

Pre-Bid Queries: "Rate Contract For Supply of Queue Management System" (Tender no. - TPCODL/ P&S/ 80/ 2020-21)

| S No | Page No. | Tender Clause | Content of the Clause | Bidder Query | TPCODL Reply |
|------|----------|-------------------------------------|--|---|---|
| 1 | 10 | 7.1. Special Conditions of Contract | Business Associate (BA) shall submit applicable Performance Bank Guarantee as per GCC within 30 days of issuance of order. PBG applicable shall be 5% of Order Value. PBG submitted, shall be released after completion of applicable guarantee period plus one month. | Does this mean that PBG has to submitted with validity of 5 years plus 1 month? | Yes |
| 2 | 10 | 7.1. Special Conditions of Contract | Delivery period shall be 30 days from date of receipt issuance of order/ requirement. | We need to know the list of 20 locations to assess whether delivery can be done within 30 days. Given the current pandemic situation, we request this period to be extended to 45 days atleast. | Machines are to be installed in all 20 division across TPCODL. Delivery period shall be 30 Days only. |
| 3 | 11 | 7.5 Payment Terms | On delivery of the materials in good condition, installation and certification of acceptance by certified official, Associate shall submit the Bills/ Invoices in original in the name of TP Central Odisha Distribution Limited to Invoice Desk. The payment shall be released within 45 days from the date of submission of certified bills/ invoices. | Do we have to submit physical copies of will digitally signed invoices be accepted on email? | Bidder has to perform as per provision of the contract. |
| | | | | i. We do not quote for separate hardware and software for the queue management system. It is a single package inclusive of hardware and software. Will this be acceptable? | No, Separate quote for Hardware and Software is required. In order to ascertain whether the software of bidder is to be used or ours. |

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| 4 | 12 | ANNEXURE I Schedule for Items | 1. Queue Management System complete infrastructure (Excluding Software Charge) as per enclosed specification 2. Queue Management System Software along with customization charges for application and report. | ii. What is customization required in terms of application and reports? Example language options, screen flow etc | Customization required w.r.t Language, options on the screen, Report format etc. |
| | | | | iii. Is there a requirement to integrate the system with any backend systems? | No |
| | | | | iv. Are customers expected to enter any details while taking a token (eg: consumer number etc)? | No, Customer will only select the options. |
| | | | | v. Do you require only chime sound when token is called or do you need voice calling? | Only Chime sound. |
| | | | | vi. Do you require centralized reports to be made available at your head office? If Yes then who provides the central server infrastructure such as server hardware, server OS, SQL database etc. | Yes, centralized report is required, hardware of the same will be provided by TPCODL. |
| | | | | vii. Is there a requirement to include digital signage system integrated with the queue management system application to display digital content on the 32-inch screen? | No |
| | | | | viii. who provides the site readiness at the customer care centers including power points with cabling, UPS, LAN points with cabling, HDMI cabling etc. | TPCODL will provide the site readiness but HDMI connectivity between display unit and Token Machine will be provided by Bidder |

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| 5 | 13 | ANNEXURE II Technical Specifications | 2. Construction base CRCA steel enclosure with minimum thickness of 1.5 mm with provision for screens on front of Enclosure Powder coated | Our system consists of 2 units. One unit which include an industrial grade fanless unit housing LCD Touch Screen, printer and CPU peripherals. This is made of fiber. This is mounted on a pedestal made of 1.6 mm sheet metal. Will this be acceptable? | Yes |
| 6 | 13 | ANNEXURE II Technical Specifications | 2. Construction base Height of kiosk 5' | We have more than 5000 queue management systems installed globally and the height is according to normal usage also by physically challenged. Request you to change this clause to read as Height of kiosk from 4 feet to 5 feet. | Required height of the machine as 5 feet. |
| 7 | 13 | ANNEXURE II Technical Specifications | Color LCD monitor 3. Touch Screen Touch screen Size 17 inch | 17 inch monitors are outdated and not easily available. Request you to change this clause to read as Touch Screen Size minimum 15 inch. 15 inch is suitable for Queue Management Application as customers just need to tap services of their choice and/or enter basic details such as consumer number. | 17 inch monitors is required. |
| 8 | 13 | ANNEXURE II Technical Specifications | 3. LED Monitor 32" LED for Token Display with HDMI port, HDMI cable (to display counter & waiting tokens along with sound at token change) to connect LED monitor to QMS machine and sound. | What is the length of HDMI cable required? | 15 meter |
| 9 | 13 | ANNEXURE II Technical Specifications | 4. Processor Intel® Core™ i3-5157U Processor (3M Cache, 2.50 GHz) | i3 5th generation will unnecessarily increase the cost. I3 2nd generation is more than sufficient for this application. Request you to change this to Intel® Core™ i3 2nd generation processor | Processor is required as per specification |

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| 10 | 13 | ANNEXURE II Technical Specifications | 5. Memory (RAM) 8 GB RAM | 8 GB RAM is not required for this application and it will unnecessarily increase the cost. Request you change this clause to read as minimum 4 GB RAM. | Memory is required as per specification |
| 11 | 13/ 14 | ANNEXURE II Technical Specifications | 5. USB Port Key Board and Mouse | Please clarify why keyboard and mouse are required. If it is for any customer entry such as consumer number, then the same can be entered using the onscreen numeric / Alpha numeric keypad. If it is for servicing, then all our engineers carry these with them wherever required. Hence request you to remove this requirement. | The requirement is for operating the system by our staff. |
| 12 | 14 | ANNEXURE II Technical Specifications | 5. OS & Software OEM Microsoft windows updated version (OEM License) + .Net Framework 4.5 along with Crystal Report Licenses | We do not use crystal reports, instead we use web based reporting format which offers better GUI and data analytics. Crystal reports are provided by very specific vendors only. Hence request you to remove this requirement. | Crystal report or any other reporting tool is acceptable. |
| 13 | 14 | ANNEXURE II Technical Specifications | 6. Thermal Printer Should have support for RS232 C, Parallel, USB, Ethernet interface. | Our system has an inbuilt printer and does not require any of these ports to function. Request you to change this clause to mention as inbuilt or support for RS232 C, Parallel, USB, Ethernet interface. | Thermal Printer is required with mentioned options. |
| 14 | 14 | ANNEXURE II Technical Specifications | 6. Power supply 180 – 240V, 50Hz, AC Supply | i. Please note that queue management systems can only function on 240 V supply. Hence request you to edit to clause to read as 240V, 50Hz, AC Supply. ii. Will UPS supply be provided by TPCODL or is the vendor expected to supply UPS? | 1. 240 V will be acceptable. 2. Centralized UPS will be provided by TPCODL. |

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| 15 | 14 | ANNEXURE II Technical Specifications | 7. Cooling Suitable no. of fans to be provided | We use a fanless industrial grade CPU. Hence no requirement of fans. Request you to change this clause to read as: Suitable no. of fans to be provided if required. | Accepted |
| 16 | 16 | ANNEXURE IV Schedule of Commercial Specifications | 1b. Ceiling ----- % | Not clear what this means. Please clarify | It is the ceiling value in % for the variable price quoted by the firm if negotiation occurs afterwards in tender stage. |
| 17 | 19 | ANNEXURE VII SCOPE OF WORK & SERVICE LEVEL AGREEMENT | 1. Token Dispenser machines as per the specifications needs to be delivered and installed in 20 locations of Divisional Offices within 1 Year in staggered manner. | Request you to let us know the list of locations where the system has to be installed | List of Locations Bhubaneswar City -I(BCDD-I) Bhubaneswar City -II (BCDD-II) Bhubaneswar(BED) Nimapada (NED) Khordha (KHD) Balugaon(BAED) Nayagarh (NYD) Puri (PED) Cuttack (CDD-I) Cuttack (CDD-II) Cuttack (CED) Athgarh (AED) Salepur (SED) Dhenkanal (DED) Chainpal (TED) Angul (ANED) Kendrapara (KED-I) Kendrapara , Marshaghai (KED-II) Jagatsinghpur(JED) |

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| 18 | 19 | ANNEXURE VII SCOPE OF WORK & SERVICE LEVEL AGREEMENT | 4. SERVICE LEVEL AGREEMENT: 1. Availability % of uptime for end customers : Target 99% | Please note that all the global industry standard for any self-service system including queue management systems is 97% uptime. It is not possible to provide 99% as there could also be environmental related issues which are beyond our control. Hence request you to change this clause accordingly. | Uptime % can not be reduced. |