



The Great Indian Hornbill,  
Mascot of the 35th National Games - Kerala

# **Corrigendum 1 to the RFP for the Selection of ICT Service Provider for the 35<sup>th</sup> National Games**

## **Section I & II**

**June 26, 2013**

**National Games Secretariat,  
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## **Corrigendum 1 to the RFP for the Selection of ICT Service Provider for the 35<sup>th</sup> National Games**

In response to various queries from the potential bidders, the National Games Secretariat (NGS) has made certain modifications in the Clauses of the original RFP document released on June 7, 2013.

This document is the **Corrigendum No. 1 to the RFP for the selection of ICT Service Provider** for the 35<sup>th</sup> National Games and forms an integral part of the RFP. The Corrigendum is presented in two Parts, namely, Section I, which highlights the modifications in the RFP Clauses; and Section II, which gives the responses of NGS to the queries raised by the potential Bidders.

**In the context of this RFP, all potential Bidders may kindly take note of the following Key Dates:**

- The last date for the submission of the Bid has been extended to **Tuesday, July 9, 2013**, based on the requests from prospective Bidders.
- The Pre-qualified Bidders are required to make a **Technical Presentation at NGS on Monday, July 15, 2013 or Tuesday, July 16, 2013**. The actual timing shall be communicated to the pre-qualified Bidders by July 11, 2013.

### **Section I- Modifications in the Original RFP clauses.**

#### **1. Clause 1.3 of the RFP stands modified to:**

<b>Sl. No</b>	<b>Events</b>	<b>Details</b>
1	Commencement of issuance of RFP document	Friday, June 7, 2013
2	Last date for receipt of queries	Friday, June 14, 2013
3	Pre-Bid Meeting	At 2.00 PM on Monday, June 17, 2013
4	Last date for issuance of RFP document	Up to 3:00 pm on Thursday, July 4, 2013
5	Last date for issuance of Corrigendum, if any	Monday, June 24, 2013
6	Last date for Submission of Bid	<b>Up to 4:00 pm on Tuesday, July 9, 2013</b>
7	Date and Time for Opening of Bid	At 4:30 pm on Thursday, July 4, 2013
8	Technical Presentation by Pre-Qualified Bidders	<b>July 15 or July 16, 2013</b>
9	Declaration of Results of Technical Bid Evaluation	To be intimated later
10	Date and Time of Opening of Financial Bids	To be intimated later
11	Declaration of Successful Bidder	To be intimated later

#### **2. Clause 2.7(i) A of the RFP stands modified to:**

##### **(A) Part 1- RFP Document Fee and EMD:**

Part 1 shall be submitted in a separate envelope super scribed as “Part 1: RFP Document Fee and EMD”.

The following shall be submitted in Part 1:

1. Demand draft for RFP Document Fee (Refer clause 2.5) or Proof of prior remittance of RFP Document Fee to NGS.

2. Demand draft **or Bank Guarantee** for Earnest Money Deposit (EMD) (Refer to clause 2.12)

**3. Clause 2.7 (i) C of the RFP stands modified to:**

**(C) Part 3- Technical Bid:**

Part 3 shall be submitted in **1 Original, 1 Hard Copy and 1 Soft Copy** in separate envelopes marked as "Original" or "Copy" as the case may be and each super scribed as "Part 3: Technical Bid".

The Technical Bid shall cover in detail the following:

- Covering letter prepared according to Annexure 2 under Section 8 of the RFP.
- A Concept Note on the proposed solution covering the following aspects:
  - Overview of proposed Solution Architecture **including Network Architecture and Server Sizing**
  - Components of proposed solution
  - Comprehensiveness and completeness of the solution with respect to Scope of Work
  - SLA Monitoring and Reporting Strategy
- Comments or suggestions on the Scope of Work and services/facilities
- A note on Project Implementation Strategy covering following aspects:
  - Work breakdown structure and key task identification
  - Detailed Work Plan for the identified tasks
  - Solution Deployment Plan
  - Testing Strategy
  - Go-Live Plan
  - Risk Management Strategy
  - Quality Assurance Plan
  - Training & Capacity Building Plan
- Manpower Deployment Plan depicting composition of the proposed staff team and the tasks assigned to each professional.
- Curriculum vitae ('CV') of the key team members proposed to be deployed (as per Annexure 3 of Section 8) recently signed in blue/ black ink on each page by the proposed professional staff.
- Non Disclosure Agreement as per Annexure 5 of Section 8 in this RFP
- **Power of Attorney authorizing the signatory of the Proposal to commit the Bidder.**
- In the event of bidding by a Consortium, the Power of Attorney to be executed by all Consortium Partners to designate the Lead Member as per Annexure 8 under Section 8 of this RFP.

**4. Clause 2.7 (D) stands modified to:**

**Part 4- Financial Bid:**

**General Instruction to Bidders:**

1. The Authority is seeking 3 separate Financial Bids from the Bidders, incorporating the Financial Quote applicable **for 3 different Software Licensing Options**. Therefore, the Bidders are required to submit three Covers giving the Financial Bid under three different options, as detailed below:
  - a. **Option 1:** One time usage of the Games Management Software Suite for the 35<sup>th</sup> National Games.
  - b. **Option 2:** Usage of the Games Management Software Suite for 35<sup>th</sup> National Games and 36<sup>th</sup> National Games

- c. **Option 3:** Multiple Usage of the Games Management Software Suite for the 35<sup>th</sup> National Games and other future sporting events in Kerala.
2. Before Opening the Financial Bid, the Authority will decide the Software Licensing modality and shall intimate the same to the Technically Qualified Bidders.
3. Only the envelope containing the Financial Bid of the chosen **option** shall be opened in the presence of the Technically Qualified Bidders who choose to attend. The successful bidder shall be the bidder quoting the lowest financial quote under the chosen option.
4. Only the software cost in each of the 3 options will vary. The cost of the other components like Web Portal, Backend Hardware Infrastructure, Networking and Call Centre Solution shall remain the same under all the 3 options.
5. One **original** and one **copy** of the financial bid are to be submitted in separate envelopes marked as "Original" or "Copy".
6. Under the above mentioned mode of submission, there shall be a total of 6 envelopes. The envelopes containing the Original and Copy under each Option may be put together into a single envelope, superscribed as "**Financial Bid – Option1**" or "**Financial Bid – Option 2**" or "**Financial Bid – Option3**", as applicable. These 3 envelopes may be placed together on a single envelope superscribed as "**Part 4: Financial Bid – All 3 options**".
7. Under each option, the Financial Bid shall include the following components:
  - a. Covering letter prepared according to Part A of Annexure 4 enclosed under Section 8 of the RFP.
  - b. Financial quotations according to the Part B of Annexure 4 enclosed under Section 8 of the RFP.

**5. Clause 2.7 (ii) of the RFP stands modified to:**

- ii. In Technical Bid, no alternative to key professional staff may be proposed and only one CV may be submitted for each position. Bidders must ensure availability of key personnel during the period of the awarded work as per the requirement. **In case of any eventualities such as death, physical incapacity, resignation or termination of the proposed key professional staff, the Bidder must make available professionals possessing similar or higher qualifications and experience.**

**6. Clause 2.12 of the RFP stands modified to:**

- i. The Bidder shall furnish, as part of its Bid, a refundable EMD comprising of A/c payee Demand Draft **or Bank Guarantee** of Rs 2,500,000/- (Indian Rupees Twenty Five Lakhs Only). The demand draft shall be drawn from any Nationalized/Scheduled Bank, in favour of "**Chief Executive Officer & Secretary, National Games Secretariat**", payable at **Thiruvananthapuram**.
- ii. In case of inadequacy or non-submission of prescribed EMD along with the Bid, the Bid shall be deemed to be non-responsive and will be disqualified and summarily rejected.
- iii. Unsuccessful Bidder's EMD will be released without interest as promptly as possible as but not later than 30 days after the award of the Contract to the Successful Bidder. The Successful Bidder's EMD will be released without interest upon the Successful Bidder deposit the required Performance Bank Guarantee.
- iv. The EMD shall be forfeited under the following circumstances:
  - a. If a Bidder withdraws his bid or increases the quoted prices during the period of bid validity, or its extended period; or
  - b. In the case of a successful Bidder, if s/he fails within the specified time limit to:
    - I. Sign the Contract Agreement or,
    - II. Furnish the required Performance Security Bank Guarantee.
- v. **If the EMD is furnished in the form of a Bank Guarantee, the same shall be valid during the validity period**

of the Bid.

**7. Clause 2.21 (i) of the RFP stands modified to:**

- i. Bidders shall submit a Power of Attorney, duly notarized and on a stamp paper of an appropriate value, in favour of the signatory of the Bid. Bidders may use the Format given under Annexure 7 of Section 8 or any other standard format as approved by the bidder's Board of Directors.

**8. Clause 2.30 (i) of the RFP stands modified to:**

- i. The Successful Bidder shall be required to submit an unconditional Bank Guarantee, Account payee Demand Draft or Fixed Deposit Receipt from a Commercial bank for an amount equal to 5% (Five Percent) of the value of the Contract as Performance Security against the Agreement. The Performance Security shall be in favour of "Chief Executive Officer & Secretary, National Games Secretariat", and must be furnished within a period of 15 (fifteen) days from the date of receipt of Letter of Award, from a Scheduled/Nationalized bank having a branch in Thiruvananthapuram, Kerala or payable in Thiruvananthapuram, Kerala through its specified branch. All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the Agency.

**9. Clause 2.34 of the RFP stands modified to:**

- i. The Agency shall not engage Sub-contracts towards fulfilling any of the major responsibilities and obligations under this Assignment. However, minor non-core activities like LAN Cabling, siting of Hardware equipments in various location/venues, etc can be sub contracted, with the entire responsibility being vested with the Successful Bidder.

**10. Clause 2.35 of the RFP stands modified to:**

- i. Unless otherwise explicitly stated in the Contract, the payment shall be as per the milestones and terms mentioned hereunder. The payment shall be subject to deductions as per Indian tax laws.

SI No	Mile Stones	Timelines	Due Payment (% of Total Contract)	Cumulative Percentage Payment
1	Approval and Sign-off of detailed Functional Requirement Specifications (FRS)	T+0.3 month	4%	4%
2	Supply, configuration, testing, deployment and maintenance of "Set 1 - Hardware components for Administrative Purpose", at the defined locations	T+1 month	1%	5%
3	Development, Deployment and Successful UAT of Games Portal	T+1.5 month	10%	15%
4	Deployment, Commissioning and successful UAT of Venue LANs	T+2 month	10%	25%

SI No	Mile Stones	Timelines	Due Payment (% of Total Contract)	Cumulative Percentage Payment
5	Development /Customisation, Integration and Successful completion of OAT and UAT of Games Software	T+3.5 month	20%	45%
6	Supply, configuration, testing, deployment, operation and maintenance of remaining hardware components at the defined locations	T+3.5 month	10%	55%
7	Deployment, Testing and Commissioning of Call Centre service	T+4 month	5%	60%
8	Go-Live of the Games Management System	T+4 month	10%	70%
9	At the end of the Games, on approval and sign-off of the Project Documents submitted till then.		20%	90%
10	1 month after the Games		10%	100%

**11. Clause 2.37 (ii) of the RFP stands modified to:**

- ii. Number of members in a Consortium shall be limited to a maximum of 4 (four) members and a member of a particular Consortium cannot be a member of other Consortium(s) applying for this Assignment, unless and until such recurring member is a Network Service Provider for the Consortiums involved.

**12. Clause 2.44 of the RFP stands modified to:**

- i. Providing the raw content including Audio, Video, Photographs and Text to be hosted in the Games Portal
- ii. Human resource deployment for data entry/capture with respect to all functional modules of the Games Management Software.
- iii. SMS gateway for supporting Push and Pull SMS service in Web portal.

**13. Clause 3.3 of the RFP stands modified to:**

The revised Pre-Qualification Evaluation table is given below:

SI No	Pre-Qualification Criteria	Documentary Evidence
1	The Agency/all members of the Consortium shall be a Company registered under the Indian Companies Act, 1956 / Partnership Firm under Limited Liability Partnership Act 2008 and should have registered offices in India.	1. Certificate of Incorporation 2. Certificate of Commencement of Business. 3. Memorandum and Articles of Association

Sl No	Pre-Qualification Criteria	Documentary Evidence
2	The Bidder/Consortium should have achieved minimum annual turnover of at least Rs. 100 Crores from Information Technology Engagements during the previous three financial years (i.e 2010-11, 2011-12, 2012-13), of which 50% of the Turn Over should be achieved by the Lead Bidder, in case of a Consortium.	Certificate from Auditor supporting the turnover details from Information Technology business for each of the last 3 financial years.
3	Bidder/ all Members of Consortium should have made profits during the past 3 financial years.	Audited financial statement, Annual Reports, Profit and Loss Account Statements for each of the latest 3 financial years mentioning the Nature of Service.
4	During the past 3 financial years, the Bidder/s or Consortium must have handled at least 3 ICT projects or assignments involving design, development, implementation and maintenance of software systems involving a minimum of 2000 system users.	Details of Assignments Undertaken, Copies of Work Orders, Satisfactory Performance or Commendation Certificates from clients
5	During the past 3 financial years, the Bidder/s must have implemented a minimum of 3 multi site Wide Area Networks covering a minimum of 100 nodes and having a bandwidth of 2 Mbps.	Details of Assignments Undertaken, Copies of Work Orders, Satisfactory Performance or Commendation Certificates from clients
6	During the past 5 financial years, Bidder/s must have offered ICT Solution for at least one Mega Sporting Event of similar magnitude.	Details of Assignments Undertaken, Copies of Work Orders, Satisfactory Performance or Commendation Certificates from clients
7	During the past 3 financial years, the Bidder/Lead Member of Consortium must have completed, the following number of ICT System Development and Implementation Assignments of specified value;  One Project with value not less than Rs 10 Crores; OR Two Projects with value not less than of Rs 6 Crores; OR Three Projects with value not less than Rs 5 Crores.  The total contract value should include Software Development & Maintenance services, Hardware procurement and deployment	Details of Assignments Undertaken, Copies of Work Orders, Satisfactory Performance or Commendation Certificates from clients Documentary evidence clearly depicting the scope of work, Project value and client contact details
8	Bidder/all Consortium Members should have CMMi level 3 or above Certification.	Copy of Certificate
9	The Bidder/all Consortium Members should not have been/or currently be in the process of blacklisted by any government or Semi-Govt Departments/Organizations/ Agencies, PSUs etc	An affidavit declaring that the Bidder and all of the Consortium partners are not blacklisted by any Government/Public sector institution.

**14. Clause 4.4 (ii) of the RFP stands modified to:**

- i. **Penalties for the breach of SLAs:**

Penalties applicable to the Agency for each category of violation of the acceptable Service Levels as defined under Section 7 of this RFP are outlined below:

- a. For each 'High' severity violation – 0.6 % of the applicable contract amount
- b. For each 'Medium' severity violation – 0.3% of the applicable contract amount
- c. For each 'Low' severity violation – 0.2% of the applicable contract amount.

The total cumulative Penalties for the breach of SLAs shall be limited to a maximum deduction of ten percent (10 %) of the total contract price.

**15. Clause 4.8 of the RFP stands modified to:**

- i. The Agency's liability under this Agreement shall be determined by the Applicable Laws and the provisions hereof.
- ii. The Agency shall be liable to the Authority for any direct loss or damage accrued or likely to accrue due to deficiency in Services rendered by it.
- iii. The Parties hereto agree that in case of negligence or willful misconduct on the part of the Agency or on the part of any person or firm acting on behalf of the Agency in carrying out the Services, the Agency, with respect to damage caused to the Authority's property, shall be liable to the Authority.
- iv. The total cumulative liability of either party arising from or relating to this Agreement shall not exceed the contract value provided, however, that this limitation shall not apply to any liability for damages arising from (a) willful misconduct or (b) indemnification against third party claims for infringement.

**16. Clause 4.10 of the RFP stands modified to:**

- i. Hardware equipments and infrastructure installed for the operational preparedness and conduct of the 35<sup>th</sup> National Games shall be the sole property of the Authority.
- ii. The Agency shall provide 3 alternate options to the Authority with respect to the License for using the Games Management Software. The 3 Options are as detailed below:
  - a. **Option 1:** One time usage of the Games Management Software Suite for the 35<sup>th</sup> National Games.
  - b. **Option 2:** Usage of the Games Management Software Suite for 35<sup>th</sup> National Games and 36<sup>th</sup> National Games
  - c. **Option 3:** Multiple Usage of the Games Management Software Suite for the 35<sup>th</sup> National Games and other future sporting events in Kerala.

Separate financial bids are to be submitted for each of the above mentioned Licensing options. Before opening the financial bids the Authority shall decide on the mode of Licensing and accordingly shall open only the financial bid for the chosen option.

- iii. Pre-existing proprietary knowledge and IPR of the Agency/Consortium partners would continue to belong fully to the Agency/Consortium partners.
- iv. Similarly all the Intellectual Property Rights (IPR) in the third party tools used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Agency/Consortium partners' licensor and NGS shall have user rights in accordance with end user license agreement as applicable to use of such tools

**17. Clause 4.12(iv and vi) of the RFP stands modified to:**

(iv)The obligations of confidentiality under this section shall remain for a minimum period of 2 years beyond the contract period.



(vi) The NGS reserves the right to adopt legal proceedings against the Agency/Consortium partners in relation to a dispute arising out of breach of obligation by the Agency/Consortium partners under this clause

#### **18. Clause 4.13 (ii and iii) of the RFP stands modified to:**

(ii) The Agency agrees that, during the term of this Agreement and till 6 months after its termination/ expiration/ conclusion/ cessation, the Agency and any entity affiliated with the Agency, shall be disqualified from providing goods, works, services, loans or equity for any project resulting from or closely related to the Agency's services to NGS and any breach of this obligation shall amount to a Conflict of Interest. It is presumed that this clause shall not be interpreted in a manner to restrict the Agency from providing such services.

(iii) Neither the Agency nor the Personnel of them shall engage, either directly or indirectly, in any of the following activities:

a. during the term of this Agreement, any business or professional activities which would conflict with the activities assigned to them under this Agreement;

b. At any time, such other activities as have been specified in the RFP as Conflict of Interest.

#### **19. Clause 6.1 of the RFP stands modified to:**

The 35<sup>th</sup> National Games is expected to attract over 10,600 Participants, comprising of about 8,000 Sportspeople, 1,500 Team Officials and Coaches and 1,100 Technical Officials. The Games would have about 400 to 450 Competition Events in 34 Sport Disciplines to be held in 30 Venues spread across 7 districts of Kerala. There will be also two Demonstration Events.

Given the challenges associated with the conduct of National Games and the unique complexities involved in this 35<sup>th</sup> edition, it becomes imperative, that a reliable and robust ICT system be deployed for ensuring the smart and smooth conduct of the Games. The ICT System to be deployed for the Games shall be cost effective, user friendly and easy to install and operate. It should facilitate efficient functioning of the back end activities of the Games, automate the front-end interaction with Participants, Officials and other Stakeholders; integrate various functional aspects for the conduct of the Games; capture and disseminate event and result information; and help in optimising the Resources like Workforce, Transport Fleet, Accommodation, Food, etc.

The ICT Service Provider (referred as 'Agency'), shall be responsible for design, development / installation, configuration, testing, commissioning, operation and maintenance of the envisaged ICT Solution for the 35<sup>th</sup> National Games. The system should include a robust Back end hardware infrastructure to be installed and commissioned in 29 Competition Venues, 1 Ceremonies Venue and the Games Village, covered in greater detail in Section 5. Seven of the Competition Venues (1 each in 7 Districts) shall be designated as the District Control Rooms and will house the General Administration and Accreditation Centres for each District.

The redundant Wide Area Networks (WANs) are to be suitably configured to ensure sufficient bandwidth in all these Venues/Locations for the smooth functioning of the ICT Solution, in compliance with the SLA requirements laid down in this RFP.

The successful Bidder will have to install and configure a suitable Local Area Network (LAN) in each of these Venues/Locations, sufficient to link the identified Hardware Components to the ICT Solution. Typically, to the extent possible the various hardware components in each Venue/Location shall be located within the Main Pavilions or Temporary Overlays laid around the Field of Play. The bidders will have to make a reasonable assessment of the likely length of LAN cabling in a typical Venue, which includes Large

Outdoor Stadiums and Compact Indoor Stadiums. For LAN, Structured Cabling complying with EITA Standards with all accessories should be provided (including Network Racks, Patch Panels, Information outlets, Factory crimped Patch Cords, etc)

Of the 29 Competition Venues, 5 Venues (Triathlon and Beach Handball in Thiruvananthapuram, Alappuzha Venue, Munambam Beach at Ernakulam and Kozhikode Beach) are Open Air Venues having no permanent infrastructure. In these 5 venues and the 7 District Control Rooms Wireless Access Points are to be provided.

Components of the envisioned ICT Solution include:

1. Games Management Software Suite, comprising of
  - Accreditation & Access Control
  - Arrival & Departure Coordination
  - Catering Control
  - Transportation and Fleet Coordination
  - Accommodation Control
  - HR Allocation & Attendance Capturing
  - Games Result Management
2. Call Center Solution
3. Games Web Portal
4. Back-end Hardware Infrastructure
5. End-to-end Games Dedicated Network, including LAN, WANs and Broadband Connectivity

The Authority shall be responsible for activities outlined under Clause 2.44 of the RFP and Successful Agency shall take care of rest of activities required to complete the services envisaged under this Assignment.

**20. Clause 6.2 of the RFP stands modified to:**

- i. The brief scope of activities to be carried out by the Successful Bidder is depicted as follows:

Activity Category	Activity/Task
<b>1. Design, Develop, Deploy and Implement Games Management Software Solution</b>	
Requirement Analysis & Specification	<ul style="list-style-type: none"> <li>• Conduct requirement study and gather requirements in detail</li> <li>• Prepare detailed FRS based on the inputs received during the Requirements Analysis and get it approved.</li> </ul>
Design of Solution	<ul style="list-style-type: none"> <li>• Create High Level Design Documents</li> <li>• Prepare Application Architecture, Security Architecture, and Deployment Architecture.</li> <li>• Design of Quality Assurance Plan &amp; Methodology</li> <li>• Design of Security Policy (conform to GoK Security Policy)</li> </ul>

<b>Activity Category</b>	<b>Activity/Task</b>
Development or Customisation of Application	<ul style="list-style-type: none"> <li>• Development of Games Management Software in accordance with the framework and specifications finalised through documentation in the previous phases.</li> <li>• Creation and maintenance of Requirements Traceability Matrix</li> <li>• Integration of the software to external software and hardware solution as applicable, including integration with TSR (Timing Scoring and Results) Systems.</li> <li>• End-to-end project documentation and creation of User Manuals</li> </ul>
Implementation of Games Management Software	<ul style="list-style-type: none"> <li>• Integration with hardware and network infrastructure</li> <li>• Deployment of Application Software</li> <li>• <b>Hosting of the solution in a reliable and secured manner</b></li> </ul>
Software Testing, Go-Live and Third Party Certification	<ul style="list-style-type: none"> <li>• Design, develop and deploy a comprehensive Test Plan which includes preparation of test plans and test cases for Operational Acceptance Testing (OAT) (including Unit Testing, Integration Testing, Functional Testing, Performance Testing, Load Testing and Security Testing etc) and User Acceptance Testing (UAT).</li> <li>• Execute OAT and support the Authority in executing UAT.</li> <li>• Testing must demonstrate that the systems satisfy the operational and technical performance criteria.</li> <li>• It is Vendor's responsibility during the tests to evaluate and recommend any further changes to the infrastructure &amp; application, at no extra cost to the Authority. Any recommendations for change will be discussed with the Authority.</li> <li>• The Vendor must provide necessary checklist/documentation that will be required for testing.</li> <li>• Obtain STQC or Government authorised Third Party Certification for the application</li> <li>• Arrange for and administer 'Going-live' of the application</li> </ul>
<b>2. Design, Develop, and Deploy Games Web Portal</b>	
Requirement Analysis and Build Specification	<ul style="list-style-type: none"> <li>• Gather requirements from the stakeholders</li> <li>• Identify design and functionality features to be hosted on the Portal</li> <li>• Prepare Requirement Specifications Document comprising General Layout, Site Navigation, Data Capture Forms, Business and Technical Requirements etc.</li> </ul>
Design and Development	<ul style="list-style-type: none"> <li>• Design the Web Portal Prototype with requisite features, templates, user interfaces, images</li> <li>• Incorporate suggestions and change requests from the Authority and make necessary modifications in the designed prototype.</li> </ul>
Content Writing	<ul style="list-style-type: none"> <li>• Facilitate the Authority in development and creation of relevant content for the site.</li> <li>• Carry out grammatical and spelling check of the content</li> </ul>

Activity Category	Activity/Task
	<ul style="list-style-type: none"> <li>• Formatting of the content</li> </ul>
Coding	<ul style="list-style-type: none"> <li>• Coding for fulfilling the business and technical requirements of the Portal.</li> <li>• Coding shall conform to design and navigation of the envisaged prototype developed during the previous phase</li> <li>• Prepare end-to-end project documentation and create user manuals</li> </ul>
Testing and Deployment	<ul style="list-style-type: none"> <li>• Generate Testing Plans which include preparation of test plans and test cases for Operational Acceptance Testing (OAT) (including Integration Testing, Functional Testing, Stress Testing, Load Testing, Online Testing Cross-Browser Compatibility Testing and Security Testing etc) and User Acceptance Testing (UAT).</li> <li>• Execute OAT and support the Authority in executing UAT.</li> <li>• Testing must demonstrate that the systems satisfy the operational and technical performance criteria.</li> <li>• It is Vendor's responsibility during the tests to evaluate and recommend any further changes to the infrastructure &amp; Portal, at no extra cost to the Authority. Any recommendations for change will be discussed with the Authority.</li> <li>• Hosting the Web Portal</li> </ul>
Maintenance and Update	<ul style="list-style-type: none"> <li>• Provide Maintenance support for the Website.</li> <li>• Monitor and maintain site performance in conformance with the agreed SLA.</li> <li>• Support and hand-hold Authority in regular and prompt updation of the Portal.</li> <li>• Perform technical maintenance, content management &amp; updating, site visit activity reports, staff mentoring on a day to day basis</li> </ul>
<b>3. Develop, Install and Commission Call Center Solution</b>	
Design the solution	<ul style="list-style-type: none"> <li>• Design a Call Center solution for handling Games' related queries and complaints</li> <li>• Identify the services to be offered</li> <li>• Design solution architecture</li> <li>• Establish levels of hierarchy for escalation of requests</li> </ul>
Develop the System	<ul style="list-style-type: none"> <li>• Prepare standard templates and contents to service requests</li> <li>• Create interfaces to capture and log requests</li> <li>• <b>Install and</b> commission the solution at <b>the</b> identified location</li> </ul>
Integration with Other Systems	<ul style="list-style-type: none"> <li>• Integrate the solution with Games Management Software and Games Portal to draw relevant information</li> </ul>
Operation and Maintenance	<ul style="list-style-type: none"> <li>• Manage the operations of Call Center.</li> <li>• Maintain the service levels in the relevant SLA</li> </ul>
<b>4. Design, Install, Configure and Commission Games Dedicated Network</b>	
Site Preparation	<ul style="list-style-type: none"> <li>• Prepare site-wise layout for LAN deployment</li> <li>• Carry out cabling operations at sites for installation of Venue LANs and Games Dedicated end-to-end WAN</li> <li>• <b>For LAN, Structured Cabling complying with EITA Standards with all</b></li> </ul>

Activity Category	Activity/Task
	accessories should be provided (including Network Racks, Patch Panels, Information outlets, Factory crimped Patch Cords, etc)
Commissioning of Games' dedicated WANs	<ul style="list-style-type: none"> <li>• Design and Commission an end-to-end Games' dedicated 'Primary Wide Area Network (WAN)' connecting all identified locations with appropriate bandwidth for smooth functioning of the Software Solution. However, the bandwidth of the primary WAN shall not be less than 4 Mbps.</li> <li>• Design and Commission an end-to-end Games' dedicated 'Secondary Wide Area Network' (Back-up WAN) connecting all identified locations, for building redundancy with appropriate bandwidth for smooth functioning of the Software Solution. However, the bandwidth of the secondary WAN shall not be less than 2Mbps.</li> <li>• Design and implement the IP Schematic for the Games' Intranet.</li> <li>• Supply and commission required number of Public IPs</li> <li>• Supply, configure and commission redundant or backup broadband internet connectivity at individual venues</li> </ul>
Installation, Commissioning and integration of Venue LANs	<ul style="list-style-type: none"> <li>• Supply, install and configure necessary hardware and software components and Commission individual LANs at the identified locations</li> </ul>
Network Performance Monitoring & Management	<ul style="list-style-type: none"> <li>• Perform Network Monitoring and Management operations for Primary as well as Secondary WANs, including LANs at Venues.</li> <li>• Manage automatic switch over to 'Secondary WAN' in case of any failure in the 'Primary WAN'.</li> <li>• Ensure compliance of service levels to Network SLA.</li> </ul>
<b>5. Supply, Install, Configure and Commission Hardware Components</b>	
Site Layout Planning	<ul style="list-style-type: none"> <li>• Prepare site-wise layout for hardware deployment</li> <li>• Identify electrical furnishing requirements at individual sites</li> </ul>
Hardware Procurement, Supply, Installation, Configuration	<ul style="list-style-type: none"> <li>• Supply identified Hardware components and software licenses</li> <li>• Physical installation of Hardware in identified locations</li> <li>• Configure hardware and software components appropriately</li> </ul>
Security Features	<ul style="list-style-type: none"> <li>• Deploy and commission Firewall, Intrusion Detection and Prevention System, Anti-Virus System, Proxy level Security etc so as to build security into the envisaged solution</li> </ul>
Server Hosting and Performance Management	<ul style="list-style-type: none"> <li>• Design, configure and commission servers and allied hardware and software systems in an appropriate Data Center to host the Games Management Software, Games Web Portal and Call Center Solution.</li> <li>• Perform administration, performance monitoring and management of Servers</li> </ul>
<b>6. Operational Support and Maintenance of Software, Hardware and Network</b>	
Operational Support and Maintenance	<ul style="list-style-type: none"> <li>• The Operational and Maintenance support shall include solution maintenance and administration, system administration, security administration, database administration, network administration and end-user problem resolution (including but not limited to support for Servers, Storage Units and related equipments, Desktops/Laptops, UPS, Printers, Scanners and any other hardware, as well as system software)</li> </ul>

Activity Category	Activity/Task
Onsite Support	<ul style="list-style-type: none"> <li>• Provide day to day onsite support for the smooth functioning of solution supplied.</li> <li>• Facilitate and support operations pertaining to data entry, data retrieval and data modifications.</li> </ul>
Exit Management	<ul style="list-style-type: none"> <li>• Submit all project documents and reports generated from various systems.</li> </ul>

**21. Clause 6.3 of the RFP stands modified to:**

Major services envisaged to be delivered by the Successful Agency, during pre-Games and Games' period, include, on a non-exhaustive basis and subject to amendment by the Authority, the following:

- i. Conduct requirement analysis studies and build detailed requirement specifications with respect to Games Portal and Games Management Software.
- ii. Prepare, vet, submit and gain sign off of Project Documents including Detailed FRS, Monthly Progress Reports, etc.
- iii. Formulate Solution Architecture and finalise appropriate technology for the proposed solution.
- iv. Conduct site visits to each of the identified location and Submit Site Preparation Report indicating in detail:
  - a. status of existing hardware and LAN infrastructure,
  - b. proposed layout for Hardware Deployment
  - c. proposed blueprint for LAN deployment and WAN interfacing
  - d. electrical furnishing and cabling activities to be carried out at the sites
- v. Design, source, configure and commission Servers as well as allied hardware and software systems in an appropriate Data Center to host the Games Management Software, the Games Web Portal and Call Center Solution.
- vi. Design, develop, implement, integrate, test, commission and maintain the Games Management Software and Games Web Portal.
- vii. Facilitate the Authority in development and creation of relevant content for the Web Portal. Carry out editing, grammatical and spell checking as well as formatting of the content.
- viii. Design, install, commission, operate and maintain Local Area Network (LAN) in each of the identified locations.
- ix. Commission, operate and maintain Games' dedicated Primary and Secondary WANs connecting each of the identified locations.
- x. Integrate Primary and Secondary WANs with individual Venue LANs so as to establish end-to-end Games' dedicated networks.
- xi. Supply and commission backup broadband internet connectivity at individual venues.
- xii. Establish redundant Internet connectivity as well as connectivity to Games' dedicated WAN for the commissioned Servers.
- xiii. Supply, configure, test, deploy, operate and maintain hardware components identified and required

for serving the purpose of this RFP.

- xiv. Obtain Hardware Installation Certificate from designated authority in each Venue, after successful commissioning of Hardware Components in Venues.
- xv. Gain Network Installation Certificate from designated authority in each Venue, after successful installation and testing of Venue LAN and its integration with Primary and Secondary WANs.
- xvi. Configure and deploy Games' Intranet.
- xvii. Design, install, commission and operate Call Center Solution for the Games.
- xviii. Comprehensive testing and tuning of Hardware, Network and Software systems to ensure extremely high level of performance, security and availability demanded by the Games.
- xix. Supply adequate amount of necessary Accreditation Stationery, including Plain White PVC Cards, Lanyards, Pouches and Holograms, to carry out accreditation of around 25,000 delegates attending the Games.
- xx. Supply, configure and commission necessary software and hardware systems so as to ensure security enablement of the Games Portal as envisaged under clause 6.5.3 and suffice the Security Requirements depicted under clause 6.6.
- xxi. Implement quality assurance plans to ensure expected performance results for all systems.
- xxii. Provide operational support and site level assistance for ensuring smooth performance of Games Management Software and Hardware components.
- xxiii. Perform site level Network Performance Monitoring and Management operations for Primary and Secondary WANs as well as Venue LANs.
- xxiv. Provide failover capabilities to a redundant service with respect to Servers and Network.
- xxv. Perform project monitoring and control activities, including progress and cost reporting.
- xxvi. Carry out Facility Management Operations.
- xxvii. Establish, manage and administer Technology Operations & Monitoring Centre (TOM Centre) in all Host Districts.
- xxviii. Undertake Capacity Building Measures to ensure effective and efficient utilisation and operation of solution installed.

## **22. Clause 6.4 (ii) of the RFP stands modified to:**

- ii. **Commissioning the solution** includes,
  - a. Supply, installation, configuration, testing, commissioning, operation, maintenance and repair or replacement of hardware components.
  - b. Development, integration, testing, third party certification, hosting, operational support and maintenance of Games Web Portal.
  - c. Design, sourcing, commissioning, testing, administration, performance monitoring and maintenance of Venue LANs as well as Primary and Secondary WANs.
  - d. Design, development and or customisation, integration, hosting, testing, third party certification, commissioning and operational support of Games Management Software.
  - e. Deployment, testing, commissioning and day to day operation of Call Centre service.
  - f. Training, Capacity Building and Hand Holding of stakeholders.
  - g. Facility Management Operations
  - h. Establishment and administration of Technology Operations and Monitoring Centers

### 23. Clause 6.4 (iii) of the RFP stands modified to:

- iii. **Project Documents** include but are not limited to the following:
  - a. Detailed Project Plan
  - b. Updated Functional Requirement Specification (FRS)
  - c. Requirement Specification Document for Games Portal
  - d. Site Preparation Report
  - e. High Level Design Documents
  - f. Requirement Traceability Matrix
  - g. Test Plans and Test Data
  - h. Test Reports
  - i. Quality & Security Certification by Third Party or STQC
  - j. Network Installation Certificates
  - k. Hardware Installation Certificates
  - l. User and Training Manuals
  - m. Accreditation Manual for Delegates
  - n. SLA and Performance Monitoring Plan
  - o. Weekly Project Status Reports
  - p. Daily Network Performance Monitoring Reports, since “go-live”
  - q. SLA Compliance Reports at stipulated intervals
  - r. Report on usage of Mail Service
  - s. Log and Audit Trail Reports for
    - i. Call Center,
    - ii. Mail Service,
    - iii. Games Management Software and
    - iv. Web Portal
  - t. Reports envisaged to be generated under each module of the Games Management System, as and when requested

### 24. Clause 6.5.1.1 of the RFP stands modified to:

- Accreditation function identifies and registers ‘participants and stakeholders of the Games and issues Accreditation Card/ Pass.
- 35<sup>th</sup> National Games is **anticipated to accredit around 22,000 – 25,000** people including 9,000 State Olympic Association Contingents (Athletes and Team Officials), 2,000 Technical Officials, 4000 Volunteers, 3500 Members and Staff of Organising Committees, 1,000 Members of IOA Olympic Fraternity and 1000 Officials from Sports Ministries, SAI, NADA etc.
- The Accreditation Card shall be a Barcode enabled card. Besides Accreditation Cards, Barcode enabled Passes are issued to control access to venues and zones. Pass grant temporary (single day) access to venues or certain restricted zones.
- There are different categories of accreditation for each of which a set of access rights and other



privileges are pre-defined, by the Authority.

- NGS would furnish Standard templates for 'Application for Accreditation Forms', 'Arrival and Departure Forms', 'Pass Application Forms' shall also be shared with the Agency by NGS.
- There would be 7 Main Accreditation Centers each in a Host City as well as Accreditation Desks at other competition venues.
- 'Batch and Spot Printing' as well as 'Issue of Accreditation Cards' would happen at the Main Accreditation Centers deployed at a central Venue in each Host District. Issue of Passes and dealing with Lost or Stolen Accreditation Cards would be the responsibility of Accreditation Desks at individual competition venues.

## 25. Clause 6.5.1.5 of the RFP stands modified to:

Vehicles mobilised and deployed for the Games and are to be monitored with this module would be equipped with GPS tracking device having GPRS/GSM connectivity. There would be around 80 Buses and 150 Cars deployed in Trivandrum which are to be monitored through GPS based tracking.

The module shall conform to the following functional requirements:

- Facility to capture details of Games' designated vehicles, drivers and unit tariff rates.
- Provision to capture details of vehicles and drivers (including contact details) allocated between two venues for a particular competition discipline or an arrival/departure operation.
- Provision for handling duplicate entries into the system.
- Capability to integrate and communicate with GPS tracking devices installed in Games' designated vehicles.
- The latitude and longitude information received from tracking devices shall be plotted real-time on a web-based GIS map (it can be a Google or Yahoo map) for real time tracking of vehicles.
- Generate *dynamic Dashboards* projecting real time details such as, speed of the vehicle, distance travelled, stop points, route changes etc. The dashboard providing these trip analysis details shall be accessible over web.
- Generate *dynamic Dashboards* projecting idle vehicles nearest to the venue, vehicles in transit to the concerned venue etc.
- Ability to calculate and validate tariffs for each vehicle based on the distance travelled and unit rates.
- Each user interface shall have the facility to retrieve, view, edit or modify and delete the data populated through it.
- Capability of retrieving information through customised search using one or more search keywords. The retrieved information shall be print and save enabled.
- Maintain audit trail of authorisations and content updation.
- Generate Reports containing following information:
  - **Vehicle Allocation (venue-wise)**
  - **Vehicle Allocation (event-wise)**
  - **Daily Operational Summary (Vehicle-wise)**
  - **Daily Tariff (vehicle-wise)**
  - **Tariff Summary**
  - **Any other information based on future requirements, if any.**

## 26. Clause 6.5.2 of the RFP stands modified to:

A 24x7 Games' dedicated Call Centre shall be established at the NGOC Office in Thiruvananthapuram. The required details shall be pulled from the common database/s of the solution.

The ICT Service Provider would be responsible for carrying out following activities Call Center Solution:

- Design, installation, commissioning, operation and maintenance of call center infrastructure and equipments, allied software and staffing.
- Integration with the Games Management Software as well as Games' Portal to render effective services to callers.
- Pre-record Voice Responses to be played in IVR, in three languages – Malayalam, Hindi & English.
- Subscribe to and provide adequate telephone lines to the call center. There shall be sufficient numbers of the incoming lines with a facility to terminate additional lines. The lines shall be accessible across India on a single toll – free access number.
- To co-ordinate with a Telecom Service Provider of the toll free number to ensure call routing in their switches/ exchanges.
- Logically partitioning the switching system to avoid interference with other set of users in the NGOC office.
- Bear the cost of registration charges, installation charges and security deposits, if any, for the telephone connections in the Call Center, whereas the Authority would reimburse the usage charges for the telephone lines.
- Deploy 15 multi-lingual (proficient in English, Hindi & Malayalam) operational staff to answer the calls and as call volume increases install additional lines and equipments and increase the number of staff as required.
- Send telephone bills for the Call Center along with a statement showing comparison of the actual telephone bills versus the recorded call details for reimbursement of the usage expenses.

Call Center Solution shall conform to the following requirements:

- Capability to render services on a 24 x 7 basis on all days during the Games Period as well as 1 month prior and 2 days after the Games.
- Furnish 'Information Dissemination' as well as 'Grievance Redressal' services with respect to following functional areas:
  - ✓ Accreditation
  - ✓ Accommodation
  - ✓ Transport
  - ✓ Catering
  - ✓ Security
  - ✓ Event/Competition Details
  - ✓ Results/Medal Tally
  - ✓ Venue Facilities
  - ✓ Human Resource Deployment
  - ✓ Emergency Issues etc.
- Provisions to support:
  - ✓ IVR (Interactive Voice Response)

- ✓ Inbound and Outbound Live Operator services
  - ✓ Computer Telephony Integration (CTI)
  - ✓ Automatic Call Distribution (ACD)
  - ✓ Information Dissemination
  - ✓ Multi-lingual Support (English, Hindi, Malayalam)
  - ✓ Call Holding
  - ✓ Call Routing
  - ✓ Call Transfer
  - ✓ Message Scheduling and Correspondence.
- Adequate mechanism to ensure that no unauthorized calls are made from the outgoing lines.
  - IVR for routing and identifying service requests of the users.
  - There shall be facility for Automatic Call Distribution (ACD), based on idleness and utilisation of each operator.
  - In case the operator is unable to answer the queries, the call shall be transferred to the relevant staff or member of NGOC/Subcommittees on PSTN lines using call conferencing.
  - MIS Facility to record or log details of each incoming and outgoing call. The information maintained by this module shall be used for responding to various future queries raised by the callers.
  - Generate Daily Summary Report indicating following measures:
    - Average Speed of Answer
    - Service Level Percentage
    - Inbound Call Volume
    - Calls Handled
    - Abandoned Call Rate
    - Average Hold Time
    - Average Handle Time
    - Average Delay Before Abandon
    - Longest Delay Before Answered
    - Outbound Call Volume
    - Outbound Call Duration
    - Average Delay Before Abandon
    - Longest Delay Before Abandon

**27. Clause 6.5.3 of the RFP stands modified to:**

Games Web Portal shall conform to the following requirements:

- **Hosting:** The Agency shall be responsible for identification, supply and commissioning of necessary hardware, software and connectivity infrastructure (connectivity to broadband internet as well as to Primary and Secondary Links of the Games' Network) so as to achieve the service levels stipulated for the Web Portal in Section 7 of this RFP.
- **Domain Name:** The Portal shall be registered with a domain name finalised in consultation with NGS.

- **Integration with other Components:** The Portal must be integrated with other components of the ICT Solution as applicable.
- **Security Enablement:** Security features and solutions such as Firewall, Intrusion Detection and Prevention System, Anti-Virus System, Proxy level Security etc shall be enabled for protection from hackers, malware, Virus, Trojans, un-authorized access/intrusions and other threats. STQC or a Third Party shall conduct Security Audit of the Portal before hosting. Portal shall be accessible through HTTPS protocol over SSL Authentication.
- **Audit trail:** Audit trail of content updation of the site shall be maintained.
- **Services to be Hosted:**
  - **E-mail:** The Portal shall cater to a centralised secure e-mail service comprising of **1,000 e-mail ids** for the officials and staff of the Authority. The service shall enable user authentication, session encryption, content filtering and regulatory compliance mechanism. It shall support standard services such as SMTP, IMAP and POP3. It should be possible for Contacts from the Global Address List (shared directory) to be added to personal contacts.
  - **Online Accreditation Facility:** Host Accreditation Forms for different category of delegates. Enable online entry, approval and updation of accreditation data for 25,000 to 30,000 delegates expected to be registered for the Games. The peak load at any given point of time is anticipated to be around 1000.
  - **Online Volunteer Management:** Facilitate online registration of potential volunteers for the Games. Envisaged number of aspirants may be around 10,000, with peak load at any given point of time anticipated to be about 200. The portal shall also enable viewing of selection and allocation status by the registered aspirants.
  - **Push and Pull SMS Facility:** 'Push' and 'Pull' SMS facility shall be integrated into the Web Portal. Portal shall have the capability for forwarding SMS alerts both on demand (pull) and on prescribed schedules (push) to both Participants and Public. Interested parties shall be able to pull pertinent information using simple and easy-to-use query formats. Portal shall also support bulk information dissemination (daily Games Schedules, daily result details etc.) through SMS (push mechanism) to registered numbers.

The contact details of Participants received during online accreditation shall be used to push information relevant to them, through SMS, in regular intervals. Spectators or Public who wish to receive regular and free games updates shall be able to register their contact numbers with the Portal.
- **Design of the Portal:**
  - Web Pages shall be designed to render a **logical and professional layout** for the Website enhancing the overall user experience.
  - **Uniform look and feel** is to be maintained across all pages of the website. Site shall be well organized, information being available with minimal number of clicks and navigation clear and consistent.
  - **Content Management System:** CMS for the Portal shall be configured with appropriate business flow required to authenticate of publication of content in the site. CMS must be easily manageable and authorised staff must be able to add, change and delete Portal contents without manipulating any HTML or scripting code as and when required.

- Contents shall be organised meaningfully in manageable units with **appropriate meta-tag/labelling scheme**. Visual elements are to be appropriate and well organised.
  - Capable of **hosting and delivering different types of contents** including HTML documents, word documents, PDF documents, Images, Photographs and Multimedia files.
  - **Plug-ins shall be embedded** for opening and viewing various contents including audios and videos.
  - **Floatable and collapsible menus** and icons shall be effectively used to enhance the content presentation.
  - The design should support the **dynamic generations of links** on the page.
  - There shall be **no broken links** (causing 404 Error) in the site, at any given point of time.
  - The Portal shall be **search enabled**.
  - **Search Engine Optimization:** Search Engine Optimisation shall be provided for the Portal with respect to all major search engines such as Google, Bing, Yahoo, Alta Vista etc.
  - **CSS based design** approach and **W3C compatible** coding style shall be used for developing the site.
  - The site must be **compatible with the current versions of Browsers** - Firefox, Internet Explorer, Safari, and Chrome.
  - **Mobile Compatibility:** The portal shall be mobile compatible rendering well on mobile and tablet devices.
  - **GIGW Compliance:** The portal shall be compliant with the Guidelines for Indian Government Websites (GIGW) as applicable.
- **Features to be Enabled:**
    - The Portal shall have Event count-down Clock and Visitor Counter.
    - Online contests, quizzes and polls related to the Games shall be hosted in the Portal to generate enthusiasm and interest among the public.
    - The Portal shall render event details, venue details, participant particulars, images of daily events, photo galleries, visual experience of stadiums & venues, local and location based contents, venue guide map and 'what to find where at the venues'.
    - Games Portal shall be a platform for publicity and bulk outreach programs. Communication tools such as bulk e-mails, newsletters and SMS are to be integrated in the Portal.
    - Event Results and Score Cards, rankings, medal tallies, etc. shall be updated dynamically.
    - The Portal provides virtual media rooms from where media can pull live updates, audio, video etc for publishing and broadcasting.
    - Dynamic RSS feed facility shall be incorporated in the Portal.
    - Site shall provide direct links to image and video sharing sites such as YouTube, Flickr etc for furnishing users with easy access of Games' related images and videos.
    - Portal shall render live feeds to Twitter, Facebook, other social networking sites.

<b>Major Features of the Games Portal</b>	
<ul style="list-style-type: none"> <li>• Web based Sports Entry and Accreditation</li> <li>• Online Volunteer Registration</li> <li>• e-Newsletters</li> <li>• e-Alerts through SMS and Mail</li> <li>• Event Count Down Clock</li> <li>• Promotions &amp; Bulk outreach Programs</li> <li>• Venue Maps &amp; Layouts</li> <li>• Event Schedules</li> <li>• Participant Information</li> <li>• Weather Info</li> <li>• Contests &amp; Quizzes</li> <li>• Games Related Polls</li> </ul>	<ul style="list-style-type: none"> <li>• Live Score Updates/ Score Widgets</li> <li>• Medal Tallies/Rankings</li> <li>• Analytics &amp; Reports</li> <li>• Virtual Media Room</li> <li>• Photo Galleries</li> <li>• Live Feeds to Social Networking Sites</li> <li>• Mobile Interface</li> <li>• Hosting Online Manuals /Guides</li> <li>• Push &amp; Pull SMS</li> <li>• Link to Sponsor Websites and other Govt: Portals</li> </ul>

**28.Clause 6.5.4.1 of the RFP stands modified to:**

The Agency shall be responsible for the following operations, on a non-exhaustive basis:

- Ensure that all hardware components furnished by the Agency for the purpose of the Assignment possess one year warranty from the date of installation.
- Supply, physical installation, configuration, operation and maintenance of hardware components as identified and quantified in Annexure 4. B (ii) and Annexure 9.
- Supply, configure and commission necessary hardware and software systems so as to ensure security enablement of the Games Portal as envisaged under clause 6.5.3 and suffice the Security Requirements depicted under clause 6.6.
- Design, sourcing, configuration, installation, commissioning, operation and maintenance of other hardware components, including servers, storage equipments and security accessories, as well as associated necessary software systems.
- Hosting of the envisaged solution suite in a Data Center possessing a minimum of Tier 2 architecture specifications and located in Kerala.
- Integrate Web Server with the SMS Gateway provided by the Authority for supporting Push and Push SMS Service of the Web Portal.
- Establish redundant Internet connectivity and connectivity to Games' dedicated WAN for the commissioned Servers.
- Administration, monitoring and performance management of Servers.
- Perform Data Space Management (Management of Server Disks), Database Administration and Data Back-up and Server Recovery Operations.
- Perform operational and maintenance support for the Hardware components. Repair or replace faulty components instantaneously without any delay and without incurring additional payment.

- If any of the Hardware or Peripherals, supplied by the Agency, is to be removed or repaired, the Agency shall replace the old one with equipment of the same Make/Model/Configuration or of higher Configuration.

**29. Clause 6.5.4.1 of the RFP stands modified to:**

System software shall include Operating Systems for Servers and Desktops, Database Systems, Anti-virus, Network Management and Monitoring Tools for Venue LANs, and any other necessary Software licenses.

The Agency shall be responsible for the following operations, on a non-exhaustive basis:

- Identify System Software requirements for fulfilling the services under this Assignment and procure the same along with necessary licenses.
- Recognise system software requirements for hosting the envisaged solutions in appropriate Data Center and commission them suitably.

**30. Clause 6.5.5 of the RFP stands modified to:**

The Agency shall be responsible for the following operations, on a non-exhaustive basis:

- Design, commission, operate and maintain 'Primary' and 'Secondary' dedicated Wide Area Networks providing end-to-end connectivity between 30 Event Venues, Games Village, NGOC Headquarters and the Data Center in which the Servers are placed.
- Both Primary and Secondary link shall have necessary bandwidth to cater to the intranet and internet traffic demand during the Games, including localised video streaming of security surveillance cameras installed at venues. The bandwidths furnished through both the links shall be sufficient enough to comply with the SLAs delineated under Section 7. However, the bandwidth of the Primary and secondary WAN shall not be less than 4 Mbps and 2 Mbps respectively.
- Design, install, commission, maintain and operate Local Area Networks (LANs) at each of the 30 Event Venues, Games Village and NGOC Headquarters. Wired LAN shall be deployed in permanent Venues and Wireless LAN in Beach Venues and other Venues as directed by the Authority.
- Access to Wi-Fi shall be restricted through User ID and Password authentication.
- Design, supply, configure, operate and maintain necessary hardware components and software systems required for commissioning Venue LANs as well as Primary and Secondary WANs.
- Perform LAN Cabling at venues which shall include:
  - a. Supply of 24 Port Layer 2 Rack Mountable Switch at Venues as required
  - b. Design the placement of Ethernet Switch for optimum cable length
  - c. Supply of appropriate Rack
  - d. Laying of PVC conduits (ISI approved) and CAT6 Ethernet Cable
  - e. Supply and installation of other necessary hardware such as Patch Panels, Patch Cords etc.
  - f. Terminating the cables at one end with Data Outlets
  - g. Documenting the LAN layout for each Venue
- Optimise Ethernet switch location so as to reduce the length of cable. (Agency will be paid at actual.) Approximate quantity would be 10-20 computers in a Venue, deployed in a radius of around 500 meters.

- Interface Venue LANs to Primary and Secondary Wide Area Networks (WANs) so as to establish an end-to-end Games' dedicated connectivity.
- Make provision for redundant Broadband Internet connectivity at individual locations.
- Provide automatic switching over to the Secondary Link in case the Primary Link fails.
- Supply and commission required number of Public IPs
- Prepare IP Schematic Plan for establishing *Games' Intranet* and commission the same to enable authorised users to access various functionalities of the Games' Management Software anywhere, any time. Ensure appropriate routing of Games' Intranet traffic.
- Administer, manage, monitor, operate and maintain Venue LANs as well as Primary and Secondary WANs.
- Render automated Network Performance Monitoring & Management services for end-to-end Games' Networks at 'Site Level'.
- Monitor the health of Network at individual Venues and resolve issues at the earliest without any delay.
- Perform SLA Management operations. Maintain the level of performance defined in the SLA in Clause 7.4 of the RFP.

### **31. Clause 6.6 of the RFP stands modified to:**

- i. Create and maintain different and unique user accounts for all users of the system. The system shall identify and authenticate the user before providing him/her the access to systems.
- ii. The system shall grant specific access rights to each login or group of logins, as per the business requirement and policy of NGS.
- iii. Use a centralized system logging service to look at patterns of unusual activity.
- iv. Route external incoming traffic to Games' Servers through Firewall kept at a high availability mode.
- v. Delivery of application and data to internal and external users shall be over the web, through HTTPS protocol over SSL Authentication.
- vi. Measure network traffic statistics for computers that are using the maximum bandwidth in order to detect security incidents.
- vii. Deploy Network Intrusion Detection System to check for malicious attacks.
- viii. Commission Anti-Virus System, Proxy level Security etc so as to build security into the envisaged solution.
- ix. Maintain applications and Servers exposed to web separately in Demilitarized Zone (DMZ).
- x. Build proper security configurations into the Servers, desktops/laptops, switches, routers etc.
- xi. Maintain an inventory of all hardware and software assets.

### **32. Clause 7.4 of the RFP stands modified to:**

SLA compliance for the Network shall be monitored 'weekly' since its deployment and 'daily' since four weeks before the Opening Ceremony until end of the Games.



Sl.No	Performance Metric	Acceptable Service level	Instances and Severity of Violation
1.	Latency	<150 ms	> 150 ms and <= 180 ms - <b>Medium</b> > 180 ms and <= 200 ms - <b>High</b>
2.	Throughput	Primary Link - 4 Mbps Secondary Link - 2 Mbps	<b>High</b>
3.	Uptime or Availability	=>99.98%	<99.98% and >= 99.97% - <b>Medium</b> <99.97% and >= 99.96% - <b>High</b>
4.	Packet Loss	<1%	>1% and <= 2% - <b>Medium</b> >2% and <= 3% - <b>High</b>
5.	Utilisation	<=80%	>80% and <= 85% - <b>Medium</b> >85% and <=90% - <b>High</b>
6.	Mean Time to Restore Primary Link Service	< 3hours	> 3 hours and <= 4 hours - <b>Medium</b> > 4 hours - <b>High</b>
7.	Time to Switch Over	Instantaneous without any delay	<b>High</b>

### 33. 'Annexure 4' of the RFP stands modified to:

#### General Instruction to Bidders:

8. The Authority is seeking 3 separate Financial Bids from the Bidders, incorporating the Financial Quote applicable for **3 different Software Licensing Options**. Therefore, the Bidders are required to submit three Covers giving the Financial Bid under three different options, as detailed below:
  - a. **Option 1:** One time usage of the Games Management Software Suite for the 35<sup>th</sup> National Games.
  - b. **Option 2:** Usage of the Games Management Software Suite for 35<sup>th</sup> National Games and 36<sup>th</sup> National Games
  - c. **Option 3:** Multiple Usage of the Games Management Software Suite for the 35<sup>th</sup> National Games and other future sporting events in Kerala.
9. Before Opening the Financial Bid, the Authority will decide the Software Licensing modality and shall intimate the same to the Technically Qualified Bidders.
10. Only the envelope containing the Financial Bid of the chosen **option** shall be opened in the presence of the Technically Qualified Bidders who choose to attend. The successful bidder shall be the bidder quoting the lowest financial quote under the chosen option.
11. Only the software cost in each of the 3 options will vary. The cost of the other components like Web Portal, Backend Hardware Infrastructure, Networking and Call Centre Solution shall remain the same under all the 3 options.
12. One **original** and one **copy** of the financial bid are to be submitted in separate envelopes marked as "Original" or "Copy".
13. Under the above mentioned mode of submission, there shall be a total of 6 envelopes. The envelopes containing the Original and Copy under each Option may be put together into a single envelope, superscribed as "**Financial Bid – Option1**" or "**Financial Bid – Option 2**" or "**Financial Bid – Option3**", as applicable. These 3 envelopes may be placed together on a single envelope superscribed as "**Part 4: Financial Bid – All 3 options**".
14. Under each option, the Financial Bid shall include the following components:
  - a. Covering letter prepared according to Part A of Annexure 4 enclosed under Section 8 of the RFP.
  - b. Financial quotations according to the Part B of Annexure 4 enclosed under Section 8 of the RFP.

**Cover 1 of Financial Bid, superscribed as “Option 1 - One time usage of the Games Management Software Suite for the 35<sup>th</sup> National Games” shall contain the following details:**

**Option 1 - One time usage of the Games Management Software Suite for the 35<sup>th</sup> National Games**

The Financial Quote shall include Part A and Part B.

**A. Covering Letter**

**(On bidders’ letter head, duly signed and stamped)**

**To:**

**Chief Commissioner & Principal Coordinator,**  
National Games Secretariat,  
Chandrashekharan Nair Stadium, Palayam,  
Thiruvananthapuram, Kerala, India

Dear Sir,

**Subject: Submission of Financial Proposal in reference to NGS RFP dated [Date], for the Selection of ICT Service Provider for the 35<sup>th</sup> National Games, Kerala.**

We, the undersigned, offer to provide the services for the above in accordance with your Request for Proposal dated [Date], and our Technical Proposal and hereby submit our Financial Proposal as below.

Our Financial Proposal, inclusive of all taxes and duties are

**Option 1**

<b>Sl No</b>		<b>Total Amount inclusive of all Duties &amp; Taxes and (in Rs, Figures &amp; Words)</b>
1	One time usage of the Games Management Software Suite for the 35 <sup>th</sup> National Game	

**The cost components are as follows.**

<b>Sl No</b>	<b>Description</b>	<b>Total Amount inclusive of all Duties &amp; Taxes for Option 1( in Rs, Figures &amp; Words)</b>
1	Application Development, Testing, Capacity Building and Project Management	
2	Games Web Portal	
3	IT Hardware Infrastructure	
4	Networking	
5	Call Center	
	<b>Total</b>	

Our 'Financial Proposal' shall be binding upon us up to the expiration of the validity period of the Proposal, i.e., [Date]. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely Prevention of Corruption Act, 1988.

We understand you are not bound to accept any proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and title of Signatory:

Address of the firm:

**i. Details of Cost Components (Option-1)**

**ii. Cost Components for Application and Portal Development, Testing , Capacity Building and Project Management**

<b>Sl. No:</b>	<b>Description</b>	<b>Amount (in Rs) A</b>	<b>Taxes ( As Applicable – in Rs) B</b>	<b>Total Amount (in Rs) (A+B)</b>
<b>I.</b>	<b>Application Development (Based on Functionalities mentioned in the Scope of Work)</b>			
1.	Accreditation System			
2.	Catering Control System			
3.	Transportation & Fleet Coordination System			
4.	Accommodation Control System			
5.	HR Allocation & Attendance Capturing System			
6.	Call Centre System			
7.	Games Result Management System			
8.	Integration with TSR systems for Athletics, Aquatics, Fencing, Rowing, Cycling, Canoeing & Kayaking			
<b>II.</b>	<b>Development, Testing Commissioning and Maintenance of Games Web Portal (Specify each component)</b>			
<b>III.</b>	<b>Testing</b>			
1.	Test Plan Preparation & Testing			
2.	Third Party Certification			
<b>IV.</b>	<b>Capacity Building</b>			
1.	Advanced Training on Application modules for 300 people (300* Unit Rate)			

Sl. No:	Description	Amount (in Rs) A	Taxes ( As Applicable – in Rs) B	Total Amount (in Rs) (A+B)
<b>V.</b>	<b>Overall Project Management Cost</b>			
1.	Project Management			
2.	Cost of Accreditation Stationery (Specify and Quantify each Component)			
3.	Other allied costs (Please Specify)			
	<b>Total</b>  (in figures)  (in Words)			

### iii. Cost Components for ICT Hardware Infrastructure

Note: Minimum specifications required for the items are attached as Annexure 9

SL No	Description	Total Quantity Required A	Cost Per Unit (in Rs) B	Total Cost of Equipment C=A*B	Taxes (As Applicable) D	Total Amount (in Rs) (C+D)
<b>Hardware</b>						
1	Category –I Laptops					
2	Category – II Laptops					
3	Mono-Chrome Laser Printer (Multi Function Printer)					
4	Color Laser Printer (Multi Function Printer)					
5	Accreditation Card Printer (Multi Function Printer)					
6	A3 Color Laser Printer					

SL No	Description	Total Quantity Required A	Cost Per Unit (in Rs) B	Total Cost of Equipment C=A*B	Taxes (As Applicable) D	Total Amount (in Rs) (C+D)
7	24 Port Switch					
8	Wi Fi Router/ Wireless Access Point					
9	Web cam for Accreditation					
10	Barcode Readers					
<b>Total</b>		<b>In Figures</b>				
		<b>In Words</b>				

Note:

1. All unit rates submitted by the applicant shall be inclusive of supply, installation, testing, commissioning, taxes, duties and all other activities required for making the component ready to use.
2. Taxes and duties at prevailing rates shall be entered into the relevant columns.
3. NGS reserves the right to increase/decrease the quantity and to add/remove certain items.
4. Indicative numbers are provided in the Total Quantity field, for cost comparison purpose. The final numbers shall be calculated based on the actual assessment by the successful bidder in consensus with NGS.

#### iv. Cost Component for Hosting the envisaged suite of Solutions (Games Management Software, Games Web Portal and Call Center Solution)

Sl No	Description	Lump Sum Amount (in Rs)
1	Hosting of the envisaged Solution (Specify each Hardware and Software Component envisaged)	
2	Taxes (As applicable)	
3	<b>Total</b> (in Figures & Words)	

#### v. Cost Component for Networking

##### a. LANs

Sl No	Description	Lump Sum Amount (in Rs)
1	LAN Cabling and other accessories for 29 Competition	

	Venues, 1 Ceremonies Venue and the Games Village. Seven of the Competition Venues (1 each in 7 Districts) shall be designated as the <b>District Control Rooms</b> and will house the <b>General Administration and Accreditation Centres</b> for each District, One Lot	
2	Commissioning of LANs, One Lot (Specify each component)	
3	Taxes (As applicable)	
4	<b>Total</b> (in Figures & Words)	

**b. Commissioning of Games' Dedicated WANs**

SL No	Description	Total Amount (in Rs)
1	Commissioning of Primary WAN till Last Mile	
2	Commissioning of Secondary WAN till Last Mile	
3	Configuration and Commissioning of Games' Intranet	
4	Provision of redundant Broadband Internet Connectivity at 30 Venues, Games Village and NGOC Head Quarters	
5	Taxes (As applicable)	
6	<b>Total</b> (in Figures & Words)	

**vi. Call Center**

SL No	Description	Total Amount (in Rs)
1	Call Center Hardware (Mention Each Components)	
2	Configuration, Testing and Installation of Call Center Solution at Trivandrum	
3	Managing Call Center Operations	
4	Taxes (As applicable)	
5	Total (in Figures & Words)	



**vii. Summary of Cost for the Solution**

<b>Total Cost for the Solution</b>	<b>In Figures</b>	
	<b>In words</b>	

**Cover 2 of Financial Bid, superscribed as “Option 2 - Usage of the Games Management Software Suite for 35<sup>th</sup> National Games and 36<sup>th</sup> National Games” shall contain the following details:**

**Option 2 - Usage of the Games Management Software Suite for 35<sup>th</sup> National Games and 36<sup>th</sup> National Games**

The Financial Quote shall include Part A and Part B.

**A. Covering Letter**

**(On bidders’ letter head, duly signed and stamped)**

**To:**

**Chief Commissioner & Principal Coordinator,**  
National Games Secretariat,  
Chandrashekharan Nair Stadium, Palayam,  
Thiruvananthapuram, Kerala, India

Dear Sir,

**Subject: Submission of Financial Proposal in reference to NGS RFP dated [Date], for the Selection of ICT Service Provider for the 35<sup>th</sup> National Games, Kerala.**

We, the undersigned, offer to provide the services for the above in accordance with your Request for Proposal dated [Date], and our Technical Proposal and hereby submit our Financial Proposal as below.

Our Financial Proposal, inclusive of all taxes and duties are

**Option 2**

<b>Sl No</b>	<b>Options</b>	<b>Total Amount inclusive of all Duties &amp; Taxes and (in Rs, Figures &amp; Words)</b>
1	Usage of the Games Management Software Suite for 35 <sup>th</sup> National Games and 36 <sup>th</sup> National Games	

**The cost components are as follows.**

<b>Sl No</b>	<b>Description</b>	<b>Total Amount inclusive of all Duties &amp; Taxes for Option 2 ( in Rs, Figures &amp; Words)</b>
1	Application Development, Testing, Capacity Building and Project Management	
2	Games Web Portal	
3	IT Hardware Infrastructure	
4	Networking	

5	Call Center	
	<b>Total</b>	

Our 'Financial Proposal' shall be binding upon us up to the expiration of the validity period of the Proposal, i.e., [Date]. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely Prevention of Corruption Act, 1988.

We understand you are not bound to accept any proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and title of Signatory:

Address of the firm:

**B. Details of Cost Components (Option -2 )****i. Cost Components for Application and Portal Development, Testing , Capacity Building and Project Management**

<b>Sl. No:</b>	<b>Description</b>	<b>Amount (in Rs) A</b>	<b>Taxes ( As Applicable) B</b>	<b>Total Amount (in Rs) (A+B)</b>
<b>VI.</b>	<b>Application Development (Based on Functionalities mentioned in the Scope of Work)</b>			
9.	Accreditation System			
10.	Catering Control System			
11.	Transportation & Fleet Coordination System			
12.	Accommodation Control System			
13.	HR Allocation & Attendance Capturing System			
14.	Call Centre System			
15.	Games Result Management System			
16.	Integration with TSR systems for Athletics, Aquatics, Fencing, Rowing, Cycling, Canoeing & Kayaking			
<b>VII.</b>	<b>Development, Testing Commissioning and Maintenance of Games Web Portal (Specify each component)</b>			
<b>VIII.</b>	<b>Testing</b>			
3.	Test Plan Preparation & Testing			
4.	Third Party Certification			
<b>IX.</b>	<b>Capacity Building</b>			
2.	Advanced Training on Application modules			

Sl. No:	Description	Amount (in Rs) A	Taxes ( As Applicable) B	Total Amount (in Rs) (A+B)
	for 300 people (300* Unit Rate)			
<b>X.</b>	<b>Overall Project Management Cost</b>			
4.	Project Management			
5.	Cost of Accreditation Stationery (Specify and Quantify each Component)			
6.	Other allied costs (Please Specify)			
	<b>Total</b>  (in figures)  (in Words)			

**ii. Cost Components for ICT Hardware Infrastructure**

*Note: Minimum specifications required for the items are attached as Annexure 9*

SL No	Description	Total Quantity Required A	Cost Per Unit (in Rs) B	Total Cost of Equipment C=A*B	Taxes (As Applicable) D	Total Amount (in Rs) (C+D)
<b>Hardware</b>						
1	Category –I Laptops					
2	Category – II Laptops					
3	Mono-Chrome Laser Printer (Multi Function Printer)					
4	Color Laser Printer (Multi Function Printer)					
5	Accreditation Card Printer (Multi Function Printer)					

6	A3 Color Laser Printer					
7	24 Port Switch					
8	Wi Fi Router/ Wireless Access Point					
9	Web cam for Accreditation					
10	Barcode Readers					
<b>Total</b>		<b>In Figures</b>				
		<b>In Words</b>				

Note:

5. All unit rates submitted by the applicant shall be inclusive of supply, installation, testing, commissioning, taxes, duties and all other activities required for making the component ready to use.
6. Taxes and duties at prevailing rates shall be entered into the relevant columns.
7. NGS reserves the right to increase/decrease the quantity and to add/remove certain items.
8. Indicative numbers are provided in the Total Quantity field, for cost comparison purpose. The final numbers shall be calculated based on the actual assessment by the successful bidder in consensus with NGS.

**iii. Cost Component for Hosting the envisaged suite of Solutions (Games Management Software, Games Web Portal and Call Center Solution)**

Sl No	Description	Lump Sum Amount (in Rs)
1	Hosting of the envisaged Solution (Specify each Hardware and Software Component envisaged)	
2	Taxes (As applicable)	
3	<b>Total</b> (in Figures & Words)	

**iv. Cost Component for Networking**

**c. LANs**

Sl No	Description	Lump Sum Amount (in Rs)
1	LAN Cabling and other accessories for 29 Competition Venues, 1 Ceremonies Venue and the Games Village. Seven of the Competition Venues (1 each in 7 Districts) shall be designated as the <b>District Control Rooms</b> and will house the <b>General Administration and Accreditation Centres</b> for each District, One Lot	

2	Commissioning of LANs, One Lot (Specify each component)	
3	Taxes (As applicable)	
4	<b>Total</b> (in Figures & Words)	

**d. Commissioning of Games' Dedicated WANs**

SL No	Description	Total Amount (in Rs)
1	Commissioning of Primary WAN till Last Mile	
2	Commissioning of Secondary WAN till Last Mile	
3	Configuration and Commissioning of Games' Intranet	
4	Provision of redundant Broadband Internet Connectivity at 30 Venues, Games Village and NGOC Head Quarters	
5	Taxes (As applicable)	
6	<b>Total</b> (in Figures & Words)	

**v. Call Center**

SL No	Description	Total Amount (in Rs)
1	Call Center Hardware (Mention Each Components)	
2	Configuration, Testing and Installation of Call Center Solution at Trivandrum	
3	Managing Call Center Operations	
4	Taxes (As applicable)	
5	Total (in Figures & Words)	

**vi. Summary of Cost for the Solution**

<b>Total Cost for the Solution</b>	<b>In Figures</b>	
	<b>In words</b>	



**Cover 3 of Financial Bid, superscribed as “Option 3 - Multiple Usage of the Games Management Software Suite for the 35<sup>th</sup> National Games and other future sporting events in Kerala” shall contain the following details:**

**Option 3 - Multiple Usage of the Games Management Software Suite for the 35<sup>th</sup> National Games and other future sporting events in Kerala.**

The Financial Quote shall include Part A and Part B.

**C. Covering Letter**

**(On bidders’ letter head, duly signed and stamped)**

**To:**

**Chief Commissioner & Principal Coordinator,**  
National Games Secretariat,  
Chandrashekharan Nair Stadium, Palayam,  
Thiruvananthapuram, Kerala, India

Dear Sir,

**Subject: Submission of Financial Proposal in reference to NGS RFP dated [Date], for the Selection of ICT Service Provider for the 35<sup>th</sup> National Games, Kerala.**

We, the undersigned, offer to provide the services for the above in accordance with your Request for Proposal dated [Date], and our Technical Proposal and hereby submit our Financial Proposal as below.

Our Financial Proposal, inclusive of all taxes and duties are

**Option 3**

<b>Sl No</b>	<b>Options</b>	<b>Total Amount inclusive of all Duties &amp; Taxes and (in Rs, Figures &amp; Words)</b>
1	Multiple Usage of the Games Management Software Suite for the 35 <sup>th</sup> National Games and other future sporting events in Kerala.	

**The cost components are as follows.**

<b>Sl No</b>	<b>Description</b>	<b>Total Amount inclusive of all Duties &amp; Taxes for Option 3( in Rs, Figures &amp; Words)</b>
1	Application Development, Testing, Capacity Building and Project Management	
2	Games Web Portal	
3	IT Hardware Infrastructure	
4	Networking	

5	Call Center	
	<b>Total</b>	

Our 'Financial Proposal' shall be binding upon us up to the expiration of the validity period of the Proposal, i.e., [Date]. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely Prevention of Corruption Act, 1988.

We understand you are not bound to accept any proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and title of Signatory:

Address of the firm:

**D. Details of Cost Components (Option – 3)**

**i. Cost Components for Application and Portal Development, Testing , Capacity Building and Project Management**

Sl. No:	Description	Amount (in Rs)	Taxes ( As Applicable)	Total Amount (in Rs)
		A	B	(A+B)
<b>XI.</b>	<b>Application Development (Based on Functionalities mentioned in the Scope of Work)</b>			
17.	Accreditation System			
18.	Catering Control System			
19.	Transportation & Fleet Coordination System			
20.	Accommodation Control System			
21.	HR Allocation & Attendance Capturing System			
22.	Call Centre System			
23.	Games Result Management System			
24.	Integration with TSR systems for Athletics, Aquatics, Fencing, Rowing, Cycling, Canoeing & Kayaking			
<b>XII.</b>	<b>Development, Testing Commissioning and Maintenance of Games Web Portal</b> (Specify each component)			
<b>XIII.</b>	<b>Testing</b>			
5.	Test Plan Preparation & Testing			
6.	Third Party Certification			
<b>XIV.</b>	<b>Capacity Building</b>			
3.	Advanced Training on Application modules			

Sl. No:	Description	Amount (in Rs) A	Taxes ( As Applicable) B	Total Amount (in Rs) (A+B)
	for 300 people (300* Unit Rate)			
<b>XV.</b>	<b>Overall Project Management Cost</b>			
7.	Project Management			
8.	Cost of Accreditation Stationery (Specify and Quantify each Component)			
9.	Other allied costs (Please Specify)			
	<b>Total</b>  (in figures)  (in Words)			

**ii. Cost Components for ICT Hardware Infrastructure**

*Note: Minimum specifications required for the items are attached as Annexure 9*

SL No	Description	Total Quantity Required A	Cost Per Unit (in Rs) B	Total Cost of Equipment C=A*B	Taxes (As Applicable) D	Total Amount (in Rs) (C+D)
<b>Hardware</b>						
1	Category –I Laptops					
2	Category – II Laptops					
3	Mono-Chrome Laser Printer (Multi Function Printer)					
4	Color Laser Printer (Multi Function Printer)					
5	Accreditation Card Printer (Multi Function Printer)					

6	A3 Color Laser Printer					
7	24 Port Switch					
8	Wi Fi Router/ Wireless Access Point					
9	Web cam for Accreditation					
10	Barcode Readers					
<b>Total</b>		<b>In Figures</b>				
		<b>In Words</b>				

Note:

9. All unit rates submitted by the applicant shall be inclusive of supply, installation, testing, commissioning, taxes, duties and all other activities required for making the component ready to use.
10. Taxes and duties at prevailing rates shall be entered into the relevant columns.
11. NGS reserves the right to increase/decrease the quantity and to add/remove certain items.
12. Indicative numbers are provided in the Total Quantity field, for cost comparison purpose. The final numbers shall be calculated based on the actual assessment by the successful bidder in consensus with NGS.

**iii. Cost Component for Hosting the envisaged suite of Solutions (Games Management Software, Games Web Portal and Call Center Solution)**

Sl No	Description	Lump Sum Amount (in Rs)
1	Hosting of the envisaged Solution (Specify each Hardware and Software Component envisaged)	
2	Taxes (As applicable)	
3	<b>Total</b> (in Figures & Words)	

**iv. Cost Component for Networking**

**e. LANs**

Sl No	Description	Lump Sum Amount (in Rs)
1	LAN Cabling and other accessories for 29 Competition Venues, 1 Ceremonies Venue and the Games Village. Seven of the Competition Venues (1 each in 7 Districts) shall be designated as the <b>District Control Rooms</b> and will house the <b>General Administration and Accreditation Centres</b> for each District, One Lot	

2	Commissioning of LANs, One Lot (Specify each component)	
3	Taxes (As applicable)	
4	<b>Total</b> (in Figures & Words)	

**f. Commissioning of Games' Dedicated WANs**

SL No	Description	Total Amount (in Rs)
1	Commissioning of Primary WAN till Last Mile	
2	Commissioning of Secondary WAN till Last Mile	
3	Configuration and Commissioning of Games' Intranet	
4	Provision of redundant Broadband Internet Connectivity at 30 Venues, Games Village and NGOC Head Quarters	
5	Taxes (As applicable)	
6	<b>Total</b> (in Figures & Words)	

**v. Call Center**

SL No	Description	Total Amount (in Rs)
1	Call Center Hardware (Mention Each Components)	
2	Configuration, Testing and Installation of Call Center Solution at Trivandrum	
3	Managing Call Center Operations	
4	Taxes (As applicable)	
5	Total (in Figures & Words)	

**vi. Summary of Cost for the Solution**

<b>Total Cost for the Solution</b>	<b>In Figures</b>	
	<b>In words</b>	

**34. 'Annexure 6' of the RFP stands modified to:**

***Annexure 6: PBG***

**FOR PERFORMANCE GUARANTEE**

Ref. No.

Bank Guarantee No

Dated

To,

Chief Executive Officer  
National Games Secretariat  
Chandrasekharan Nair Stadium, Palayam,  
Thiruvananthapuram-695033, Kerala, India

- Against contract vide Advance Acceptance of the Tender covering "Tender for ..... " (hereinafter called the said 'contract') entered into between the National Games Secretariat, Government of Kerala, (hereinafter called the Purchaser) and \_\_\_\_\_ (hereinafter called the Bidder) this is to certify that at the request of the Bidder we \_\_\_\_\_ Bank Ltd., are holding in trust in favour of the Purchaser, the amount of \_\_\_\_\_ (write the sum here in words) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.
- We \_\_\_\_\_ Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Bidder i.e. till \_\_\_\_\_ hereinafter called the said date and that if any claim accrues or arises against us \_\_\_\_\_ Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us \_\_\_\_\_ Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us \_\_\_\_\_ Bank Ltd, by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.
- It is fully understood that this guarantee is effective from the date of the said contract and that we \_\_\_\_\_ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.
- We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.
- The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.
- We \_\_\_\_\_ Bank Ltd, further agree that the Purchaser shall have

the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, \_\_\_\_\_ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.
8. Notwithstanding anything contained herein above our liability under this bank guarantee shall not exceed Rs \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).
9. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before ----- before 14.30 hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

WITNESS NO. 1

-----

(Signature)

Full name and official  
Address (in legible letters)

WITNESS NO. 2

-----

(Signature)

Full name and official  
Address (in legible letters)

Authorised Bank Representative

-----

(Signature)

Full name, designation and  
address (in legible letters)  
With Bank stamp

Attorney as per power of

Attorney No.....

Dated.....



### 35. 'Annexure 9' of the RFP stands modified to:

The successful bidder is responsible to supply, install and commission the following IT infrastructure components in 29 Competition Venues, 1 Ceremonies Venue and the Games Village, covered in greater detail in Section 5. Seven of the Competition Venues (1 in each of the 7 Districts) shall be designated as the **District Control Rooms** and will house the **General Administration and Accreditation Centres** for each District.

The quantities mentioned in this section are all indicative based on initial assessment. The final numbers will be calculated based on the actual assessment by the successful bidder in consensus with NGS and other Stake holders of the project. NGS reserves the right to vary the quantity of Hardware by +/- 25% and to add/remove certain items.

The redundant **Wide Area Networks (WANs)** are to be suitably configured to ensure sufficient bandwidth in all these Venues/Locations for the smooth functioning of the ICT Solution, in compliance with the SLA requirements laid down in this RFP.

The successful Bidder will have to install and configure a suitable **Local Area Network (LAN)** in each of these Venues/Locations, sufficient to link the identified Hardware Components to the ICT Solution. Typically, to the extent possible the various hardware components in each Venue/Location shall be located within the Main Pavilions or Temporary Overlays laid around the Field of Play. The bidders will have to make a reasonable assessment of the likely length of LAN cabling in a typical Venue, which includes Large Outdoor Stadiums and Compact Indoor Stadiums. For LAN, Structured Cabling complying with EITA Standards with all accessories should be provided (including Network Racks, Patch Panels, Information outlets, Factory crimped Patch Cords, etc)

Of the 29 Competition Venues, 5 Venues (Triathlon and Beach Handball in Thiruvananthapuram, Alappuzha Venue, Munambam Beach at Ernakulam and Kozhikode Beach) are Open Air Venues having no permanent infrastructure. In these 5 venues and the 7 District Control Rooms Wireless Access Points are to be provided.

#### Infrastructure Requirements at Venues and other Locations

No	Location/Venue	Category- I Laptops	Category- II Laptops	Mono-chrome Laser Printer - MFP	Color Laser Printer - MFP	Plastic Card Printer	A3 Color Laser Printer	24 Port Switch	Wireless Access Point	Digi Cam for Accreditation	Barcode Reader
<b>"Set 1 - Hardware components for Administrative Purpose" (Category 1 Laptops)</b>											
<b>Thiruvananthapuram</b>											
1	NGS HQ, CSN Stadium, Palayam (HQ & District Control Room)	32		2	1	1	1	2	1		
2	Games Village - TVPM	25		2	1	1		2	1	5	10
3	IOA / GTCC Office - CSN/Games Village	10		1	1			1	1		
<b>"Set 2 - Hardware components for Functional Purpose"</b>											
<b>Thiruvananthapuram</b>											
4	Karyavattom Greenfield Stadium		2	1				1			5

No	Location/Venue	Category- I Laptops	Category- II Laptops	Mono-chrome Laser Printer - MFP	Color Laser Printer - MFP	Plastic Card Printer	A3 Color Laser Printer	24 Port Switch	Wireless Access Point	Digi Cam for Accreditation	Barcode Reader
5	University Stadium		15	1	1			1			10
6	Pirappancode Swimming Pool		14	1				1			8
7	Chandrasekharan Nair Stadium		12	1				1			10
8	Jimmy George Indoor Stadium		11	1				1			5
9	Agriculture College Indoor Stadium, Vellayani		10	1				1			4
10	New Tennis Complex		8	1				1			5
11	IRC Shangumugham		9	1				1			4
12	Shangumugham Beach		4	1				1	1		3
13	Shooting Range, Vattiyoorkavu		14	1				1			8
14	Shooting Range, Mukkunnimala		8	1				1			4
15	Sreepadam Stadium, Attingal		4	1				1			4
16	LNCPE, Kariyavattom		8	1				1			6
17	Kovalam Bypass		9	1				1	1		4
<b>Kollam</b>											
18	New Hockey Stadium		6	1				1			4
19	Lal Bahadur Shastri Corporation Stadium(District Control Room)		11	1	1			1	1	2	4
<b>Alappuzha</b>											
20	Punnamada Lake (District Control Room)		17	1	1			1	1	2	6
<b>Ernakulam</b>											
21	Rajiv Gandhi Indoor Stadium		10	1				1			6
22	Jawahar Lal Nehru Stadium (District Control Room)		16	1	1	1		1	1	3	6
23	CIAL Golf Course		7	1				1			4
24	Munambum		8	1				1	1		4

No	Location/Venue	Category- I Laptops	Category- II Laptops	Mono-chrome Laser Printer - MFP	Color Laser Printer - MFP	Plastic Card Printer	A3 Color Laser Printer	24 Port Switch	Wireless Access Point	Digi Cam for Accreditation	Barcode Reader
5	CIAL Trade Fare Centre		9	1				1			6
<b>Thrissur</b>											
1	Corporation Stadium (District Control Room)		13	1	1			1	1	2	5
2	VKN Menon Indoor Stadium		7	1				1			4
3	Thriprayar Indoor Stadium		7	1				1			4
<b>Kozhikode</b>											
1	V.K.K Menon Indoor Stadium		6	1				1			4
2	Medical College Ground		5	1				1			4
3	Corporation Stadium (District Control Room)		14	1	1	1		1	1	2	4
4	Kozhikode Beach		6	1				1	1		4
<b>Kannur</b>											
1	New Indoor Stadium, Kannur (District Control Room)		13	1	1	1		1	1	1	6
<b>Grand Total</b>		<b>67</b>	<b>283</b>	<b>35</b>	<b>10</b>	<b>5</b>	<b>1</b>	<b>35</b>	<b>13</b>	<b>17</b>	<b>165</b>

### Indicative Technical Specifications

The minimum specifications for the basic hardware components are mentioned below. The successful bidder is required to design and supply components with equivalent or better specification, which is best recommended for implementing the proposed Games Management solution based on actual requirements.

#### 1. Category I Laptop (Set 1 for Administrative Purpose)

<b>Laptop</b>	
Processor	Intel Pentium i5 ( Speed - 2.5 GHz or Higher and 3 MB Cache or higher) or equivalent AMD processor
Memory	4 GB DDR3 SDRAM
Video/Display Card	Integrated – on-board Graphic Controller
Audio	Integrated audio controller with inbuilt speakers
Hard Disk	500 GB SATA HDD
Display	14 inch (35.6 cm) TFT colour display

Wireless Connection	Integrated internal antenna, Standards- 802.11g, 802.11b, 802.11a, Microsoft Windows 2000/XP/2003, Red Hat Linux/Ubuntu Supportive.
CD/DVD Drive	16X DVD R/W, compatible with Microsoft Windows 2000/XP/Vista/7 and Red Hat Linux/Ubuntu
Key Board	Key Board 84/85 keys pad and integrated Touch Pad
Web cam	Built-in Web Cam
Mouse	USB 2-Button Optical Mouse with Scroll
Integrated I/O Interfaces	2 USB 2.0 Port, 1 or 2 USB 3.0 Port, 1 RJ45 Jack for Ethernet, VGA and HDMI Ports, Headphone/microphone combo jack , 2 in 1 Card Reader and other standard features
Power & Battery	230 v, 50 Hz AC supply & Rechargeable Li-ION Battery Pack with minimum 4 hrs backup.
Network Card	Network Adapter On-Board 10/100/1000 base-T Ethernet card (Microsoft Windows 2000/XP/Vista/7, 2003, Red Hat Linux/Ubuntu Supportive)
Warranty	1 year
Operating System	Open Source
Productivity Tools	Open Source Office Suite
Anti Virus	Preloaded Licensed version with 2 year validity
Standard accessories	Power cable with two/ three pin socket and plug, Interface cable, Power adopter and charger, User manual, Polyester fabric soft back pack Carrying Bag
General	Only OEMs are allowed. Assembled laptops are not allowed. Must be Energy Star qualified. All necessary plug-ins/ Utilities and driver software shall be installed.

## 2. Category II Laptop

<b>Laptop</b>	
Processor	Intel Pentium Dual Core ( Speed - 2.10 GHz or Higher and 2 MB Cache or higher) or equivalent AMD processor
Memory	2 GB DDR3 RAM
Video/Display Card	Integrated – on-board Graphic Controller
Audio	Integrated audio controller with inbuilt speakers
Hard Disk	320 GB SATA HDD
Display	14 inch (35.6 cm) TFT colour display
Wireless Connection	Integrated internal antenna, Standards- 802.11g, 802.11b, 802.11a, Microsoft Windows 2000/XP/2003, Red Hat Linux/Ubuntu Supportive.
CD/DVD Drive	CD+/-RW and 8X DVD R, compatible with Microsoft Windows 2000/XP/Vista/7 and Red Hat Linux/Ubuntu
Key Board	Key Board 84/85 keys pad and integrated Touch Pad
Web cam	Built-in Web Cam
Mouse	USB 2-Button Optical Mouse with Scroll
Integrated I/O Interfaces	2 USB 2.0 Port, 1 RJ45 Jack for Ethernet, GA and HDMI Ports, Headphone/microphone combo jack , 2 in 1 Card Reader and other standard features
Power & Battery	230 v, 50 Hz AC supply & Rechargeable Li-ION Battery Pack with minimum 3 hrs backup.
Network Card	Network Adapter On-Board 10/100/1000 base-T Ethernet card (Microsoft Windows 2000/XP/Vista/7, 2003, Red Hat Linux/Ubuntu Supportive)
Warranty	1 year
Operating System	Open Source
Productivity Tools	Open Source Office Suite
Anti Virus	Preloaded Licensed version with 2 year validity
Standard accessories	Power cable with two/ three pin socket and plug, Interface cable, Power adopter and charger, User manual, Polyester fabric Soft back pack Carrying Bag
General	Only OEMs are allowed. Assembled laptops are not allowed. Must be Energy Star qualified.

	All necessary plug-ins/ Utilities and driver software shall be installed.
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### 3. Mono-Chrome Laser Printer (Multi Function Printer)

<b>Mono-Chrome Laser Printer - MFP</b>	
Processor	Min 200 MHz
Display	Numeric LED
Print speed (Black)	Upto 14 ppm A4 &letter
Print Resolution	600 x 600 dpi
Print Memory	32 MB
Printing Features	Manual duplex printing, Economic mode for toner savings
Copy Speed	Up to 22 cpm/A4
Copy Resolution	Up to 300 x 300dpi
Copy reduce / enlarge settings	30 to 400%
Max Copies	99
Scanner Type	Flat Bed, ADF
Scan Resolution	Up to 600*600 dpi (optical) (mono and color)
Scan To	General scanning: Multi-page scanning, Duplex scanning, Color scanning, Scan to USB memory in PDF, JPEG, BMP, PNG and TIFF formats, Scan directly to e-mail etc
Paper Feeding	250 Sheets cassette
Paper Output	100 Sheet output bin
Paper Size	A4, A5,letter, legal, postcards, envelopes
Interfaces	High Speed USB 2.0 port
Operating System Compatibility	Windows, Linux
Bundled Software	Drivers and other applications for Printing, Scanning and Copying
General	Energy Star Compliant

### 4. Color Laser Printer (Multi Function Printer)

<b>Color Laser Printer - MFP</b>	
Processor	Min 300 MHz
Display	Touch Panel, LCD Screen
Print speed (Black)	Upto 21 ppm A4 &letter
Print speed (Color)	Upto 15 ppm A4 &letter
Print Resolution	600 x 1200 dpi
Print Memory	32 MB
Printing Features	Automatic duplex printing, Economic mode for toner savings
Duty Cycle (Monthly, A4)	Upto 12,000-15,000 pages
Copy Speed	Up to 22 cpm/A4 (Mono & Color)
Copy Resolution	Up to 300 x 300dpi (color & black, text & graphics)
Copy reduce / enlarge settings	25 to 400%
Max Copies	99
Scanner Type	Flat Bed, ADF
Scan Resolution	Up to 1200*1200 dpi (optical) (mono and color)
Scan To	General scanning: Multi-page scanning, Duplex scanning, Color scanning, Scan to USB memory in PDF, JPEG, BMP, PNG and TIFF formats, Scan directly to e-mail, Scan to application etc

Paper Feeding (standard)	250 Sheets cassette 100 Sheet Multi Purpose Tray
Paper Output	200 Sheet output bin
Paper Size	A4, B5, A5, letter, legal, Executive, Envelopes (Standard & Multi-Purpose Tray)
Interfaces	High Speed USB 2.0 port, Wireless Wi-Fi (802.11 b/g/n) and or Wired Ethernet (10/100 Mbps)
Operating System Compatibility	Windows, Linux
Bundled Software	Drivers and other applications for Printing, Scanning and Copying
General	Energy Star Compliant

### 5. Plastic Card Printer (Multi Function Printer)

<b>Plastic Card Printer - MFP</b>	
Print Technology	Direct-to-card Dye Sublimation
Print speed	Full color printing up to 150-180 cards per hour Monochrome: up to 1000 cards/hour
Print Resolution	300 dpi
Print Memory	32 MB
Print Capability	One-sided, edge-to-edge printing; manual two-sided printing, Full-color and monochrome printing capability; Alphanumeric text, logos and digitized signatures & 1D/2D bar code images; Enhanced color management system for top quality pictures; Should have Manual Card feeding option; User-adjustable controls for managing image and colour
Display	LCD
Input Feeding	100 cards
Output	25-50 Cards
Card Type	All PVC, Composite PVC cards, PET etc
Interfaces	USB and Wired Ethernet/ Wi-Fi
Operating System Compatibility	Windows XP/7/Vista and Linux/Unix
General	Printer driver CD, Quick Install Guide and warranty, USB cable, Power supply Power cord

### 6. A3 Color Laser Printer

<b>A3 Color Laser Printer</b>	
Processor	Min 200 MHz
Display	LCD Screen, job control buttons & keypads
Memory	128 MB / 512 MB RAM
Max Paper Size	A3
Print Resolution	1200 x 1200 dpi
Print Speed	10 ppm (Color & Mono)
Printing Features	Manual duplex printing,
Paper Feeding	250 Sheets cassette 100 Sheets Multi Purpose Tray
Paper Output	250 Sheet output bin
Paper Size	A3, B4, A4, B5, A5, Ledger, Legal, Letter, Executive etc
Interfaces	High Speed USB 2.0 port, Wireless Wi-Fi (802.11 b/g/n) and or Wired Ethernet (10/100 Mbps)
Operating System Compatibility	Windows, Linux
Bundled Software	Drivers and other applications for Printing, Scanning and Copying

## 7. 24 Port L2 Switch

<b>24 Port L2 Switch</b>	
Architecture	Fully Managed Layer 2 Switch Multi Layer Support Should support 24 number of auto sensing 10/100/1000T ports 4 Shared SFP slots to load 1000T / 1000SX/ 1000LX/1000LHX/1000ZX ports Maximum of 4 # 100FX ports without using External media converter All 24 Gigabit ports should operate simultaneously at any point of time
Switching Capacity	Min 90 Gbps for Non blocking performance
Switching Throughput	Min 70 Mpps for Non blocking performance
VLANs	Should support port based and private VLANs
Security	IEEE 802.1x support and MAC-based authentication RADIUS support Support port isolation Secure Shell (SSH) Protocol Hardware-based wire-speed access control lists Should support Access Control Lists with IPv4/IPv6 port and VLAN-based ACLs
Quality of Service	Should support IEEE 802.1p QOS, IEEE 802.1P priority Queuing, Should support 8 priority queues, Diffserv, SP, WRR, SWRR, hybrid queuing with SP+WRR, IPv6 DSCP
Compliance	Dual Protocol Stack(IPv4/IPv6), Supports connectivity for both Protocols. IPv6 Unicast Address Types, IPv6 Multicast Address Types
Warranty	Minimum 2 Years Hardware Warranty & Software support

## 8. Wireless Access point

<b>Wireless Access Point</b>	
<b>General Features</b>	
Wi-Fi standard - 802.11 support a/b/g/n	
Should support MIMO with Up to 450 Mb/s per radio	
Advanced radio resource management with Automatic radio power adjustments, Automatic radio channel, Intelligent client load balancing, Airtime fairness	
Wi-Fi Bands should be 2.412 - 2.472 GHz, 5.180 - 5.825 GHz	
Radios with Dual (a/n + b/g/n).	
Ports with 1 RJ-45 autosensing 10/100/1000 port; Duplex: 10BASE-T/100BASE-TX: half or full; 1000BASE-T: full only, 1 RJ-45 serial console port	
Radio operation modes with Client access, Local mesh and Packet capture	
Wi-Fi Clear Connect	
Spectrum Analysis with Power/frequency spectrum analysis, Signal detection/classification, Evaluation of channel quality	
Automated work flows with Initial controller settings, Wireless network for employees and guests	
Should have Medical standards meeting the European EN60601-1-2 standard for healthcare	
Virtual Service Communities (VSCs) which includes up to 16 SSIDs, each with unique MAC address and configurable SSID broadcasts	
AP client access control functions with, IEEE 802.1X authentication using EAP-SIM, EAP-FAST, EAP-TLS, EAP-TTLS, and PEAP, MAC address authentication using local or RADIUS access lists	

<b>Wireless Access Point</b>	
RADIUS AAA using EAP-MD5, PAP, CHAP, and MS-CHAPv2, RADIUS Client (RFC 2865 and 2866) with location-aware support and Layer 2 wireless client isolation	
AP operation modes with Autonomous and controlled	
Memory and processor with Dual core @ 800 MHz, 128 MB flash, 256 MB SDRAM	
Maximum power rating = 12.9 W	
Antenna = (3) 4 dBi 2.4GHz and (3) 7 dBi 5 GHz with 6 internal antennas	
Emissions = EN 55022 Class B; EN 301 489-1; EN 301 489-17; ICES-003 Class B; FCC Part 15, Class B	
Medical = EN60601-1-2	
RF Exposure = FCC Bulletin OET-65C; RSS-102; CFR 47, Part 2, Subpart J; ANSI/IEEE C95.1 (99); Ministry of Health Safety Code 6; Australian Radiation Protection Std.	
<b>Security</b>	
Automated AP and client classification with Comprehensive detection capabilities, Flexible event reporting, Location tracking capabilities, Flexible deployment models	
IEEE 802.1X support and Comprehensive WLAN security	
Choice of IEEE 802.11i, WPA2, or WPA	
TKIP/WEP encryption	
Local wireless bridge client traffic filtering	
24 x 7 detection, classification, and prevention capabilities	
<b>Access Point Management &amp; Other Features</b>	
Shall support both centrally controlled and autonomous modes (software selectable)	
Shall support L2 and L3 controller discovery	
Shall support auto-selection of RF channel and transmit power	
Shall support plug and play installation, Secure Remote Management, IEEE 802.11h functions and Band steering	
Shall support per-client event log records association, authentication and DHCP activities for easy diagnosis	
Shall support PCAP packet capture on WLAN or LAN interface	
Shall support SNMPv3 and web-based secured management interfaces (SSL)	
Operating temperature - 0°C to 50°C	
Operating relative humidity- 5% to 95%, non-condensing	
<b>Warranty and Support</b>	
1 year warranty	

## 9. Digital Camera for Accreditation

<b>Digital Camera</b>	
Effective pixels	12 Mega Pixels or higher
Digital Zoom	8x or higher
Optical Zoom	4x Auto Focus
Flash	Built-in-Flash
Flash Modes	Auto, Flash On, Flash Off
Storage	Memory Card - Minimum 2 GB
Interface	USB 2.0 port
Battery	Lithium-Ion Battery & Charger



## Section II: Response to Queries

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
2	2.3	Performance Security is mentioned as 5% (Ten Percent) of the value of contract	Pls clarify whether it is 5% or 10%	Refer clause 2.30 in the Corrigendum -1 to RFP
6	6.2	Games Management Software	Since Games Management Software is offered for one time use (or multi time), please exempt from sharing the high level & low level SW design documents, Architecture Documents	Refer Clause 6.2 and 6.4(iii) in the Corrigendum 1 to the RFP.
6	6.4 (ii) b	Project Deliverables Supply, Configuration and Commissioning of Servers in State Data Centre	In section 2.44 (ii) it is mentioned that supply of co-hosting of servers at SDC is the responsibility of the authority. Where as in 6.4 (ii) b talks contradicts this. Please clarify.	Refer clauses 6.2, 6.3 (v) and 6.5.4.1 in the Corrigendum 1 to the RFP.
6	6.5.1	Games Management Software	Some Select functions of modules are useally offered as node locked (will be installed on selected client machines) and are not browser based (eg. accreditation control/configuration, Timing interface etc.) as will be accessing the Database in the WAN. Hope this is agreeable.	RFP Condition remains unchanged
6	6.5.1.1.1	Accreditation	Can we assume that the supply of hardware equipment (high speed color printers, laminators, cutters, scanners etc) required for Accreditation is not in scope of this tender and the Authority will arrange for the same based on recommondations by the successful bidder.	Refer clause 2.44(iii) and 6.5.4.1 as wellas Annexures 4 B(ii) and 9 in the Corrigendum 1 to the RFP.
6	6.5.1.1.1	Accreditation	Pls clarify how many accreditation centres that are required district wise with locations interms batch or spot.	Refer Clause 6.5.1.1 in the Corrigendum 1 to the RFP.
6	6.5.1.1.1	Accreditation	Can we assume that Batch Accreditation starts 3 months prior the start of games and spot accreditation starts one week prior to the start of games.	Yes

<b>Section No</b>	<b>Clause No</b>	<b>Reference / Subject</b>	<b>Clarification Sought</b>	<b>Response by NGS</b>
6	6.5.1.1.1	Accreditation	Can we assume that Accreditation stationary (Preprinted Sheets, Lanyards, Pouches, Holograms etc) is provided by NGS/Authority.	Refer clause 6.3(xix) in the Corrigendum 1 to the RFP.
6	6.5.1.1.1	Accreditation	Can we assume that Volunteers will be provided for Data entry and supervision of their activities for Accreditation while the successful bidder provides technical support and control of the application.	Refer clause 2.44(ii) in the Corrigendum 1 to the RFP.
6	6.5.1.1.1	Accreditation	Can we assume that the web accreditation should start 4 to 5 months prior to start of games?	3 months prior to Games
6	6.5.1.1.2	Access Control	Can we assume that barcode readers will be provided by NGS where required.	Refer clauses 6.5.4.1, Annexure 4 B(ii) and Annexure 9 in the Corrigendum 1 to the RFP.
6	6.5.1.1.3	Pass Issue	Pls clarify how many "pass Issue" centres that are required district wise with locations. Can we assume that these are co-located with accreditation centres where applicable.	Refer clauses 6.5.1.1 in the Corrigendum 1 to the RFP.
6	6.5.1.1.3	Pass Issue	Can we assume necessary hardware (Color / BW printer, Laminator, Cutter etc.) and stationery like Preprinted Sheets, Lanyards, Pouches, Holograms etc are provided by the NGS.	Refer Clarifications to previous Questions.
6	6.5.1.1.3	Pass Issue	Can we assume that Volunteers will be provided for Data entry and supervision of their activities for Pass Data capture, Printing while the successful bidder provides technical support and control of the application.	Refer clause 2.44 (ii) in the Corrigendum 1 to the RFP
6	6.5.1.2	Arrival & Departures	Can we assume that Volunteers will be provided for Data entry and supervision of their activities, Reporting etc. while the successful bidder provides technical support and control of the application.	Refer clause 2.44 (ii) in the Corrigendum 1 to the RFP

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
6	6.5.1.3	Accommodation	Can we assume that Volunteers will be provided for Data entry and supervision of their activities, Reporting etc. while the successful bidder provides technical support and control of the application.	Refer clause 2.44 (ii) in the Corrigendum 1 to the RFP
6	6.5.1.4	Catering	Can we assume that Volunteers will be provided for Data entry and supervision of their activities, Reporting etc. while the successful bidder provides technical support and control of the application.	Refer clause 2.44 (ii) in the Corrigendum 1 to the RFP
6	6.5.1.4	Catering	Can we assume that Volunteers will be provided for Data entry and supervision of their activities, Reporting etc. while the successful bidder provides technical support and control of the application.	Refer clause 2.44 (ii) in the Corrigendum 1 to the RFP
6	6.5.1.5	Transportation & Fleet Management	Can we assume that Volunteers will be provided for Data entry and supervision of their activities, Monitoring vehicles & Reporting etc. while the successful bidder provides technical support and control of the application.	Refer clause 2.44 (ii) in the Corrigendum 1 to the RFP
6	6.5.1.5	Transportation & Fleet Management	Can we assume that all Vehicles mobilised for the games and are to be monitored with the system, are equipped with GPS based tracking systems and have the ability to communicate over GPRS to the transportation module in the defined protocol (provided by the successful bidder)	Refer clause 6.5.1.5 in the Corrigendum 1 to the RFP
6	6.5.1.5	Transportation & Fleet Management	How many number of vehicles are to be tracked concurrently. This has bearing on the sizing of the required communication server.	Refer clause 6.5.1.5 in the Corrigendum 1 to the RFP
6	6.5.1.5	Transportation & Fleet Management	Does the openly available GIS map (google / Yahoo) does require any further customisation and additional data points? If so please quantify.	Yes, Openly available maps can be used with no customization.

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
6	6.5.1.6	Human Resource Management	Can we assume that Volunteers will be provided for Data entry and supervision of their activities, Reporting etc. while the successful bidder provides technical support and control of the application.	Refer clause 2.44(ii) in the Corrigendum 1 to RFP.
6	6.5.1.7	Games Result Management	Can we assume that volunteers will be provided for venue results capture?	Refer clause 2.44(ii) in the Corrigendum 1 to RFP.
6	6.5.1.7	Games Result Management	Can we assume that redundant / backup Internet connectivity (Broadband) will be provided at each venue by the NGS?	Refer clauses 6.3 (xi) and 6.5.5 in the Corrigendum 1 to RFP.
6	6.5.2	Call Centre	Can we assume the entire call centre infrastructure is provided by NGS along with required telephone lines.	Refer Clauses 6.2 and 6.5.2 in the Corrigendum 1 to the RFP
2	2.34 (i)	Sub Contracts	There may be some non-core activities like Cabling etc. (excluding design, customisation, Development, Project Management) which might have to be subcontracted. Request NGS to consider this.	Refer clause 2.34 in the Corrigendum 1 to the RFP
6	6.5.3	The Portal provides virtual media rooms from where media can pull live updates, audio, video	We assume NGS will provide edited multimedia content like Audio, Video, Text and Photographs of Sports, Events and Cultural programs to place on web portal.	Refer clauses 2.44(i) and 6.3(vii) in the Corrigendum 1 to RFP.
6	6.5.3	Virtual Walkthroughs of Stadiums	We assume NGS will provide High resolution photographs for preparing walkthroughs - Pls clarify.	Refer clauses 2.44 (i) and 6.3 (vii) in the Corrigendum 1 to RFP.
6	6.5.3	Online Advertisement	Can we assume that this will be a controlled activity and will be carried out by Authorised person(s) from NGS.	Yes
6	6.5.4.1	Hardware components	Can you provide the breakup of laptops & desktops required out of 438 mentioned in the RFP.	Refer Annexure 4. B (ii) and Annexure 9 in the Corrigendum 1 to RFP.

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
6	6.2	Configure Routers provided at Venues and Interface Venue LANs with Primary and Secondary WANS provided by the Authority. Page.no.56	<p>1. What interface on router will be used by Service Provider for providing Bandwidth at each venue (ethernet/V.35)?</p> <p>2. There is only one router mentioned in BOM for each venue, but there are primary and secondary WAN links. We assume the same router is used for terminating both the links and accordingly we need to provide 2 ports ( either Ethernet or V.35) on each Router. For example , for a 4 Mbps link, we need to provide 2 No. of V.35 Ports and if it is on Ethernet only one 10/100 Port is sufficient. So, we need more clarity interms of bandwidth required at each location and the type of port used at each location.</p> <p>3. There is no mention about the Router at SDC for aggregating all the WAN links. We assume this will be provided by SDC / Authority please clarify.</p>	Refer clauses 6.3 (ix), (x), (xi), and (xii), 6.4 (ii) (c) and 6.5.5 in the Corrigendum 1 to RFP
Annexure 4	B. Details of Cost Components ii. Cost Components for IT Hardware Infrastructure	Sl.no. 9. Wi Fi Router/ Wireless Access Point Qty-9	The number of WiFi Router / Wireless access points required are mentioned as 13 Nos . in Annexure 9 and 9 Nos in Annexure 4 . Please clarify which one to be considered.	Refer Annexure 4. B (ii) and Annexure 9 in the Corrigendum 1 to RFP
Annexure 4	B (ii)	-	Routers are not included in the Details while they are present in Annexure 9 and required for the solution. Please clarify.	Refer Annexure 9 in the Corrigendum 1 to the RFP
2.44	v.	v. Making Firewall, Intrusion Detection and Prevention System, Anti-Virus System, Proxy level Security etc available at SDC.	Can we assume that SDC staff will do the configuration of Firewall, Intrusion Detection and Prevention System, Anti-Virus System, Proxy level Security, Please clarify	Refer Clauses 6.3 (v) and (xx), 6.5.4.1 and 6.6 (iv), (vii), (viii), (ix) and (x) in the Corrigendum to the RFP.

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Annexure 9, Page no 99	3 - 24 Port L2 Switch	4 Shared SFP slots to load 1000T / 1000SX / 1000LX / 1000LHX / 1000ZX ports Maximum of 4 # 100FX ports without using External media converter	ZX is relevant for very long distance connectivity. (of the order of 10s of Kms). Request to change the spec to " 4 Shared SFP slots to load 1000T / 1000SX / 1000LX support" For 24 Port and 48 Port Switches as this completely meets the requirement.	Refer Annexure 9 in the Corrigendum 1 to the RFP
Annexure 9, Page no 99	3 - 24 Port L2 Switch	Min 60 Gbps for Non-blocking performance	For non-blocking performance 52 Gbps is sufficient for a 24 Port Switch. Hence request to change the performance as " 52 Gbps or more" instead of 60 Gbps.	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Annexure 9 / 24 Port L2 Switch / 48 Port switch / Router & WIFI devices	No OEM Certifications and benchmarks is asked for Networking products. This will result in inferior products coming in which will affect performance	We request you to include the clause, "The Networking OEM should be Leaders in the Latest Gartner Report" This will ensure the quality of the networking products quoted.	Bidders are expected to quote for networking complying with EITA Standards with OEM manufactured accessories.
4.1	iv	Intellectual property and other proprietary rights including but not limited to copyrights, patents and trademarks of all such materials lies with the Authority and the Agency cannot exercise any rights on them.	As per 4.10 (ii), the Application is sought for one time use. Hence IPR can not be transferebale to Authority. Request you to drop 4.10 (iii & iv) entirely.	Refer clause 4.10 in the Corrigendum 1 to the RFP.
7.3	(2) SLA for Games Web Portal	Average Response Time for all Web Pages	Pages with Heavy images will take more time depending on the size. Hence SLA of the Portal should be measured during acceptance in LAN environment on pages with avg. Content size.. Request you to confirm this.	RFP Condition remains unchanged
7.3	(2) SLA for Games Web Portal	Average Response Time for all Web Pages	Response time on internet will depend different factors including the traffic, condition of the network etc. Hence this should be monitored for acceptance only.	RFP Condition remains unchanged

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
1.2	Last Para	All designs and other information submitted in response to this RFP shall be the property of NGS and they shall be free to use the concept of the same at their will.	Request NGS to ensure that they shall only use for evaluation of the proposal and not for any commercial use. Also please confirm that NGS shall maintain the confidentiality of the designs/information submitted by bidder as part of its proposal	RFP Condition remains unchanged
2.7	Part-IV: Financial Bid, p14	Bidders must ensure availability of key personnel during the period of the awarded work as per the requirement	There should be few exceptions to this clause such as death, resignation, termination etc. of the personnel, So kindly include this clause also	Refer Clause 2.7 (ii) in the Corrigendum 1 to the RFP
2.8	Right to Negotiate, p19	NGS reserves the right to negotiate the prices quoted in the Bid to effect downward modification/ NGS reserves the right to negotiate the financial quotes with the Successful Bidder and seek a downward revision, if required..	Negotiation is acceptable, please include the clause that negotiation would be in place upon mutually agreed terms	RFP Condition remains unchanged
2.13	p16	On completion of the validity period, unless the bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the Bidder formally (in writing) withdraws his proposal.	The bid proposal shall automatically become invalid on completion of validity period unless extended with the consent of the bidder. Kindly mention this	RFP Condition remains unchanged
2.29	p19		Request NGS TO share the draft agreement with the bidders before the date for submission of bid proposal	Being released as Corrigendum No. 2
2.38	p23 clause T	Bid shall be rejected if any one party submits multiple proposals or if common interests are found in two or more Bids	Please elaborate this. Does this mean one bidder can not be part of two consortiums. In essence the Bid shall be rejected if any one party submits multiple proposals or one bidder participates in the bid through consortiums. Kindly Clarify..	Clause 2.38 remains unchanged. Refer clause 2.37(ii).

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
<b>2.39</b>	p24/Clause 4.6:	Inspection and Audit, p34: Bidders shall permit NGS to inspect any accounts and records and other documents relating to the bid submission and contract performance.	Pls. note that cost of such inspection shall be borne by NSG. a) This audit shall be limited to the Artifacts of this project execution. b) The audit shall not be carried by competitor of the supplier. c) The inspection rights under this Schedule shall not include i. access to the Service provider's profit margins or overheads, ii. any confidential information relating to the Service provider employees, iii. minutes of its internal Board or Board committee meetings including internal audit, iv. such other information of commercial-in-confidence nature which is not relevant to the Services associated with any obligation under the agreement. Kindly give confirmation on the above points	Clause 4.6 remains unchanged
<b>3.3</b>	Sub clause (8)	An affidavit declaring that the Bidder and all of the Consortium partners are not blacklisted by any Government/Public sector institution and there has been no litigation with any government department in India	Please drop the "No Litigation" portion of the above clause.	Refer to clause 3.3 (9) in the Corrigendum 1 to the RFP
<b>4.4</b>	(ii), (iii)	Section 7 for SLA's and severity levels	The LD is capped, however, the cap on SLA penalties is not explicitly mentioned. We assume that the total cap on all the penalties & LD is 10%. Please clarify.	Refer clause 4.4 (ii) in the Corrigendum 1 to the RFP



Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
6.2	Scope of the Activities, p54/Clause 6.7, p75	Design, develop and deploy a comprehensive Test Plan including UAT	Please clarify this,Our suggestion is that the deliverables installed shall be deemed as accepted after the seven days of its Installation. In case of any Acceptance test, the procedure shall be mutually agreed at the time of award and the test shall carry out within seven days of the Installation. In case of failure to conduct the test within stipulated time period, the deliverables shall be deemed as accepted. The certificate of acceptance shall be released within seven days of the acceptance. In case of failure to release the acceptance certificate within stipulated time period, the acceptance certificate shall be deemed as released. The delay in UAT should not be linked with the SLA.Kindly confirm	RFP Condition remains unchanged
7.2	section 7.2	SLA	For he purpose of calculating the system availability, time taken for the following should be excluded:1) Failure of the infrastructure, electricity etc for some nodes.2) Non-availability of connectivity to the centralsite3) Time required to boot the system4) Delays due to non-conformance of the issued directives.5) Preventive maintenance6) Planned Outage7) Mis-handling by any person other than vendors' authorized representatives.	clause 7.2 remains unchanged.

<b>Section No</b>	<b>Clause No</b>	<b>Reference / Subject</b>	<b>Clarification Sought</b>	<b>Response by NGS</b>
<b>Annexure 4.</b>	Financial Bid	Princing convering Multiple games	The scope of works like application features, customisation requirements, Geographic distribution, Hardware requirements, network requirements will vary from one game to an another. Hence, it is not feasible to price component for multiple games with out those details. Please clarify.	Refer Annexure 4 in the Corrigendum 1 to RFP
<b>Annexure 4.</b>	Financial Bid	Princing convering Multiple games	Further, it will not be a reasoable practice to comapre prices provided bidders based on pure speculation of future games scope and places. Please clariry	Refer Annexure 4 in the Corrigendum 1 to RFP
<b>Annexure 4.</b>	Financial Bid	Princing convering Multiple games	Kindly provide the correct basis for Financial evaluation. Will it be based on the price provided for the current requirement or prices provided for future games with a speculated scope of work.	Refer Annexure 4 in the Corrigendum 1 to RFP
Section II	2.7 i.	Demand draft for Earnest Money Deposit (EMD) (Refer to clause 2.12)	Please consider amending the clause to accept Bank Guarantee also for EMD and kindly modify the clause as: Demand draft (or Bank Guarantee) for Earnest Money Deposit (EMD) (Refer to clause 2.12)	Refer Clause 2. 12 in the Corrigendum 1 to the RFP
Section II	2.7 ii.	In Technical Bid, no alternative to key professional staff may be proposed and only one CV may be submitted for each position.	Considering the importance of the Project and the strict timelines to be observed, request to consider allowing alternative key professional staff also to safeguard against any eventuality and taking care of smooth progress on Project functioning and deliverables.	Refer Clause 2.7 (ii) in the Corrigendum 1 to the RFP

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section II	2.35 i.	Development, Deployment and Successful UAT of Games Portal T+1.5 month	Consider upgrading the timeline from 1.5 months to 4 months to keep sufficient buffer time in order to address any modification/accommodation of features/eventuality and accordingly start the project earlier to accommodate the final schedule. This will ensure seamless development/deployment & integration and life-time experience for all stakeholders with highest quality.	RFP condition remains unchanged
Section II	2.35 i.	Payment Milestone	Consider upgrading the timelines and corresponding payment milestones accordingly after approving the above request in line item 3.	RFP condition remains unchanged
Section III	3.3 v Table Sl. No 2	The Bidder/Consortium should have achieved minimum annual turnover of at least Rs. 100 Crores from Information Technology Engagements during the previous three financial years (i.e., 2010-11, 2011- 12, 2012-13), of which 50% of the Turn Over should be achieved by the Lead Bidder, in case of a Consortium.	Please consider minimal annual turnover of at least 250 crores during the previous three financial years (i.e. 2010-11, 2011-12, 2012-13).  Also, please let us know if 50% of the Turn Over should be achieved by the Lead Bidder is a/can be the "Minimum achievement" criteria.	RFP condition remains unchanged
Section III	3.3 v Table Sl. No 2 A3	During the past 3 financial years, the Bidder/s must have handled at least 3 ICT projects or assignments involving design, development, implementation and maintenance of software systems involving a minimum of 2000 system users.	Please consider accepting the mentioned criteria from combined consortium and accordingly request you to kindly add the clause "During the past 3 financial years, the Bidder/s or Consortium must have handled at least 3 ICT projects or assignments ..."	Refer clause 3.3(v) in the Corrigendum 1 to the RFP

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section III	3.3 v TableSl. No 7	During the past 3 financial years, the Bidder/Lead Member of Consortium must have completed, thefollowing number of ICT System Development and Implementation Assignments of specified value;One Project with value not less than Rs 10 Crores;ORTwo Projects with value not less than of Rs 6 Crores;ORThree Projects with value not less than Rs 5 Crores.The total contract value should include Software Development & Maintenance services, Hardwareprocurement and deployment	Please consider any ICT projects having similar SLA, importance & intensity either inclusive of all or individually amongst any of the following:a. Software Development, Testing, Deployment,Maintenance Andb. Hardware procurement & deployment.	RFP condition remains unchanged
Section III	3.3 v Table Sl. No 8	Bidder/all Consortium Members should have CMMi level 3 or above Certification.	Please consider the Minimum level of CMMi level 5 or above Certification.	RFP condition remains unchanged
Section III	3.3 v GENERAL	GENERAL	Please consider including the minimum criteria of having an established office of the Lead Bidder in Kerala.	RFP condition remains unchanged
Section III	3.3 Table Sl. No 9	An affidavit declaring that the Bidder and all of the Consortium partners are not blacklisted by any Government/Public sector institution and there has been no litigation with any government department in India.	Please allow self-declaration by the bidder	Refer clause 3.3 (9) in the Corrigendum 1 to the RFP
Section III	3.2 e.	(bid will be considered responsive, if it) is accompanied by the Powers of Attorney as specified in clauses 2.21 and 2.37, as the case may be;	Please allow bidders own Power of Attorney.	Refer clause 2.21 and 2.37 in the Corrigendum 1 to the RFP

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section VIII	Annexure 9/ 24 Port L2 Switch	Should support 24 number of auto sensing 10/100/1000T ports. 4 Shared SFP slots to load 1000T /1000SX/1000LX/1000LHX/1000ZX ports. Maximum of 4 # 100FX ports without using External media converter. All 24 Gigabit ports should operate simultaneously at any point of time.	Please confirm the total number of ports required in a switch. Is it 24ports or 28ports?	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Annexure 9/ 24 Port L2 Switch	Switching Capacity: Min 60 Gbps for Non-blocking performance	To work 24port Gigabit switch in a non-blocking architecture, we would need 48Gbps throughput. Please modify the same accordingly	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Annexure 9/ 24 Port L2 Switch	Switching Throughput: Min 38.6 Mbps for Nonblocking performance	Packet forwarding rate shall be $24 * 1.488 = 35.7$ Mpps for IPv4 and IPv6 for 24port Gigabit switch. Please change accordingly	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Annexure 9/ 24 Port L2 Switch	No OEM Certifications and benchmarks is asked for Networking products. This will result in inferior products coming in which will affect performance	We request you to include the clause, "The Networking OEM should be a Leaders in the Latest Gartner Report" This will ensure the quality of the networking products quoted.	RFP condition remains unchanged
Section VIII	Annexure 9/ 24 Port L2 Switch	Addition	To minimize the downtime due to power supply failure for critical applications, please add a clause as " Shall support external redundant power supply "	RFP condition remains unchanged
Section VIII	Annexure 9/ 24 Port L2 Switch	Addition	Static routing allows administrator to route the traffic manually. Hence request to add " IPv4 and IPv6 Static routing "	RFP condition remains unchanged

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section VIII	Annexure 9/24 Port L2 Switch	Addition	LAN bandwidth is moving towards 10G. It is better to have 10G support in a switch. Hence request to add " Link aggregation up to 128 aggregation groups each supporting up to eight GE ports or four 10GE ports "	RFP condition remains unchanged
Section VIII	Annexure 9/48 port L2 Switch	Architecture: All 24 Gigabit ports should operate simultaneously at any point of time	Please confirm the total number of ports required in a switch. Is it 24ports or 48ports?	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Annexure 9/48 port L2 Switch	Switching Capacity: Minimum 104 Gbps for Nonblocking performance	To work 48port Gigabit switch in a non-blocking architecture, we would need 96 Gbps throughput. Please modify the same accordingly	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Annexure 9/48 port L2 Switch	Switching Throughput : Minimum 77 Mbps for Nonblocking performance	Packet forwarding rate shall be $48 * 1.488 = 71.4$ Mpps for IPv4 and IPv6 for 24port Gigabit switch. Please change accordingly	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Annexure 9/48 port L2 Switch	No OEM Certifications and benchmarks is asked for Networking products. This will result in inferior products coming in which will affect performance	We request you to include the clause, "The Networking OEM should be a Leaders in the Latest Gartner Report" This will ensure the quality of the networking products quoted.	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Annexure 9/48 port L2Switch	Addition	To minimize the downtime due to power supply failure for critical applications, please add a clause as " Shall support external redundant power supply "	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Annexure 9/48 port L2 Switch	Addition	Static routing allows administrator to route the traffic manually. Hence request to add " IPv4 and IPv6 Static routing "	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Annexure 9/48 port L2 Switch	Addition	LAN bandwidth is moving towards 10G. It is better to have 10G support in a switch. Hence request to add " Link aggregation up to 128 aggregation groups each supporting up to eight GE ports or four 10GE ports "	Refer Annexure 9 in the Corrigendum 1 to the RFP

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section VIII	Annexure 9/ 48 port L2 Switch	Addition	All networking products like switches and Routers should be from the same OEM.	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Annexure 5	NDA	Confidentiality obligation should apply to both the parties. Hence, a mutual confidentiality clause needs to be introduced which will contain more standard exceptions and the duty confidentiality of the parties shall extend for the term of the project and a period of 2 years beyond that.	RFP condition remains unchanged
Section VIII	Annexure 6	PBG	This PBG Format does not have standard clause which appears in any PBG and insisted upon by all banks – need to add as given hereunder: Notwithstanding anything contained herein above Our liability under this bank guarantee shall not exceed Rs _____/- (Rupees _____ only). We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before ----- before 14.30 hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.	Refer Annexure 6 in the Corrigendum 1 to the RFP.
Section VIII	Hardware Requirements and minimum Specifications	Addition	RFP is calling for wireless access points at the venues, but specifications for access points are not given, so a generic specifications with access points, wireless controller and Management software is attached. So all the access points are controlled by wireless controller and all the wireless access points and controllers are managed by a Management software centrally, so request to include this specs in this RFP.	Refer Annexure 9 in the Corrigendum 1 to the RFP

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section VIII	Hardware Requirements and minimum Specifications	Addition	We would request you to add the mentioned points in the spec attached (LAPTOP PC Queries) to ensure only branded OEMS Quote business class models.	Refer Annexure 9 in the Corrigendum 1 to the RFP
Section VIII	Hardware Requirements and minimum Specifications	Addition	RFP is asking for servers, but specifications for servers are not mentioned.	Refer clause 6.2, 6.3 (v) and 6.5.4.1 in the Corrigendum 1 to the RFP
Section VIII	Hardware Requirements and minimum Specifications	Addition	RFP is asking for servers and all the applications are web-based, to load balance on all servers it is recommended to add Server Load Balancer.	Refer clauses 6.3 (v), 6.5.4.1 and 6.5.4.2 in the Corrigendum 1 to the RFP
Section VIII	Laptop specification		The specification may be amended to Intel® Core™ i5 up to 2.7 GHz, 4GB DDR3 SDRAM, inbuilt graphics controller, 500 GB, 13.3” HD, Spill Proof Keyboard with touch pad, etc.	Refer to Annexure 9 in the Corrigendum 1 to the RFP
Section IV	4.2	Failure to Abide by the Agreement	Only breach of “material” condition/s should attract termination by NGS.	RFP condition remains unchanged
Section IV	4.4 (ii)	Liquidated Damages for Delay	LD should be imposed for reasons solely and entirely attributable to the Agency. PBG should be invoked on any “material” breach committed by the Agency.	RFP condition remains unchanged
Section IV	4.4 (ii) & (iii)	Penalties for the breach of SLAs/ Penalty for Deficiency in Services	Requested that maximum penalty for deficiency in SLA or services be limited to 1% of the total Contract value.	Refer to clause 4.4(ii) in the Corrigendum 1 to the RFP
Section IV	4.4 (iv)	Encashment and appropriation of Performance Security:	PBG should be invoked on any “material” breach committed by the Agency.	RFP condition remains unchanged



Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section IV	4.4 (vii)	4.4 (vii)	Requested that the risk purchase provision be amended. In the event the Contract is terminated by NGS/Authority and the Agency replaced with another service provider, the Agency shall be liable for excess costs up to 10% of the value of the undelivered goods and services.	RFP condition remains unchanged
Section IV	4.5	Taxes and Duties	Sales tax and VAT shall be payable on actuals and reimbursed to the Agency by NGS. Also, statutory variations in the rates of taxes and duties or introduction of new taxes will be borne by NGS during the term of project.	Refer to Clause 2.8 (vi) in the Corrigendum 1 to the RFP
Section IV	4.6	Right to Monitoring, Inspection and Periodic Audit	The Third-Party appointed by NGS for auditing and monitoring Agency's performance shall not be a competitor of the Agency. Also, Agency's documents, content, systems, premises etc. to which NGS or the Third Party has access to shall be accorded requisite confidentiality.	RFP condition remains unchanged
Section IV	4.8 (ii)	Limitation of Liability	Agency cannot be held liable for remote or indirect losses and damages for deficiency in provision of services. Hence, deletion of the word "indirect" proposed. Following Limitation of Liability clauses must be added: - Neither party shall be liable for any indirect, special, consequential and exemplary damages. - The Agency shall be excused and not be liable for any delay or failure in provision of services or deliverables if the same is attributable to NGS, thirdparty service providers or reasons beyond the Agency's control; and the Agency shall be entitled to invoice NGS for additional costs incurred for correction/remedy of the same.	Refer clause 4.8 in the Corrigendum 1 to the RFP

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section IV	4.10 (v)	Ownership, Copyright and Other Proprietary Rights	More detailed provision on pre-existing IP of the Agency and their licensing terms should be incorporated.	Refer clause 4.10 in the Corrigendum 1 to the RFP
Section IV	4.12	Confidentiality	Confidentiality obligation should apply to both the parties. Hence, a mutual confidentiality clause needs to be introduced which will contain more standard exceptions and the duty confidentiality of the parties shall extend for the term of the project and a period of 2 years beyond that, as against perpetuity envisaged under clause 4.12 (iv).	Refer clause 4.12 in the Corrigendum 1 to the RFP
Section IV	4.12 (vi)	The Agency/Consortium partners shall be liable to fully recompense the NGS for any loss of revenue arising from breach of confidentiality. The NGS reserves the right to adopt legal proceedings, civil or criminal, against the Agency/Consortium partners in relation to a dispute arising out of breach of obligation by the Agency/Consortium partners under this clause.	The parties shall compensate each other to the extent of “actual” loss or damage suffered or incurred by either as a result of breach of confidentiality by the other. The provisions related to “loss of revenue” shall be totally deleted.	Refer clause 4.12 in the Corrigendum 1 to the RFP
Section IV	4.13	Conflict of Interest	The Agency can agree not to provide same or similar services to other clients during the term of this project. However, the Agency is a commercial organization providing IT services on a non-exclusive basis and hence, it should not be restricted from providing services and deliverable same as or similar to those required under the Agreement , after the completion/termination/cessation of the project. Proposed that clause 4.13(ii) be suitably modified and clauses 4.13(iii) (b) and (c) be deleted.	Refer clause 4.13 in the Corrigendum 1 to the RFP

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section IV	4.16 (ii)	Expiration of Agreement	Need to include: - Defect liability/warranty shall be subject to standard exceptions which shall be incorporated in Agreement; -Warranties on third-party components shall be as per the terms and conditions of the OEM/vendor; - Except as set forth in the Agreement, the Agency makes no warranties, express or implied, with respect to any services or deliverables provided hereunder, including, without limitation, any implied warranties of merchantability or fitness for a particular purpose.	Shall be appropriately covered in the Agreement, to be issued as Corrigendum No 2.
Section IV	4.18 (i)	Suspension of Work	The Agency shall not claim any loss or damage due to suspension of work on orders of NGS. However, if the suspension is not attributable to the Agency and if the Agency can demonstrate any necessary and reasonable excess costs incurred by the Agency for reinstatement/resumption of work as against the agreed pricing, the Agency should be entitled to such excess costs from NGS.	RFP condition remains unchanged
Section IV	4.19	Suspension of Contract	Contract may be suspended by NGS when the breach by the Agency is “material” or when any default/delay is due to the Agency’s sole default.	RFP condition remains unchanged
Section IV	4.20.1 (iii)	Termination by Authority	Breach by the Agency must be grave and “material” in nature to attract termination.	RFP condition remains unchanged
Section IV	4.25(i)	Consequences of Termination	In the event the Contract is terminated by NGS and alternate services is procured, the Agency shall be liable for excess costs up to 10% of the value of the undelivered goods and services.	RFP condition remains unchanged
Section IV	4.25 (iii)	4.25(iii): Consequences of Termination	Agency should not be blacklisted when the Agreement is terminated by the Agency. Hence provisions related to “Black Listing’ shall be totally deleted.	RFP condition remains unchanged

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section IV		Third-Party Components	Provision on third party components that may be procured by the NGS and their licensing related terms must be included.	RFP condition remains unchanged
Section IV		Standard Payment Terms	All invoices shall become due for payment within thirty days of their presentation, on failure of which the Agency shall be entitled to recover it as a debt from NGS, with an interest of 2% per month of default due until it is realized in full with interest.	RFP condition remains unchanged
Section VI		All clauses on testing and 6.7: Testing and Third- Party Certification	Need to include: Deliverables shall be deemed accepted on absence of any comments from the NGS at the end of the agreed review period, or on commercial utilization of the deliverables by the NGS. Any reworking/replacement shall be at the cost of the Agency only if the defects are solely and entirely attributable to the Agency.	RFP condition remains unchanged
Section VII		SECTION VII, SERVICE LEVELS	Needs to be included: The uptime requirements shall be subject to standard downtime provisions.	RFP condition remains unchanged
2.12	Earnest Money Deposit	The Bidder shall furnish, as part of its Bid, a refundable EMD comprising of A/c payee Demand Draft of Rs 2,500,000/.	EMD to be submitted in form of an irrevocable Bank Guarantee from a scheduled bank.	Refer clause 2.12 in the Corrigendum 1 to the RFP
2.35	Payment Milestones		We suggest that payment terms should be revised. We expect that 100% CAPEX payment should be payable on or before GO-LIVE.	RFP condition remains unchanged
4.5	Taxes & Duties	The Bidder shall be liable for payment of all taxes and duties as applicable from time to time.	We suggest that, the taxes should be as applicable as on the date of billing, i.e., In case of any changes /increase in taxes or statutory duties or new taxes are introduced during the contract period the additional costs/ benefit should be on Customer.	Refer to Clause 2.8 (vi) in the Corrigendum 1 to the RFP

<b>Section No</b>	<b>Clause No</b>	<b>Reference / Subject</b>	<b>Clarification Sought</b>	<b>Response by NGS</b>
Not mentioned	Payment of Invoices	not mentioned	No Period is mentioned in RFP. We suggest all invoices should be cleared within 30 days of submission and acceptance from customer after which interest will be levied at 12% pa.	Shall be appropriately covered in the Agreement, to be issued as Corrigendum No 2.
6.6	Security Requirements	Delivery of application and data to internal and external users shall be over the web, through HTTPS protocol over SSL layer.	To address this security requirement, we would require minimum hardware specifications. Attached is the general specification for SSLVPN device. Request to mention the same in the RFP.	Refer to clauses 6.3 (xx) in the Corrigendum 1 to the RFP
6.6	Security Requirements	Ensure that applications and servers exposed to web shall be maintained separately in Demilitarized Zone (DMZ).	Is there any existing servers available or shall we supply as part of the solution? Please clarify	Refer clauses 6.3 (v), 6.5.4.1 and 6.5.4.2 in the Corrigendum 1 to the RFP

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
6.1	I - iv	1. Undertake proactive monitoring of all technology solutions at all venues. 2. Act as an ICT help desk.	<p>RFP is calling for Proactive monitoring of all technology solutions, Help Desk, Managing and Monitoring the Infrastructure and applications and SLA monitoring.</p> <p>Considering these critical requirements it is recommended to have industry standard Enterprise management solution for the project with following functionalities.</p> <ul style="list-style-type: none"> <li>- Auto discovery of assets and its changes for the dynamic and efficient asset management considering the spread of the locations</li> <li>- An ITIL complied Help Desk Management</li> <li>- A management tool with a single configuration management database (CMDB) for all Configuration Items to have ease of management and ease of updation and better control</li> <li>- A tool which monitor all the devices and applications on its performance and health and gives on alert on thresholds and a detailed automated reports.</li> </ul> <p>Hence it is recommended to have a full-fledged EMS solution and a generic specification is attached. Requested to incorporate the same in the RFP to have clarity and transparency.</p>	Functional Requirements of the system are detailed in the RFP along with applicable SLA's . Bidder is free to incorporate any appropriate systems to enhance the delivery of the Solution and bid competitively.

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
	2.37	Bidding as a Consortium	Please clarify that in the event that Bids are submitted by two or more members as a Consortium, whether the credentials of any member of the consortium can be considered for Prequalification and Technical Evaluation criterias of Bidder's Past experience or is it mandatory that these credentials should be of the Lead Member of the Consortium only. We request that credentials of any member of the consortium be considered.	RFP condition remains unchanged
Section III: Evaluation Process and Criteria	3.3.V.4	Stage 2 - Evaluation of Pre-Qualification Bid : During the past 3 financial years, the Bidder/s must have handled at least 3 ICT projects or assignments involving design, development, implementation and maintenance of software systems involving a minimum of 2000 system users	As these are large scale multi year projects , we request you to kindly consider ongoing projects as well.	RFP condition remains unchanged
Section III: Evaluation Process and Criteria	3.3.V.5	Stage 2 - Evaluation of Pre-Qualification Bid :During the past 3 financial years, the Bidder/s must have implemented a minimum of 3 multi site Wide Area Networks covering a minimum of 100 nodes and having a bandwidth of 2 Mbps.	Please clarify whether it is required that each Node be of 2 Mbps or is it a cumulative 2 Mbps for 100 nodes. We request that this be clause be modified to : During the past 3 financial years, the Bidder/s must have implemented a minimum of 3 multi site Wide Area Networks covering a minimum of 100 nodes"	RFP condition remains unchanged
Section III: Evaluation Process and Criteria	3.3.V.6	Stage 2 - Evaluation of Pre-Qualification Bid :During the past 5 financial years, Bidder/s must have offered ICT Solution for at least one Mega Sporting Event of similar magnitude	As there are very few Mega Sporting Events wherein ICT solutions have been provided , we requested that either this clause be removed or kindly consider experience of any consortium member or OEM of Software product.	RFP condition remains unchanged

Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section III: Evaluation Process and Criteria	3.3.V.7	<p>Stage 2 - Evaluation of Pre-Qualification Bid :During the past 3 financial years, the Bidder/Lead Member of Consortium must have completed, the following number of ICT System Development and Implementation Assignments of specified value;</p> <p>One Project with value not less than Rs 10 Crores;</p> <p>OR</p> <p>Two Projects with value not less than of Rs 6 Crores;</p> <p>OR</p> <p>Three Projects with value not less than Rs 5 Crores.</p> <p>The total contract value should include Software Development &amp; Maintenance services, Hardware procurement and deployment</p>	<p>As these are large scale multi year projects , we request you to kindly consider ongoing projects as well.</p>	<p>RFP condition remains unchanged</p>
Section III: Evaluation Process and Criteria	3-4	<p>Stage 3 - Technical Bid Evaluation:</p> <p>I. Past Relevant Experience of the Service Provider :</p> <p>A. Experience of the Bidder in implementing and commissioning one or more assignments of similar scope and nature</p>	<p>We understand that any project involving Application Development/Deployment and IT Infrastructure would qualify as a similar project. Please confirm whether our understanding is correct.</p>	<p>RFP condition remains unchanged</p>



Section No	Clause No	Reference / Subject	Clarification Sought	Response by NGS
Section III: Evaluation Process and Criteria	3.4	Stage 3 - Technical Bid Evaluation: I. Past Relevant Experience of the Service Provider : B. Demonstration of relevant functionalities of a solution already deployed for a previous Mega Sporting Event, which is in line with the scope mentioned in the RFP.	As there are very few Mega Sporting Events wherein ICT solutions have been provided , we requested that either this clause be removed or kindly consider experience of any consortium member or OEM of Software product.	RFP condition remains unchanged