

**Tender for "design, supply, installation, testing & commissioning, maintenance and content update of mobile/ laptop based**

Ref.: Tender No.: CMRL/RS/27/2018, dated - 01.09.2018

Sl. No.	Clause ref.	Original Clause as in Tender Document	Modified clause as per the decision by CMRL														
1	Page 26, clause 3.2	The language of the content and approximate percentage of content shall be as follows: 1. Tamil (50%) 2. Telugu (10%) 3. Malayalam (10%) 4. Hindi (10%) 5. English (10%) 6. Others (10%)	The language of the content and approximate percentage of content shall be as follows: <table border="1"><thead><tr><th>Approximate percentage of content</th><th>Variation %</th></tr></thead><tbody><tr><td>Tamil (50%)</td><td>+5% -0%</td></tr><tr><td>Telugu (10%)</td><td>±5%</td></tr><tr><td>Malayalam (10%)</td><td>±5%</td></tr><tr><td>Hindi (10%)</td><td>±5%</td></tr><tr><td>English (10%)</td><td>±5%</td></tr><tr><td>Others (10%)</td><td>±5%</td></tr></tbody></table>	Approximate percentage of content	Variation %	Tamil (50%)	+5% -0%	Telugu (10%)	±5%	Malayalam (10%)	±5%	Hindi (10%)	±5%	English (10%)	±5%	Others (10%)	±5%
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2	Page 31, clause 2.2.2 (b)	b) Koyambedu Depot: The MBES shall be provided in the following sheds and buildings: a. General Stores b. Infrastructure shed c. Workshop shed including office Rooms d. Stabling shed e. Canteen * Note: CMRL has awarded contract to construct new depot at Wimco nagar. Hence all the sheds and buildings in this depot also shall be provided with MBES in future.	Koyambedu Depot and Wimco Nagar Depot: The contractor shall install their equipment at depots to enable updation of content while trains are in depot. The location and the number of equipment is at the discretion of contractor.														
3	Page 33, clause 3.11.2	MBES equipment shall fully comply with EN 50121 and EN 50155 requirements.	The hardwares fitted inside the rolling stock must comply with standard EN 50121 and EN 50155.														
4	Page 33, clause 3.14.5	The downloaded content shall be available for viewing at least for 72 hours.	The downloaded content shall be available for viewing at least for 48 hours.														

Sl. No.	Clause ref.	Original Clause as in Tender Document	Modified clause as per the decision by CMRL
5	Page 34, clause 3.15.3	Provision shall be available to download the contents available in local server.	Deleted
6	Page 34, clause 3.15.5	The downloaded content shall be available for viewing at least for 72 hours.	Deleted
7	Page 10, clause 6.2	<p>Work Experience for MBES:- Work Experience of having completed similar works during last 5 years, either in India or abroad or both, ending last day of the previous month to which the tender is published. Similar work means “design, supply, installation, testing & commissioning, maintenance and periodic Video content update of Mobile/ Laptop Based wireless seamless streaming Entertainment System (MBES) in buses/ trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations.</p> <p>i. Three similar completed works completed in 88 numbers of buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations (or)</p> <p>ii. Two similar works completed in 110 numbers of buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations (or)</p> <p>iii. One similar work completed in 176 numbers of buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations</p> <p>Note: Copies of the work order and certificate for satisfactory performance of the work issued by respective clients shall be enclosed.</p>	<p>Work Experience for MBES:- Work Experience of having awarded similar works during last 5 years, either in India or abroad or both, ending last day of the previous month to which the tender is opened. Similar work means “design, supply, installation, testing & commissioning, maintenance and periodic Video content update of Mobile/ Laptop Based wireless seamless streaming Entertainment System (MBES) in buses/ trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations.</p> <p>i. Three similar works awarded in 88 numbers of buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations (or)</p> <p>ii. Two similar works awarded in 110 numbers of buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations (or)</p> <p>iii. One similar work awarded in 176 numbers of buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations</p> <p>Note: Copies of the work order and certificate for satisfactory performance (if completed) of the work issued by respective clients shall be enclosed.</p>

Sl. No.	Clause ref.	Original Clause as in Tender Document	Modified clause as per the decision by CMRL
8	GCC clause 7.2	The bidder should have been a profit making entity for the preceding three financial years in which the annual turnover is calculated (Copy of statement of Profit and Loss Account certified by Chartered Accountant for each of the three financial years to be enclosed (Annexure-6 – Format-1).	clause 7.2 of GCC is Deleted. However Annexure 6, Format 1 duly certified by Chartered accountant shall be submitted..
9	NIT clause no.11	Last date for up-loading of Tender document in e-procurement portal 01.10.2018 upto 1400 hrs.	Last date for up-loading of Tender document in e-procurement portal 15.10.2018 upto 1400 hrs.
10	NIT clause no.12	Date and Time of Opening of Tender (Techno-Commercial Bid) in e-procurement portal 02.10.2018 at 1500hrs.	Date and Time of Opening of Tender (Techno-Commercial Bid) in e-procurement portal 16.10.2018 at 1500hrs.

Note: -

- i. This corrigendum is part of the tender document.
- ii. All other conditions of tender document shall remain the same.
- iii. Bidders are requested to upload the sealed and signed copy of corrigendum along with tender documents.


17/09/2018

**Joint General Manager (RSO),
Chennai Metro Rail Limited**

CHENNAI METRO RAIL LIMITED

Tender document no. CMRL/RS/27/2018

Tender for "design, supply, installation, testing & commissioning, maintenance and content update of mobile/ laptop based

Response to queries during pre-bid meeting conducted in CMRL on 11.09.2018

Sr. No.	Name of Agency	Queries	CMRL clarifications														
1	M/s. Margo networks Pvt. Ltd.	Page 10, clause 6.1: Margo Networks Private Limited ("Margo") is a subsidiary of Zee Entertainment Enterprises Limited ("Zee"). Do the credentials of Zee as the holding company apply to Margo	If Zee Entertainment Enterprises Limited ("Zee") certify on their company letter head that Margo Networks private Limited is a subsidiary of Zee, the credentials of Zee is acceptable to CMRL.														
2	M/s. Margo networks Pvt. Ltd.	Page 11, clause 7.2: Margo Networks Private Limited ("Margo") is a subsidiary of Zee Entertainment Enterprises Limited ("Zee"). Do the credentials of Zee as the holding company apply to Margo as a Bidder?															
3	M/s. Margo networks Pvt. Ltd.	Page 26, clause 3.2: What does approximate percentage mean? How much deviation is acceptable from the mentioned percentages?	<p>Page 26, clause 3.2: may be read as follows: The language of the content and approximate percentage of content shall be as follows:</p> <table border="1"> <thead> <tr> <th>Approximate percentage of content</th> <th>Variation %</th> </tr> </thead> <tbody> <tr> <td>Tamil (50%)</td> <td>+5% - 0%</td> </tr> <tr> <td>Telugu (10%)</td> <td>±5%</td> </tr> <tr> <td>Malayalam (10%)</td> <td>±5%</td> </tr> <tr> <td>Hindi (10%)</td> <td>±5%</td> </tr> <tr> <td>English (10%)</td> <td>±5%</td> </tr> <tr> <td>Others (10%)</td> <td>±5%</td> </tr> </tbody> </table>	Approximate percentage of content	Variation %	Tamil (50%)	+5% - 0%	Telugu (10%)	±5%	Malayalam (10%)	±5%	Hindi (10%)	±5%	English (10%)	±5%	Others (10%)	±5%
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4	M/s. Margo networks Pvt. Ltd.	Page 26, clause 3.8: There is no mention of any support from CMRL with respect to generating awareness of the service in CMRL premises	CMRL will support the contractor to advertise the MBES to commuters through CMRL website, twitter and facebook. In CMRL premises facility will be provided on chargable basis to contractor and he shall create awareness in the public about MBES.														

Sr. No.	Name of Agency	Queries	CMRL clarifications
5	M/s. Margo networks Pvt. Ltd.	Page 27, clause 5.1: Could you please clarify the meaning of this point?	Due to operational and maintenance restrictions the number of trains in revenue service may vary.
6	M/s. Margo networks Pvt. Ltd.	Page 28, clause 9.1: Penalty based on consumer complaints is out of control of the Bidder and CMRL	Penalty will be imposed on the receipt of complaints from commuters on MBES, due to failures in hardwares and softwares.
7	M/s. Margo networks Pvt. Ltd.	Page 31, clause 2.2.2: Need clarification regarding covering the office rooms, canteens, etc. at the depot wherein commuters will not be allowed	Page 31, clause 2.2.2 (b) to be read as follows: Koyambedu Depot and Wimco Nagar Depot: The contractor shall install their equipment at depots to enable updation of content while trains are in depot. The location and the number of equipment is at the discretion of contractor.
8	M/s. Margo networks Pvt. Ltd.	Page 33, clause 3.11.2: EN 50121 and EN50155 are standards for equipment that needs to be installed inside trains. The clause is unclear in terms of what all hardware needs to be EN compliant	The hardwares fitted inside the rolling stock must comply with standard EN 50121 and EN 50155.
9	M/s. Margo networks Pvt. Ltd.	Page 33, clause 3.14.5: Expiry period of downloaded content is not defined by the service provider, but by the content owner and certain premium some studios don't allow an expiry period of 72 hours	Page 33, clause 3.14.5 to be read as follows: The downloaded content shall be available for viewing at least for 48 hours.
10	M/s. Margo networks Pvt. Ltd.	Page 34, clause 3.15.3: Content downloads on laptops is not a content industry norm and again, the Bidder will be at the mercy of the content owners	Agreed. Clause no: 3.15.3 & 3.15.5 is deleted.
11	M/s. Margo networks Pvt. Ltd.	Page 34, clause 3.16.1: 1,200 simultaneous users in trains and 2,000 simultaneous users in stations is not a realistic scenario and hardware will have to be over-provisioned making the project unviable	CMRL has given the design peak load demand. However if the contractor feels the demand will be less initially, the hardware can be selected for that particular load. However contractor shall define clearly how many user can be served at a time with that hardware and how periodically the hardware will be changed based on the measured footfall.

Sr. No.	Name of Agency	Queries	CMRL clarifications
12	M/s. Margo networks Pvt. Ltd.	Page 35, clause 6.4: TAT of 24 hours for all failures is not realistic	No change.
13	M/s. Mark Metro	Performance Guarantee - in form of Bank guarantee is acceptable	Yes, format already attached in Annexure - 11
14	M/s. Mark Metro	Is the contractor is permissible to generate revenue during the stabilisation period (at 1 year)	Yes
15	M/s. Mark Metro	Tenure of contract is 10 years, when we looking on long run, based on huge investments, request to increase the contract tenure.	No change. Contract period cannot be extended further.
16	M/s. Mark Metro	Constortium (or) joint venture, request to allow the bidder in both format.	Constortium (or) joint venture is allowed.
17	M/s. KKM Soft Pvt. Ltd.	Free wi-fi provided will have an impact on number of visitors to MBES. We propose having a dedicated MBES network atleast within the Rolling Stock.	Not agreed.
18	M/s. KKM Soft Pvt. Ltd.	Clause no.2.2 - To stream emergency messages from CMRL MBES has to be connected with some system of CMRL. Will CMRL help us with the connectivity?	CMRL will support for providing connectivity with existing system (if any) to stream emergency messages by CMRL.
19	M/s. KKM Soft Pvt. Ltd.	Payment - The variable pay is based on footfalls, ideally it should be based on number of log in.	Not agreed.
20	M/s. VuLiv.	1. In point No. 6.2, it's mentioned to share "work experience of completing similar works during last 5 years, either in India or abroad or both, ending last day of the previous month to which the tender is published". A. We sincerely request to consider submission till" end of the closing date of the Tender"instead of previous month.	Page 10, clause 6. 2 to be read as follows: Work Experience for MBES:- Work Experience of having awarded similar works during last 5 years, either in India or abroad or both, ending last day of the previous month to which the tender is opened. Similar work means "design, supply, installation, testing & commissioning, maintenance and periodic Video content update of Mobile/ Laptop Based wireless seamless streaming Entertainment System (MBES) in buses/ trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations.

Sr. No.	Name of Agency	Queries	CMRL clarifications
21	M/s. VuLiv.	2. Also, in Point No.6.2 iii request if we can also be eligible to submit POs/ Contracts / Letter of Intent or related documents of the similar works or projects whose orders we have obtained and is under deployment instead of the work being completed and hence a permission allowing us to submit the POs/ Contracts/Letter of intent as the proof.	i. Three similar works awarded in 88 numbers of buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations (or) ii. Two similar works awarded in 110 numbers of buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations (or) iii. One similar work awarded in 176 numbers of buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations Note: Copies of the work order and certificate for satisfactory performance (if completed) of the work issued by respective clients shall be enclosed.
22	M/s. VuLiv.	3. Entertainment on the go is at evolving stage in India. Hence there will be no experienced bidders will be available. Moreover the nature of business involves huge investment at the beginning of the project. Hence profit will not be viable at initial stages. Hence request to relax the profitability clause	Agreed. Clause no: 7.2 of GCC is deleted. However Annexure 6, Format 1 duly certified by Chartered accountant shall be submitted.

 17/09/2018

**Joint General Manager (RSO),
Chennai Metro Rail Limited**