

PRE BID CLARIFICATIONS

FOR

REQUEST FOR PROPOSAL

FOR

**Supply, installation and commissioning of
Digital Trunking System integrated with
automatic vehicle location system at
Faridabad**

Amendments in various clauses of the RFP

1. The existing system integrator for Digital Trunking System, Gurgaon shall be allowed to participate in the bid if he give an undertaking at the time of bidding that he shall ensure necessary compliance of the system provided at Gurgaon with the proposed system at Faridabad as well as Digital Trunking System to come up in near future in Haryana Police.
2. In clause 3.71, number of unique individual radio IDS (identifications), may be increased to 5000 and further extendable upto 20,000.
3. In clause 6.5, hand held radios be procured having RF power output of 1.8 watt instead of 1 watt.
4. In clause 6.6, mobile/static station radios be procured having RF output of 10 watt instead of 3 Watt.
5. Switch to switch connectivity even/multiple even shall be responsibility of the bidder.
6. Cause no 7.1 has been replaced as under:-

7.1 Right to negotiate

The negotiation shall be carried out with the technically qualified lowest bidder by the HARTRON and Haryana police Jointly / any other competent authority / High power purchase committee of the Haryana Govt. as per the procedures/policy of the Haryana Govt. prevailing at that point of time.

The Hartron and Haryana police reserve the right to chose part or whole of the technically acceptably bids at individual costs quoted in the commercial bids.

7. The last date for the sale of the RFP document has been extended upto 28.06.10 upto 4.00Pm.
8. The last date for the submission of the bids has been extended till 30.06.10 upto 2.30 PM.
9. The pre qualification bids shall be opened on 30.06.10 at 3.00 PM in Hartron.

Clarifications to the queries raised during the pre bid conference held on 26.03.10

M/s Rolta

PRE-BID QUERIES

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
1	Schedule Opening of bids and Procedure of evaluation Clause No. 7.10 (vii)(b) (Page 104 of 163)	Evaluation of Technical Bids: A detailed evaluation of the bids shall be carried out in order to determine whether the bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in this RFP. Further, the documentation furnished by the bidder will be examined to see whether the qualifications and specific requirements mentioned in this document are fulfilled.	Evaluation Process & methodology should be elaborated.	The Technical Committee will evaluate process and methodology to evaluate technical commercial bids as per requirements set forth in the RFP. The process will be objective and transparent.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
2	Schedule Minimum eligibility criteria Clause No. (v) (Page 111 of 163)	The bidding firm/company or its technology supplier must have successfully implemented/executed/d employed the TETRA technology/ system in India and that should be operational at a Govt. organisation/PSU at the time of submission of the bids. The relevant documentary evidence establishing the same are to be enclosed.	Projects executed in Foreign countries should be acceptable as evidence.	Agreed. Authenticated proof from the user be submitted by the bidder.
3	Schedule Non Refundable RFP cost (Page 2 of 163)	Rs. 1500/- through demand draft/bankers pay order from a scheduled bank, drawn in favour of "Haryana State Electronic Development Corporation Ltd.", payable at Chandigarh.	From these two Clauses, it is not clear whether DD is of Rs. 1500/- or Rs. 2500/-	The Non refundable RFP cost is Rs. 1500/-

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
	<p>Schedule Instructions to Bidders Clause No. 7.1 (Page 101 of 163)</p>	<p>Sale of bid document A complete set of Tender documents can be purchased by the bidders on submission of written application to the MD, HARTRON either by post or in person on payment of a non-refundable fee of Rs. 2500/- (Two thousand five hundred rupees only) through Demand Draft from a scheduled bank, drawn in favour of "MD, HARTRON", payable at Chandigarh. Tender document will be sold from 9.00 am to 5.00 pm on all working days starting from 9.00 a.m. on 28.5.2007 till 5.00 pm on 25.6.2007.</p>		

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
4	Schedule Sale of RFP document Clause No. 7.8 (Page 102 of 163)	Upto 2.30 pm on 28.06.2007	From These two Clauses, it is not clear Date of submission of bid. Request extend date of submission by a month to 15 May 10.	<ul style="list-style-type: none"> • The last date for the sale of the RFP document has been extended upto 28.06.10. • The last date for the submission of the bids has been extended till 30.06.10 upto 2.30 PM. • The pre qualification bids shall be opened on 30.06.10 at 3.00 PM in Hartron
	Schedule Last date for submission of bids (Page 2 of 163)	Up to 2:30 P.M. on 15.04.10 in Haryana State Electronics Development Corporation Limited. S.C.O. 111-113, Sector 17-B, Chandigarh		
5	2.1 <u>Broad Design Criteria</u> Clause No IV, Page No 13 of 163	The system must integrate VHF systems, analog, and digital telephones, SMS and other systems with appropriate Protocol Translation. The system also must integrate seamlessly with Gurgaon Police existing Radio Trunking system to have seamless communication between Faridabad and Gurgaon. There shall be	Integration with external non tetra network is possible, Inter system interface (ISI) of TETRA systems is not yet available / approved by ETSI. Will the protocol level interfaces of existing TETRA system of Gurgaon Police be shared with the bidders for such integration? Further it is requested that the level of integration required be provided.	Seamless integration is required as mentioned in RFP. Between Gurgaon and Faridabad integration is required at radio infrastructure level, radio terminal level and application level including CCTNS, Dial-100, AVLS, Voice Logger, SMS gateway). Protocol interfaces of Gurgaon Police will be shared.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		no loss of audio information while interfacing different protocols. These protocols must be maintained at the highest level controller/processor for integration.		
6	<p><u>Control Room Information and response System</u></p> <p>Clause No 2.6.4, Page no 17 of 163</p>	The digital map of Faridabad with live tracking of all the PCR vans should be made available on a Central screen using heavy duty map projection system in the PCR and area wise display on the screens of the dispatches with zooming facility. When PCR van of Faridabad is moving from Faridabad to Gurgaon district, Gurgaon Control Room should display the vehicle on Gurgaon Control Room AVLS MAP and vice versa.	Inter system interface (ISI) of TETRA systems is required to be able to achieve this functionality. Will the protocol level interfaces of existing TETRA system of Gurgaon Police be shared with the bidders for such integration Or can this integration be provided through Web Services for AVLS	Seamless integration is required as mentioned in RFP. Between Gurgaon and Faridabad Integration is required at radio infrastructure level, radio terminal level and application level including CCTNS, Dial-100, AVLS, Voice Logger, SMS gateway). Protocol interfaces of Gurgaon Police will be shared.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
7	Clause No 2.6.13 Page No 18 of 163	Faridabad Police will own the AVTS data and Application Software developed for Faridabad Police under this project alongwith its source code including supporting classes, modules, etc. which shall be provided by the Supplier before final acceptance of the System.	Source code and design of such systems are being used for other projects across the globe. It is not possible to share the source code for the entire AVLS system. Request amend the clause to support API level interface or Web service.	This is a custom built application for Haryana Police and is not an off-the-shelf, ready-to-use software package. "Open System Architecture" based AVLS system is to be developed for Haryana Police and this shall be the property of Haryana Police, for further customization and amendment at anytime.
8	Clause No 2.6.14 Page No 19 of 163	It will be the responsibility of the bidder to ensure overall integration of the public information system being installed with the Digital Trunking System and other planned existing as well as planned system. Acceptance will be given after the complete system integration is workable as per the specifications of the	Request provide the list of other planned and existing system (alongwith details) with which the TETRA Trunking System will need to be integrated.	Primarily these include (though not limited to) City Surveillance System, CCTNS, VHF gateway/network, Dial-100 system, AVLS system and other software/ systems being acquired by the Haryana Police.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		tender.		
9	Clause No 2.7.11 Page No 20 of 163	The system shall be able to handle various enquiry calls like Administration (about any police station or any person related to any government departments), Passport, License, Vehicle Registration Number, Residential or Commercial directory.	Enquiry calls for all the department can be provided. Please clarify the level of integration to be done and also the interfaces provided by Haryana Police for this integration (E.g – Database access, Connectivity [LAN / Web], etc).	The integration responsibility is fully with bidder. Haryana Police will provide the necessary database information as per requirement LAN, WAN connectivity & accessing the database will be bidder's responsibility.
10	Clause No 3.3.6 Page No 26 of 163	The system shall be capable of automatic hand over without any manual intervention by user to any of the sites including Tetra System installed Gurgaon.	Our understanding to this clause is that existing Gurgaon system and the new TETRA system proposed will be operating in the same frequency band. If this is true then smooth transfer of terminals from one network to other can be done for required subscribers by programming the radio terminal in both the networks. Please clarify.	This functionality feature is required at the network level & not just at terminal level. The frequency band allotted to Faridabad will be intimated subsequently.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
11	Clause No 3.14.3(v) Page No 31 of 163	In the event when there is no traffic channel available for voice service at a radio base station site, the emergency call can be pre-empted to establish the voice calls.	Recommend clause to be read as : "In the event when there is no traffic channel available for voice service at a radio base station site, the emergency call should be able to pre-empt the ongoing call with least priority to establish the emergency voice calls."	Emergency calls will have overriding priority over all other calls.
12	Clause No 3.15.4, Page No 32 of 163	The proposed radio system shall support seamless roaming across all the sites of the system such that all call types are maintained and handed over from site to site without re-establishment of call. The proposed radio trunking system should be integrated with Gurgaon police radio trunking system for seamless communication between two cities. It should be also be possible to replicate all	Request deletion of the clause. Alternately request provide the ISI protocol supported by existing system at Gurgaon.	<p>The integration responsibility and communication with TETRA OEM is fully with bidder.</p> <p>Haryana Police does not want to have island of communication in the state Seamless integration is therefore required between Gurgaon, Faridabad and other districts of the state.</p> <p>Necessary protocol interface from system installed at Gurgaon will be provided. Responsibility to develop interface for system integration will be of the successful bidder.</p>

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		radio trunking databases between two switches.		
13	Clause No 3.34(C), Page No 60 of 163	The software template should be the same as of Gurgaon Control Room. The copy of Gurgaon Control Room enclosed. No change would be made in the templates of control room. Any change would be made only after discussions with the Police Department.	Request provide the copy of the template consisting Gurgaon Control room layout and plan.	Templates are enclosed.
14	Clause No 4.1.1, Page No 71 of 163	The Core Switch shall be delivered configured for 3 radio sites, with capacity to support 16 sites in a star configuration. Further expansion shall be possible with the same Core Switch to support up to 100 sites.	Contradicting clause 2.1(iii). Advisable include mesh topology as per 2.1 (iii) to avoid single point of failure	The Core Switch shall be configured for 4 radio sites, with capacity to support 16 sites in a star or mesh configuration. Further expansion shall be possible with the same Core Switch support the expansion upto 100 sites.
15	Clause No 4.1.2, Page No 71 of 163	Base Station Transceiver (BST)	Distributed database as suggested in clause 2.1(iii) has not been mentioned	Database architecture should be as per network architecture offered by the bidder , as in 14 above.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
			here. Should be included	
16	Clause No 4.1.2 (C) .(i) (e)	Three way diversity shall be used to obtain 5-7 dB Uplink Diversity Gain	By defining the antenna diversity to three will support some vendors and restrict competition – vendor specific. Request modify this clause to support min Dual diversity as the coverage responsibility lies with the Bidder.	Dual diversity will be acceptable.
17	Not existing	Not Existing	Will the towers for positioning BST be provided by Haryana Police? If yes what will the location and height of these towers	To be provided by Haryana Police, based on bidder's requirement. Survey for network planning will be bidder's responsibility to ensure optimum coverage.

For 3G Wireless Communications Pvt Ltd

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/Queries	Response to Queries
1		a) The system also must integrate seamlessly with Gurgaon Police existing Radio Trunking system to have seamless communication between Faridabad and Gurgaon. There shall be no loss of audio information while interfacing different protocols. These protocols must be maintained at the highest level controller/processor for integration	We feel that this will only allow the existing Gurgaon system vendor to only participate in this tender as the present vendor does not have any ISI with any other tetra vendor. Full integration or roaming therefore is not possible for any other TETRA vendor. The tender should be accordingly amended in various areas	The integration responsibility and communication with TETRA OEM is fully with bidder. Haryana Police does not want to have islands of communication in the state security integration is therefore required between Gurgaon, Faridabad and other districts of the state.
2		b)The bidding firm/company or its technology supplier must have successfully implemented/executed/d eployed the TETRA technology/ system in India and that should be operational at a Govt. organisation/PSU at the	We feel that this is too limiting as there are very few Tetra installations in PSU/Govt organizations in India. we feel that the clause should be amended to include Tetra system deployments worldwide.	Accepted

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/Queries	Response to Queries
		time of submission of the bids. The relevant documentary evidence establishing the same are to be enclosed.		

Consort Digital Pvt. Ltd.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
1	2.0 Scope of work clause – Broad Design Criteria (iv) pg. 2	The system also must integrate seamlessly with Gurgaon Police existing Radio Trunking System to have seamless communication between Faridabad and Gurgaon. There shall be no loss of audio information while interfacing different protocols. These protocols must be maintained at the highest level controller/processor for integration.	The system must also integrate seamlessly with Gurgaon Police existing Radio Trunking System to have interconnection between Faridabad and Gurgaon. There shall be no loss of audio information while interfacing different protocols. These protocols must be maintained at the highest level controller/processor for integration.	Seamless integration is required as mentioned in RFP. Between Gurgaon and Faridabad integration is required at radio infrastructure level, radio terminal level and application level including CCTNS, Dial-100, AVLS, Voice Logger, SMS gateway). Protocol interfaces of Gurgaon Police will be shared.
2.	3.0 System Overview – System Overview 3.3.6 pg. 24	The system shall be capable of automatic hand over without any manual intervention by user to any of the sites including Tetra System installed Gurgaon.	The system shall be capable of automatic hand over without any manual intervention by user to any of the sites including Tetra System and provide suitable integration to the existing system at Gurgaon.	No change. Same as in RFP. Automatic handover, without manual intervention is required.
3.	Please add this	CE Marking & RoHS	The offered products must	Accepted.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
	clause if possible	Compliance	be CE & RoHS complaint to ensure legal production and supply of equipments. Vendor must provide a certification for the same.	
4.	May please consider to add this clause	Eligibility Criteria	The OEM must have a installed base of more than 500 base stations & 5000 terminals world wide. Letter from the OEM confirming the same must be included.	Accepted.
5.	4.0 Scope of Supply – Radio Trunking System – Core Switch	The Core Switch hardware shall be based on industry standard architecture. The Core Switch shall be delivered configured for 3 radio sites, with capacity to support 16 sites in a star configuration. Further expansion shall be possible with the same Core Switch to support upto 100 sites.	One Central core switch provides a central point of failure in the network. Even if a redundancy is offered, if there is some disaster at that location, then the entire network is rendered useless. We therefore propose that bidders must be allowed to quote a distributed switching architecture which ensures that switches are offered at each Base Site thereby increasing redundancy for	The Core Switch shall be delivered configured for 4 radio sites, with capacity to support 16 sites in a star or mesh configuration. Further expansion shall be possible with the same Core Switch to support up to 100 sites.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
			the Police Network.	
5.	4.0 Scope of Supply – Radio Trunking System – Base Station Transreceiver	The BST may be directly connected to the Core Switch	As Above	As above in 4.
6.	8.0 Eligibility Criteria for Bidders – 8.2 Minimum Eligibility Criteria – Clause V	The bidding firm/company or its technology supplier must have successfully implemented/executed/deployed the TETRA Technology/system in India and that should be operational at a Govt. organization/PSU at the time of submission of the bids. The relevant documentary evidence establishing the same are to be enclosed.	Since there most of the Government networks are in the process of being implemented, we request that implementation experience in private customers must also be considered at time of submission for bids.	Agreed.
7.	8.0 Eligibility Criteria for Bidders – 8.2 Minimum Eligibility Criteria – Clause VI	The bidding firm/company must comprise a single company.	It should be allowed to bid in consortium of atleast 2 parties to provide the best and comprehensive solution to the police organization.	Allowed.

SunGuard

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
1	12/2(v)	The system also must integrate seamlessly with Gurgaon Police existing Radio Trunking System to have seamless communication between Faridabad and Gurgaon.	Please indicate the make and models of different radios systems required to be integrated. Also specify the total number of channels.	Integration is required at the network level supporting all the major brand of radio's available in the market.
2.	16/2.6.4	When PCR Van of Faridabad is moving from Faridabad to Gurgaon District, Gurgaon Control Room should display the vehicle on Gurgaon Control Room AVLS MAP and vice versa.	How is this being intended to be achieved? How do we get AVLS feed from Gurgaon PCR?	The integration will be required at network level. Data of vehicles etc. will be required at both the network.
3.	17/2.6.8	The archiving facility should be there in the system.	What is intended to be archived and for what duration?	Archiving facility is required for all CIRS(Control-room Information & Response System) logs of voice & data for a period of minimum 180 days online & offline backup thereafter.
4.	17/2.6.9	It is proposed to carry out recording of all calls received on Dial-100 at two places simultaneously. One	Why is the recording required at two places?	Backup mechanism. Recording at LAN for 30 days online.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		at DVLS (Digital Voice Logging System) for central recording for all calls, secondly on the LAN for individual recordings.		
5.	17/2.6.13	Faridabad Police will own the AVTS data and Application Software developed for Faridabad Police under this project alongwith its source code including supporting classes, modules, etc. which shall be provided by the Supplier before final acceptance of the system.	Source code has IPR and can not be shared. Request to delete/modify this para.	This is a custom built application for Haryana Police and is not an off-the-shelf, ready-to-use software package. "Open System Architecture" based AVLS system is to be developed for Haryana Police and this shall be installed the property of Haryana Police, for further customization and amendment at anytime.
6.	17/2.6.14	It will be the responsibility of the bidder to ensure overall integration of the Public Information System being installed with the Digital Trunking System and other planned existing as well as planned system. Acceptance will be given after the complete system integration is workable as per the specifications of	The scope of integration expected should be defined at this stage.	It has already been mentioned in RFP and other paras of this clarification.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		the tender.		
7.	18	Control Room Software: The Software to be developed by bidder shall be integrated with Digital Trunking System, SMS system and other softwares developed and planned for the Commissionerate.	We hope that SMS here refers to SDS. Please specify other software at this stage that need to be integrated.	Primarily City Surveillance System, CCTNS, SMS/ SDS, VHF network, Dial 100, AVLS and other softwares/ system being acquired by the Haryana Police are to be integrated.
8.	18/2.7.3	The call-handling software shall be designed with forms fields, position of fields and color as in Gurgaon control Room.	This would favour the vendor who has installed the CR solution at Gurgaon. The two opportunities are separate and should not be interlinked at all.	Haryana Police wants uniform user interface at both the locations Faridabad & Gurgaon as well as in other districts irrespective of backend application. Since this would be a customised solution for Haryana Police, this should not pose to any problem. This would also avoid island of communication in the state.
9.	18/2.7.5	Software should be capable to show the location of call received in control room pictorially on the digital map using sign and sound of buzzing of telephone.	This requirement appears to be solution specific and should be dropped.	This is not solution specific. Haryana Police wants uniform user interface at both the locations Faridabad & Gurgaon as well as in other districts irrespective of backend application. Since this would be a customised solution for Haryana Police, this

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
				should not pose to any problem.
10.	18/2.7.7	System shall be able to track previous enquiry made by caller. Previous call detail should invoke itself with detail not limited to caller's name, address of caller, caller's telephone numbers, caller's handphone, vehicle number and many more and vice versa.	Requirement not clear.	Caller/call history is required as defined in RFP.
11.	18/2.7.8	The software shall allow updating of related department information	Requirement not clear.	Database update facility is required.
12.	18/2.7.9	System shall be able to divide the call with their respective department according to nature of call & the action should be taken through software in accordance therewith.	Requirement not clear. Please elaborate.	System should enable the call-taker to categorise calls based on type, like crime(sub-divided as per IPC clauses), hit-n-run,accident, robbery, snatching, query, blank,etc.
13.	18/2.7.11	The system shall be able to handle various enquiry calls like Administration (about any police station or any person related to any	Are these systems expected to be linked to emergency response system?	Yes.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		government departments), Passport, License, Vehicle Registration Number, Residential or Commercial directory.		
14.	Page 53	Colour scheme for various vehicles. Various groups of vehicles like PCRs, SHO's vehicles, GO's vehicles, riders, patrol vehicles etc. should be shown in different colour. The vehicle will be represented by a circle and number should be given to different vehicle in various groups. The outer circle of the ring representing vehicle should be given a dynamic feature to show standing, moving and out of use vehicles in different colour. The color scheme adopted in Gurgaon Control Room will be followed for the Faridabad Control Room.	This is a vendor solution specific requirement, e.g. another vendor solution may be using rectangles for different vehicles. Moreover, template of one project cannot be applied for another project.	This is not vendor specific but designed by Haryana Police to meet its requirement. Haryana Police wants uniform user interface at both the locations Faridabad & Gurgaon as well as in other districts irrespective of backend application. Since this would be a customised solution for Haryana Police, this should not pose to any problem. Still improvement and better solutions over and above basic requirement are welcome.
15.	Page 53	Pictorial Representation of Call: The location of the	It may please be clarifies if any other method of	AVLS & Dial-100 integration will provide this functional feature.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		caller will be depicted on digital map through a blanking symbol of telephone, radiating waves outside on the digital map so that call takers can immediately identify the entire caller on the digital map simultaneously.	incoming call alert is acceptable to the customer. This appears to be solution specific. Moreover, when a call is received, how does the GIS know from where the call is being received?	Haryana Police will ask service providers to provide necessary on line data base to the bidder to enable them to integrate the two systems.
16.	Page 54	History of Incident Management (b): The system shall be integrated with the website, manpower management system CCTNS and other software already in use or being planned for the Commissionerate.	The scope of integration with CCTNS can not be estimated at this stage and should be removed.	Offered applications should be based on open-architecture for easy integration with different sub-systems at any time.
17.	Page 54	History of Incident Management (c): The software template should be the same as of Gurgaon Control Room. The copy of Gurgaon Control Room enclosed. No change would be made in the templates of control room. Any change would be made	No two software solution provides can provide identical solutions. Template of Gurgaon can not be applied in current tender as it is likely to benefit the vendor who installed the solution at Gurgaon. It is suggested that any	Haryana Police wants uniform user interface at both the locations Faridabad & Gurgaon as well as in other districts irrespective of backend application. Since this would be a customised solution for Haryana Police, this should not pose any problem. Gurgaon CR templates copy are enclosed.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		only after discussions with the Police Department.	reference to Gurgaon CR should be dropped in this tender as the same is not accepted legally. The copy of Gurgaon CR as stated is also not found enclosed.	Haryana Police want similarity in colour scheme, templates, design and other front end applications to maintain uniformity throughout the state and bidder can have their own backend solutions.
18.	Page 55	General Features: a) The Dial 100 operator and Dispatcher positions should be equipped with Electronic Scratch pad for manual entry of Text in Hindi/English to the challans.	Such features are fancy and fault prone and recommended to be dropped.	Accepted.
19.	Page 55	General Features: d) It shall also be integrated with the cellular database to get current cell area alongwith the CLI of the caller.	Would Faridabad Police provide necessary assistance to obtain this information from the service providers?	Haryana Police will ask GIS/GPRS/CDMA service providers to provide online data base to the bidder for integration.
20.	Page 55	General Features: h) The system shall be integrated with central Integrated Digital Voice Logging System in addition to the individual recording of calls received on Dial-100. We	Are we only expected to provide integration with the existing logging system?	Also with Central Integrated Digital Voice Logging System in addition.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		are already having Digital Voice Logging System in Control Room.		
21.	Page 55	Work Station Requirement:	The total requirement of work stations (role wise) may please be clearly stated.	Refer BoM.
22.			Is the GIS integrated with each Call Taking position?	Required to be integrated.
23.	Page 59	Transferring Events: The user must be able to transfer an event to another group. The new group must then have control of the event and all PCR Vans assigned to that event.	Is the reference to Group here means TETRA Group?	Yes.
24.	Page 61	Supervisor Positions: (i) One each Supervisor workstations shall be provided in the Call Centre (100) for supervision of Call takers and dispatchers respectively.	Please state clearly the requirement of number of TETRA dispatcher positions. It has been stated as quantity 1 else where in the document.	Dial-100 dispatchers are referred here.(Tetra dispatcher will be additional).
25.	Page 61	Reliability & Redundancy: The system should be configured in redundant	Please clearly specify the requirement of redundancy in various	Bidder to define as per his system capability & offered solution.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		mode to ensure that a single point failure does not affect the normal system operation. In the unlikely event of multiple point failures, a contingency plan should be drawn to bring the system in stage-wise Fall Back mode.	components of the solution. What is the level of redundancy requirement?	
26.	Page 91	Digital maps: Faridabad and Faridabad Dist.	We hope that these would be provided by the customer.	Bidder to provide.
27.	Page 92	k) CCTV system for entry of control room.	No technical details have been provided.	A CCTV system is required to monitor entry exit and working of control room area. The bidder to define as per his system capability and offered solutions.
28.	Page 92	l) Sound system for control room.	No technical details have been provided.	Two-way sound system with amplifier ,mixer and "Mic+Speaker" for 1 supervisor & 10 call-takers. The bidder to define as per his system capability and offered solution.
29.	Page 92	m) Power Backup system	No technical details have been provided.	Refer BoM. 1. 10KVA Online, with 2 Hrs.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
				backup-4 No. 2. 10KVA Online, with 2Hrs. backup-1 No.

Thunderbird

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
1	Section 3 System Overview	(3) Radio Base Station sites with 2 carriers each	How many base stations to be offered? In the BOM, 4 base stations have been asked whereas in 'SYSTEM OVERVIEW' 3 base stations have been asked. Please clarify.	Refer BoM. 4 BTS required.
2.	Section 3 System Overview	Voice Over IP Server	Quantity of Voice over IP Server is not mentioned.	One unit.
3.	3.4.1 Number of sites	The proposed system should be equipped with three (3) base station sites to serve the communication needs of the users.	How many base stations to be offered? In the BOM, 4 base stations have been asked whereas in 'SYSTEM OVERVIEW' 3 base stations have been asked. Please clarify.	Refer BoM. 4 BTS required.
4.	Section 4 Scope of Supply Radio Trunking System Core Switch	The Core Switch shall be delivered configured for 3 radio sites, with capacity to support 16 sites in a star configured. Further expansion shall be possible with the same Core Switch to support	The Core Switch shall be delivered configured for 4 radio sites, with capacity to support 16 sites in a star configured. Further expansion shall be possible with the same	The Core Switch shall be delivered configured for 4 radio sites and not 3 only.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		up to 100 sites. The Core Switch shall be delivered configured for 2 RF Channels in each site providing 8 voice channels with the capacity to support upto at least 28 channels. Further expansion shall be possible, with the combined capacity to support upto 250 channels (voice, data signaling etc.)	Core Switch to support up to 100 sites. The Core Switch shall be delivered configured for 2 RF Channels in each site providing 8 channels (1 Data Channel and 7 voice channels) with the capacity to support upto at least 28 channels. Further expansion shall be possible, with the combined capacity to support upto 250 channels (voice, data signaling etc.)	
6.	Section 7	Instruction to Bidders	There are several typographical errors in this section regarding bid submission date, prebid meeting. Request you to change.	Already clarified above
7.	3.20.62	The mobile units shall provide a minimum RF power output of 3 watt	Should be changed to 10 watt or 5 watt.	Basic minimum would be as per RFP. Any better solution is welcome.

Sanchar Telesystems Ltd.

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
1	Performa 9	AMC	Please clarify whether batteries for UPS as well as batteries for Hand Portable Radio units including consumables have to be included in our offer of AMC or the same will be procured by you after the batteries or consumables items had given their useful life.	Comprehensive AMC without batteries to be provided by bidder.
2	Clause 1.1	It was intended to integrate SMS & Websites with Digital Trunking System	Please Provide detail information.	SMS/ SDS gateways, website and other system mentioned elsewhere are to be integrated with Digital Trunking System.
3	Clause 2.1 (iv)	It is intended to integrate the current Digital Trunking System with the Gurgaon trunking system	As to achieve this only the existing Tetra system supplier can meet. Kindly amend the same & remove this clause of integration with the Gurgaon Police System.	Haryana Police does not want to create islands of communications within the state. Seamless integration is therefore required between Gurgaon, Faridabad and other districts. The bidder should provide integration which is very much possible in tetra

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
				network.
4	Clause 8.2 (v)	The bidding firm/company or its technology supplier must have successfully implemented/executed/ deployed the TETRA technology/system in India and that should be operational at a Govt. Organization/PSU at the time of submission of the bids. The relevant documentary evidence establishing the same are to be enclosed.	A TETRA is a new technology and so far very few installations have been done in India, so kindly considered OEM experience while evaluation the bidders submitting offer on behalf of OEM.	Agreed.
5	Clause 6.5(b)	As per this clause unit shall provide a minimum RF power output of 1.8 watts.	As per T/E in most of the places RF output power requested is 1 Watts. Request to amend the same to 1 Watts as per Tetra Standard. Except M/s Sepura other vendors manufacture 1 Watt Power radio as per Tetra standard.	Higher power radios are available from multiple vendors. Such advancement in technology should not be denied to Haryana Police.
6.	Clause 3.20.51	The hand-portable radio unit shall support upto 1000 Phone Call List.	As 1000 Call list is too high, kindly amend to same to 100 call lists.	The bidder may offer their best solution. Can be considered.
7.	Clause 3.20.52	The radio shall be allowed to be set to vibrate mode in order to	As vibration consumes the battery and is not as per	Noisy environment, as in traffic areas, vibration mode

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
		alert the radio user of any incoming call	Tetra standard. Kindly delete this clause.	is required.
8.	Proforma 2	Bidders to submit Annual turnover of the firm for the last 3 successive years	Kindly amend the same for year 2006-07, 2007-08 & 2008-09	Accepted.
9.	Clause 12 Bill of Material	DMO Gateway Repeater for Hand Held & Mobile Terminal	As except M/s Sepura other Tetra suppliers do not meet the above said requirement, request delete both the clauses as the same is vendor specific and not as per Tetra standard.	This is available from multiple vendors. Higher technology should not be denied to Haryana Police.
10.	Clause 4.1.3 (r)	Terminals should support 2000 DMO groups	As 2000 DMO groups are too high, kindly amend the same to 150 DMO groups	The city of Gurgaon and Faridabad are expending very fast. Higher DMO groups are required.
11.	Clause 5 Installation of Radio Sites	Four Radios sites are required, but as per clause 3.3.1 Three radio sites are required.	Please clarify.	4 BTS as per BoM.

HCL

S. No	Page No	Clause No/ Sub Clause	Description	Queries	Remarks
1	2		Last date for submission of bids 15.4.2010	We kindly request you to extend it by two more week, so that we will be having enough time to offer a proposal complete in all respect	Already clarified above
2	2		Rs. 3,00,000/- in the form of Demand Draft in favour of "Haryana State Electronic Development Corporation Ltd.", payable at Chandigarh from a scheduled bank.	We kindly request to accept the EMD in the form of Bank Gaurantee also	EMD shall be accepted only in the form of demand draft.
3	15	(ii) software support	The vendor will also provide free support for software that may include incorporation of requisite changes in the software and its documentation for a period of one year after the completion of project management (two years or three years as the case may be). This support includes, providing of the solutions to the day-to-day problems that may	We request whether the scope would be within the tender specification or it may be beyond the scope described in the tender? Also please clarify the duration in years from the Acceptance of the system.	Within scope of this tender, for a period of one year after Final Acceptance.

			be encountered due to any of the constituents of the system.		
4	16	2.6.4	The digital map of Faridabad with live tracking of all the PCR vans should be made available on a Central screen using heavy duty map projection system in the PCR and area wise display on the screens of the dispatches with zooming facility. When PCR van of Faridabad is moving from Faridabad to Gurgaon district, Gurgaon Control Room should display the vehicle on Gurgaon Control Room AVLS MAP and vice versa.	Pl. clarify whether the proposed Mobiles and Handheld Radios for Faridabad to be registered in the Gurgaon System. Also pl. clarify whether the existing system has adequate licensing for the new Mobiles to be supplied for this tender?. Pl. give the details of the existing Mobiles, make, model and quantity so that the cost can be considered for registering the same in the new TETRA system	Yes, the proposed Mobiles and Handheld Radios for Faridabad are to be registered in the Gurgaon System. Necessary permissions will be provided by Haryana Police to cross-register between Faridabad & Gurgaon. Provision should be made for 2000 radios which is further expendable as per requirement.

5	16	2.6.5	The system should be capable to define various colour and symbols according to the tasks define to it. It should be possible to define vehicle symbol colour and select the color of vehicles that are assigned any particular task, or it is enroute to take up the task or it has finished the task point of distress call. It should also display the shortest possible route for the purpose	Should we propose this as optional or this has to be included in the AVTS application functionality as mandatory feature?	Haryana Police want uniform front end solution through out Haryana. Gurgaon control room provide the basic minimum requirement. Any improvement/better solution is welcome.
6	17	2.6.13	Faridabad Police will own the AVTS data and Application Software developed for Faridabad Police under this project alongwith its source code including supporting classes, modules, etc. which shall be provided by the Supplier before final acceptance of the System	The source code is a standard software. Shall we consider offering the source code only for the customised portion if any?	Haryana Police want to own the software for making further updation as per requirement. The source code and software will be property of Haryana Police.
7	18	2.7.5	Software should be capable to show the location of call received in control room pictorially on the digital map using sign and sound of buzzing of telephone	This requires the Digital MAP to have all the building level data?. Should the cost be quoted as optional or to be quoted mandatorily?	Not optional. Bidder to quote. Better solutions is welcomed.

8	19	2.7.9	System shall be able to divide the call with their respective department according to nature of call & the action should be taken through software in accordance therewith.	This requires IVRS support to classify the call. In such case the IVRS shall be delaying the call from landing to the Call taker?. Should we include this IVRS option as mandatory?	Within dial-100 application, menu driven segregation should be possible at call-taker level. IVRS not required.
9	19	2.7.10	The system shall be able to handle crime calls and then forward those calls to PCR/Police station or any other body. And then forward those calls to local police station. Calls should store with the current status like complete/pending. The location of crime can be traced using the Digital Map. System shall be able to forward the relevant information to PCR/Rider so that they can reach on the spot as early as possible for assistance	To transfer the information to the Police station, we require the WAN between the control room and Police station. Alternatively this can be communicated through SDS with relevant field captured and automated to be sent to PCR vehicle/ Police station. Pl. clarify	Through SDS. WAN connectivity is also available to all Police Stations. Better solutions are welcome.
10	19	2.7.11	2.7.11 The system shall be able to handle various enquiry calls like Administration (about any police station or any person related to any government departments), Passport, License, Vehicle Registration Number, Residential or Commercial directory.	We assume that the Data base in standard format shall be provided by Hartron/ Police department which can be electronically converted to call center data base. Pl. clarify	Yes, Haryana Police will provide.

11	19	2.7.12	2.7.12 The system should be able to handle the Information calls. If any body wants to give any information like Fire/Flood etc then system should be able to forward these type of information to related department or concern person. So that department/ person can take appropriate action as early as possible. -	We request more elaboration on the mode of forwarding the information and we also require the departments which shall be receiving the information	Within dial-100 application, menu driven segregation should be possible at call-taker level. Forwarding to be done on available network PSTN,WAN,VHF,Tetra, Etc.
12	20	2.7.21	The system should have an incident management module to cater to, any incident (Fire, Accident, Bomb Blast, Terrorist Attacks, etc.) happening. The system should accept all updates related to the incident from time to time, and share the information with officers for planning.-	Kindly differentiate between dial100 & incident mgmt system?	Incident Management System will be part of dial 100 which will manage various incident from chain snatching to terrorist strike. This will provide automation to deployment of various resources, maintenance and updation of incident details. Haryana Police will provide all help and details in developing the solution.
13	20	2.7.22	The Tracking application and Dial-100 Application should be fully compatible with GPRS communication network as well as Digital Trunking System. Both kind of GPS devices should be functional on same platform. –	GPRS requires internet access. Pl. clarify whether internet is part of the tenderer scope?	Internet for GPRS is not part of bidder's scope. It will be provided by Haryana Police.

14	21	2.7.28	2.7.28 The system shall be able to handle crime calls and then forward those calls to PCR/Police Station or any other body. And then forward those calls to local Police Station. Calls should store with the current status like complete/pending. The location of crime can be traced using the Digital Map. System shall be able to forward the relevant information to PCR/Rider so that they can reach on the spot as early as possible for assistance.-	Pl. clarify the mode used for forwarding the call? (SDS, WAN)	SDS or WAN, GPRS, PSTN, Tetra network as required.
15	24	3.3.6	The system shall be capable of automatic hand over without any manual intervention by user to any of the sites including Tetra System installed Gurgaon.-	We assume the existing system in Gurgaon has adequate licenses for registering the new TETRA Radio's proposed for Faridabad. Also please clarify what is the kind of interfacing required between the proposed Faridabad system and Gurgaon system?	Haryana Police will ask the existing vendor at Gurgaon to accommodate the needs of the bidder. Bidders responsibility is to interface with the Gurgaon system.
16	54	History of Incident Management (b)	b) The system shall be integrated with the website, manpower management system, CCTNS and other software already in use or being planned for the Commissionerate.	We request for more elaboration on this requirement	Offered applications should be based on open-architecture for easy integration with different sub-systems at any time.

17	55	Integration & Training, 3rd Paragraph	The successful bidder shall provide, to the Purchaser, the Source Code as well as the Object Model Diagram of the application specific to Faridabad Police.	Pl. clarify whether source code can be offered only for the customised portion other than COTS ?	Source-code for Dial-100 & AVLS applications required.
18	55	General Feature (d)	It shall also be integrated with the cellular database to get current cell area along with the CLI of the caller	Kindly clarify what kind of interface offered by Cellular Service providers?	Haryana will ask the cellular service providers to make available online database for integration with dial 100.
19	56	Features for call centre (100) (a)	a) Call originating location area should also be displayed on the GIS map automatically based on landline address or Cell site location etc. The operator should be able to change this displayed location manually to precisely pin point the scene based on the caller's feed back received on the phone. This incident location information will automatically go to the dispatcher along with the challan.-.	Kindly clarify what kind of interface offered by Cellular Service providers?	Haryana will ask the cellular service providers to make available online database for integration with dial 100.

20	74	Control Room Information & Response system	<p>Fault Tolerant RAID configured Server</p> <ul style="list-style-type: none">- Intel Xeon @ 2.8 GHz processor or higher- 2 MB cache- 2GB RAM- 3 x 734 GB UW 320 SCSI HDD Hot Swap RAID Configuration- Combo Drive & 1.44 MB FDD- 19" TET-SVGA Color Monitor- Integrated 8 MB SVGA graphics- Dual 10/100/1000 NIC- 1 Serial, 2 USB and 1 parallel port.- Redundant Power Supply- Licensed Windows 2007 Server OS- Keyboard and Mouse- Backup Gigabit Tape Drive	Can we offer 2 TB in total using the available HDD?	Accepted.
----	----	--------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------	-----------

21	74		<ul style="list-style-type: none"> Pentium IV @ 2.8 GHz processor - 8 MB RAM - 40 GB HDD - Combo Drive - 1.44 MB FDD - Dual 17" TET Color Monitor - Integrated 10/100 NIC - 3 PCI and 1 AGP slots - Dual Head Graphics with 32 MB RAM - 1 serial, 6 USB & 1 Parallel ports - Keyboard and Mouse - Windows 2000/XP Pre loaded 	Can we offer the latest configuration for the same?	Same or better.
22	75		Digital map of Faridabad districts.	Kindly give the scale of the MAP to be quoted?	1:4000
23	95	Instructions to bidders	Wrong entry of dates	Kindly request to update the old date in the section	Hartron to clarify.
24	2		Last date for submission of bids 15.4.2010	We kindly request you to extend it by at least 1 month, so that we will be having enough time to offer a proposal complete in all respect	Hartron to clarify.
26	23	3.3.1	[3] Radio base stations sites with 2 carriers each	Please clarify if scope includes [3] base sites or [4] base sties. Contrary to clause 3.3.1 & 3.4.1 the section about radio base station on page 33 talks	4 BTS sites.

				about (4) base stations.	
27	12		The system also must integrate seamlessly with Gurgaon Police existing Radio Trunking system to have a seamless communications between Faridabad and Gurgaon	<p>Is there a coverage overlap between Faridabad system and Gurgaon system, if not does the scope of work includes connecting the two systems. Please add appropriate clause to clarify if the bidder needs to physically/wireless connect the two systems.</p> <p>Further, we would like Hartron to clarify from DOT(Department Of Telecom) if integration of two TETRA systems is allowed by the DOT regulations.</p>	Seamless integration is required as mentioned in RFP. The integration responsibility and communication with TETRA OEM is fully of the bidder. There will be overlapping of coverage area in Gurgaon & Faridabad. For the purpose of integration of Gurgaon and Faridabad both the districts are being considered as a part of the State Digital Trunking System covering the entire Haryana state. Haryana Police will give any clarification if required further.
28	23	3.3.1	[2] Mobile Switching office (switch)	We fail to understand the need of including 2 different switches (MSOs). One switch having redundant features can perform all the desired functionalities.	1 main switch, + 1 standby switch. Standby switch will be physically located at a separate BTS location.

Mahindra

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
1	Clause no. IV Pg. 12	The system must integrate VHF systems, analog and digital telephones, SMS and other systems with appropriate Protocol Translatin. The system also must integrate seamlessly with Gurgaon Police existing Radio Trunking system to have seamless communication between Faridabad and Gurgaon. There shall be no loss of audio information while interfacing different protocols. These protocols must be maintained at the highest level controller/processor for integration.	Need the details of existing VHF system and Gurgaon Police existing Radio Trunking System	VHF integration is to be through a VHF gateway, agnostic to make of VHF radios. Gurgaon is currently using R&S Base radios & Sepura terminal radios, interconnected VHF-UHF gateway.
2	2.6.4 Pg. 16	The digital map of Faridabad with live tracking of all the PCR vans should be made available on a Central screen using heavy duty map projection system in the PCR and area wise display on the screens of the dispatches with zooming facility. When PCR van of Faridabad is moving from Faridabad to Gurgaon District, Gurgaon Control Room should display the vehicle on Gurgaon Control Room	ETSI does not have any standard for interoperability. So interoperability with Gurgaon system will be difficult. Gurgaon TETRA vendor will have to publish its communication protocol	Seamless integration is required. The integration responsibility and communication with TETRA OEM is fully of the bidder. Haryana Police will ask the existing vendor to accommodate the needs of bidder for the purpose of integration..

Sr. No.	Tender Reference (Clause No.)	Tender Clause	Observations/ Queries	Response to Queries
3	3.3.6 Pg. 24	AVLS MAP and vice versa. The system shall be capable of automatic hand over without any manual intervention by user to any of the sites including Tetra System installed Gurgaon	ETSI does not have any standard for interoperability. So interoperability with Gurgaon system will be difficult. Gurgaon TETRA vendor will have to publish its communication protocol. Intersite call may not be possible.	Seamless integration is required. The integration responsibility and communication with TETRA OEM is fully of the bidder. Haryana Police will ask the existing vendor to accommodate the needs of bidder for the purpose of integration.
4	General Pg. 33	The Radio base station shall support external alarm inputs to monitor the site environment e.g. smoke detectors, intruder alarms, primary power failure and etc. Radio Base Station shall reports these external alarm inputs to the NMS at central site. The bidder shall indicate the number of external alarm inputs each Radio Base Station can support.	The details of existing alarm management system is required.	The bidder can suggest their best offer.