

**Reply to the queries received through email and queries raised in the pre-bid meeting of
EOI held on 13.04.2018 at 11:00 am under the chairmanship of Principal Secretary,
Disaster Management Department, Government of Bihar**

Sr. No.	EOI Description	Query	Response
1.	Page 4 Item No. 1.2 Proposed Emergency Operation Center (EOC) Project	Capital cost for supply of equipment under the contract would be high. What would be the process of payment of that cost under proposed BOOT model?	Payment for capital cost for supply of equipment shall be made by DMD in adequate instalments based on supply, commissioning and proper functioning of equipment. Details of payment shall be furnished in the RFP document.
2.	Page 7 – Phase – II. Item No. 2.b & 2.c	What is the number of portable VSAT, fixed VSAT and BGAN terminals to be deployed under this tender?	The supplier should provide 3 portable VSAT, 10 fixed VSAT and 2 BGAN terminals.
3.	Page 7 – Phase – II Item No. 2.c	List of districts fall under Group-A category is desired.	Following are the districts which fall under Group-A: Araria, Drabhang, East Champaran, Kishanhanj, Madhepura, Madhubani, Saharsa, Sheohar, Sitamarhi, and Supaul.
4.		Civil work related to SEOC building should not be included under the tender.	Civil work of SEOC premise is being done by the government.
5.		Who will maintain the housekeeping (cleaning and maintenance) work of SEOC premise?	Supplier has to provide the housekeeping services for the SEOC premise.
6.	Page 6 – Item No. 1.4.11 Phase I (k)	Supply of VHF and HF sets should be kept in second phase of project instead of first phase.	Not considered.
7.		Whether supplier has to provide the furniture for SEOC.	Basic furniture like; table, chair and cupboard shall be provided in the SEOC by the Disaster Management Department. Additional furniture if required is to be provided by the supplier.
8.	Page 5 - Item No. 1.4.7 Multi-channel Notification System	Is it necessary to include the equipment of the notification system infrastructure for a multichannel notification system. SMS alerts for officials and citizens in the territory of the	Multichannel notification system is an integral part of the tender process. Location based, multi-channel, latest messaging system for alert dissemination should be deployed.



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9.		Is it necessary to include uninterruptible power supply equipment for the newly constructed State EOC in Police Bhawan complex at Bailey Road?	Government will provide necessary power back through generator set and UPS system in the SEOC premise.
10.	Page 7 – Item No.(d) of Phase II of 1.4.11	Minimum quantity and basic technical requirements for Mobile EOC.	There would be two mobile EOC with all required communications channels.
11.		Will the DMD provide large scale digital maps (1:10,000, 1:50,000 of the state territories) or is it supposed to use digital maps of free access (OpenStreetMap, Google, Bing map, ESRI, etc.)?	Maps are to be arranged by the supplier based on the requirement and specifications.
12.		Is it necessary to include DEOC infrastructure equipment in 38 districts (computers, UPS, furniture, etc.)?	Computers, UPS and furniture in 38 DEOCs have been provided by the Disaster Management Department.
13.		Is it possible to include in the consortium a company specially created for this project (without work experience, revenue, personnel, etc.)?	No. As per the details mentioned in the EOI.
14.		May a company created for this purpose be the lead applicant for a tender from a consortium?	No. As per the details mentioned in the EOI.
15.	Page - 19. Pre-Qualification Criteria for Proposed Incident Response Software and Notification Software.	Change of pre-qualification criteria: Software must have been deployed and implemented by minimum Two (2) different government organizations for disaster management or emergency response. One of these installations must be a Statewide deployment in SEOC and all respective DEOCs/Districts for a Disaster Management Department/SDMA with an installation value (software license, AMC, and related services) of not less than INR 5 crores. Attach work	Not considered.



		orders.	
16.	Page – 18. Pre- Qualification Criteria for Sole Applicant / Lead Applicant.	Change of pre-qualification criteria: The Applicant or consortium member must have experience of implementing project related to:Emergency Operation Center (EOC) successfully installed and operational with any State Government/CentralGovernment / PSUanywhere in the world in last 5 years including current year. Experience must include at least one nationwide EOC project with anyState Government Central Government PSU anywhere in the world in last 5 years including current year, of value more than INR 10(Ten) Crore.The scope of the above project should include implementation of EOC project including deployment of Incident ResponseManagement Application, along with video walls display.	Not considered
17.		Who will bear the electricity cost of the SEOC facility?	Electricity bill of the SEOC complex is to be paid by the supplier which shall be reimbursed by the Disaster Management Department.
18.		Who will provide the required internet connectivity (ISP) for SEOC facility?	Disaster Management Department will provide internet connectivity based on BSWAN / BSNL lines however, supplier should also provide the alternate internet connectivity to SEOC.
19		Should the Public Notification Warning System be accessible fromany non-specialized machine (PC terminal) using standard webbrowser and not require any additional specialized softwareprograms for sending alerts?	Public notification warning system is to be accessible from a secure device preferably a web-based system.

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20		Should the Public Notification Warning System be GUI based and simultaneously accessible by users in multiple terminals, departments and geographies?	The system should be accessible from multiple locations.
21		Should the Public Notification Warning System to have the ability to zoom in/out, select the location and draw a suitable shape, using polygons or circles to define the emergency alert area via a digital map, to compose and send messages, and to generate / view statistics reports, etc.)?	Please provide the best possible option / solution keeping in view the requirements of EOI.
22		Should it be possible for the system to send text messages to list members and the public from a common GUI?	Please provide the best possible option / solution keeping in view the requirements of EOI.
23		Should the Public Notification Warning System allow a copy feature where a communication can be resent? All the original data from the communication shall be presented and optionally modifiable by the user.	Please provide the best possible option / solution keeping in view the requirements of EOI.
24		Should the Public Notification Warning System also count the number of subscribers covered under each demarcated area / country wise / operator wise and display before sending the alert?	The system should generate a real time log of information sent and received.
25		Do you want that for each alert, a quick view should be available to visually determine how many messages were transmitted, failed, received and are in queue? Do you want user should be able to do "quick send" from dashboard by using pre-defined template?	Please provide the best possible option / solution keeping in view the requirements of EOI.
26		Do you want to have the functionality to send SMS and Voicemessages at a scheduled	Yes.

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		time in future?	
27		Do you want SMS and Location based SMS to be sent in English and Hindi; also Voice calls should be sent in English and Hindi. Both human recorded voices (recorded from PC) and Text-to-Speech (TTS) must be supported in all above languages.	Yes.
28		Should the Public Notification Warning System allow sending all type of communication i.e. Mobile SMS, Voice calls to Landline numbers, Social Media (FB / Twitter), TV, Radio, App Notification, Siren, email or other CAP channels to known subscribers and subscribers identified based on their location within Telecom Operator network be sent from single system?	Please provide the best possible option / solution keeping in view the requirements of EOI.
29		Should the Public Notification Warning System allow geographically localized SMS sending, including those that may be time-critical in nature, to be sent to mobile numbers in a particular vulnerable area that need not be pre-registered in the System, but are automatically "polled" from the Telco's operators network based on their last known location which is in vulnerable area?	Please provide the best possible option / solution keeping in view the requirements of EOI.
30		Should the Public Notification Warning System be connected online with Telecom Operator(s) and have direct capability to send SMS messages to all mobile subscribers, and covers both national subscribers and international roamers who are present in the vulnerable area to be affected by any Disaster?	Please provide the best possible option / solution keeping in view the requirements of EOI.

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31.		For SMS to citizens; do you imply location based SMS alerting with delivery status where-in citizens are notified based on their last known location in mobile networks with no compromise to user privacy?	Please provide the best possible option / solution keeping in view the requirements of EOI.
32		Should the Public Notification Warning System be able to draw a polygon of a particular area through GIS map and send alerts to all people who are present at the time inside the polygon based on their near real-time location at the time of sending the alert?	Please provide the best possible option / solution keeping in view the requirements of EOI.
33		Should the location data of subscribers in affected area be as near real-time as possible (it should reflect in the Public Notification Warning system as soon as the operator is able to register the location change event of subscribers, in their network)?	Please provide the best possible option / solution keeping in view the requirements of EOI.
34		When the user marks a target area on map, should the system provide a count of citizens located in the area in near real time based on telecom operator network data?	Please provide the best possible option / solution keeping in view the requirements of EOI.
35		For dissemination of alerts through Voice, Email, do you imply an automated mechanism to collect citizen data and associate them with an address?	Please provide the best possible option / solution keeping in view the requirements of EOI.
36		Should the Public Notification Warning System be capable of integrating with standard contact / identity management systems provided by third parties?	Please provide the best possible option / solution keeping in view the requirements of EOI.
37		Will the officials be alerted based on their contact information made available within the Public Notification Warning System's directory?	Yes. The details shall be provided by the Disaster Management Department.
38		Should citizens have the option	Yes.

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		to be able to register on a web portal with their addresses? The system should then send alerts based on whether these citizens lie within a marked danger zone.	
39		Should the system / solution not require any configuration to be done on subscriber's handset and work on all types of mobile phones including non-smartphones / feature phones?	Please provide the best possible option / solution keeping in view the requirements of EOI.
40		Do you want user to be able to post alert warnings directly to a Facebook / Twitter page associated with the department with images?	Please provide the best possible option / solution keeping in view the requirements of EOI.
41		Do you want user to be able to select groups of officials, following which the system can provide a count of expected messages based on available channels?	Please provide the best possible option / solution keeping in view the requirements of EOI.
42		Do you want the user to be able to generate comprehensive predefined reports or export data in list and detailed format?	Please provide the best possible option / solution keeping in view the requirements of EOI.
43		Do you want system to provide built-in GIS map? Also, should the system must support drawing tools for user to identify locations to alert?	Please provide the best possible option / solution keeping in view the requirements of EOI.
44		By SMS, does the DMD imply location based SMS alerting with delivery status where-in citizens / groups are notified based on their last known location in mobile networks with no compromise to user privacy?	Please provide the best possible option / solution keeping in view the requirements of EOI.
45		By GIS targeting, does the DMD mean that areas to be alerted shall be defined on a GIS based system which will then be used for	Please provide the best possible option / solution keeping in view the requirements of EOI.

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		identifying target users based on their last known location in mobilenetworks to alert citizens?	
46		Should the Lead bidder / consortium member have experience in the field of Public Notification Warning System / Public alerting? If yes, what type of experience is required? Kindly advice.	The lead bidder may or may not have experience in public notification warning system.
47		Should the offer include detailed technical capabilities of the bidder such as proof of implementing similar projects for government /public sector / corporations in India or abroad?	As per the details mentioned in the EOI.
48		Should the bidder also have a well-defined roadmap for Public warning systems which should showcase platform extension capabilities towards upcoming next generation technologies?	Please provide the best possible option / solution keeping in view the requirements of EOI.
49		Do we need to provide phase – II component details in this EOI.	Details for phase I and II should be provide together in this EOI.



(Pratyaya Amrit)

Principal Secretary

Disaster Management Department