

RESPONSE ON PRE-BID QUERIES TO RAVIS PRE- BID MEETING Dt 19.11.2020

S.No	Company	RAVIS contract clause	Query from Bidder	CMRL response
1	AINS		<p>Payment of EMD:</p> <p>You have mentioned that a Sum of Rs.15,60,000/- to be paid towards Earnest Money deposit in the form of bank guarantee only from any Public Sector Bank and not in any other mode. Normally in Indian Railways including other Government units there will be options to remit EMD by way of NEFT, DD and STDR (Special Term Deposit Receipt) mentioning the name of the beneficiary. We request you to modify the tender by incorporating other modes of payment of EMD also.</p>	Please find the modified clauses in S.No1 to Sno 10 of Addendum to RAVIS.
2	AINS		<p>Eligibility and Evaluation criteria of bidders:</p> <p>You have mentioned in clause No. 6.2 in page No.14:- "Design, supply, installation, testing & commissioning and warranty support for passenger information system and advertisements using LCD screens with LED backlit display screen displays in a network within buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations / in any commercial location". We would request you to include: "Design, supply, installation, testing & commissioning and warranty support for passenger information system with announcement and displays through serial, Ethernet, OFC and wireless networking within buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations / in any commercial location" because major displays and announcements are used in Railways as per RDSO standard. After our installation we are maintaining displays and announcement system more than 100 stations more than a decade.</p>	Please find the modified clause in S.No 11 of Addendum to RAVIS
3	NUSYN	<p>General conditions of the contractor - point 3.1:</p> <p>The EMD shall be made payable without any condition to the CMRL. An amount of INR 15, 60, 000 (Fifteen lakh sixty thousand Indian rupees only) is required to be taken in the form of Bank Guarantee from any Indian Public sector bank as bid security. The Bank Guarantee number is required to be filled in Mandatory Information for eligibility of the bid (Annexure -6) and same original bank guarantee need to be signed and submitted to CMRL at-least one day before tender opening date.</p>	Can the EMD clause be waived for MSME companies?	Requirements of EMD cannot be waived off for MSME companies for CMRL tenders.

4	NUSYN	<p>General conditions of the contractor - point 6.2:</p> <p>Work Experience for contract of RAVIS:- Work Experience of having completed similar works during last 7 years, either in India or outside India or both, ending last day of the previous month to which the tender is published. Similar work means —Design, supply, installation, testing & commissioning and warranty support for information system and advertisements using LED/ IPS-LCD/EPD/ TFT screen displays in a network within buses/trains/ aircrafts/ hotels/airports/ railway stations/ bus stations / in any commercial location and i. Three similar completed works completed in total for 6.24 Cr INR worth LED/IPS-LCD/EPD/TFT displays in buses/trains/aircrafts/ hotels/ airports/ railway stations/ bus stations / in any commercial location (or) ii. Two similar works completed in total for 7.8 Cr INR LED/IPS-LCD/EPD/TFT displays in buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations / in any commercial location (or) One similar work completed in total for 12.48 Cr INR LED/IPS-LCD/EPD/TFT displays in buses/trains/ aircrafts/ hotels/ airports/ railway stations/ bus stations/ in any commercial location</p>	<p>Request the criteria to be also include: 1) Retail Digital signage projects in the given period 2) consider 4 similar projects for total value of 6.24CR instead of 3 projects 3) Metro Rail projects that are awarded and in execution stage in phases</p>	<p>requested criteria: 1) Retail Digital signage projects in the given period CMRL response: Please follow similar works definition as per S.No 11 of Addendum to RAVIS. 2) consider 4 similar projects for total value of 6.24CR instead of 3 projects CMRL response: Cannot consider this proposal as per CMRL tender policy. 3) Metro Rail projects that are awarded and in execution stage in phases CMRL response: Please refer S.No 11 and 12 of the Addendum to the RAVIS contract.</p>
5	NUSYN	<p>General conditions of the contractor - point 23.2:</p> <p>Performance security bank guarantee will be 10% of the overall Project value including any taxes, duties and any other charges, etc. Performance security may be furnished in the form of a Bank guarantee from any Indian Public sector bank, in favour of —Chennai Metro Rail Limitedl.</p>	<p>Being a very large BG amount, can CMRL consider either: 1. Reduce the BG amount to 5% 2. consider deducting 10% from invoices raised instead of upfront BG Please note that upfront of 10% would have an impact on cost</p>	<p>1. Reduce the BG amount to 5% CMRL Response: Cannot consider this proposal as per CMRL tender policy. 2. consider deducting 10% from invoices raised instead of upfront BG. Please note that upfront of 10% would have an impact on cost. CMRL Response: Cannot consider this proposal as per CMRL tender policy.</p>
6	NUSYN	<p>General conditions of the contractor - point 37.2</p> <p>The CMRL's name shall be mentioned under all insurance policies taken out by the Successful bidder except for Workmen Compensation Insurance. The Successful bidder's Sub-bidders name (if any) also to be named under all the insurance policies taken out by the Successful bidder.</p>	<p>Can this be covered under our existing generic policies - that cover all our large customers?</p>	<p>CMRL Response: Cannot consider this proposal as per CMRL policy.</p>
7	NUSYN	<p>Technical specifications - Point 6.12 - iv</p> <p>User interface shall be provided to CMRL for enabling/disabling advertisement and adding new advertisements with upload content option which needs to be done at a single point per train basis by connecting to the main controller in train through wired means in Depot or in mainline parked state</p>	<p>The concept of centralized content management works on the capability to schedule content across trains from a Central point - without human intervention. Following this process / architecture has the following advantages: 1. There is no human intervention for advertising management 2. Standardisation of content across the displays 3. Central reporting of advertising playback - which is critical for advertisers 4. Will have the flexibility to manage content more efficiently 5. Negates the errors in media scheduling - that could occur if individuals physically load content in each train. 6. extremely difficult and time consuming as content needs to be physically loaded in each train for 52 trains Our recommendation is to have an option for content to be uploaded through wireless connectivity when trains reach the depot. This was the process in the earlier RFP.</p>	<p>CMRL Response: No change in related tender conditions</p>

8	NUSYN	<p>Technical specifications - Point 6.7.2 - iv</p> <p>Successful bidder shall ensure all Displays to have proper passenger viewing in all conditions of interior lighting and during all times of the day and night. As the trains operate in open elevated section and in tunnel section, displays shall be capable of displaying the content in a clear manner in sun light and in dark environment. Displays shall be equipped with Automatic brightness adjustments by means of ambient light sensors. The display information shall be visible in a clear view in various conditions of exterior sunlight brightness and interior saloon light conditions</p>	<p>Auto brightness not required because lighting inside the train is controlled unlike ambient sunlight. Also autobrightness is required only when screen brightness is greater than 700 knits. Indoor applications do not need autobrightness control. This feature needs to be ignored</p>	<p>As the train moves in elevated and in underground sections during day time and in night time, auto brightness feature was proposed for DRDS displays. This cannot be considered as an indoor application.</p> <p>No change in related tender conditions</p>
9	NUSYN	<p>Technical specifications - Point 6.7.2 - ix</p> <p>Each Display Module including any fitment enclosures shall not exceed the weight of 8 Kgs while mounting on the existing FRP door panel</p>	<p>Please confirm if there is a possibility to accommodate weight of upto 10 kg as per last RFP</p>	<p>As the existing DRM module is weighing 10 Kg, each DRDS display along with all its specific fitment modules, wiring and connectors can be allowed upto 10 Kg. Please find the S.No 13 of Addendum to RAVIS tender.</p>
10	NUSYN	<p>Technical specifications - Point 6.10.2 - iii</p> <p>Volume levels of the route related announcements need to be controlled at various levels with respect to passenger load and train speed. This needs to be controlled automatically during the passenger service. The details of speed and train weight are to be gathered from MVB information of train by the successful bidder. Volume of announcements should not cause dis-comfort to passengers. In case of any passenger complaints, CMRL reserves the right to decide whether to increase or to decrease volume settings.</p>	<p>Automatic route announcement and pre recorded message announcement audio level will be controlled by our system. We will be able to control audio levels based on the data variable received from MVB. Pls confirm if this will be provided.</p>	<p>Train speed and weight details are available in MVB of train.</p>
11	NUSYN		<p>Please confirm if DC power supply cabling from cabin to all displays needs to be done by vendor or shall be provided by CMRL</p>	<p>Please find S.No 14 of Addendum to RAVIS tender.</p>
12	NUSYN		<p>Please confirm if Surge protector needs to be considered fo all DC powe points?</p>	<p>Please find S.No 15 of Addendum to RAVIS tender.</p>
13	TD GLOBAL		<p>1) In the earlier tender of RAVIS, Tender No: CMRL/RS/01/2020 the requirement was LCD /LED and EPD Displays. Whereas in this revised tender, EPD has been removed from the choice of Displays which gives a monopoly to LCD with LED Backlit Technology. We request CMRL to give a fair chance to Electrophoretic Display (EPD) technology also by including the same in the definition of DRDS.</p>	<p>No change in related tender conditions</p>
14	TD GLOBAL		<p>2) Similarly, in the earlier tender of RAVIS, Tender No: CMRL/RS/01/2020 the requirement was for "providing Pictographic or Video-graphic automated route related information". Whereas in this revised tender the same clause has been modified as "providing Pictographic and Video-graphic automated route related information". We request CMRL to consider changing it to the earlier definition since "Pictographic" is more apt and relevant to the Automated Route Related Information System. As per our experience adding Videographic: a) will bring down the life-expectancy of the Proposed Display. b) will not be complying (with the Harmonised Guidelines, Rights of Persons with Disabilities Act 2016 and the UN Convention on the Rights of Persons with Disabilities ratified by India in 2007) c) will have huge cost impact at the time of purchase and maintenance.</p>	<p>No change in related tender conditions</p>
15	TD GLOBAL		<p>3) Further, due to the short duration between two stations, we believe there will be very limited time (few seconds) to interchange between Route Related Information (Bi-Lingual) and Video Advertisements during the operations of Rolling Stocks.</p>	<p>No change in related tender conditions. Duration of the advertisements shall be finalized during design stage.</p>

16	TD GLOBAL		4) In this Corona Pandemic Period - how does CMRL intend to deal with the "force majeure" situation at this moment, where travel is hardly possible and where no planning can be guaranteed?	Please refer GCC 41 of RAVIS tender and S.NO 16 of Addendum to RAVIS tender
17	TD GLOBAL		5) In the Time Schedule mentioned in GCC 30.2, there is a design approval phase of 12 weeks; immediately followed by the demonstration phase. Whereas there is no time planned for acceptance of the design after the approval? We anticipate at least 4-8 weeks will be required / needed to source / manufacture / implement parts (HW and SW) that are specific to the CMRL's RAVIS project. This is time period is much required between KD1 and KD2 as we will not have the exact final requirement till the Demonstration is accepted.	Please refer Technical specification 6.5 for all the detailed activities mentioned in all stages of operation of RAVIS contract. No change in related tender conditions
18	TD GLOBAL		6) CMRL defines their interest in sharing the functioning of the DRM displays with advertisements. However, the following information crucial to the software development of the proposed RAVIS system is missing the Technical Specification: a) How does CMRL foresee this co-existence - Is there a Content Management system required for the advertisements? b) How are these advertisements expected to be shown - quasi static dynamically on time or on location on the track? c) How does CMRL foresee to upload content for the advertisements? Manually (on-site/in train) or automatically over-the-air? What requirements does CMRL have for this? d) Are these advertisements part of the current tender or are these an expected extension in the future where the system should be prepared for i) If for this tender - who is the advertising company that will prepare and provide the content to the systems in the train? ii) If for this tender - is the budget for the advertisement agency integrated in this tender or will this be tendered separately?	a) How does CMRL foresee this co-existence - Is there a Content Management system required for the advertisements? CMRL Response: Please refer Technical Specification 6.12 for details related. b) How are these advertisements expected to be shown - quasi static dynamically on time or on location on the track? CMRL Response: The availability time and sequence of the advertisements shall be finalised during the design stage after contract award. c) How does CMRL foresee to upload content for the advertisements? Manually (on-site/in train) or automatically over-the-air? What requirements does CMRL have for this? CMRL Response: Please refer Technical Specification 6.12 for details related. d) Are these advertisements part of the current tender or are these an expected extension in the future where the system should be prepared for CMRL Response: The RAVIS system shall be equipped with provision to broadcast advertisements. Utilization of advertisements or CMRL promotion in future shall be upto CMRL decision after contract is awarded. i) If for this tender - who is the advertising company that will prepare and provide the content to the systems in the train? CMRL Response: Advertising company is not part of this RAVIS tender. The RAVIS system shall be equipped with the advertisements function. Utilization of advertisements or CMRL promotion shall be upto CMRL decision after contract is awarded. ii) If for this tender - is the budget for the advertisement agency integrated in this tender or will this be tendered separately? CMRL Response: Advertising company is not part of this RAVIS tender. The RAVIS system shall be equipped with the advertisements function. Utilization of advertisements or CMRL promotion shall be upto CMRL decision after contract is awarded.
19	TD GLOBAL		7) The tender documents define that the equipment should be compatible with o.a. EN50155, EN 50121-3-2 and IP64 at EN60529. How should compliance be demonstrated/proved?	The individual components of the proposed RAVIS system shall be compatible as per these standards. Also please find S.No 23 of Addendum to RAVIS tender.
20	TD GLOBAL		8) The tender document states in 6.7.2 viii "All DRDS screens shall be vermin resistant." To what standard should this be compared?	Please find the modified clause in S.No 17 of Addendum to RAVIS tender
21	TD GLOBAL		9) The route information comes from the MVB bus: a) Where and how can we connect to the MVB bus? b) Is there a data description of the data that is available on the MVB bus?	a) Where and how can we connect to the MVB bus? CMRL Response: MVB network bus is available through out the 4 cars of each train. Supplier's controller can be connected in the MVB network. b) Is there a data description of the data that is available on the MVB bus? CMRL Response: The list of MVB variables along with the address of the variables shall be provided to Successful bidder Also please find the Technical Specification 6.7.3 (xii) for further details.
22	TD GLOBAL		10) The new display system should integrate the LED displays - Inside and outside the coaches. Can CMRL provide a datasheet of these displays including the protocol and commands to address these displays?	Data sheets, protocols and commands of these displays shall be provided to the successful bidder.

23	TD GLOBAL		11) The tender document describes the train system having a 110V power supply. Is this power already available at the locations of the new DRDS screen? If so what connector is used there?	Please find S.No 14 of Addendum to RAVIS tender.
24	TD GLOBAL		12) The new RAVIS system should drive the existing Interior and exterior LED displays: a) Can CMRL prove the datasheet of those displays? Or the manufacturer and Model/ Type number of those displays? b) Can CMRL provide the RS485 protocol used and the command set of those displays.	a) Can CMRL prove the datasheet of those displays? Or the manufacturer and Model/ Type number of those displays? CMRL response: Data sheets, protocols and commands of these displays shall be provided to the successful bidder during design stage. b) Can CMRL provide the RS485 protocol used and the command set of those displays. CMRL response: Data sheets, protocols and commands of these displays shall be provided to the successful bidder during design stage.
25	TD GLOBAL		13) The current DRM display are connected with a single DSUB9 connector: a) Could this be reused for the new DRDS Display panels? b) Will CMRL provide the pinout of this DSUB9 connector?	a) Could this be reused for the new DRDS Display panels? CMRL Response: The existing D SUB 9 connector and wiring of DRM are fed from existing PACIS system. These should not be used for feeding power and network for new DRDS displays. b) Will CMRL provide the pinout of this DSUB9 connector? CMRL Response: The existing D SUB 9 connector and wiring of DRM are fed from existing PACIS system. These should not be used for feeding power and network for new DRDS displays.
26	TD GLOBAL		14) The new RAVIS system will need access to some of the connections that are made to the UMC and some connections have to stay at the UMC: a) Can CMRL provide the manufacturer name and model / type number of the mechanic housing of the plugs and sockets?	a) Can CMRL provide the manufacturer name and model / type number of the mechanic housing of the plugs and sockets? CMRL response: These details are provided in TS 6.11 (xiv) (a). Other details shall be provided to successful bidder during design phase.
27	TD GLOBAL		15) The RAVIS system will control the LED screen at the front of the train: a) During the silent alarm this should show "train out of order"? b) How is the silent alarm wired into the system? c) Where can we identify the silent alarm is on? d) Is this on the MVB bus?	a) During the silent alarm this should show "train out of order"? CMRL Response: Yes it should show "TRAIN OUT OF ORDER" message on Frontal Display. Please find Technical Specification 6.8.1. (ii). b) How is the silent alarm wired into the system? CMRL Response: The push button for Silent alarm has contacts which are connected to the existing PACIS controller. Also the information is available on MVB. Please find Technical Specification 6.8.1. (ii). c) Where can we identify the silent alarm is on? CMRL Response: The push button for Silent alarm has contacts which are connected to the existing PACIS controller. Also the information is available on MVB. Please find Technical Specification 6.8.1. (ii). d) Is this on the MVB bus? CMRL Response: The activation of Silent Alarm information is available on MVB.
28	TD GLOBAL		16) The Ravis system will receive information from the MVB bus: a) Where and how can we connect to this MVB bus? Location, plug/connector type and wiring? b) If a MVB interface is already present in the train can we connect to that? c) If so, what is the manufacturer and model / type number of the MVB interface?	a) Where and how can we connect to this MVB bus? Location, plug/connector type and wiring? CMRL Response: MVB bus is available through out the 4 cars of each train. Supplier's controller can be connected in the MVB network b) If a MVB interface is already present in the train can we connect to that? CMRL Response: Already existing third party MVB controllers should not be used for this RAVIS contract.RAVIS contract shall have a dedicated MVB controller. c) If so, what is the manufacturer and model / type number of the MVB interface? CMRL Response: Already existing third party MVB controllers should not be used for this RAVIS contract.RAVIS contract shall have a dedicated MVB controller.

29	Origin Techserve		<p>In the Tender for the line item 6. Eligibility criteria and evaluation criteria of bidders, Work Experience for contract of RAVIS:-</p> <p>We have provided solution and installed LED videowall system for real time data information for Command & Control Center with the project value more than 12 crores.</p> <p>We request you to kindly confirm whether we can participate in this tender.</p>	Please find the modified clause in S.No 11 of Addendum to RAVIS tender
30	E-INK		<p>I was deeply disappointed to learn that the CMRL tender for RAVIS excluded Electrophoretic Display (EPD) technology.</p> <p>We are extremely surprised at the latest requirements change excluding EPD technology, given the same RAVIS tender was called in April 2020 for the same scope of work which included all display technologies.</p> <p>Our teams in the United States, Poland, and Taiwan have worked extensively to demonstrate the potential of our technology and product, which we specifically developed to meet CMRL's needs. We are aware nothing is guaranteed, but we worked in good faith that EPD technology would have equal footing with all other relevant technologies, including LCD, in the RAVIS tender.</p> <p>I wish to reiterate the distinguishing features of our EPD solution for RAVIS that we know will provide an exceptional value proposition for CMRL:</p> <p>Low power, efficient, and pleasant viewing experience for commuters Product longevity, with no maintenance or replacement expenses Low cost integrated solution with zero additional cost for any future additions, including scaling-up the number of displays in the train Environmentally-friendly display technology – no carbon footprint, light pollution, or power supply requirements</p> <p>E Ink kindly requests CMRL reconsider the current Tender Specification Document and provide an equal opportunity for all display technologies, including EPD, to participate in this tender.</p>	Please find the modified clause in S.No 11 of Addendum to RAVIS tender
31	NUSYN		<p>We are working on the proposal and it is taking time to get better solution and pricing from our partners as it is a bit complex project. So we request you to extend the Tender submission date for us to prepare a feasible solution.</p>	<p>The Starting date for tender submission, Last date for tender submission, Tender opening date shall be extended as mentioned below:</p> <p>Starting date for tender submission: 11-12-2020, 10:00 Hrs Last date for tender submission: 15-12-2020, 18:00 Hrs Tender opening date: 16-12-2020 @ 11:00 Hrs</p>