

WEBEL TECHNOLOGY LIMITED

CORRIGENDUM – I

Tender No. WTL/NKGS/ICCC/21-22/008 dated 16.06.2021

1. REVISED DATES:

Last date & time of Bid Submission has been extended up to 09.07.21 at 13.00 hrs.

Date & time of Bid Opening has been extended up to 13.07.21 at 14.00 hrs.

Last date & time of details intimation of Tender Fee & EMD Submission has been extended up to 09.07.21 at 16.00 hrs.

2. REPLY OF QUERIES/CHANGE REQUEST

Section No.	Clause No.	Page No.	Queries/ Change Request	WTL Response
1.1. Expectations from Integrated Command and Control Center Platform with Administrator Mobile Application & GIS platform	1.1.2. The MSI shall be responsible for the initial data collection, treatment & creation of a Data Lake for the entire available set of data from all the various existing services for all citizens & administrative roles.	131	Request to provide data size of various existing services and the format this data will be shared	To be made available to awarded bidder
1.1. Expectations from Integrated Command and Control Center Platform with Administrator Mobile Application & GIS platform	1.1.7. Command Center Application shall provide reporting capabilities for city administrators to keep record of city operations	132	Request to clarify that reporting and analytics capability should be in-built into ICCC than a separate 3rd party application as having it in-built will offer better visual and operational capabilities	Both are acceptable
1.1. Expectations from Integrated Command and Control Center Platform with Administrator Mobile Application & GIS platform	1.1.10. Command Center Application shall provide shift-based operations for an overall 24x7 support	132	Request to clarify if this means that 24x7 support is required by Command Center Application software	24x7 support required
1.1. Expectations from Integrated Command and Control Center Platform with Administrator Mobile Application & GIS platform	1.1.6. The platform shall enable various visualization and analytics of city operations to improve decision making. These analytics shall be achieved via cross-system integration of various systems and as per the standard operating procedure (SOPs) discussed and agreed upon with the Client. Analytics shall include both prescriptive, predictive analytics and cognitive analytics.	132	Request to clarify if the Command Center Application should have the required pre-built connectors and adapters for cross-system integration and a studio based drag and drop approach that will help to create SOPs and the Analytics system should be in-built into Command Center Application	As mentioned in tender

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1.1.1. ICCC Platform Functional Specifications	1.1.3.1 Functional Specifications of the Application Software The CCC shall embody the following characteristics: 1. Client/server architecture	136	Request to clarify if one can propose advanced architectures than client-server architectures as client-server architecture as traditionally client-server architectures run into single point of failure or performance issues	Can be specified by bidder which should satisfy mentioned specification or better, as per bidders understanding
1.1.1. ICCC Platform Functional Specifications	1.1.3.1 Functional Specifications of the Application Software 2. Support multi-site, multiple-hierarchy deployment	136	Request to clarify if multi-site, multiple-hierarchy deployment is similar to multi-tenant as both the capabilities help deployment across different locations and helps to optimize on resources	Required
1.1.1. ICCC Platform Functional Specifications	1.1.3.1 Functional Specifications of the Application Software 12. Should include a mobile app for field personnel & administrator, which enables its users to receive incident details (including: tasks, forms, photos) and a comprehensive set of GIS capabilities, to ensure collaborative response aligned with the control room's to ensure collaborative response aligned with the control room's	137	Request to clarify if the mobile app which will have a content management system should be part of the Command Center Application for better interoperability	May or may not be part of Command Center Application, but has to be interconnected & compatible for all functional integration
1.1.1. ICCC Platform Functional Specifications	3a : Integration of up to 2500 CCTV Camera Live Feed at the ICCC from Network connected CCTV Camera. The same should be viewed on real-time with at least 250 camera feed to be projected onto the Video-wall at any given time. Note : The bidder shall not get any form of direct access to the existing VMS. They shall be provided with only a feed via a network. The interpretation of that feed and needful display of the same shall require appropriate equipment (VMS or others) to display. Such solution and infrastructure should be a designed to support up to 2500 CCTV feeds	137	Request to clarify if the feed will be accessible via RTSP URLs? The statement mentions one cannot get direct feed from existing VMS but also mentions interpretation of that feed and needful display of the same shall require VMS or others to display. For 250 camera feed display onto video wall, VMS / NVR will be required and if the expectation is for a browser to support 250 cameras, no browsers would technically support it. Request to provide appropriate clarification for this technical challenge	The system should be able to support up to 2500 CCTV Camera Feeds. Appropriate technology to be used.
1.1.1. ICCC Platform Functional Specifications	7: The platform should be able to integrate with any type of sensor platform being used for the urban services irrespective of the technology used. The platform should also allow the manufacturers of the sensors to develop integrations themselves using SDKs without affecting the northbound applications and existing integrations'	138	Request to clarify if both SDKs and/or APIs are allowed for integrations as mentioned in earlier part of the RFP	Both are allowed as per availability

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1.1.1. ICCC Platform Functional Specifications	The Solution shall have facilities to support routine management, such as scheduler, tour management tool, intercom and messaging and allow seamless escalation from routine to emergency management.	138	Request to clarify on the functionality of 'tour management tool' and if this is a 3rd party application that can be integrated into Command Control Application	3rd party to be integrated
	Should support incorporation of resource database for mobilizing the resources for response.	140	Request to clarify if the resource database is a group distribution list of resources that gets triggered/notified when an incident occurs	As mentioned in tender
	Standard Operations Procedures (SOP): Command and Communications Center should provide for authoring and invoking un-limited number of configurable and customizable standard operating procedures through graphical, easy to use tooling interface.	142	Request to clarify if the SOP authoring interface must have easy to use tooling interface such as a drag-and-drop interface	As mentioned in tender
	Communication Requirements: The System shall support on-demand or automatic outgoing call initiation a) The SMS shall maintain an electronic telephone book that may be searched or used for on-demand calling. The existing address book may be available in a structured or non-structured format. b) Calling capability shall be available via GIS map icons. c) SIP protocol shall be supported.	144	Request to confirm if this can be a 3rd party application which can collaborate with Command Center Application as and when required	3rd Party integration allowed as per specification
	The solution should provide Dispatch Console integration with various communication channels. It should provide rich media support for incidents, giving dispatchers the power to consolidate information relating to an incident and instantly share that information among responder teams. It should assess the common operating picture, identify & dispatch mobile resources available nearby the incident location. Augment resources from multiple agencies for coordinated response.	145	Request to clarify if a CAD (Computer Aided Dispatch) system must be considered?	As mentioned in tender
Section D: Instructions to Bidders	31. FORCE MAJEURE	42	We request you to kindly add Pandemic in the list of force majeure events.	Pandemic to be considered

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<p>Section F: 2. Evaluation Criteria</p>	<p>1. City Surveillance Experience</p>	<p style="text-align: center;">52</p>	<p>Content in the RFP: The Bidder should have been awarded and successfully designed, executed & commissioned project(s) on City surveillance with video analytics system integration of minimum value of INR 5 Crores during last five years (as on Bid Submission date) per project. Marks shall be allotted as below: >=2 Projects: 10 Marks 1 Project: 8 Mark OR The Bidder should have been awarded and successfully designed any Datacenter and project value of INR 5 Crores during last five years (as on Bid Submission date) per project. Marks shall be allotted as below: >=2 Projects: 10 Marks 1 Project: 8 Mark</p> <p>Clarification Required: We request you to kindly amend the caluse as following, The Bidder should have been awarded and successfully designed, executed & commissioned project(s) on City surveillance with video analytics system integration of minimum value of INR 5 Crores during last five years (as on Bid Submission date) per project. Marks shall be allotted as below: >=2 Projects: 10 Marks 1 Project: 8 Mark OR The Bidder should have been awarded any Datacenter project (On premise/Cloud) having value of INR 5 Crores during last five years (as on Bid Submission date) per project. Marks shall be allotted as below: >=2 Projects: 10 Marks 1 Project: 8 Mark</p>	<p>The Bidder should have been awarded and successfully designed, executed& commissioned project(s) on City surveillance with video analytics system integration of minimum value of INR 5 Crores during last five years (as on Bid Submission date) per project. Marks shall be allotted as below: >=2 Projects: 10 Marks 1 Project: 8 Mark OR The Bidder should have been awarded and successfully designed any Datacenter(on premise/cloud) and project value of INR 5 Crores during last five years (as on Bid Submission date) per project. Marks shall be allotted as below: >=2 Projects: 10 Marks 1 Project: 8 Mark</p>
<p>Section F: 2. Evaluation Criteria</p>	<p>Required documents</p>	<p style="text-align: center;">55</p>	<p>Content in the RFP: All claims to be supported by relevant documents / certificates. Onus of substantiating claims lies with the bidder.</p> <p>Clarification Required: The on-going projects are allowed in Pre Qualification Criteria so request you to Kindly allow the on-going projects in Technical Criteria evaluation.</p>	<p>To be allowed</p>

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Section A:	1.2 SCOPE OF WORK	8	<p>Content in the RFP: Similar to the network layer, data center layer will be scalable to cater to the increasing computing and storage needs in future.</p> <p>Clarification Required: We request you to kindly provide tentative count of total userbase/concurrent users across various departments to access DC infrastructure.</p>	As mentioned in tender
Section A:	1.2 SCOPE OF WORK	23	<p>Content in the RFP: The Data Centre will be housed by using the existing State Data Centre at Monibhandar</p> <p>Clarification Required: We request you to kindly provide details of the MSI scope of work at State data center at Monibhandar.</p>	Deployment & connectivity to SDC
Section A:	1.2 SCOPE OF WORK	23	<p>Content in the RFP: The Data Centre will be housed by using the existing State Data Centre at Monibhandar</p> <p>Clarification Required: As per our understanding, WBSDC authorities will provide enough rackspace as per bidder's requirement & other basic amenities like physical/logical security, fire proof system, cooling, power, bandwidth, internet etc.. to host required IT hardware at SDC as per RFP solution. Please confirm on the same.</p>	As per WBSDC norms
Annexure 1	Technical Requirements for ICCC: IT Components 1. General	73	<p>Content in the RFP: A Command and Control Centre shall be implemented in an area of approx. 4000 sq. ft. (including 500 sq.ft. for Data Centre) equipped with all hardware equipment's and software (as per the BOM) for monitoring and management of all smart solutions till the permanent ICCC is not ready for operations.</p> <p>Clarification Required: As per the statement in ICCC/TR/1.01 , there is a conflict in the Data center location. We request you kindly clarify if DC IT hardware is to be hosted at SDC or ICCC location. And also please provide bidder's scope of work in detail for data center.</p>	WBSDC to be considered to the augmented servers as provided and available. All other equipment to be provisioned within ICCC premises.

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Annexure 1	5.1.3.2.1 Security Services for CCC solution	156	<p>Content in the RFP: The proposed solution should have a Business Continuity Plan and a Disaster Recovery Plan prepared and implemented by the SI before commencement of the operations. Robust backup procedures to be established for the same.</p> <p>Clarification Required: For disaster recovery plan, we request you to kindly provide the disaster recovery location & hosting details (on premise or on cloud) and also MSI's scope of work.</p>	A plan is requested
Annexure 1	5.1.3.2.1 Security Services for CCC solution	156	<p>Content in the RFP: The proposed solution should have a Business Continuity Plan and a Disaster Recovery Plan prepared and implemented by the SI before commencement of the operations. Robust backup procedures to be established for the same.</p> <p>Clarification Required: Disaster recovery is not part of RFP and DR is provisioned by authorities. Please confirm if our understanding is correct.</p>	Business Continuity Plan part of scope of bidder along with Disaster Recovery Plan for it's deployed systems and hardware
Annexure 1	5.1.3.2.1 Security Services for ICCC solution	156	<p>Content in the RFP: The proposed solution should have a Business Continuity Plan and a Disaster Recovery Plan prepared and implemented by the SI before commencement of the operations. Robust backup procedures to be established for the same.</p> <p>Clarification Required: We request you to kindly clarify how many DR drills to be conducted yearly.</p>	Quarterly
Annexure 1	1.2 SCOPE OF WORK	21	<p>Content in the RFP: Preparation of requisite system configuration for disaster recovery management and fail over system plan shall also be under the supervision of MSI.</p> <p>Clarification Required: We request you to provide the details of the SLA performance metrics for IT hardware/software to be maintained by MSI.</p>	As mentioned in tender
Annexure 1	5.1.3.2.1 Security Services for CCC solution	156	<p>Content in the RFP: The proposed solution should have a Business Continuity Plan and a Disaster Recovery Plan prepared and implemented by the SI before commencement of the operations. Robust backup procedures to be established for the same.</p> <p>Clarification Required:</p>	Scope of Bidder

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			We request you to kindly confirm who will provision the network connectivity between DR to SDC & DR to ICCG locations so that DR will take over in failover conditions.	
Annexure 1	37 Switch & router networking	121	Clarification Required: We request you to provide the details of router specifications which is missing in the RFP.	As mentioned in tender
Annexure 1	37 Switch & router networking	121	Clarification Required: Minimum specifications provided in RFP for switch are very open ended and basic. We request you to provide the details of specs such as protocols requirement, port features, MAC support, power supplies etc. This would help the bidder to propose the switch appropriately as per the requirement.	As mentioned in tender with best understanding of the bidder
Annexure 1	38. Local Application Buffer NAS	122	Clarification Required: NAS (Network attached storage) is usually is slow in performance than SAN (Storage area network). SAN typically runs on fibre channels connecting to servers on a high speed network. This improved the overall speed of accessing the data storage. SAN can also be scalable easily by adding drives as and when required. We request you to include SAN storage (primary & secondary) as line item in the BOM.	As mentioned in RFP
Annexure 1	5.1.3.2.1 Security Services for CCC solution	156	Content in the RFP: The proposed solution should be designed to provide for a well-designed security of physical and digital assets, data and network security, backup and recovery and disaster recovery system. Clarification Required: We request authorities to kindly confirm the secondary storage requirement (for backup/archival storage). We request you to kindly provide detail specs and also include this line item in the BOM.	As mentioned in RFP
Annexure 1	5.1.3.2.1 Security Services for CCC solution	156	Content in the RFP: The proposed solution should be designed to provide for a well-designed security of physical and digital assets, data and network security, backup and recovery and disaster recovery system. Clarification Required: We request you to provide the details of the minimum technical specifications for backup & replication software and also include this line item in the BOM.	As mentioned in RFP

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	1.2 SCOPE OF WORK	22	<p>Content in the RFP: Data Backup/Archival over tape drive</p> <p>Clarification Required: We request you to clarify if the backup/replication software to be procured by bidder as this line item is not mentioned in RFP BOM.</p>	In scope of bidder
Annexure 1	35. Smart rack - U space available for IT Load 22 U	119	<p>Clarification Required: The Smart rack of 22 U size is not available in market and as per our understanding 42U is appropriate for the requirement of the RFP. So we request you to kindly allow Smart rack - U space available for IT Load 42U.</p>	As mentioned in RFP
Annexure 1	39. ICCC/TR/39.01 - 960GB SSD SATA & Redhat OS	122	<p>Clarification Required: SSD drives are faster in performance so we request you to amend it as "960GB SSD SATA or SSD" and "Redhat or any other OS" as OS is limited to particular OEM.</p>	960GB SSD SATA or SSD, RedHat is the only OS available at WBSDC
1.1.1. ICCC Platform Functional Specifications	1.1.3.1 Functional Specifications of the Application Software-3b	137	<p>Content in the RFP: Software (Application, Database and any other) must not be restricted by the license terms of the OEM from scaling out on unlimited number of cores and servers during future expansion.</p> <p>Clarification Required: To plan proper IT systems and scalability we request you to kindly provide the tentative count of CCC concurrent users across various departments and the expected growth of userbase over next 3-5 years.</p>	As mentioned in RFP. "Expected 1000 Maximum administrative users"
	1.2 SCOPE OF WORK	22	<p>Content in the RFP: Data Backup/Archival over tape drive</p> <p>Clarification Required: We request you to kindly provide details of back retention period and its policies.</p>	As mentioned in RFP
Annexure 1	ICCC/TR/14.3 : Voice Recordings	91	<p>Clarification Required: We request you to kindly confirm the retention period for voice recordings to arrive the storage sizing.</p>	Throughout the project period
Annexure 1	ICCC/TR/14.3 : Self-Service IVR	91	<p>Clarification Required: We request you to kindly confirm the number of languages to be enabled in the IVR and voice scripts for all the required languages and flows to be provided by smart city authority.</p>	As mentioned in RFP
Annexure 1	ICCC/TR/14.9 : PRI Lines	92	<p>Clarification Required: As mentioned in this section, 4 + 4 PRI lines for both inbound and outbound activities shall be provided by smart city authority. We request you to kindly confirm if our understanding is correct.</p>	Correct
Annexure 1	ICCC/TR/14.1 : Call center licenses	88	<p>Clarification Required: We request you to kindly clarify on how many call center licenses are required.</p>	8

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Annexure 1	<p>ICCC Platform Functional Specifications, Section 1.1.1.1, Mobile Module – 2 - way communication for Field personnel</p>	147	<p>Content in the RFP:</p> <ul style="list-style-type: none"> a. Create an incident from the field b. View incidents and relevant incident information including location and attachments c. Exchange comments with the control room operators and other users d. Support incident management at offline mode with ability to sync information when reconnect with network e. Use a native app (iPad) running IOS operating systems or web based portal <p>Clarification Required: We request to amend the standard ICCC Mobile Module – 2 - way communication for Field personnel related specification as follows: ICCC field responder mobile application which allows the field team to perform the following actions:</p> <ul style="list-style-type: none"> a. Create an incident from the field b. View incidents and relevant incident information including location and attachments c. Exchange comments with the control room operators and other users d. Support incident management at offline mode with ability to sync information when reconnect with network e. Use a native app (iPad) running IOS operating systems or web based portal f. View new incidents as part of the incident SOP actions g. Update the status of the incident h. View individual, bulk and escalation notifications i. View the incident location on the map j. Navigation option provided to reach the incident location k. Able to view attached image/document of the incident l. Update the ATR- Action Taken Report (Audio/ Video/ Image) for the incident along with appropriate remarks 	As mentioned in RFP
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Annexure 1	<p>ICCC Platform Functional Specifications, Section 1.1.1.1. Standard Operations Procedures (SOP)</p>	144	<p>Content in the RFP: Standard Operations Procedures (SOP) The SOP Tool should have capability to define the following activity types: Manual Activity - An activity that is done manually by the owner and provide details in the description field. Automation Activity - An activity that initiates and tracks a particular work order and select a predefined work order from the list. If-Then-Else Activity - A conditional activity that allows branching based on specific criteria. Either enter or select values for Then and Else. Notification Activity - An activity that displays a notification window that contains an email template for the activity owner to complete, and then sends an email notification. SOP Activity - An activity that launches another standard operating procedure.</p> <p>Clarification Required: We request to amend the standard ICCC Standard Operating Procedures (SOPs) related specification as follows:</p> <p>SOP Tool should have capability to define the following activity types:</p> <p>Manual Activity - An activity that is done manually by the owner and provide details in the description field. Automation Activity - An activity that initiates and tracks a work flow and select a predefined flow order from the list. If-Then-Else Activity - A conditional activity that allows branching based on specific criteria. Either enter or select values for Then and Else. Shall use inputs from related other devices to auto-configure responses and email responses to relevant stakeholders creating both time stamped event response and the actual communication sent out to the airport administrative hierarchy and to the field formations Notification Activity - An activity that displays a notification window that contains an email template for the activity owner to complete, and then sends an email notification as per manual alternate responses to the situation, if not an automated standard response to the Smart City administrative hierarchy and the field formations REST Activity - An activity that creates a REST service call. The user can specify the service URL and any required authentication information to be invoked when the activity is started.</p>	As mentioned in RFP
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			<p>Mass Notification Activity – An activity should provide the software component for the message broadcast and notification solution that allows authorized personal and/or business processes to send large number of messages to target audience with various communication methods including SMS, Email and Push notification on Mobile apps.</p> <p>SOP Activity - An activity that launches another standard operating procedure.</p>	
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Annexure 1	ICCC Platform Functional Specifications, Section 1.1.1, Rule Engine & Optimization	146	<p>Content in the RFP: Should have ability to respond to real-time data with intelligent & automated decisions Should provide an environment for designing, developing, and deploying business rule applications and event applications. The ability to deal with change in operational systems is directly related to the decisions that operators are able to make. Should have at-least two complementary decision management strategies: business rules and event rules. Should provide an integrated development environment to develop the Object Model (OM) which defines the elements and relationships</p> <p>Clarification Required: We request to kindly amend the standard ICCC Rule Engine & Optimization related specification as follows:</p> <p>Should have ability to respond to real-time data with intelligent & automated decisions Should provide an environment for designing, developing, and deploying business rule applications and event applications. The ability to deal with change in operational systems is directly related to the decisions that operators are able to make. Should have at-least two complementary decision management strategies: business rules and event rules.</p> <p>Should provide an integrated development environment to develop the Object Model (OM) which defines the elements and relationships</p> <p>Should provide geospatial marker representation rules for different conditions of sensors and data.</p> <p>Command and Communications Center should be able to correlate two or more events coming from different subsystems (incoming sensors) based on time, place, custom attribute and provide correlation notifications to the operators based on predefined business and operational rules in the configurable and customizable rule engine.</p>	As mentioned in RFP
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Annexure 1	ICCC Platform Functional Specifications, Section 1.1.1, Event Correlation	141	<p>Content in the RFP: Command and Communications Center should be able to correlate two or more events coming from different subsystems (incoming sensors) based on time, place, custom attribute and provide correlation notifications to the operators based on predefined business and operational rules in the configurable and customizable rule engine.</p> <p>Clarification Required: ICCC Application Software should be able to view two or more events coming from different subsystems (incoming sensors) based on time, place, and custom attribute and provide notifications to the operators. The ICCC shall be able to get, capture, record incidents occurring in real time from all possible sources and to channelize the data and processed outcome to respective connected application (MSI / Departmental / Other Government - provided application both for current use like in video wall displays and in other historical analytics.) Such notifications will be triggered by the events captured in the downstream (south bound) applications that are integrated to the command center through APIs.</p>	As mentioned in RFP
Annexure 1	3a, Solution & Platform:	137	<p>Content in the RFP: Integration of up to 2500 CCTV Camera Live Feed at the ICCC from Network connected CCTV Camera. The same should be viewed on real-time with at least 250 camera feed to be projected onto the Video-wall at any given time. Note : The bidder shall not get any form of direct access to the existing VMS. They shall be provided with only a feed via a network. The interpretation of that feed and needful display of the same shall require appropriate equipment (VMS or others) to display. Such solution and infrastructure should be a designed to support up to 2500 CCTV feeds</p> <p>Clarification Required: ICCC is a thin client model cannot handle 250 cameras live feed on web based application. Hence, we request to kindly amend the clause as follows.</p> <p>Integration of up to 2500 CCTV Camera Live Feed at the ICCC from Network connected CCTV Camera. Thin client of command center should be able to handle upto 100 cameras live feed and thick client should be able to handle upto 250 cameras live feed to be projected onto the Video Wall at any</p>	As mentioned in RFP

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			given time.	
	Additional clause inclusion		Contact center solution should be capable to integrate with IC4 platform for processing any SOP without any additional licenses.	As mentioned in RFP
	Additional clause inclusion		System should have click 2 call and click 2 conference features to integrate with IC4 platform P without any additional licenses..	As mentioned in RFP
	Additional clause inclusion		Contact center platform should be able to provide the call recordings and these recordings should be able to map to the incidents.	As mentioned in RFP
Annexure-1		141	<p>Content in the RFP:</p> <ul style="list-style-type: none"> •Use of GIS tool which allows easy map editing for wide area monitoring (Google map, Bing map, ESRI Arc GIS map, myMapIndiaor any other OEM who are able to fulfil the requirement). <p>Clarification required: We request you to kindly amend the clause as</p> <ul style="list-style-type: none"> •Use of GIS tool which allows easy map integration for wide area monitoring (Google map, Bing map, ESRI Arc GIS map, myMapIndia or any other OEM who are able to fulfil the requirement). 	•Use of GIS tool which allows easy map editing for wide area monitoring (Google map, Bing map, ESRI Arc GIS map, mapmyIndiaor any other OEM who are able to fulfil the requirement).
specifications in Section 1.1	GIS Enterprise Solution – Minimum Functional Requirements: GIS/NKGSCCL/1.03	182	<p>Content in the RFP:</p> <ul style="list-style-type: none"> •MSI should gather layers of all components being implemented to the MSI. MSI shall incorporate these layers in the overall GIS solution <p>Clarification required: We request you to kindly amend the clause as</p> <ul style="list-style-type: none"> •MSI should gather layers of all components being implemented to the GIS. MSI shall incorporate these layers in the overall GIS solution 	As mentioned in RFP

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<p>specifications in Section 1.1</p>	<p>GIS Enterprise Solution – Minimum Functional Requirements: GIS/NKGSCCL/1.07</p>	<p>183</p>	<p>Content in the RFP:</p> <ul style="list-style-type: none"> •All required Data Modelling, Design shall be carried out by MSI to get Design Document approved from Rourkela Smart City •All required data (spatial and non-spatial) are to be arranged by MSI. Rourkela Smart City will help by issuing required authorization letters; • Data creation - Necessary Field Survey, collection from various sources, compilation, digitization, accurate geo-referencing of spatial & Image data, migration, data conversion, integration, Enterprise Geodatabase preparation & maintenance shall be carried out by MSI; <p>Clarification required: We request you to kindly amend the clause as</p> <ul style="list-style-type: none"> •All required Data Modelling, Design shall be carried out by MSI to get Design Document approved from New Town Kolkata Green Smart City Corporation Ltd. •All required data (spatial and non-spatial) are to be arranged by MSI. New Town Kolkata Green Smart City Corporation Ltd. will help by issuing required authorization letters; • Data creation - Necessary Field Survey, collection from various sources, compilation, digitization, accurate geo-referencing of spatial & Image data, migration, data conversion, integration, Enterprise Geodatabase preparation & maintenance shall be carried out by MSI; 	<ul style="list-style-type: none"> •All required Data Modelling, Design shall be carried out by MSI to get Design Document approved from New Town Kolkata Green Smart City Corporation Ltd. •All required data (spatial and non-spatial) are to be arranged by MSI. New Town Kolkata Green Smart City Corporation Ltd. will help by issuing required authorization letters; • Data creation - Necessary Field Survey, collection from various sources, compilation, digitization, accurate geo-referencing of spatial & Image data, migration, data conversion, integration, Enterprise Geodatabase preparation & maintenance shall be carried out by MSI;
<p>1.1.Expectations from Integrated Command and Control Center Platform with Administrator Mobile Application & GIS platform</p>	<p>1.1.2. The MSI shall be responsible for the initial data collection, treatment & creation of a Data Lake for the entire available set of data from all the various existing services for all citizens & administrative roles.</p>	<p>131</p>	<p>Request to provide data size of various existing services and the format this data will be shared</p>	<p>Shall be provided to the awarded bidder</p>
<p>1.1.Expectations from Integrated Command and Control Center Platform with Administrator Mobile Application & GIS platform</p>	<p>1.1.7.CommandCenter Application shall provide reporting capabilities for city administrators to keep record of city operations</p>	<p>132</p>	<p>Request to clarify that reporting and analytics capability should be in-built into ICCC than a separate 3rd party application as having it in-built will offer better visual and operational capabilities</p>	<p>Both maybe considered</p>

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1.1.Expectations from Integrated Command and Control Center Platform with Administrator Mobile Application & GIS platform	1.1.10. Command Center Application shall provide shift-based operations for an overall 24x7 support	132	Request to clarify if this means that 24x7 support is required by Command Center Application software	Required
1.1.Expectations from Integrated Command and Control Center Platform with Administrator Mobile Application & GIS platform	1.1.6. The platform shall enable various visualization and analytics of city operations to improve decision making. These analytics shall be achieved via cross-system integration of various systems and as per the standard operating procedure (SOPs) discussed and agreed upon with the Client. Analytics shall include both prescriptive, predictive analytics and cognitive analytics.	132	Request to clarify if the Command Center Application should have the required pre-built connectors and adapters for cross-system integration and a studio based drag and drop approach that will help to create SOPs and the Analytics system should be in-built into Command Center Application	As mentioned in RFP
1.1.1.ICCC Platform Functional Specifications	1.1.3.1 Functional Specifications of the Application Software The CCC shall embody the following characteristics: 1. Client/server architecture	136	Request to clarify if one can propose advanced architectures than client-server architectures as traditionally client-server architectures run into single point of failure or performance issues	As mentioned in RFP
1.1.1.ICCC Platform Functional Specifications	1.1.3.1 Functional Specifications of the Application Software 2. Support multi-site, multiple-hierarchy deployment	136	Request to clarify if multi-site, multiple-hierarchy deployment is similar to multi-tenant as both the capabilities help deployment across different locations and helps to optimize on resources	As mentioned in RFP
1.1.1.ICCC Platform Functional Specifications	1.1.3.1 Functional Specifications of the Application Software 12. Should include a mobile app for field personnel & administrator, which enables its users to receive incident details (including: tasks, forms, photos) and a comprehensive set of GIS capabilities, to ensure collaborative response aligned with the control room's to ensure collaborative response aligned with the control room's	137	Request to clarify if the mobile app which will have a content management system should be part of the Command Center Application for better interoperability	As mentioned in RFP
1.1.1.ICCC Platform Functional Specifications	Incident Management Requirements: Should support plotting of area of impact using polynomial lines to divide the area into multiple zones on the GIS maps.	139	Request to clarify if the polynomial lines will be provided by GIS application for integration	Basic GIS data shall be provided
Incident Management Requirements	Should support incorporation of resource database for mobilizing the resources for response.	140	Request to clarify if the resource database is a group distribution list of resources that gets triggered/notified when an incident occurs	As mentioned in RFP

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Standard Operations Procedures (SOP)	Standard Operations Procedures (SOP): Command and Communications Center should provide for authoring and invoking un-limited number of configurable and customizable standard operating procedures through graphical, easy to use tooling interface.	142	Request to clarify if the SOP authoring interface must have easy to use tooling interface such as a drag-and-drop interface	As mentioned in RFP
Communication Requirements	Communication Requirements: The System shall support on-demand or automatic outgoing call initiation a) The SMS shall maintain an electronic telephone book that may be searched or used for on-demand calling. The existing address book maybe available in a structured or non-structured format. b) Calling capability shall be available via GIS map icons. c) SIP protocol shall be supported.	144	Request to confirm if this can be a 3rd party application which can collaborate with Command Center Application as and when required	May be considered
Communication Requirements	The solution should provide Dispatch Console integration with various communication channels. It should provide rich media support for incidents, giving dispatchers the power to consolidate information relating to an incident and instantly share that information among responder teams. It should assess the common operating picture, identify & dispatch mobile resources available nearby the incident location. Augment resources from multiple agencies for coordinated response.	145	Request to clarify if a CAD (Computer Aided Dispatch) system must be considered?	As mentioned in RFP
1) Software Development 2) BOQ Sheets	a) MSI shall be responsible for development and deployment of all software required to meet the requirements of the project. Some of the software may be "Commercial Off-The-Shelf (COTS)" or may require bespoke development as outlined in the subsequent sections of this document. and b) All 3rd party license cost including GIS platform, Maps, OTC software per year (Serial No. 39)	a) PDF Page no. 11 RFP Page no. 11 PDF Page no. 194 RFP Page no. 193	a) As per our understanding, as per RFP and BOQ, COTS GIS software having Image processing capabilities like dereferencing, tagging of assets, data processing etc. (Refer GIS/NKGSCCL/1.03 in RFP) will be required. Please confirm our understanding. b) Taking stock of the RFP - GIS requirements, 3D visualisation (refer RFP clause -GIS/NKGSCCL/1.18) , data creation and survey is also a part of GIS scope of work. Request you to add this line of items in BOQ also for techno-commercial aspect.	As mentioned in RFP

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<p>1) GIS Software requirements:</p>	<p>a) GIS/NKGCCL/1.01- MSI shall integrate all spatial & non-spatial data of this project into an Enterprise Geodatabase and develop a GIS portal with required GIS functions, Tools, Analysis & Dashboard to provide web access to all users of the project and</p> <p>b) GIS/NKGCCL/1.06 - MSI shall carry out application development to functions & tools as per requirement</p>	<p>a) PDF Page no. 182, RFP Page no. 193</p> <p>b) PDF Page no. 182, RFP Page no. 193</p>	<p>a) GIS is an important components of Smart city project which have been undertaken in India till now. The GIS scope cater the requirements of department, citizen and other stakeholders. For it, GIS based web application is developed for specific department(GIS based departmental modules) and citizen / stakeholder specific Web application. So, we may request you to clarify on regards to number of web application modules / portal with functional requirements which needs to developed / customize for departments /citizen . As it plays a pivotal role for techno- commercial estimation of project.</p> <p>b) All the required GIS based data needs to be migrated / Integrated (Refer clause-GIS/NKGCCL/1.01-) .Kindly confirmed that all concerned departments are going to provide all required spatial & Non spatial information to the bidder as per the requirements of the web application.</p>	<p>As mentioned in RFP</p>
<p>1) GIS Software requirements:</p>	<p>a) GIS/NKGCCL/1.07 - Integration, export & import of various formats of data such as KML, JSON, XLS, XML, etc.; - 3D Data of city.</p> <p>b) GIS/NKGCCL/1.07 - After successful Go-live and implementation, the Maintenance & Operation of GIS shall be carried out during MSI's contract period by taking care of Data Management, 24/7 availability of Database, periodical data updation, editing & performance management.</p>	<p>a) PDF Page no. 183 RFP Page no. 193</p> <p>b) PDF Page no. 183 RFP Page no. 193</p>	<p>a) As per our understanding, the user want to drape the base map layers over the terrain for visualisation purpose. This process is generally adopted for 3D visualisation of the city. Further the terrain data should be provided by department (refer clause no 3D view options of buildings & terrain). Please confirmed our understanding.</p> <p>b) As per requirements specified in RFP, the bidder needs to do periodic data updation. we request you to specify the time interval for data updation. Further, for updation, all required data should be provided by concerned departments only. Please confirmed our understanding, as it relates to Techno-commercial estimation.</p>	<p>As mentioned in RFP</p>
<p>1) GIS Software requirements:</p>	<p>a) GIS/NKGCCL/1.08 - Should be capable of integrating with existing GIS data available with NKDA</p>	<p>a) PDF Page no. 183 RFP Page no. 193</p>	<p>1) As specified in RFP, GIS data will be provided by departments. So , we may understand that all related information on regards to GIS scope will be provided by departments. Please provide detail on list of data availabilities with client. Please confirmed our assumption.</p>	<p>As mentioned in RFP</p>
<p>14 EPABX System</p>	<p>ICCC/TR/14.1</p>	<p>88</p>	<p>Communication System should support Analogy, Digital, IP, SIP, phones & Wireless IP Phone.</p>	<p>IP phone is allowed</p>
			<p>Clarification Sought: ISDN digital phone is obsolete technology for end point, IP Phone is more reliable and widely used in industry. We request you to Kindly make it optional and change the clause to Analog, Digital/IP instead of the existing clause.</p>	

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14 EPABX System	ICCC/TR/14.3	91	IVR should be able to support SMS and mobile web channels. IVR should be able to interact with caller with SMS or mobile web app while caller is on voice call.	SMS Gateway should be present with all forms of integrations with existing and 3rd party solutions
14 EPABX System	ICCC/TR/14.7	92	IVR will use automation platform to connect to smart parking solution and retrieve the information and pass it to the citizen over SMS.	
			Clarification Sought: IVR itself is one of the Voice channels. Voice channel and Text channel (SMS or Mobile app) cannot interact with each other. We Assume the use case to be achieved is Citizen will send SMS to find Parking and he should get response SMS, that where the parking slot is available. this should be achieved by means of integration of EPABX/Contact Center solution itegration with Smart Parking system. Kindly validate our understanding	
14 EPABX System	ICCC/TR/14.3	92	The software shall be able to provide online, and offline storage capability in any combination.	For the period of project
14 EPABX System	ICCC/TR/14.11	93	There should be facility of taking backups of system, agent, queue configuration automatically with time interval. Solution should provide graphical interface to maintain the storage location. The implementing agency will maintain the voice recording library.	
			Clarification Sought: Kindly Provide retention period for voice recordings, Average call volume and Call Duration to compute the Storage Sizing for Voice Recording	
14 EPABX System	ICCC/TR/14.7	92	The platform should also facilitate video streaming from the nearest video surveillance camera to the agent/ supervisor desktop when the caller is calling for an emergency by obtaining the location of the caller.	Proposed solution to be integrated with the survilliance to show the Live streaming over the agent screen.
			Clarification Sought: Streaming of Video from the nearest Video Surveillance camera is under the scope of surrivilliance system. Proposed solution can be integrated with the survilliance to show the Live streaming over the agent screen. Kindly validate our understanding	
14 EPABX System	ICCC/TR/14.9	92	Gateways: Centralized gateways shall route the calls received from any service provider to the command and controlcenter through 4 PRI lines provision for inbound. Another 4 PRI lines need to be provisioned for outbound calls.	As mentioned the PRI lines are already present with NKGSCCL, it needs integration with Call Centre

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			<p>Clarification Sought: Kindly Provide expected volume of inbound and outbound calls expected by authorities and number of operators to handle these calls. 4 PRI's from Inbound and 4 PRI's For Outbound means 120 Concurrent Inbound calls and 120 concurrent outbound calls. Kindly confirm if this volume is required, else so many PRI lines will unnecessarily increase the BoQ and commercials</p>	application
14 EPABX System	ICCC/TR/14.8	92	The emergency notification system should be able to notify critical information to citizens using audio, SMS and email based on target criteria such as location, demography of citizens.	The call location fetching capability integration should be inbuilt. In cases where such information is available from Telecom provider or other applications, the same should allow for integration and usage by the agents.
14 EPABX System	ICCC/TR/14.13	93	The application should have capability to identify the caller location (for 2G/3G/4G phones with data connection).	
14 EPABX System	ICCC/TR/14.13	93	The System should offer web based application for sharing data (images, video) and location by caller to call center agents.	
			<p>Clarification Sought: Call Location can be provided only by telcom service Provider and cannot be accessed by any officer with rank less than that of an SP. WTL Needs to Fetch Call Location details from the telcomservice Provider. The call location details received from the Telecom service provider can be used as per the use case mentioned above. Kindly Validate. https://blog.ipleaders.in/extracting-call-data-records/</p>	
14 EPABX System	ICCC/TR/14.14	93	The phones should also have at least 6 part conference facility.	6 Party conference feature for IP-Phones is optional.
			<p>Clarification Sought: IP Phone supporting 6 Party Conference is a proprietary feature of Avaya and Cisco, which is against the Make in India Initiative of GoI. Moreover conference bridge is a feature of IP-PBX solution which supports the required number of Participants. So we request to Remove 6 Party conference feature from IP-Phones as IP PBX is already achieving the same. By this over all the use-case remains the same, at the same time it gives competitive cost benefit to WTL.</p>	
14 EPABX System	ICCC/TR/14.20	97	The IP Phones shall be SNMP manageable directly or through the PBX server	TR 069 Protocol also applicable
			<p>Clarification Sought: We suggest TR 069 Protocol should be added to make the solution more futuristic. SNMP can communicate with specific CPE's where as TR-069 is a standard to communicate with all CPE's. TR-069 Protocol also includes business rules Please refer to https://friendly-tech.com/whitepapers/snmp-vs-tr-069-</p>	

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			<p>protocol-comparison/ https://www.quora.com/What-is-main-difference-between-TR-069-and-SNMP-with-respect-to-parameters-and-specifications. Based on above we suggest to remove SNMP or make it optional by Modifying the clause as "The IP Phones shall be SNMP/TR-069 manageable directly or through the PBX server"</p>	
14 EPABX System	ICCC/TR/14.20 IP Phones	97	Please Provide Total number of IP Phones to be provided, As IP Phones are not mentioned in The BoQ	One phone per user in ICCC & conference rooms.
22. Contact Centre Solution (For Helpdesk)	ICCC/TR/22.1	100	The callers shall be able to access the various services through state-of-art centralized integrated Interactive Voice Response System (IVRS). The information is envisaged to be available to the customer through telephone (IVRS) and call centres operators. System should support Self-Service IVR and Speech in future.	
14 EPABX System	ICCC/TR/14.3	91	IVR should have self-help service with text to speech and automatic speech recognition	
			Clarification Sought: As per TR/22.1 Speech support for IVR is future requirement and as per TR/14.3 IVR should have TTS and ASR currently. Kindly validate if ASR and TTS is currently required or is it a futuristic requirement	
SECTION – H BILL OF MATERIAL	Hardware Line item 5	58	Call Centre and Support System Hardware per person: Quantiy 4 Nos	4 persons
			Clarification Sought: Please Provide Details on Number of Call center Agents Liscense required. As per BoQ Line item No 5, " Call Centre and Support System Hardware per person", quantity mentioned is 4. but it is not mentioned how many persons are to be considered. So please provide clarity on No of call centre Agent Liscense to be considered	
SECTION – H BILL OF MATERIAL	Operation and Maintainance Line item no 41 to 46		AMC and Extented technical support	Total 3 years from completion of project
			Clarification Sought: we understand that AMC is Required for 3 years and Extended support is required for 3 years after AMC. So totally 6 years support/AMC is to be considered. Kindly validate	
22. Contact Centre Solution (For Helpdesk)		156	The proposed solution should have a Business Continuity Plan and a Disaster Recovery Plan prepared and implemented by the SI before commencement of the operations	As mentioned in RFP
14 EPABX System			Clarification Sought: DR-DR Setup: We understand that the EPABX system is to provided in local High availability and DC-DR setup. Kindly validate	

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Section - I	ICCC/TR/38.01	122		<ul style="list-style-type: none"> • 32 Core, 27M Cache, Turbo/Boost, MultiThreading • 2666 or above MT/s RDIMMs • 128GB RDIMM 2666 or above MT/s Dual Rank
Section - I	ICCC/TR/39.01	122		<ul style="list-style-type: none"> • 16 Core, 22M Cache, Turbo/Boost, MultiThreading DDR4-2666 or above • 64GB DDR4 RAM, 2666 or above MT/s RDIMMs
Section F: 2. Evaluation Criteria	ITMS or Surveillance Experience Need to mention some project related to CCTV	53		<p>Smart solution Integration Experience The bidder should have integration experience of the following components in any smart city project executed in India during last five years (as on Bid Submission date)</p> <ol style="list-style-type: none"> 1. Video Management 2. RLVD (Red Light Violation Detection) 3. ANPR (Automatic Number Plate Recognition) 4. Intelligent Bus Transport 5. Smart Lighting 6. Environmental Sensors 7. Solid Waste Management – Smart Bins 8. Smart Pole - Wi-Fi 9. Emergency Response Systems 10. SCADA for Water Management

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				System 11. Video Analytics
Section F: 2. Evaluation Criteria	5. Data Centre& WAN experience Or IOT	53	<p>Content in the RFP: The bidder shall have experience of executing projects comprising any one or more than one out of below mentioned components in last five years:</p> <ul style="list-style-type: none"> • Data Centre/DR on cloud or on Premise • Fiber Optics Network Capability • WAN project of more than 200 location • Integrated command and control center IOT • more than 1000 IP based cameras used for Citi Surveillance project >100 Cr.=20 Marks >INR 50 Cr-100 Cr=15 =INR 50 Cr =10 Marks <p>Clarification Required: Request you to amend the clause as following, The bidder shall have experience of executing projects comprising any one or more than one out of below mentioned components in last five years:</p> <ul style="list-style-type: none"> • Data Centre/DR on cloud or on Premise • Fiber Optics Network Capability • WAN project of more than 200 location • Integrated command and control center / IOT • more than 1000 IP based cameras used for Citi Surveillance project >100 Cr.=20 Marks >INR 50 Cr-100 Cr=15 =INR 50 Cr =10 Marks 	<p>The bidder shall have experience of executing projects comprising any one or more than one out of below mentioned components in last five years:</p> <ul style="list-style-type: none"> • Data Centre/DR on cloud or on Premise • Fiber Optics Network Capability • WAN project of more than 200 location • Integrated command and control center / IOT • more than 1000 IP based cameras used for Citi Surveillance project >100 Cr.=20 Marks >INR 50 Cr-100 Cr=15 =INR 50 Cr =10 Marks

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3. REVISED BANK ACCOUNT DETAILS OF WTL

Sl. No.	Section	Clause No.	Page No.	Present Entry	Replace with
1	D	9	37	<p>TENDER FEE & EARNEST MONEY DEPOSIT (EMD)</p> <p>The bidder shall furnish Tender Fee of Rs. 10,000.00 (Rupees Ten thousand only) & EMD of Rs. 80,00,000.00 (Rupees Eighty lakhs only) by transferring the amount electronically to the under noted Bank Account</p> <p>ACCOUNT NAME: WEBEL TECHNOLOGY LIMITED</p> <p>BANK NAME: SYNDICATE BANK CURRENT A/C NO.: 95981010003870 IFS CODE: SYNB0009760</p> <p>MICR: 700025048</p> <p>The bidder has to intimate the details of Remittance such as Tender No. / Tender Date / Tender Fee Amount / EMD Amount / UTR No. of Transaction(s) / Transaction Date, etc. through email to Mr. Rupak Roy – (rupak.roy@wtl.co.in) and copy to purchase@wtl.co.in prior to the opening of the bid.</p> <p>The bidder shall also furnish the details of Tender Fee & EMD submission in the bid document. In absence of payment details prior to Bid Opening, then the bid will be considered as invalid bid. Any bid not accompanied with the EMD & Tender Fee shall be rejected.</p> <p>The bidders are also requested to furnish the Bank Account details (Name of the Bank, Account Number, IFS Code, etc.) for refund of EMD in case of unsuccessful bidder.</p>	<p>TENDER FEE & EARNEST MONEY DEPOSIT (EMD)</p> <p>The bidder shall furnish Tender Fee of Rs. 10,000.00 (Rupees Six thousand only) & EMD of Rs. 80,00,000.00 (Rupees Eighty lakhs only) by transferring the amount electronically to the under noted Bank Account</p> <p>ACCOUNT NAME: WEBEL TECHNOLOGY LIMITED</p> <p>BANK NAME: CANARA BANK CURRENT A/C NO.: 95981010003870 IFS CODE: CNRB0019760</p> <p>MICR: 700015159</p> <p>The bidder has to intimate the details of Remittance such as Tender No. / Tender Date / Tender Fee Amount / EMD Amount / UTR No. of Transaction(s) / Transaction Date, etc. through email to Mr. Rupak Roy – (rupak.roy@wtl.co.in) and copy to purchase@wtl.co.in prior to the opening of the bid.</p> <p>The bidder shall also furnish the details of Tender Fee & EMD submission in the bid document. In absence of payment details prior to Bid Opening, then the bid will be considered as invalid bid. Any bid not accompanied with the EMD & Tender Fee shall be rejected.</p> <p>The bidders are also requested to furnish the Bank Account details (Name of the Bank, Account Number, IFS Code, etc.) for refund of EMD in case of unsuccessful bidder.</p>