryptography algorithms for advance security, should support IKEv2, should support ipv6 for IPsec & Ikev2, Should support 3Des, AES, MD5, SHA-1 algorithms, support GRE protocol"</p> <p>As in clause number IR.REQ.001, RFP has mentioned that Router should have feature like IPSec & VPN, Firewall (Zone based & Stateful), so you are requested to elaborate these feature so that UP police can ensure that these are available, else just writing firewall & VPN might not ensure that you get the required feature set.</p>	Tender conditions prevail.
812	Section 5	847	IR.REQ.008	Interface Requirements: 3 x 1 Gigabit Ethernet Interfaces supporting protocols of LAN Or WAN from day one, scalable upto minimum 5 GE portsIt should have a provision to terminate the fiber link also in case bidder is providing the fiber link.	<p>Amendment Request:" Interface Requirements: 3 x 1 Gigabit Ethernet Interfaces supporting protocols of LAN Or WAN from day one, scalable upto minimum 5 GE ports. Out of proposed Gigabit ports, router should have 2 x SFP port from Day 1 so that fiber can be terminated as and when required"</p> <p>Fiber termination requirement on the router will depend upon the service provider and the bandwidth scalability, for UP Police it is suggested that RFP should keep option of SFP ports from Day 1 so that they can choose/</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
					change SP at any time and further doesn't have limitation on scalability.	
813	Section 5	847	IR.REQ.008	Compliance: The router should be IPV6 compliant Or logo ready	<p>Amendment Request " The switch should be IPV6 logo read Certified"</p> <p>The IPv6 Forum (http://www.ipv6forum.com) IPv6 Ready Logo Program is a conformance and interoperability-testing program intended to increase user confidence by demonstrating that IPv6 is available now and is ready to be used. This is only programme which is commonly following by many vendors, so same should be mandatory to ensure IPv6 readiness in switches. Only writing IPv6 compliant will be ensure for UP Police that if proposed product is IPv6 certified.</p>	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
814	Section 5	847	IR.REQ.004	Section 5B Minimum Technical Requirements Specifications, Internet Router, Page 847,	IR.REQ.004, Interface Support : E Amendment request " Router should have minimum 2 slots to accommodate large variety of interface & should support FE, GE (both Ethernet based & fiber based)"	Please refer corrigendum
815	Section 5	847	IR.REQ.005	Section 5B Minimum Technical Requirements Specifications, Internet Router, Page 847,	IR.REQ.005: Performance: The router should support minimum 400 Mbps of internet link termination. Kindly clarify does the router suppose to sustain 400 Mbps of bandwidth at IMIX profile with services including but not limited to FW+NAT+QoS+IPSec	Tender conditions prevail.
816	Section 5	847	IR.REQ.008	Section 5B Minimum Technical Requirements Specifications, Internet Router, Page 847,	IR.REQ.008: Interface Requirements: 3 x 1 Gigabit Ethernet Interfaces supporting protocols of LAN Or WAN from day one, scalable upto minimum 5 GE portsIt should have a provision to terminate the fiber link also in case bidder is providing the fiber link.	Tender conditions prevail.
817	Section 5	848	INTR.REQ.005	The router should support minimum 20 Mbps of WAN link termination with minimum 250 kpps of forwarding rate for both IPv4 & IPv6.	Please change the clause to "The router should support minimum 20 Mbps of WAN link termination with minimum 140 kpps of forwarding rate for both IPv4 & IPv6. The 20Mbps of WAN bandwidth 140Kpps is more than enough.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
818	Section 5	848	INTR.REQ.005	Performance: The router should support minimum 20 Mbps of WAN link termination	<p>Amendment Request: " Router should sustain 20 Mbps of bandwidth at IMIX profile with services like FW+NAT+QoS+IPSec"</p> <p>As you have mentioned that certain bandwidth requirement, so please clarify clearly that this bandwidth should work on real world profile i.e. IMIX with multiple services as asked in specification of router like Firewall, NAT, QOS and IPSec</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
819	Section 5	848		Feature support	<p>Please include "The router should support adaptive routing adjustments by doing routing path selection based upon advanced criteria like Response time, packet loss, delay, jitter, path availability, traffic load and cost policies to intelligently control the traffic to maximize the quality of the user experience. Same functionality can be provided via external appliance or 03rd party application on router modules."</p> <p>Please note under point 007 INTR.REQ.007, RFP has asked for SLA monitoring capability to measure state of the network in real time and asked monitoring of parameters like TCP Or UDP delay, jitter, application response time, Packet Loss. But this information would only be useful if router or solution has a capability to taken routing decisions based upon these parameters. This feature would enable router to choose egress or ingress WAN path based on parameters that affect application performance, including reachability, delay, cost, jitter. The technology can also select an egress or ingress WAN path to intelligently load balance traffic based on usage or circuit cost to reduce costs incurred by Up Police.</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
820	Section 5	848		Application categorization, visibility and control	<p>Please include "The router should have ability to intelligently identify and classify Mission critical applications of DIAL 100 project and should be able to guaranteed a minimum amount of bandwidth, policy routed, and mark for preferential treatment. And should also have provision for Non-critical applications like Internet gaming applications and MP3 file sharing applications to be classified and marked for best effort service, policed, or blocked as required. Same functionality can be provided via external appliance or 03rd party application on router modules."</p> <p>This features help with L7 – Application Level DPI and help recognize a dataflow by inspecting some packets sent. With this feature router does a deep packet inspection on some of the packets in a dataflow, to determine which traffic category the flow belongs to. Used in conjunction with other features, it may then program the internal ASICs to handle this flow appropriately. The categorization may be done with OSI layer 4 info, packet content, signalling, and so on but some new applications have made it difficult on purpose to cling to this kind of tagging.</p> <p>This approach is useful in dealing with malicious software using known ports to fake being "priority traffic", as well as non-standard applications using dynamic ports.</p>	Tender conditions prevail.

Annexure - 2**Pre-bid queries and response for RFP 'Selection of Agency for Technology and Operationalization of UP State-wide Dial 100 Project' vide letter no. DT-807-2015(1)/2 dated 10/03/2016**

S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
821	Section 5	848		Application categorization, visibility and control	Please include "The router should have ability to classify application based on various attributes such as: Application-group, category, sub-category, P2P, Tunnel & Encrypted. Router should be able to identify more than 1000 applications and supports application categorization with the ability to perform in-service update of application signatures. Same functionality can be provided via external appliance or 03rd party application on router modules."	Tender conditions prevail.

822	Section 5	848		WAN Optimization features	<p>Please include "• WAN Router should have Traffic Optimization feature built in the router operating system or an external appliance for the same functionality can be provided. Proposed bandwidth optimization solution should support acceleration of all TCP base applications and support up to 150 optimized TCP connections and support WAN throughput of 15 Mbps.</p> <ul style="list-style-type: none"> • WAN optimization solution should support Centralized Policy based management. Should compress TCP traffic using LZ compression and should be transparent so that it can work with Firewall, ACL, VPN, IPSEC and other networking devices in LAN / WAN Environment. • Solution should have Binary increase congestion control for TCP traffic (BIC-TCP) Should support advance network compression that uses a bidirectional database to store previously seen TCP traffic and replace redundant patterns with very small signatures • Solution should cache, cacheable content delivered over HTTP and HTTPS such as live and on-demand video in HLS, HDS, & HSS; large file downloads such Apple iOS & Microsoft software updates or Apple iOS applications; Intranet, Internet & SaaS applications such as websites, internal web applications or Microsoft Office 365 • Solution should support tight integration and application of byte and object caching for content delivered over HTTP and HTTPS, effectively accelerating dynamic and static web content while offloading traffic from the network. • HTTP/S caching solution should be capable of caching single objects larger than 2GB • Considering the overall TCP optimized 	Min. requirement is provided in the RFP. Bidder to design the solution as required.
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					sessions, SIs to size & propose headend alliance for traffic optimization "	
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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
823	Section 5	848		Management	<p>Please include " Should support functionality to monitor network performance for VOIP, Video & VPN Network monitoring "</p> <p>As In UP Police WAN environment, there would Voice, video, Data And VPN traffic following throughout the network, so routing solution should have provision to monitor each type of traffic</p>	Tender conditions prevail.

824	Section 5	848	Intranet Router - 20Mbps,	WAN Optimization features	<p>Please include " WAN Router should have Traffic Optimization feature built in the router operating system or an external appliance for the same functionality can be provided. Proposed bandwidth optimization solution should support acceleration of all TCP base applications and support up to 150 optimized TCP connections and support WAN throughput of 15 Mbps."</p> <p>"WAN optimization solution is required to accelerate applications, optimizes bandwidth, provides local hosting of branch IT services, and enables cloud services, all with industry-leading network integration.</p> <p>WAN Optimization Solutions will help UP Police to accomplish below mentioned objectives</p> <ul style="list-style-type: none"> • Enhance productivity by mitigating the effects of WAN latency: Applications perform better, and data is transferred faster. • Reduce bandwidth consumption, delaying or eliminating increased recurring bandwidth costs: WAN Optimization enables IT consolidation, reducing both capital and recurring expenses for branch IT infrastructure. • Allow migration of business applications to the cloud without affecting application performance for end users in remote branch offices, campuses, and data centres. • Enhance business continuity by reducing backup windows¹ and achieving recovery-point objectives (RPOs) for storage administrators. • Offer a superior end-user application experience by enabling rich media and collaborative applications with high performance without affecting the performance of other applications across the WAN." 	Min. requirement is provided in the RFP. Bidder to design the solution as required.
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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
825	Section 5	848	INTR.REQ.005	Section 5B Minimum Technical Requirements Specifications, Intranet Router - 20Mbps, Page 848,	INTR.REQ.005: Performance: The router should support minimum 20 Mbps of WAN link termination Kindly clarify does the router suppose to sustain 20 Mbps of bandwidth at IMIX profile with services including but not limited to FW+NAT+QoS+IPSec	Tender conditions prevail.
826	Section 5	848		Section 5B Minimum Technical Requirements Specifications, Intranet Router - 20Mbps, Page 848,	WAN Optimization features Please include " WAN Router should have Traffic Optimization feature built in the router operating system or an external appliance for the same functionality can be provided. Proposed bandwidth optimization solution should support acceleration of all TCP base applications and support up to 150 optimized TCP connections and support WAN throughput of 15 Mbps."	Min. requirement is provided in the RFP. Bidder to design the solution as required.
827	Section 5	849	INTR.REQ.007	The router shall have SLA monitoring capability to measure state of the network in real time. Router shall help analyse the SLA operations and shall provide information on TCP Or UDP delay, jitter, application response time, Packet Loss, ETF standards based Netflow /jFlow or equivalent feature so that granular traffic	Please change the clause to " The router shall have SLA monitoring tools to measure state of the network in real time. The SLA operations shall provide information on TCP Or UDP delay, jitter, Packet Loss, ETF standards based Netflow version 9 or equivalent feature so that granular traffic analysis can be performed for advanced auditing, usage analysis, capacity planning or generating security telemetry events. The application response time is not the standard router feature, we request relax the same.	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				analysis can be performed for advanced auditing, usage analysis, capacity planning or generating security events..		
828	Section 5	849	INTR.REQ.010	Compliance: The router should be IPV6 compliant Or logo ready	<p>Amendment Request " The switch should be IPV6 logo read Certified"</p> <p>The IPV6 Forum (http://www.ipv6forum.com) IPV6 Ready Logo Program is a conformance and interoperability-testing program intended to increase user confidence by demonstrating that IPV6 is available now and is ready to be used. This is only programme which is commonly following by many vendors, so same should be mandatory to ensure IPV6 readiness in switches. Only writing IPV6 compliant will be ensure for UP Police that if proposed product is IPV6 certified.</p>	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
829	Section 5	849	INTR.REQ.008	2 x 1 Gigabit Ethernet Interfaces supporting protocols of LAN Or WAN from day one , scalable upto minimum 5 GE ports. It should have a provision to terminate the fiber link also in case bidder is providing the fiber link.	Amendment Request:" Interface Requirements: 2 x 1 Gigabit Ethernet Interfaces supporting protocols of LAN Or WAN from day one, scalable upto minimum 5 GE ports. Out of proposed Gigabit ports, router should have 1 x SFP port from Day 1 so that fiber can be terminated as and when required" Fiber termination requirement on the router will depend upon the service provider and the bandwidth scalability, for UP Police it is suggested that RFP should keep option of SFP ports from Day 1 so that they can choose/ change SP at any time and further doesn't have limitation on scalability.	Tender conditions prevail.
830	Section 5	849	INTR.REQ.008	Section 5B Minimum Technical Requirements Specifications, Intranet Router - 20Mbps, Page 849,	INTR.REQ.008: 2 x 1 Gigabit Ethernet Interfaces supporting protocols of LAN Or WAN from day one , scalable upto minimum 5 GE ports. It should have a provision to terminate the fiber link also in case bidder is providing the fiber link. Amendment Request:" Interface Requirements: 2 x 1 Gigabit Ethernet Interfaces supporting protocols of LAN Or WAN from day one, scalable upto minimum 5 GE ports. Out of proposed Gigabit ports, router should have 1 x SFP port from Day 1 so that fiber can be terminated as and when required"	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
831	Section 5	850	INTR.REQ.007	The router shall have SLA monitoring capability to measure state of the network in real time. Router shall help analyse the SLA operations and shall provide information on TCP Or UDP delay, jitter, application response time, Packet Loss, ETF standards based Netflow /jFlow or equivalent feature so that granular traffic analysis can be performed for advanced auditing, usage analysis, capacity planning or generating security events.	Please change the clause to " The router shall have SLA monitoring tools to measure state of the network in real time. The SLA operations shall provide information on TCP Or UDP delay, jitter, Packet Loss, ETF standards based Netflow version 9 or equivalent feature so that granular traffic analysis can be performed for advanced auditing, usage analysis, capacity planning or generating security telemetry events. The application response time is not the standard router feature, we request relax the same.	Please refer corrigendum
832	Section 5	850	INTR.REQ.005	Performance: The router should support minimum 500 Mbps of WAN link termination	Amendment Request: " Router should sustain 500 Mbps of bandwidth at IMIX profile with services like FW+NAT+QoS+IPSec" As you have mentioned that certain bandwidth requirement, so please clarify clearly that this bandwidth should work on real world profile i.e. IMIX with multiple services as asked in specification of router like Firewall, NAT, QOS and IPSec	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
833	Section 5	850		Feature support	Please include "The router should support adaptive routing adjustments by doing routing path selection based upon advanced criteria like Response time, packet loss, delay, jitter, path availability, traffic load and cost policies to intelligently control the traffic to maximize the quality of the user experience. Same functionality can be provided via external appliance or 03rd party application on router modules."	Tender conditions prevail.
834	Section 5	850		Application categorization, visibility and control	Please include "The router should have ability to intelligently identify and classify Mission critical applications of DIAL 100 project and should be able to guaranteed a minimum amount of bandwidth, policy routed, and mark for preferential treatment. And should also have provision for Non-critical applications like Internet gaming applications and MP3 file sharing applications to be classified and marked for best effort service, policed, or blocked as required. Same functionality can be provided via external appliance or 03rd party application on router modules."	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
835	Section 5	850		Application categorization, visibility and control	Please include "The router should have ability to classify application based on various attributes such as: Application-group, category, sub-category, P2P, Tunnel & Encrypted. Router should be able to identify more than 1000 applications and supports application categorization with the ability to perform in-service update of application signatures. Same functionality can be provided via external appliance or 03rd party application on router modules."	Tender conditions prevail.

836	Section 5	850		WAN Optimization features	<p>Please include "• WAN Router should have Traffic Optimization feature built in the router operating system or an external appliance for the same functionality can be provided. Proposed bandwidth optimization solution should support acceleration of all TCP base applications and support up to 1000 optimized TCP connections and support WAN throughput of 100 Mbps.</p> <ul style="list-style-type: none"> • WAN optimization solution should support Centralized Policy based management. Should compress TCP traffic using LZ compression and should be transparent so that it can work with Firewall, ACL, VPN, IPSEC and other networking devices in LAN / WAN Environment. • Solution should have Binary increase congestion control for TCP traffic (BIC-TCP) Should support advance network compression that uses a bidirectional database to store previously seen TCP traffic and replace redundant patterns with very small signatures • Solution should cache, cacheable content delivered over HTTP and HTTPS such as live and on-demand video in HLS, HDS, & HSS; large file downloads such Apple iOS & Microsoft software updates or Apple iOS applications; Intranet, Internet & SaaS applications such as websites, internal web applications or Microsoft Office 365 • Solution should support tight integration and application of byte and object caching for content delivered over HTTP and HTTPS, effectively accelerating dynamic and static web content while offloading traffic from the network. • HTTP/S caching solution should be capable of caching single objects larger than 2GB • Considering the overall TCP optimized 	Min. requirement is provided in the RFP. Bidder to design the solution as required.
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					sessions, SIs to size & propose headend alliance for traffic optimization "	
837	Section 5	850	Intranet Router - 500Mbps	Management	Please include " Should support functionality to monitor network performance for VOIP, Video & VPN Network monitoring "	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
838	Section 5	850	Intranet Router - 20Mbps, Page 848 and Intranet Router - 500Mbps,	Application categorization, visibility and control	<p>Please include "The router should have ability to intelligently identify and classify Mission critical applications of DIAL 100 project and should be able to guaranteed a minimum amount of bandwidth, policy routed, and mark for preferential treatment. And should also have provision for Non-critical applications like Internet gaming applications and MP3 file sharing applications to be classified and marked for best effort service, policed, or blocked as required. Same functionality can be provided via external appliance or 03rd party application on router modules."</p> <p>As per Page 209 Section 5 Scope of work, system to be planned with the scalability to add new applications including command & control, emergency response, 1090, Fire services, ITMS, City surveillance & CCTNS etc., so it is important that point of aggregation that is Router / WAN solution at each location should be able to identify & categorize applications, so that control over the application can be achieved a per the criticality of application. Further this will allow to L7 – Application Level DPI and help recognize a dataflow by inspecting some packets sent. With this feature router does a deep packet inspection on some of the packets in a dataflow, to determine which traffic category the flow belongs to. This approach is useful in dealing with malicious software using known ports to fake being "priority traffic", as well as</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
					non-standard applications using dynamic ports.	

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
839	Section 5	850	Intranet Router - 500Mbps	WAN Optimization features	Please include "WAN Router should have Traffic Optimization feature built in the router operating system or an external appliance for the same functionality can be provided. Proposed bandwidth optimization solution should support acceleration of all TCP base applications and support up to 1000 optimized TCP connections and support WAN throughput of 100 Mbps. "	Min. requirement is provided in the RFP. Bidder to design the solution as required.
840	Section 5	850	INTR.REQ.005	Section 5B Minimum Technical Requirements Specifications, Intranet Router - 500Mbps, Page 850,	INTR.REQ.005: Performance: The router should support minimum 500 Mbps of WAN link termination Kindly clarify does the router suppose to sustain 500 Mbps of bandwidth at IMIX profile with services including but not limited to FW+NAT+QoS+IPSec	Tender conditions prevail.
841	Section 5	850		Section 5B Minimum Technical Requirements Specifications, ,Intranet Router - 500Mbps, Page 850	WAN Optimization features Please include "WAN Router should have Traffic Optimization feature built in the router operating system or an external appliance for the same functionality can be provided. Proposed bandwidth optimization solution should support acceleration of all TCP base applications and support up to 1000 optimized TCP connections and support WAN throughput of 100 Mbps. "	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
842	Section 5	850		Section 5B Minimum Technical Requirements Specifications, Internet Router, Page 847, Intranet Router - 20Mbps, Page 848 and Intranet Router - 500Mbps, Page 850	Application categorization, visibility and control Please include "The router should have ability to intelligently identify and classify Mission critical applications of DIAL 100 project and should be able to guaranteed a minimum amount of bandwidth, policy routed, and mark for preferential treatment. And should also have provision for Non-critical applications like Internet gaming applications and MP3 file sharing applications to be classified and marked for best effort service, policed, or blocked as required. Same functionality can be provided via external appliance or 03rd party application on router modules."	Tender conditions prevail.
843	Section 5	851		New	The Router should have Internal Redundant Power Supply	Tender conditions prevail.
844	Section 5	851	INTR.REQ.008	3 x 1 Gigabit Ethernet Interfaces supporting protocols of LAN Or WAN from day one , scalable upto minimum 5 GE ports. It should have a provision to terminate the fiber link also in case bidder is providing the fiber link.	Amendment Request:" Interface Requirements: 3 x 1 Gigabit Ethernet Interfaces supporting protocols of LAN Or WAN from day one, scalable upto minimum 5 GE ports. Out of proposed Gigabit ports, router should have 2 x SFP port from Day 1 so that fiber can be terminated as and when required"	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
845	Section 5	851	INTR.REQ.008	Section 5B Minimum Technical Requirements Specifications, Intranet Router - 500 Mbps, Page 851,	INTR.REQ.008: 3 x 1 Gigabit Ethernet Interfaces supporting protocols of LAN Or WAN from day one , scalable upto minimum 5 GE ports. It should have a provision to terminate the fiber link also in case bidder is providing the fiber link. Amendment Request:" Interface Requirements: 3 x 1 Gigabit Ethernet Interfaces supporting protocols of LAN Or WAN from day one, scalable upto minimum 5 GE ports. Out of proposed Gigabit ports, router should have 2 x SFP port from Day 1 so that fiber can be terminated as and when required"	Tender conditions prevail.
846	Section 5	852		Sizing requirements	Performance number is not mentioned in RFP docmnt.Since next generation firewall with 1Gig throughput has been asked.. It is suggested that WAF firewall should have 1.2 Gbps of layer7 throughput with 32KB object size and 1000,000 concurrent connections and 4*10/100/1000 copper and 4*1G SFP ports from day one	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
847	Section 5	852		New Clause Request	<p>Since as per the Technical Specifications, WAF should be a part of ADC solution hence we would request you to kindly mention the eligibility criteria based on the ADC component only.</p> <p>Worldwide recognized Third party analysis agencies like Gartner ensures that the proposed Load Balancer is proven & recognized worldwide in the respective domain area. TAC support center/After Sales support based out of INDIA + OEM stability will showcase about the seriousness of the OEM about Indian subcontinent business and support requirements.</p> <p>Hence by mentioning these kind of Certifications/third party analysis will also help to restrict the unwanted OEM's (for Example- Chinese OEM) to participate in the prestigious project, while giving healthy competition among the Leader's in this technology.</p> <p>SUGGESTED CLAUSE:</p> <p>The proposed OEM should be present in Gartner's Leader quadrant for ADC in the latest report (2015).</p> <p>OEM should have TAC in India & should have Indian presence for more than 10 years.</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
848	Section 5	852	WAF.REQ.003	The Web application firewall should address Open Web Application Security Project (OWASP) Top Ten security vulnerabilities such as SQL Injection, Cross-Site Scripting (XSS), Broken Authentication and Session Management and those listed in NIST SP800-95 guidelines.	It is suggested to remove NIST SP800-95 part or allow NSS Certified / Recommended WAF solutions to also participate in the rfp to allow more leading OEMs to participate	Min. requirement is provided in the RFP. Bidder to design the solution as required.
849	Section 5	852	WAF.REQ.22	WAF should be able to restrict the number of files in a request.	Number of files restriction doesn't provide any Security mechanism. Important is to look at Content of file (malicious or not) & restrict file size. So, request to modify clause to file scanning & restrict file size	Min. requirement is provided in the RFP. Bidder to design the solution as required.
850	Section 5	852	WAF.REQ.039	Web application firewall should provide notifications through Email, Syslog, SNMP Trap, Notification via HTTP(S) push etc.	HTTP Push is not a standard method to provide Notifications. Relax the clause to allow vendors supporting standards to bid	Tender conditions prevail.
851	Section 5	852	WAF.REQ.044	The Solution should allow commands like PING, trace route, telnet Wget, Nslookup from WAF for troubleshooting network related issues.	Wget is not a command for trouble shooting networks. WAF uses WGET internally to check health status of a Real Server. However this is not available as a CLI command.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
852	Section 5	853	WAF.REQ.13	Should inspect Simple Object Access Protocol (SOAP) and extensible Markup Language (XML), both document- and RPC-oriented models, in addition to HTTP (HTTP headers, form fields, and the HTTP body).	SUGGESTED CLAUSE: The proposed solution should have: 1) Web Services Security Filter that screens requests for SOAP operations and detects countering dictionary, encoding, and structure manipulations. 2) XMLSecurity Security Filter parses XML in a request, extracts values, and checks them using the other parameter-related Security Filters.	Tender conditions prevail.
853	Section 5	853		Web Application Firewall	Kindly Clarify if the internal redundant power supply asked in firewall should be hot swappable as well?	Tender conditions prevail.
854	Section 5	854	WAF.REQ.20	The Web application firewall should allow signatures to be modified or added by the administrator	WAF works on Positive and Negative Security model which includes the behavioural learning of traffic as well as the updated Signature set by the OEM SOC team to the device at regular intervals. Hence we would suggest to follow the standard rules/policies/signature set provided by Global OEM Database which will help to reduce the false positives and false negatives. Please confirm SUGGESTED CLAUSE: The Web application firewall should allow signatures to be updated.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
855	Section 5	854	WAF.REQ.22	WAF should be able to restrict the number of files in a request.	<p>Monitoring the files upload behaviour of Web Applications is very essential and there has to be security filter for the same and By default, the Security Filter generates should an event when any file is uploaded. Please confirm.</p> <p>SUGGESTED CLAUSE:</p> <p><u>FilesUpload Security Filter:</u></p> <ul style="list-style-type: none"> • Application Path—Specifies destinations where uploads are permitted. • Extension—Determines what file extensions are permitted for uploads. • HTTP Method—Specifies PUT or POST as the acceptable upload type. • Retrieval Permission—Determines if it is acceptable for users to retrieve files from the upload destination. 	Tender conditions prevail.
856	Section 5	854	WAF.REQ.24	<p>WAF support the following normalization methods:</p> <p>c) Self-referencing paths</p>	<p>SUGGESTED CLAUSE:</p> <p>Delete this clause</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
857	Section 5	854	WAF.REQ.24	Access logs can periodically be uploaded to the logging server (e.g. via FTP, SFTP, WebDAV,/SCP).	SUGGESTED CLAUSE: The proposed Centralized Management Reporter solution should provide the following: - Dashboard - Alerts - Profiles - Forensics - Reports - Monitors	Tender conditions prevail.
858	Section 5	854	WAF.REQ.24	The WAF in passive mode should be able to provide impact of rule changes as if they were actively enforced	SUGGESTED CLAUSE: The following Security Filter Modes should be supported: • Active mode—enables the stopping of traffic triggered by the Security Filters. • Passive mode—enables full intrusion detection without stopping traffic . • Learn mode—records traffic that would trigger the Security Filter if it were enabled, allowing you to later configure the Security Policy based on this information. • Disable mode—disables the Security Filter, allowing all traffic to go through.	Tender conditions prevail.
859	Section 5	854	WAF.REQ.24	Should support clustered deployment of multiple WAFs sharing the same policy.	SUGGESTED CLAUSE: The proposed WAF should support HA	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
860	Section 5	854	WAF.REQ.24	The Solution should allow commands like PING, trace route, telnet Wget, Nslookup from WAF for troubleshooting network related issues.	SUGGESTED CLAUSE: The Solution should allow commands like PING, trace route, telnet Wget, Nslookup for troubleshooting network related issues.	Tender conditions prevail.
861	Section 5	859	NGF. REQ. New query	Proposed solution should be Leader in Gartner NGFW magic quadrant	Customer have asked Gartner qualifications for other product as well.	Tender conditions prevail.
862	Section 5	859	NGF. REQ. New query	Proposed solution should support bypass LAN card option for transparent mode deployment	Bypass option is critical in case of Bridge/Transparent mode deployments	Tender conditions prevail.
863	Section 5	859	NGF. REQ. New query	The Firewall should have local storage of 250GB for logging and local packet capture	This is important as local packet capture can help pinpoint Threat when firewall come under attack.	Tender conditions prevail.
864	Section 5	859	NGF.REQ.008	The appliance should support at least 8 10 Or 100 Or 1000 ports from Day one.	Kindly amend this to "The appliance should support at least 8 1GbE, 2 1GbE SFP & 2 10GbE SFP+ ports from Day one."	Tender conditions prevail.
865	Section 5	859		Next generation Firewall	Proposed solution should be Leader in Gartner NGFW magic quadrant Justification – Customer have asked Gartner qualifications for other product as well.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
866	Section 5	859	NGF.REQ.00 6	The appliance based security platform should be capable of providing firewall, IPS, URL Filtering, Application Control, and IPsec VPN functionality in a single appliance from day one.	The appliance based security platform should be capable of providing firewall, IPS, URL Filtering, Application Control, Anti-Virus, Anti-Malware, Anti-bot, APT prevention and IPsec VPN functionality in a single appliance from day one. Please include Anti-Virus, Anti-Malware, Anti-bot and APT prevention. These are core features of a NGFW and are important to mitigate modern evasive threats.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
867	Section 5	859	NGF.REQ.00 7	Should support minimum 100 VPN concurrent users with scalability option.	Should support minimum 1000 IPsec tunnels and 1000 SSL VPN concurrent users from day one without any license. It is important that the solution must support IPsec and SSL VPN for enough scalability from day one without any licensing.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
868	Section 5	859	NGF.REQ.01 2	Firewall should support at least 1000Mbps with all modules enabled (firewall, Application Control, and VPN etc.).	Firewall should support at least 1000Mbps with all modules enabled- Firewall, Application control, IPS, Anti-virus, Anti-spyware, Anti-bot. The performance must be measured using Data Center Environment with all Traffic enabled (not just internet traffic). The OEM must publish performance claims on public domain like websites, datasheets. Letter head performance claims will not be entertained. It is important to define performance with all features enabled and the features should be explicitly documented to avoid any doubts. Secondly, all these features must be enabled for all traffic, not just selected traffic.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
869	Section 5	859	NGF.REQ.01 3	Firewall should support at least 5,00,000 concurrent sessions.	Firewall should support at least 2,50,000 concurrent sessions with all features enabled. A single user with extensive internet and network access hardly initiates 15 concurrent sessions. Considering heaving network usage, a concurrent session support of 250,000 will support more than 33,000+ concurrent users. Considering the throughput requirement of 1 Gbps, a concurrent session of 250,000 is very much scalable. More importantly, the session support must not degrade with all features turned on.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
870	Section 5	859	NGF.REQ.01 6	Firewall should have support for at least 2 virtual firewalls and should be scalable further.	Firewall should have support for at least 1 virtual firewalls and should be scalable upto 6.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
871	Section 5	859	NGF.REQ.01 9	Firewall module should support security policies (firewall) rules) based on: IP address Network subnet Protocol (TCP, UDP, ICMP, etc.) Services User-group	Firewall module should support security policies (firewall) rules) based on: IP address Network subnet Protocol (TCP, UDP, ICMP, etc.) Services User-group Applications (not ports or services) IPS policy Anti-virus policy Anti-spyware policy Zero-day attack prevention policy A next generation firewall must provide a single policy to enable all features. It must not require multiple policies or places to enable application control, IPS, Anti-Virus, Anti-spyware, Zero-day attack prevention etc.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
872	Section 5	859	NGF.REQ.013	Firewall should support at least 5,00,000 concurrent sessions.	Today there are many applications which keep running on PCs / Servers / Laptops and which try to connect to internet for various downloads like windows updates / antivirus updates and other online applications. These application keeps opening sessions automatically. To cater to such high sessions requirement it is suggested that the concurrent connections to be increased to at least 6 Million	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
873	Section 5	859	NGF.REQ.014	Firewall should support at least 20,000 new connections per second	Today there are many applications which keep running on PCs / Servers / Laptops and which try to connect to internet for various downloads like windows updates / antivirus updates and other online applications. These application keeps opening sessions automatically. To cater to such high sessions requirement, the new connections opened by user will be also very high. It is suggested that new connections per second to be increased to 250,000.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
874	Section 5	859	NGF.REQ.029	Firewall should support stateful failover of sessions in Active Or Standby and Active Or Active mode and have internal redundant power supply	Request you to please allow Firewall Solution with Internal or External Redundant Power Supply which will help OEMs to propose the cost effective solution.	Please refer corrigendum
875	Section 5	860	NGF.REQ.012	Firewall should support at least 1000Mbps with all modules enabled (firewall, Application Control, and VPN etc.).	Kindly amend this to "Firewall should support at least 1500Mbps each for Firewall, Anti-Virus, Intrusion Prevention/Application Control, VPN and UTM throughput."	Tender conditions prevail.
876	Section 5	860	NGF.REQ.016	Firewall should have support for at least 2 virtual firewalls and should be scalable further.	Kindly REMOVE this clause	Tender conditions prevail.
877	Section 5	861	NGF.REQ.021	Firewall should support creating access-rules with IPv4 & IPv6 objects simultaneously e.g.: IPv4 source & IPv6 destination.	Kindly amend this to "Firewall shall carry IPv6 Phase 2 Ready certification"	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
878	Section 5	861	NGF.REQ.022	Firewall should support operating in routed or transparent mode at any time. Should be able to set mode independently for each context in multi-context mode.	Kindly change this to "Firewall should support operating in routed or transparent mode."	Tender conditions prevail.
879	Section 5	861	NGF.REQ.027	Firewall should support NAT 66 (IPv6-to-IPv6), NAT 64 (IPv6-to-IPv4) & NAT 46 (IPv4-to-IPv6) functionality.	Kindly change this to "Firewall shall have Dual Stack support for IPv4 and IPv6"	Tender conditions prevail.
880	Section 5	862	NGF.REQ.029	Firewall should support stateful failover of sessions in Active Or Standby and Active Or Active mode and have internal redundant power supply	Request you to please allow Firewall Solution with Internal or External Redundant Power Supply which will help OEMs to propose the cost effective solution.	Please refer corrigendum
881	Section 5	862	NGF.REQ.02 9	Clarification	Kindly Clarify if the internal redundant power supply asked in firewall should be hot swappable as well?	Please refer corrigendum
882	Section 5	862	NGF.REQ.029	Firewall should support stateful failover of sessions in Active Or Standby and Active Or Active mode and have internal redundant power supply.	Kindly amend this to "Firewall should support stateful failover of sessions in Active-Passive OR Active-Active mode and have Hotswappable redundant - power supply OR Fans"	Please refer corrigendum
883	Section 5	862	NGF.REQ.02 9	Section 5B Minimum Technical Requirements Specifications, Next Generation Firewall, Page 862, NGF.REQ.02 9	Kindly Clarify if the internal redundant power supply asked in firewall should be hot swappable as well?	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
884	Section 5	863	SIEM.REQ.001	The solution should support the event throughput rate of minimum 10K EPS (events per second) and should have capability to upgrade up to 20K EPS.	The upgrade to 20K EPS should be with no additional hardware or cost to UP Police	Tender conditions prevail.
885	Section 5	863	SIEM.REQ.006	The solution should correlate security Or network events to enable the SIEM to quickly prioritize it's response to help ensure effective incident handling	To cater the latest state sponsored attacks, a single dashboard for both logs and Packet capture should be part of SIEM proposed	Min. requirement is provided in the RFP. Bidder to design the solution as required.
886	Section 5	863	SIEM.REQ.001	HIPS, DLP, WAF, Next Gen Firewall, NAC and SIEM	Layered Security approach defines today's security in the organisations, as most of the technology will rely on Threat Intelligence, we suggest that the Perimeter Security devices and SIEM OEM should be different. This will help is enhancing your security posture with each layer from a different OEM.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
887	Section 5	863	Section: 5 Page No: 863 Clause: SIEM.REQ.001	HIPS, DLP, WAF, Next Gen Firewall, NAC and SIEM	Layered Security approach defines today's security in the organisations, as most of the technology will rely on Threat Intelligence, we suggest that the Perimeter Security devices and SIEM OEM should be different. This will help is enhancing your security posture with each layer from a different OEM.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
888	Section 5	863	SIEM.REQ.001		<p>The solution should support the event throughput rate of minimum 10K EPS (events per second) and should have capability to upgrade up to 20K EPS.</p> <p>The upgrade to 20K EPS should be with no additional hardware or cost to UP Police</p>	Tender conditions prevail.
889	Section 5	863	SIEM.REQ.006	Page 863	<p>The solution should correlate security Or network events to enable the SIEM to quickly prioritize it's response to help ensure effective incident handling</p> <p>To cater the latest state sponsored attacks, a single dashboard for both logs and Packet capture should be part of SIEM proposed</p>	Min. requirement is provided in the RFP. Bidder to design the solution as required.
890	Section 5	863	SIEM.REQ.001	Page 863	<p>HIPS, DLP, WAF, Next Gen Firewall, NAC and SIEM</p> <p>Layered Security approach defines today's security in the organisations, as most of the technology will rely on Threat Intelligence, we suggest that the Perimeter Security devices and SIEM OEM should be different. This will help is enhancing your security posture with each layer from a different OEM.</p>	Tender conditions prevail.
891	Section 5	875	DLP.REQ.006	The solution should have Ability to deploy agents for scanning and support incremental scans to speed up the scanning time	We request to modify the clause " The solution should have Ability to deploy agents for scanning or by third party tools and support incremental scans to speed up the scanning time"	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
					Deployment of the Endpoint could be from the GPO or the third party tools.	
892	Section 5	875		New	<p>"The solution should enforce policies to detect low and slow data leaks and should be able to enforce policies to detect data leaks even on image files"</p> <p>As per latest security analyst report confidential data are stolen in as few records over the time and hide inside the image so it is recommended that the solution should be capable to protect scan documents.</p>	Tender conditions prevail.
893	Section 5	875		New	<p>"The solution should have a comprehensive list of pre-defined policies and templates with over more than 1000 patterns to identify and classify information pertaining to different industry (like Finance, banking, Tax, IT Act. etc.)"</p> <p>In DLP implementation the data classifications is the most critical task and there should be inbuilt template to help customer with pre-defined templates. so it is recommended that the solution should have inbuilt templates to ease of data classifications and protections. Request to add feature mentioned below:</p>	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
894	Section 5	875		New	Request add feature mentioned below: The solution should be able to identify data leaked in the form unknown and known encrypted format like password protected word document. Data leaks seen to be done , where the hacker uses the encryption method which are unknown and known and the uploading the data. So the solution should be able to detect and block the unknown encrypted uploads.	Tender conditions prevail.
895	Section 5	883			We would suggest to integrate Antivirus & HIPS solution with virtualization solution thus providing an Agent Less solution. The agent less solution will be more efficient than agent based solution. Co-ordinated approach (agent & agentless) will ensure protection all the time. With agentless approach, Security policies will applied automatically the moment VMs are created and automatic removal of security policies the moment VM is deleted.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
896	Section 5	887	HDP.REQ.006	Memory	As per industry standard since the desired printer specification in RFP belongs to heavy printer category and user requirement is heavy printing and as per IDC report major OEM are having minor + or - specification in their product offering so with this background we request you kindly reduce the HDD capacity to 1 GB	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
897	Section 5	887	HDP.REQ.013	Interface	As per industry standard since the desired printer specification in RFP belongs to heavy printer category and user requirement is heavy printing and as per IDC report major OEM are having minor + or - specification in their product offering so with this background we request you kindly Remove the SD slot	Tender conditions prevail.
898	Section 5	887	HDP.REQ.014	Option	Remove the parallel port as it is obsolete technology and no more in use	Tender conditions prevail.
899	Section 5	893	DSK.REQ.007	Ports 2x USB 2.0 and 2 x USB 3.0 (Preferable) , 10 USB ports external - with minimum 4 ports USB 3.0 Front I /O includes (2 or more) USB 2.0 ports Rear I / O includes (2 or more) USB 3.0 ports, (2 or more) USB 2.0 ports	Request clarification on number of USB ports	Min. ports are defined in Desktop specification in section 5B of RFP
900	Section 5	893	DSK.REQ.007	Ports- Parallel port	Request to either make Parallel port preferable or Allow Convertor	Tender conditions prevail.
901	Section 5	893	DSK.REQ.009	Memory- 16GB DDR III 1333MHz or higher expandable up to 8 GB or more	Hope this is a misprint and the requirement is as follows Memory required 8GB with expandable upto 16GB DDR3	Please refer corrigendum
902	Section 5	893	DSK.REQ.011	Optical Drive 22X DVD writer or higher	Request you to Change this to DVD Writer 5.25"/Slim	Tender conditions prevail.
903	Section 5	904	New Query	Proposed solution should be Leader in Gartner NGFW magic quadrant	Customer have asked Gartner qualifications for other product as well.	Tender conditions prevail.

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
904	Section 5	904	New Query	Proposed solution should support bypass LAN card option for transparent mode deployment	Bypass option is critical in case of Bridge/Transparent mode deployments	Tender conditions prevail.
905	Section 5	904	New Query	The Firewall should have local storage of 250GB for logging and local packet capture	This is important as local packet capture can help pinpoint Threat when firewall come under attack.	Tender conditions prevail.
906	Section 5	904		With reference to your Dial 100 RFP, request you to please consider our request you for Extension of Pre-bid queries submission date. Your document & project is huge and comprehensive – we shall need more time to evaluate all aspects of the project in terms of scope of work and related terms & conditions to put forth a complete list of our queries.	Kindly consider this extension for 3 working days at-least	Not applicable.
907		904		Roof Rights and Road Permit & ROW	Roof rights and road permit will be provided by the customer. Please confirm ROW permission Dept should also waive the ROW charges.	Bidder to coordinate with dept. for any necessary approval and charges.
908	Section 5	904			Kindly share the detailed address of all both OMC in Varanasi & Agra & Lucknow dial 100 center	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
909	Section 5	904			Nxtra datacenters are located at Mumbai,Bangalore,Chennai .Please share the preferred location for DR site	Bidder to propose the location to meet the RFP requirements
910	Section 5	904			Share the inventory or hardware make & model to be colocated at DRC site	Bidder to propose the solution for inventory
911	Section 5	904			Numbers of connectivity links including P2P,MPLS,ILL etc. at DRC site	Bidder to propose the solution for connectivity
912	Section 5	904			Seating space required at DRC site? If yes for how many users	Bidder to propose as per requirement of RFP
913	Section 5	904			Caging requirement at DRC site ?Please specify	Bidder to propose as per requirement of RFP
914	Section 5	904			Please share the managed services scope for hardware/OS/DB/storage/ Backup/ networks etc.	Refer to section 5 of RFP under clause 4 & 5
915	Section 5	904		An effective presence on all major social media platforms like Facebook, twitter, YouTube, Instagram etc. will be created and kept undated. This will be integrated with the citizen portal		Yes, an effective mechanism is required to manage social media

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
916		904	Recommendation		Request you to add that Video wall, controller & Wall management & accessories should be from Same OEM to avoid compatibility issue.	Tender conditions prevail.
917	Section 5	904			Is there a expectation that the Finance system should be India Localized.	Refer to Section 5 of RFP
918	Section 5	904			The suggested Finance & HRMS application software should have multiple implementation partners at least 5.	No Clarification Required
919	Section 5	904			As per the RFP Finance & HRMS needs to be integrated to the existing & future application , so suggested Finance & HRMS module should be implemented at least 3 government unit	No Clarification Required
920	Section 5	904		Additional	Do you want proposed Asset Management , Helpdesk solution to be implemented in HA and DR site.	Refer clause 4.1.21 of section 5 in RFP
921	Section 5	904	Additional Point		The Storage OEM should be in the latest Gartner Leader Quadrant.	Tender conditions prevail.
922	Section 5	904	Additional Point		Please also include 24 port enabled redundant FC SAN switches with 16Gbps FC ports fully populated with SFPs and cables.	Tender conditions prevail.
923	Section 5	233, 904	4.7	The Data Centre will be hosting a number of compute and storage elements for applications like CAD, GIS, IDM etc. with backup facility for major applications and data transacted during all the steps of the emergency process.	As per our understanding, GIS based centralised system will be at one location i.e. Lucknow. Please confirm. Also please elaborate on the DR centres for GIS.	Refer clause 6.12 of section 5 in RFP

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
924	Section 5	832, 838, 841, 847, 849, 850	CSW.REQ.042 MAS.REQ.061 AGS.REQ.023 IR.REQ.008 INTR.REQ.010	Compliance: The switch should be IPV6 complaint or logo ready	Amendment Request " The switch should be IPV6 logo read Certified" The IPV6 Forum (http://www.ipv6forum.com) IPV6 Ready Logo Program is a conformance and interoperability-testing program intended to increase user confidence by demonstrating that IPV6 is available now and is ready to be used. This is only programme which is commonly following by many vendors, so same should be mandatory to ensure IPV6 readiness in switches. Only writing IPV6 compliant will be ensure for UP Police that if proposed product is IPV6 certified.	Please refer corrigendum
925	Section 5	218		Manage services consistently across heterogeneous Primary site & DR site.	Within the clause it's been asked to manage services consistently across heterogeneous Primary site & DR site. Does it mean that the DR site need to managed/ monitored during normal operations or DR management/ monitoring will be required only in case of disaster. Please confirm.	The Clause is self-explanatory

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
926	Section 5	222		Should have ability to have a consolidated view of data collected from different types of operations (E.g. - SLA compliance for a selected service, it's dependent SLAs, OLA and UPCs, it's changes by priority, open incidents by priority and status, it's assets and individual asset compliance, patches installed and compliance to patches etc.) and displayed in a universal portal	<p>The example provided within the clause asks about asset compliance, patches installed and compliance to patches etc.</p> <p>Please confirm that patch and compliance management has been specified only as an example because as part of minimum technical specifications for Enterprise Management Solution; Patch and compliance management has not been asked as a functionality so kindly either remove patch and compliance management or ask these functionalities explicitly to avoid any confusion.</p>	Refer 4.11.4.3 in section 5 of RFP
927	Section 5	592	EMS.REQ.007	Enterprise Management System should provide for end to end performance, availability, fault and event and impact management for all enterprise resources that encompasses the heterogeneous networks, systems, applications, databases and client infrastructure present in the enterprise.	Within the clause it's been asked to monitor availability, performance, event and fault management. Towards the end of the clause what's referred as client infrastructure? Please clarify.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
928	Section 5	592	EMS.REQ.008	The Officer and Officerless monitor should be able to collect & manage event Or fault, performance and capacity data and should	Within the clause as it's mentioned "The Officer and Officerless" monitor. It seems that's there intent is to ask some different functionality than stated. Please review and provide the amended clause.	The Clause is self-explanatory

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				not require separate collectors.		
929	Section 4	118 & 119	16	The MDT devices of the OEM should have been deployed in India or abroad in minimum three (3) projects in last 5 years. Documentary evidence from OEM (Copy of Client certificate or Purchase order or Contract)	The MDT devices of OEM should have executed Minimum 3 projects in India and 1 project in Police Department in India in last 5 years	Tender conditions prevail.
930	Section 4	118 & 119	16	The OEM for MDT should have its own service center in India	The OEM of MDT should have Own Service Center and operational set up in India from last 5 years.	Tender conditions prevail.
931	Section 4	118 & 119	16	The MDT devices of the OEM should have been deployed in India or abroad in minimum three (3) projects in last 5 years. Documentary evidence from OEM (Copy of Client certificate or Purchase order or Contract)	The MDT devices of OEM should have been deployed Minimum 3 projects in India and 1 deployment in Police Department in India in last 5 years	Tender conditions prevail.
932	Section 4	175-180		Contact center at UP POLICE 100	Will the department provide required real estate and the space for the operations centres and other office space?	Yes

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
933	Section 4	175-180		Contact center at UP POLICE 100	Can we assume the security requirements of the operations center and UP Police 100 need to run for 3 shifts will be handled by the customer and need not be considered in the cost proposal?	The physical manpower for guarding (security) of the operations centre will be provided by GoUP
934	Section 4	175-180		Training and Operations	As you expect the bidder to consider the incremental cost, is there any minimum increments that need to be considered for the team deployed with the department during the project at onsite?	Min. requirement is provided in the RFP. Bidder to design the requirement as required.
935	Section 2	202, 904	2.2.12	A scalable system to handle increased number of citizen requests and integrate with other services in future like City Surveillance, Highway Police and Medical (ambulance) services	Request you to please confirm on the number of users which will enable us to do the software sizing.	Min. application users and call volumes are defined in clause 14 of section 5 in RFP
936	Section 5	216, 904	3.5.5	Call details records: Using CAD CO will be able to record the particulars like date(s), time stamping and probable time of occurrence of incident.	Request you to kindly elaborate on the recording part that needs to be showcased on the map. Will the web/mobile application make use of CAD system for fetching data or will have an own GIS system.	Refer clause 6.12 of section 5 in RFP
937	Section 5	280, 904	6.12.3	GIS map is a base layer on which GIS map data should be rendered at CAD application and MDT	Will CAD be an underlying system for GIS mapping? Please confirm.	Yes

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
				devices in Hindi and English languages.		
938	Section 5	280, 904	6.12.6	The GIS POI which is collated through MDT devices and GIS Data collection mobile application shall be added on incremental basis at centralized GIS data. An application that enables incorporation of GIS Point of interest (POI) captured through an MDT device in field and passed on to NOC into centralized GIS. This feature should enable capture and incorporation of ground features resulting in real-time updation of GIS data, thereby making it current at all times.	The mobile application used for collecting the data will be in offline or online mode? Please confirm.	The mobile application will be used for collecting the data in offline or online mode both.
939	Section 5	280, 904	6.12.7	Scale of the required GIS vector maps of each city: 1:1000 scale for city area and 1:5000 scale for rural area with road positional accuracy of + or- 10 m will be provided by bidder.	It is assumed that the vector maps will be in the GIS supporting formats. Please confirm.	Bidder to provide the vector maps which are in GIS supporting formats

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940	Section 5	290, 904	6.21	<p>Bidder will provide the following analysis reports. Please refer section 5 A for more detail and reports may increase based on the GoUP requirement at later stage:</p> <ul style="list-style-type: none"> • Hot spot analysis • Crime pattern analysis • Predictive analysis • Incident analysis • Time series analysis • Geo Spatial analysis • Call trending analysis • Case handling analysis • Dispatch analysis 	Please confirm if such analysis is required to be performed on a map background using GIS.	Yes
941	Section 5	298 and 299	6.43.6	<p>Integration with existing security apps The bidder shall be responsible for integrating the central integrated Emergency Response system with existing applications on women security like "1090" Women helpline mobile application launched by the UP govt. for the safety of women in UP state and other UP govt. mobile applications.</p>	It is assumed that only one existing mobile application for women 1090 is required to be integrated. Please confirm	Detail will be shared with successful bidder in due course of time. Bidder to coordinate with dept. for the same.

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942	Section 5	328 and 369	5,14.2.2		Under number of users required to be trained for MIS Software, the count is mentioned as about 160 users. But in section 14.2.2, in serial no 7, the user count for Datawarehouse & BI is given as 50. Can we assume 160 users will be required to be given access to BI. If yes kindly, update the count in sections 14.2.2 for BI users as 160 users	Please refer corrigendum
943	Section 5	424, 429		System should be capable to receive the latitude & longitude coordinates and detect the location of the user and Also should be able to integrate with CAD to send the location. The CAD software should be integrated with Mobile Apps (registered with GoUP) to receive location of the caller and caller number.	Is there any existing mobile application in place that needs to be integrated with proposed solution and CAD, or mobile application needs to be build as part of overall solution	Refer clause 6.43.6 of section 5 in RFP
944	Section 5	437 & 438	CAD.REQ.052	Standard Operating Procedures (SOP's) The software should have capabilities to set the Standard Operating Procedures (SOP) for officers. The same needs to be invoked during Case creation by the officer. It	By "Remodeling " we understand that the operator is able to edit the filled up information i.e. Case types , sub types, priorities and type of service required. Please confirm.	Yes

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				should also be possible to remodel the Case, Case sub types, priorities and type of service required by using a remodelling tool.		
945	Section 5	458 and 529	PMS.REQ.001-016 CAD.REQ.126	<p>Patrol Management System It should be possible to overlay patrol charts, actual positions and, crimes reported over a period of times. This is to analyse tactical the decisions. Were the patrol positions well chosen, did units adhere to it, even then which crimes occurred.</p> <p>It should be possible for the supervisors to monitor the patrol response i.e. which static positions to hold, when; which areas need mobile patrolling, when. It should be possible to analyse the extent to which the prescription was followed by matching it with actual MDT information</p>	Patrol Management System in page 529 & Patrol Planning page 458 : Are these referring to same software, but different functionality.	The clause is self explanatory

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946	Section 5	459 and 477	CAD.REQ.129-175 SA.REQ.001	Remote Viewer for Monitoring and Report Generation for Supervisor & Web and Desktop Application for Monitoring - Police officials	"Remote Viewer for Monitoring and Report Generation for Supervisor" in page 459 & Req "Web and Desktop Application for Monitoring - Police officials" - Are these functionality of same software.	Min. requirement is provided in the RFP. Bidder to design the solution as required.
947	Section 5	477, 478	SA.REQ.003 and SA.REQ.004	User Dashboard The Application should be having a dashboard for Supervisor at center with graphical picture like chart, table and KPIs of the officers etc. And User Dashboard 8. Officer Key Performance Index (KPI) with details based	What are the expected KPI parameters of the officers?	Major KPI parameters are given and details of expected KPI will be provided later
948	Section 5	481, 482	SA.REQ.013	Reports 28. GIS reports till village level	Please elaborate the expected output of "GIS reports till village level"	The report can be zoomed in till lowest layer i.e. village level and data can be presented or classified till village level.

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949	Section 5	531 and 532	PMS.REQ.011, PMS.REQ.012, PMS.REQ.013	<p>PMS.REQ.011 - User rights</p> <p>PRV Police Personnel shall be able to :</p> <p>i. Import Master Files to see patrolling duties</p> <p>PMS.REQ.012 - Application Content</p> <p>PMS will have master file which will have features like Open MAP for normal patrolling routes will be there</p> <p>PMS will have file which will have guide for best route options during day, night time, other situations like traffic jam , rally</p> <p>PMS.REQ.013 - Application Content</p> <p>PMS will have master files for Landmarks which will show the prominent points under fall on the patrolling routes</p>	We are assuming that 'Import master file' means that PRV vehicle staff should be able to connect to CAD system to see the patrolling plan assigned to him. We will create interface in MDT to consume these patrol charts from CAD database to achieve the expected functionality. Please confirm acceptability.	Yes

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950	Section 5	587, 904	BIRA Req.010	<p>Tools for analysis – It should be possible to analyse crime and criminals in at least , the following ways:</p> <ol style="list-style-type: none"> 1. Hot spot Analysis 2. Trend Analysis 3. Suspect Analysis 4. Crime forecasting 5. Journey to crime 6. Response time 7. Repeat Callers 8. Change over time mapping 9. Neighbourhood Analysis 10. Serial sex offender tracker 11. Patrol charts 12. Crime against women etc. <p>This list is for reference purpose and may update or increase on later stages.</p>	Please confirm if such analysis is required to be performed on a map background using a GIS	Yes

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951	Section 5	658 & 495 & 500 & 503			<p>Since most of the applications will run on rugged devices and mobile devices for normal citizen and Police Officers both, so please let us know whether you are looking for any mobile device management solution for the devices carried by Police Officers?</p> <p>We suggest you to consider Mobility Management Solution which can provide Mobile Device Management, Mobile Application Management, Mobile Email Management, Mobile Content Management, Mobile Browsing Management, Laptop Management, Rugged Device Management etc. and delivers all these managements through single management console. Also supports all the Mobile OS (Android, iOS, Windows, Symbian, Blackberry) support.</p> <p>For more details, you may refer to the "What We Do: Simplify Enterprise Mobility" attached with the prebid queries.</p>	Tender conditions prevail.

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952	Section 5	808 , 814,	BS4.REQ.003 DBS.REQ.003	<p>DBS.REQ.003: Processor: Latest Generation x86-64 Bit with Minimum 2.6Ghz Clock Speed or above with minimum of 4 processors, each processor having 8 cores and 16MB Cache or more</p> <p>BS4.REQ.003: Processor: Latest Generation x86-64 Bit Minimum 2.6 GHz with 8 Core and 16MB Cache or more</p>	<p>Amendment Request " Latest Generation x86-64 Bit E7 Processor with Minimum 2.6Ghz Clock Speed or above with minimum of 4 processors, each processor having 10 cores and 16MB Cache or more"</p> <p>Since this is a critical environment E7 is right processor for four CPU systems. The biggest and real value proposition of E7 based systems are RAS features for mission critical applications. E7 provides error containment, error recovery and system reconfiguration which E5 does not provide. E7 v3 generally out performs E5v3 processors in 4 CPU category due to more CPU cache and better architecture. For example E7 has 45 mb cache in 4, 10,16,18 core CPU types while E5v3 has 45 mb cache only in 18 core CPU. The RAS whitepaper is attached below http://www.intel.in/content/www/in/en/processors/xeon/xeon-e7-family-ras-server-paper.html</p>	Tender conditions prevail.
953	Section 5	832, 847 and 850	CSW.REQ.042, MAS.REQ.061, AGS.REQ.023, IR.REQ.008 and INTR.REQ.010	Section 5B Minimum Technical Requirements Specifications, Core switch, Page 832, Managed Access Switch, Page 838, , Aggregation Switch, Page 841, Internet Router, Page 847, Intranet Router - 20Mbps, Page 849, Intranet Router - 500Mbps, Page 850	<p>CSW.REQ.042, MAS.REQ.061, AGS.REQ.023, IR.REQ.008 and INTR.REQ.010 Compliance: The switch should be IPV6 complaint or logo ready</p> <p>Amendment Request " The switch should be IPV6 logo ready or Certified"</p>	Please refer corrigendum

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954	Section 5	847 and 850	IR.REQ.003 and INTR.REQ.003	Section 5B Minimum Technical Requirements Specifications, Internet Router, Page 847, Intranet Router - 20Mbps, Page 848 and Intranet Router - 500Mbps, Page 850	IR.REQ.003 and INTR.REQ.003, Architecture: The Router should have complete security suite by supporting IPSec & VPN, Firewall (Zone based & Stateful) etc. functionalities into a single box along with full support for dynamic routing protocols. If any of the mentioned features can't be provided into a single box solution by any vendor, multiple boxes must be quoted to achieve these features from day one. Kindly clarify as in router you have asked stateful & zone based firewall functionality, please advice if same should include IPv6 Stateful firewall as well? Does the support for transparent firewall functionality is also required?	Tender conditions prevail.
955	Section 5	847 and 850	IR.REQ.003 and INTR.REQ.003	Section 5B Minimum Technical Requirements Specifications, Internet Router, Page 847, Intranet Router - 20Mbps, Page 848 and Intranet Router - 500Mbps, Page 850	IR.REQ.003 and INTR.REQ.003, Architecture: The Router should have complete security suite by supporting IPSec & VPN, Firewall (Zone based & Stateful) etc. functionalities into a single box along with full support for dynamic routing protocols. If any of the mentioned features can't be provided into a single box solution by any vendor, multiple boxes must be quoted to achieve these features from day one. Kindly clarify as in router you have asked support for IPSEC & VPN, does the VPN should include standard Protocols & Features including L2tp, L2tpV3, dynamic tunneless Vpn and Suite-B cryptography algorithms ?	Tender conditions prevail.

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956	Section 5	847 and 850	IR.REQ.007 & INTR.REQ.007	Section 5B Minimum Technical Requirements Specifications, Internet Router, Page 847, Intranet Router - 20Mbps, Page 848 and Intranet Router - 500Mbps, Page 850	<p>IR.REQ.007 & INTR.REQ.007,Management: The router shall have SLA monitoring tools to measure state of the network in real time. The SLA operations shall provide information on TCP Or UDP delay, jitter, application response time, VoIP MOS score, Packet Loss, ETF standards based Netflow /JFLOW or equivalent feature so that granular traffic analysis can be performed for advanced auditing, usage analysis, capacity planning or generating security telemetry events..</p> <p>Kindly clarify as you have asked information on TCP Or UDP delay, jitter, application response time, VoIP MOS score, Packet Loss, ETF standards based Netflow /JFLOW or equivalent feature so that granular traffic analysis can be performed, do you also want to use this information to do adaptive routing adjustments by doing routing path selection based upon these criteria?</p>	Please refer corrigendum

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S.N o.	RFP Section	RFP Page No.	RFP Clause	RFP Clause Description	Pre Bid Query	Purchaser's Response
957	Section 5	847, 850	Section 5B Minimum Technical Requirements Specifications, Internet Router. Intranet Router - 20Mbps, Page 848 and Intranet Router - 500Mbps	Security Features	<p>Please include " Router should support following security features: Router should support stateful & zone based firewall, Should support IPv6 Stateful firewall, should support firewall rules based on user identity, should support control plane policing to prevent dos attacks on the router, Should support transparent firewall functionality."</p> <p>Considering security architecture is centralized at DC & DRC and router is the first point of contact all the UP police location including districts, PS & OMC, so these routers should have first level of security features to protect the branch deployment. Further as in clause number IR.REQ.001, RFP has mentioned that Router should have feature like IPSec & VPN, Firewall (Zone based & Stateful), so you are requested to elaborate these feature so that UP police can ensure that these are available, else just writing firewall & VPN might not ensure that you get the required feature set.</p>	Tender conditions prevail.

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958	Section 5	847, 850	Section 5B Minimum Technical Requirements Specifications, Internet Router Intranet Router - 20Mbps, Page 848 and Intranet Router - 500Mbps	VPNS & Tunnelling Features	<p>Please Include: "Should support following VPN Protocols & Features : L2tp, L2tpV3, Ipsec Vpn, should support the functionality of forming dynamic tunnelless Vpn, should support Suite-B cryptography algorithms for advance security, should support IKEv2, should support ipv6 for IPsec & Ikev2, Should support 3Des, AES, MD5, SHA-1 algorithms, support GRE protocol"</p> <p>Considering security architecture is centralized at DC & DRC and router is the first point of contact all the UP police location including districts, PS & OMC, so these routers should have first level of security features to protect the branch deployment. Further as in clause number IR.REQ.001, RFP has mentioned that Router should have feature like IPSec & VPN, Firewall (Zone based & Stateful), so you are requested to elaborate these feature so that UP police can ensure that these are available, else just writing firewall & VPN might not ensure that you get the required feature set.</p>	Tender conditions prevail.
959	Section 5	848 and 850		Section 5B Minimum Technical Requirements Specifications, Intranet Router - 20Mbps, Page 848 and Section 5B Minimum Technical Requirements Specifications, ,Intranet Router - 500Mbps, Page 850	<p>Management</p> <p>Kindly clarify does the router is supposed to have functionality to monitor network performance for VOIP, Video & VPN Network monitoring internally or externally</p>	Tender conditions prevail.

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960	Section 5	848, 850	Section 5B Minimum Technical Requirements Specifications, Intranet Router - 20Mbps, Intranet Router - 500Mbps	Application categorization, visibility and control	<p>Please include "The router should have ability to classify application based on various attributes such as: Application-group, category, sub-category, P2P, Tunnel & Encrypted. Router should be able to identify more than 1000 applications and supports application categorization with the ability to perform in-service update of application signatures. Same functionality can be provided via external appliance or 03rd party application on router modules."</p> <p>As per Page 209 Section 5 Scope of work, system to be planned with the scalability to add new applications including command & control, emergency response, 1090, Fire services, ITMS, City surveillance & CCTNS etc., so it is important that point of aggregation that is Router / WAN solution at each location should be able to identify & categorize applications, so that control over the application can be achieved as per the criticality of application. Further this will allow to L7 – Application Level DPI and help recognize a dataflow by inspecting some packets sent. With this feature router does a deep packet inspection on some of the packets in a dataflow, to determine which traffic category the flow belongs to. This approach is useful in dealing with malicious software using known ports to fake being "priority traffic", as well as non-standard applications using dynamic ports.</p>	Tender conditions prevail.

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961	Section 5	893 and 894			Since thin client is asked for SOC and NOC, so are you looking for any desktop virtualization software as well. Kindly confirm	Min. requirement is provided in the RFP. Bidder to design the solution as required.
962	Section 5		BR.REQ.058	6 bidirectional RS-232 (ports 1 through 6)		Tender conditions prevail.
963	Section 5				As the asked Network Uptime is 99.9%. Kindly clarify if the Last Mile is to be delivered on Fiber or Wireless.	Based on feasibility, the network should be chosen. If Fibre is available, then network should be provided on fibre.
964					We understand that PAYROLL Management is also required with HRMS . There should be an integration between HRMS, Payroll & Financial Modules so that Accounting happens Seamlessly. Please confirm if this is correct understanding.	Government application for payroll would be used for salary which ha to be integrated with HRMS and FMS system
966	Section 5				Proposed solution should support bypass LAN card option for transparent mode deployment. Justification – Bypass option is critical in case of Bridge/Transparent mode deployments	Tender conditions prevail.

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967	Section 5				The Firewall should have local storage of 250GB for logging and local packet capture Justification – This is important as local packet capture can help pinpoint Threat when firewall come under attack	Tender conditions prevail.
968	Section 5		6.33		Also, kindly confirm concurrent user actively accessing the solution	Min. user per month are defined in clause 14 of section in RFP. Bidder to design the solution as required
969	Section 5		6.33		Please suggest the Total no. of system to be managed for User Identity Management.	The systems designed as per this RFP are to be managed.
970	Section 5		6.33		Please list total no. of application which needs to be enabled SSO.	Min. user per month are defined in clause 14 of section in RFP. Bidder to design the solution as required
971	Section 5		MDT.REQ.026	One additional battery with charging set for 280 MDT of Fire services	b. Also Hot Swappable battery is not recommended as this increase the chances of malfunction of the IP 65 rating and MIL SPEC requirements be sourced from multi brand vendors with the warranty responsibility of the bidder.	Min. requirement is provided in the RFP. Bidder to design the solution as required.

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