

Reply to Pre-bid Queries

Tender No. GEM/2022/B/1947812

S. No.	Clause No. / Page No.	RfQ cum RfP reference	Clause as Per RfQ cum RfP	Query	Response
1.	Clause No. 5.4.2, Page No. 17	Selection Process	Preference shall be given to local manufacturers as per the make in India directives issued by "Ministry of Commerce and Industry, Department of Industrial Policy and Promotion, Govt. Of India (Public Procurement section) vide its order No. P-45021/2/2017-PP (BE-II) dated 28th May,2018 issued revised Public Procurement (Preference to Make in India), Order 2017. In continuation of the same, bidders having beneficial ownership in countries which share land border with India will be eligible to bid in public procurement only if they are registered with the competent authority. Please refer Office Memorandum No. F No. 6/18/2019 and P45021/112/2020-PP (BE-II) (E-43780) and the same is applicable for this tender. The Application format for the registration in this regard is available on DPIIT website (Under Public Procurement Head).	In accordance with Rule 144 of GFR (8 Feb 2021), the said point the Tender should restrict any Product with Country of origin at Land Border Sharing Country should be restricted from participating in the Tender unless registered with DPIIT	Any updated guideline issued from the ministry with regard to this clause shall be deemed applicable for this tender. Condition given in RfQ cum RfP shall remain unchanged.
2	Clause No. 5.7.9, Page No. 21	Preparation of Proposal	A firm must bid for this assignment as a sole applicant. Experience of any of its partners will not be considered while evaluating the bid. However, experience of the equipment manufacturer will have the weightage on bid evaluable as described in the qualification criteria and evaluation criteria section of this document.	Experience of shareholder/ stakeholder of the company should be considered. Tender Authority should consider experience of the bidder group company, Stakeholders/ Shareholder's Strength/ experience	Condition given in RfQ cum RfP shall remain unchanged.

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3	Clause No. 5.10.2, Sr. No. 3, (d) Page No. 27	Technical Evaluation Criteria	All proposed hardware are manufactured by the same OEM	As there are 2 components i.e., Reader and Antenna, it may be a possibility that a prospect bidder may bid for both of them from different OEMs. Please allow the hardware from different OEM so that more bidders may bid for the tender and more OEMs to increase the competition. Also, the antenna used has no bearing on the reader. 3 marks given for same OEM should be rephrased and quoted as Reader should be compatible with antenna.	This condition is not restricting bidders to participate in the tender. Please refer clause 5.10.2 Sr. No 3. d. Condition given in RfQ cum RfP shall remain unchanged.
4	Clause No. 5.6.2 Page No. 19	Eligibility of applicants	An Applicant may either be a sole proprietorship firm/ a partnership firm/ a limited liability partnership/ a company incorporated under the Companies Act 1956/2013 or a body corporate incorporated under the applicable laws of its origin.	Can the parent & a subsidiary company participate in this tender as 2 bids?	Please refer clause 5.6.2. Condition given in RfQ cum RfP shall remain unchanged.
5	Clause No. 5.4.4 Page No. 17	Selection Process	The OEM of the proposed equipment can either participate directly as an applicant or can participate through a single authorized supplier in this tender	We request you to allow multiple Bidders to go with any OEM of choice as per Technical Compliances without restrictions of One Bidder per OEM	Condition given in RfQ cum RfP shall remain unchanged.
6	Clause No. 5.10.2, Sr. No. 3, (d) Page No. 27	Technical Evaluation Criteria	OEM should have Service/ support/ authorized center in India for last 5 years.	Authorized Service Centre should be ISO Approved	Condition given in RfQ cum RfP shall remain unchanged.
7	Clause No. 5.10.1, Sr. No. 3 Page No. 24	Minimum Qualification Criteria and Technical Evaluation	The applicant as prime supplier should have supplied to minimum of 2 different clients in last 3 years from the infrastructure and/or Transportation sector.	As there is pandemic in the last two years and it impacts badly on business, hence, request you to kindly consider last 7 years for experience. Kindly consider the experience from bidder or OEM.	Condition given in RfQ cum RfP shall remain unchanged.

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8	Clause No. 5.10.1, Sr. No. 4 Page No. 24	Minimum Qualification Criteria and Technical Evaluation	The applicant should have supplied at least 50 RFID readers for outdoor usage as part of its installed base, in the last 3 years.	Considering the scale of the project we see that criteria of 50 readers is too less for 3 Years. It should be at least 500 Readers over a period of 3 Years	Condition given in RfQ cum RfP shall remain unchanged.
9	Clause No. 6.3.3, Sr. No. (a) Page No. 39	SLA and Liquidated damages for Supply	1 st Phase Of delivery: 30% (330 RFID Readers) of the total contract quantity as mentioned in RFQ cum RFP. Delivery timeline for 1st Phase: 4 weeks from the date of issuance of LOA. Delivery timelines for subsequent phases: 4 weeks from the date of issuance of PO/confirmation over email by NLDSL. Procurement for the entire order quantity will be made over a period of maximum 3 years of signing of contract.	In the current supply chain scenario & global chip shortages, it could be difficult to commit & adhere to 4-week delivery period for the first supply. It should be minimum 12~14 weeks for each delivery timeline from the date of issuance of Purchase Order/LOA/email confirmation.	Condition given in RfQ cum RfP shall remain unchanged.
10	Clause No. Section 4, Sr No. 8 Page No. 11	Schedule of Tender	14th March'2022 Till 6:00 PM <i>(Any proposal received after this timeline will automatically be disqualified)</i>	After receiving the responses to Prebid queries, we need some time to plan, design the document and other activities. Also require time to discuss & consult with OEM to discuss scope of work, delivery and production planning. Please keep the last date of commercial submission as 8th of April 2022	Condition given in RfQ cum RfP shall remain unchanged.
11	Clause No. 5.10.2, Sr. No. 1, B Page No. 26	Technical Evaluation Criteria	The cumulative value of the IT project contracts the applicant has executed till Proposal due date.	Query mentioned cumulative value of applicant only. We request you to consider cumulative value of stakeholder/ shareholder as well	Condition given in RfQ cum RfP shall remain unchanged.
12	Clause No. 5.15.1 Page No. 31	Payment Term	The supplier shall submit the invoice against the supply of devices after successful acceptance of delivery of the devices at site. The invoice should be	In tender it is mentioned that the Payment terms will be 80 Days, for MSME registered company what payment terms will be applicable.	For Micro and small Enterprises (MSEs) payment shall be made as per applicable MSME guidelines.

			accompanied all supporting documents as mentioned in Detailed scope of work in this RFQ cum RFP. After receipt and verification of the documents, NLDSL shall release the payment within 80 days of successful acceptance of the invoice. However, for Micro and small Enterprises (MSEs) payment shall be made as per applicable MSME guidelines.	Will the payments to MSME companies be done in line with the MSME norms?	Condition given in RfQ cum RfP shall remain unchanged.
S. No.	Clause No. / Page No.	RfQ cum RfP reference	Clause as Per RfQ cum RfP	Query	Response
13	Clause No. 5.10.3 Page No. 28	Technical Evaluation Criteria	Post validating the submitted documents in minimum Qualification criteria and technical evaluation stage, the applicants who score more than 80 points in technical evaluation round, NLDSL shall invite the applicants for the proof of concept (POC). During the POC the applicant will be asked to implement the RFID Reader at the designated site and enable the data integration from their reader at site to LDB central server. The POC will be commenced for at least 15-30 days.	Can you specify the test criteria and the success factors? Also, does the supplier / SI need to maintain and be ready with any setup - integration, http protocols, data transmission etc.	Detailed criteria shall be shared with the qualified bidders. Condition given in RfQ cum RfP shall remain unchanged.
14	Clause No. 5.10.10 Page No. 29	Technical Evaluation criteria	The L1 bidder shall automatically be part of the panel and the Panel can also be formed of less than three applicants depending on how many "Technically qualified" applicants match L1 pricing. In case, none of the "technically qualified" bidders of the panel can match the L1 pricing, the panel will consist of only L1 bidder and the entire order shall be awarded to L1. Bill of Quantity (BoQ) of the RFID tags shall be awarded as per the conditions mentioned in the Table A.	Require RFID Readers in place of RFID Tag.	Please refer corrigendum-1.

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15	Clause No. 5.15.1 Page No. 31	Payment Term	The device shall have the deemed warranty period of 1 year starting from the date of installation. The AMC period shall start automatically after the completion of the warranty period. The charges for the AMC of the installed devices shall be paid in every three months in 8 (eight) equal parts of the total finalized AMC amount. The supplier shall submit the invoice for the AMC after completion of the "3-month Period". The payment of AMC of devices shall be paid after 80 days of successful acceptance of the invoice.	What will happen if device is not been installed for 1 year. Bidders has no control on the installation process so it is advice to keep & consider warranty 45 days from the date of delivery	Please refer corrigendum-1.
16	Clause No. 6.2.1 Page No. 37	Specifications- Fixed Reader	Firmware and Management protocol supported Remote firmware management capability using web browser and web tools and RM 1.0.1 (with XML over HTTP/HTTPS and SNMP binding)	How will the committee test this feature? What preparation is the bidder required to demonstrate this feature	Please refer clause 5.10.2 S.No. 2, (a) of the RFQ cum RFP. Condition given in RfQ cum RfP shall remain unchanged.
17	Clause No. 6.2.1 Page No. 37	Specifications- Fixed Reader	Accessories - Reader, Power adaptor with Indian standard power plug, and other installation accessories.	The BOQ does not mention any accessories beyond reader and antennae - which are essential to make a functional set. We assume that the accessories are out of scope of this tender and will be procured separately on need basis.	Supplier need to supply the relevant installation accessories for the reader and antenna. Condition given in RfQ cum RfP shall remain unchanged.
18	Clause No. 6.1.12 Page No. 36	Scope of Work	During the warranty/AMC period, the supplier should ensure services from Hardware OEM / OEM certified service providers of the highest service standards. For readers, the service support should also include wear and tear and accidental damages. The Supplier should ensure that experienced, certified and qualified	Regarding wear and tear and accidental damages. May you please elaborate what accidental damage means. Wear and tear and accidental damages may happen due to miss handling of the items and may include physical damages as well. Hence we	Condition given in RfQ cum RfP shall remain unchanged.

			service engineers are present on 24 X 7 basis during the AMC Period.	request you to please remove support for accidental damages which is beyond the bidder's control.	
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19	Clause No. 6.3.3, Sr. No. (b) Page No. 39	SLA and Liquidated Damages for Comprehensive Warranty.	The Faulty Device should be repaired or replaced in 48Hrs of logging the complaint i.e., Call to Repair (CTR).	Regarding fault in the device. How the reason of fault will be determined as it could be a power failure or network failure? Also what happens to the damages that are because of power surge and improper installation which is beyond bidder's control	If reader is not functioning as per the defined specification in this tender, same need to be repaired/ replaced as per the SLA clause no. 6.3.3 Sr. no.(b) Condition given in RfQ cum RfP shall remain unchanged.
20	Clause No. 6.2.1 Page No.37	Specifications- Fixed Reader	Ports - [Must to have] Should support 4 or more ports per reader	Each Reader has 4 Antenna ports. The requirement is for a maximum of 2 Antennas, so going for a 4-port reader will increase the cost. Can we go for a two-port reader? Instead of using RFID Reader with external antennas, can we go for the Integrated Reader which are having inbuilt antenna? Also, we can look at the option of connecting 4 antennas to make the solution cost effective.	Condition given in RfQ cum RfP shall remain unchanged.
21	Clause No. 6.2.2 Page No. 38	Specifications – Antenna	Accessories : Antenna (Outdoor), mounting bracket and other installation accessories. (RF cable excluded) Connectors : 2xType N female for bistatic or 1x Type N female for monostatic or Connectors on the antenna should be based on the standard of the connectors available in the proposed reader. The antenna and reader should be able to connect properly with the cable provided with the reader.	In the Accessories specification, RF Cable is excluded however in Connector specification, antenna and reader are required to be connect properly with the provided cable. Please clarify whether the RF cable is required to be provided by the bidder or it will be provided by NICDC. If bidder need to provide the cable, then what would be approx. length of the cable required for connecting an antenna with the reader.	RF cable can be supplied with the standard length. Condition given in RfQ cum RfP shall remain unchanged.

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22	Clause No. 6.2.1 Page No. 37	Specifications – Fixed Reader	Max Receive Sensitivity ISO standard - ISO 180006C (EPC Class 1 Gen 2) ISO 180006B	Updated Guidelines would help to have better standards - EPC Class 1 Gen 2 V2 should be followed. ISO 18000-63 (EPC Class 1 Gen 2 V2) should be added	Condition given in RfQ cum RfP shall remain unchanged.
23	Clause No. 6.2.1 Page No. 37	Specifications – Fixed Reader	Firmware and Management protocol supported	Remote firmware management capability using web browser and Web tools. How will the committee test this feature? What preparation is the bidder required to demonstrate this feature.	Please refer Clause No. 5.10.2 , S. No. 2, (a) Condition given in RfQ cum RfP shall remain unchanged.
24	Clause No. 6.2.1 Page No. 37	Specifications – Fixed Reader	Host Interface Protocol- [Must to have] LLRP + RM (The reader must retain transactional data even after power-off/restart of the device)	LLRP+ RM How will the committee test this feature? What preparation is the bidder required to demonstrate this feature	Please refer Clause No. 5.10.2 , S. No. 2, (a) Condition given in RfQ cum RfP shall remain unchanged.
25	Clause No. 6.2.1 Page No. 37	Specifications – Fixed Reader	Memory - [Must to have] Flash 128 MB; DRAM 128 MB or better	Considering Toll plaza, Container depot use case it doesn't requires must to have 128MB flash, DRAM as there is no shortage or very minimal storage required in reader memory. Suggesting to make it 96MB of flash data storage, 64MB DRAM	Condition given in RfQ cum RfP shall remain unchanged.
26	Clause No. 6.2.1 Page No. 37	Specifications – Fixed Reader	Environment - Non-AC, Dusty environments such as toll plazas, CFS/ICDs, empty container yards etc.	if Reader can't be use as is in Dusty Environment, a NEMA Enclosure can be provided as in optional for better protection. Non -AC, Dusty environment such as toll plazas, CFSs/ICDs, NEMA Enclosure can be provided (optional)	Condition given in RfQ cum RfP shall remain unchanged.

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27	Clause No. 6.2.1 Page No. 37	Specifications – Fixed Reader	Housing- Aluminum [Must to have] IP53 or better	Housing material of reader is irrelevant since a NEMA Enclosure can be used for better protection & durability. Suggesting to make generic changes like: Aluminum or Die cast magnesium base, Lexan plastic cover	Condition given in RfQ cum RfP shall remain unchanged.
28	Clause no. 6.2.1 Page no. 37	Specifications – Fixed Reader	Power Output - +10dBm to +33dBm	Max. Power allowed for India is 30dBm(1W), beyond which it will create cross talk/ interference. Suggestion to mention as Up to 30 dBm(1W)	Condition given in RfQ cum RfP shall remain unchanged.
29	Clause no. 6.2.1 Page no. 37	Specifications – Fixed Reader	Firmware and Management protocol supported- Remote firmware management capability using web browser and web tools and RM 1.0.1 (with XML over HTTP/HTTPS and SNMP binding)	We provide web-based firmware management, but we do not enforce RM 1.0.1. Reader management can be done without enforcing GS1 RM functionality. Demanding web interface for firmware updation should be sufficient.	Please refer Corrigendum-1.
30	Clause no. 6.2.1 Page no. 37	Specifications – Fixed Reader	Host Interface Protocol- [Must to have] LLRP + RM (The reader must retain transactional data even after power-off/restart of the device)	LLRP demands all the readers to be online all the time which may lead the reader to restart or overheat. We don't recommend LLRP when more number of readers and communicating with a server.	Condition given in RfQ cum RfP shall remain unchanged.
31	Clause no. 6.2.1 Page no. 37	Specifications – Fixed Reader	API Support- [Must to have] .NET and C	We provide REST API, HTTP POST, MQTT support directly from the reader which makes it easy to integrate with the backend software	Condition given in RfQ cum RfP shall remain unchanged.
32	Clause No. 6.1.5 Page No. 35	Detailed scope of work	The acceptance of the delivered material will be considered based on the functioning of the material on first time installation by NLDSL or its vendor. If the device is not being able to be installed prior the payment due date, DLDSL shall	There is no timeline mentioned for testing of UHF Reader Once delivered at site by the selected vendor. Can you specify the duration from delivery to testing as this has an impact on the payment timeline	Please refer clause 6.1.5. Condition given in RfQ cum RfP shall remain unchanged.

			perform the "Power-On" test of the devices and perform the functionality test within 15days of payment due date. Based on the outcome of the "Power On" test, DLDSL shall provide the acceptance of the delivered material.		
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33	Clause No. 6.3.3 Sr. No. (b) Page No. 39	SLA & Liquidated Damages for Comprehensive Warranty	For every incident of breaching of service support, LD will be deducted as follows: Total downtime beyond 48hrs i.) >48 and <54 hrs (CTR) LD per hour will be Rs. 3,000.00 ii.) =>54 hrs (CTR) LD per hours will be Rs. 6,000.00 The amount of such LD would be limited to maximum of 10% of the total contract value.	The penalty charges are very expensive & timeline is very short. The timeline shall start once authority inform Bidder about reader downtime. Please make it i.) >48 and <54 hrs (CTR) LD per hour will be Rs. 1,000.00 ii.) =>54 hrs (CTR) LD per hours will be Rs. 2,000.00 The amount of such LD would be limited to maximum of 5% of the total contract value.	After the fault is identified at the site, the technical engineer of the service provider of LDB project shall identify the exact reason of the fault and if it is due to the hardware supplied then the ticket shall be logged with the supplier. The downtime shall start from the time of intimation to supplier. The bidder shall have to replace or repair the hardware by visiting the site. Condition given in RfQ cum RfP shall remain unchanged.
34	Clause No. 6.3.4 Page No. 40	Post Warranty Comprehensive AMC	For every incident of breaching of service support, Penalty will be deducted as follows: Total downtime beyond 48hrs i.) >48 and <54 hrs (CTR) Penalty per hour will be Rs. 3,000.00 ii.) =>54 hrs (CTR) Penalty per hours will be Rs. 6,000.00 The total amount of such Penalty per month would be limited to maximum 10% of the entire LDB system's Cumulative AMC. This is in addition over LD.	The penalty charges are very expensive & timeline is very short. The timeline shall start once authority inform Bidder about reader downtime. Please make it i.) >48 and <54 hrs (CTR) penalty per hour will be Rs. 1,000.00 ii.) =>54 hrs (CTR) penalty per hours will be Rs. 2,000.00 The amount of such LD would be limited to maximum of 2% of the total contract value.	After the fault is identified at the site, the technical engineer of the service provider of LDB project shall identify the exact reason of the fault and if it is due to the hardware supplied then the ticket shall be logged with the supplier. The downtime shall start from the time of intimation to supplier. The bidder shall have to replace or repair the hardware by visiting the site. Condition given in RfQ cum RfP shall remain unchanged.

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35	Clause No. 6.3.3, Sr. No. (b) Page No. 39	SLA and Liquidated Damages for Comprehensive Warranty	The Faulty Device should be repaired or replaced in 48Hrs of logging the complaint i.e., Call to Repair (CTR).	Who will determine the fault is with Reader or Antenna? What connectivity will be provided to the bidder for Troubleshooting	After the fault is identified at the site, the technical engineer of the service provider of LDB project shall identify the exact reason of the fault and if it is due to the hardware supplied then the ticket shall be logged with the supplier. The downtime shall start from the time of intimation to supplier. The bidder shall have to replace or repair the hardware by visiting the site. Condition given in RfQ cum RfP shall remain unchanged.
36	Clause No. 6.3.3, Sr. No. (b) Page No. 39	SLA and Liquidated Damages for Comprehensive Warranty	The Faulty Device should be repaired or replaced in 48Hrs of logging the complaint i.e., Call to Repair (CTR).	How will the supplier be made aware of device downtime?	After the fault is identified at the site, the technical engineer of the service provider of LDB project shall identify the exact reason of the fault and if it is due to the hardware supplied then the ticket shall be logged with the supplier. The downtime shall start from the time of intimation to supplier. The bidder shall have to replace or repair the hardware by visiting the site. Condition given in RfQ cum RfP shall remain unchanged.
37	Clause No. 6.3.2 Page No. 38	Service Support	Online access to operating system software - OS updates and upgrades	Does this mean that we need to update each Reader, or we just share the firmware with you?	Supplier shall provide the firmware and assist NLDSL to test it at one of the site. Condition given in RfQ cum RfP shall remain unchanged.

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38	Clause No. 5.11.1, Page No.30	Performance Security	Performance Security: Performance Security equivalent to 3 (Three) percent of the total cost of Financial Proposal shall be furnished from a Nationalized/ Scheduled Bank, before signing of the contract, in form of a Bank Guarantee. For the successful bidder the Performance Security will be retained by NLDSL until the "Completion of the assignment" i.e. completion of the AMC period of the Goods delivered till the expiry of the contract. On the "Completion of the assignment" and further receiving the notice from the supplier, NLDSL will return the Performance Security within a period of 180 (one hundred eighty) days from the date of receiving the notice without interest to the extent the same has not been utilized in recovering the amounts of the liquidated damages and penalty or damages, as the case may be.	As per Gem bid document, there is no ePBG and as per Request for Qualification cum Proposal for Supply of RFID readers for Logistics Data Bank (LDB) Project in India document 3% PBG is mentioned. Kindly clarify this point.	Need to submit the scan copy of the valid PBG at GeM portal as per the format provided by the NLDSL to the supplier. Condition given in RfQ cum RfP shall remain unchanged.
39	Clause No. Section 4 Page No. 12	Schedule of the tender	1st Phase Of delivery: 30% (330 RFID Readers) of the total contract quantity as mentioned in RFQ cum RFP. Delivery timeline for 1st Phase: 4 weeks from the date of issuance of LOA. Delivery timelines for subsequent phases: 4 weeks from the date of issuance of PO/confirmation over email by NLDSL. Procurement for the entire order quantity will be made over a period of maximum 3 years of signing of contract.	RFID Fixed UHF Reader in the Period of Three Years' time as said in Tender. Can we get a tentative requirement schedule? Since the delivery timeline is only 4 weeks, we would need to stock ahead of time.	Condition given in RfQ cum RfP shall remain unchanged.

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40	Clause 5.10.2, Sr. no. 1, B Page No. 26	Technical Evaluation Criteria	The cumulative value of the IT project contracts the applicant has executed till Proposal due date. (Contract copy confirming the value of the agreement and terms of payment)	Consideration of RFID projects under IT. We presume that FASTag & e-seal comes under the IT projects and we hope it is okay for Tender Authority	Please refer clause 5.10.2. Condition given in RfQ cum RfP shall remain unchanged.
41	-	-	-	OEM Should have Global Turnover of Over 500 Million for past 3 Years (Cash Flow Positive) - There are many Sell and Fly over night companies, to protect the Solutions and Investment, Genuine Organization should be considered for the Solution.	Condition given in RfQ cum RfP shall remain unchanged.
42	-	-	-	Reader Should comply with GS1 EPC Gen2 Guidelines of DRM, LLRP and Remote Management.	Condition given in RfQ cum RfP shall remain unchanged.
43	-	-	-	There should be an optional provision to get TAG data over HTTP POST, TCP / IP SOCKET, USB HID (Keyboard Emulation), or to a USB flash drive.	Condition given in RfQ cum RfP shall remain unchanged.
44	-	-	-	These devices will be installed remotely and at multiple locations. Manageability of the Readers through a MDM should be available as managing devices during the contract period would definitely be a challenge without MDM.	Condition given in RfQ cum RfP shall remain unchanged.