

FORMAT F.1

Format for Query / Clarification / Deviation (QCD)

Tender No : TPWODL/IA/O/SITC/07

Package Name : SITC for AR/VR system with training modules in TPWODL

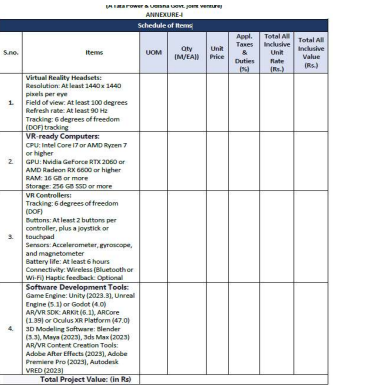
Bidder :

Note : The said format to be used only for any Pre-bid Query / Clarification/ Deviation on any of the Tender documents

Sr. No.	Detailed Reference to concerned Document . Please specify Document No / Clause No / Page No	Description as per Bid Document	Query / Clarification / Deviation	TPWODL Response
1	Page 9, Point 1.7 (b)	The bidder should either be an OEM for tendered equipment's or an authorized channel partner of OEM. Authorization Letter from OEM to be submitted in this regard.	Since META the principal OEM is not available in India to directly offer Authorization Letter.	Please adhere to the tender qualification criteria mentioned in Pg. 9, clause 1.7
2	Page 18, Point 7.3	Warranty Period 1 Year from the date of completion of project	Clarification	Please refer Page 27, Point 11, Warranty Terms
3	Page 20, Point 4	Software Development Tools: Game Engine: Unity (2023.3), Unreal Engine (5.1) or Godot (4.0) AR/VR SDK: ARKit (6.1), ARCore (1.39) or Oculus XR Platform (47.0) 3D Modeling Software: Blender (3.3), Maya (2023), 3ds Max (2023) AR/VR Content Creation Tools: Adobe After Effects (2023), Adobe Premiere Pro (2023), Autodesk VRED (2023)	Clarification	Query need to be discussed in Pre-Bid meeting
4	Page 20, Point 2 - ANNEXURE-I	VR-ready Computers: CPU: Intel Core i7 or AMD Ryzen 7 or higher GPU: Nvidia GeForce RTX 2060 or AMD Radeon RX 6600 or higher RAM: 16 GB or more Storage: 256 GB SSD or more	We recommend for Laptops since this will help in mobility and low hardware footprint.	Laptop & tablet are required for ease of mobility
5	Page 20, Point 3 - ANNEXURE-I	VR Controllers: Tracking: 6 degrees of freedom (DOF) Buttons: At least 2 buttons per controller, plus a joystick or touchpad Sensors: Accelerometer, gyroscope, and magnetometer Battery life: At least 6 hours Connectivity: Wireless (Bluetooth or Wi-Fi) Haptic feedback: Optional	OEM and Industry specific standard battery will have 2 hrs game play.	BA need to provided external , rechargeable & detachable battery support as per requirement
6	Page 22, Point 5 (C) Scope of Services	The Contractor will be responsible for managing changes to the project scope or requirements as per the directions by TPWODL representative.	Can we have a acceptable % of changes and deviation which we can consider for this project.	The BA has to do due diligence & blue printing within the 3 months time in such a way that the minimal changes are required to meet the business objective
7	Page 27, Point 11, Warranty Terms		As a standard warranty we provide for 12 months or 1 year from the date of delivery/deployment	Please refer Page 27, Point 11, Warranty Terms
8	Page 28, SLA Requirements	Support for the AR/VR training module, including troubleshooting and bug fixes.	Specific Period of BUG Fixes should be defined - 3 to 6 months	Please refer Sr. No. 2 comment
9	Page 20, Annexure-I	Engagement Model	We recommend for engaging in Service Contract (OPEX), since this will cover your future updates and delivery challenges, this model has been successful in the Industry and specifically in the region. Our clients MCL and Vedanta VAL has successfully engaged and delivered. We can provide the requiref references for a qualifying this engagement model.	This will be as per RFP
10	Page 20, Annexure-I	BOQ List	The list of units and modules numbers are not listed for providing budget.	Revised BOQ will be shared post Pre-bid meeting
11	Page 9, Point 1.7 (a)	The bidder should have an average annual turnover of minimum Rs. 5 Crore in last 3 Financial years. (Copy of Balance Sheet, Profit & Loss Account Statement / CA Certificate for turnover shall be submitted as a supporting documents)	Can MSME outside Odisha also have a relaxation over this condition be above 3 cr	As per RFP
12	Tender Document_ARVR.pdf/Page 1	* EMD is exempted for MSMEs registered in the State of Odisha	Query: The Business partner can appear for exemption if not registered under the state of Odisha?	No MSME bidders outside odisha is not eligible for exemption
13	Tender Document_ARVR.pdf/1. Event Information/1.7 Qualification Criteria/Page 9	Bidder should have an establishment in Odisha. The bidder should submit the undertaking and details of address in this regard. In case BA does not have office in Odisha, they shall open new office in Odisha within 3 months of Release of Contract.	Clarification: Will the rental space work with proper rental agreements?	The successor bidder need to establish a local office to support the project time to time
14	Tender Document_ARVR.pdf/1. Event Information/1.7 Qualification Criteria/Page 10	Bidder should have an establishment in Odisha. The bidder should submit the undertaking and details of address in this regard. In case BA does not have office in Odisha, they shall open new office in Odisha within 3 months of Release of Contract.	Clarification: For what duration does the office need to be set up in Odisha?	Till project period
15	Tender Document_ARVR.pdf/ANNEXURE-I/Page 20	Virtual Reality Headsets: Resolution: Atleast 1440 x 1440 pixels per eye Field of view: At least 100 degrees Refresh rate: At least 90 Hz Tracking: 6 degrees of freedom (DOF) tracking	Query: Is there any specific hardware that needs to be utilized part of deployment?	Bidder has to provide equivalent & better hardware to meet the business objective in specified tender

Sr. No.	Detailed Reference to concerned Document . Please specify Document No / Clause No / Page No	Description as per Bid Document	Query / Clarification / Deviation	TPWODL Response
16	Tender Document_ARVR.pdf/ANNEXURE-2/1. Project Scope of Work/Page 21	Requirements Gathering and Analysis: The Bidder will depute their technical Team member to work with TPWODL core team member for at least 3 Months to gather and analyse requirements of Operational activity and procedures for the AR/VR training module. This will include identifying the learning objectives, target audience, and specific training content that is requirement.	Query: Is it necessary to deploy the team on the site for 3 months? Will this period consider the time of execution?	Yes this is necessary for demography requirement, understand the network , blueprinting of solution developed to fulfill the business objective
17	Tender Document_ARVR.pdf/ANNEXURE-2/1. Project Scope of Work/Page 21	Requirements Gathering and Analysis: The Bidder will depute their technical Team member to work with TPWODL core team member for at least 3 Months to gather and analyse requirements of Operational activity and procedures for the AR/VR training module. This will include identifying the learning objectives, target audience, and specific training content that is requirement.	Clarification: Will the coding part be performed at the site?	This may not be required
18	Tender Document_ARVR.pdf/ANNEXURE-2/1. Project Scope of Work/Page 21	4. The Training Modules will be as mentioned below: a) PTW process, Safety zone creation, work process on 11kV Feeder in various scenario & Work at height. b) Attending DO Fuse, work process on LT network, safety zone creation and work at height. c) Operation & Maintenance work process on RMU (Ring Main Unit), Auto reclosure/Sectionalizer & DTR (Distribution Transformer). d) Substation Automation and Protection equipment (like Control & Relay Panel (CRP), Remote Terminal Unit (RTU) etc.) troubleshooting process. e) All category of Meter Installation and Safety practices	Clarification: We need to understand the quantifiable quantum of work and the level of detailing required.	The subject matter need to be involved for better understanding the requirement & deliverables. The successful will get comprehensive discussion & deliberation
19	Tender Document_ARVR.pdf/ANNEXURE-2/5. Scope of Service/Page 22	The Contractor will be responsible for creating the training content for the AR/VR training module as per the directions of TPWODL representatives. This may include developing scripts, storyboards, and other creative assets.	Clarification: We need to know the number of modules that will be developed on AR and VR platform.	Revised BOQ will be shared post Pre-bid meeting
20	Tender Document_ARVR.pdf/ANNEXURE-2/Service Level Agreement/Delivery Terms/Page 28	Delivery Terms The Bidder shall deliver the AR/VR training module to TPWODL within 3 months of the start of the project. The Bidder shall deliver the AR/VR training module in accordance with the following schedule: Project plan: Within 1 week of the start of the project Design documentation: Within 1 months of the start of the project Development documentation: Within 2 months of the start of the project Deployment documentation: Within 3 months of the start of the project Support documentation: Within 3 months of the start of the project	Clarification: We need clarity on how the delay at the client end will be managed.	The client is committed to provide this solution to internal stakeholders hence we don't foresee any kind of delayed from the client. However bidder shall provide the pre-requisite requirement.
21	Tender Document_ARVR.pdf/ANNEXURE-2/Service Level Agreement/Penalty Terms/Page 28	Penalty Terms If the Bidder fails to deliver the AR/VR training module on time, the Bidder shall be liable for a penalty of 1% of the contract value for each day that the AR/VR training module is late. The maximum penalty shall be 20% of the contract	Query: In common cases, the maximum penalty is up to 5% so is there any possibility of working on this item?	As per RFP
22	Tender Document_ARVR.pdf/ANNEXURE-2/Service Level Agreement/Delivery Terms/Page 28	Delivery Terms The Bidder shall deliver the AR/VR training module to TPWODL within 3 months of the start of the project. The Bidder shall deliver the AR/VR training module in accordance with the following schedule: Project plan: Within 1 week of the start of the project Design documentation: Within 1 months of the start of the project Development documentation: Within 2 months of the start of the project Deployment documentation: Within 3 months of the start of the project Support documentation: Within 3 months of the start of the project	Query: Does the data gathering part include the period of 3 months or the 3 months will start post getting the data gathering phase completed?	As per RFP
23	Tender Document_ARVR.pdf/ANNEXURE-2/Service Level Agreement/Penalty Terms/Page 28	Penalty Terms If the Bidder fails to deliver the AR/VR training module on time, the Bidder shall be liable for a penalty of 1% of the contract value for each day that the AR/VR training module is late. The maximum penalty shall be 20% of the contract value.	Query: We would like to understand the client's Roles and responsibilities to support us in completing the work within the given time.	The client is committed to provide this solution to internal stakeholders hence we don't foresee any kind of delayed from the client. However bidder shall provide the pre-requisite requirement.

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24	Tender Document_ARVR.pdf/ANNEXURE-2/1. Project Scope of Work/Page 21	<p>The Training Modules will be as mentioned below:</p> <p>a) PTW process, Safety zone creation, work process on 11kV Feeder in various scenario & Work at height.</p> <p>b) Attending DO Fuse, work process on LT network, safety zone creation and work at height.</p> <p>c) Operation & Maintenance work process on RMU (Ring Main Unit), Auto reclosure/Sectionalizer & DTR (Distribution Transformer).</p> <p>d) Substation Automation and Protection equipment (like Control & Relay Panel (CRP), Remote Terminal Unit (RTU) etc.) troubleshooting process.</p> <p>e) All category of Meter Installation and Safety practices</p>	Clarification: We need clarity on the Scope of Work acceptance area.	The subject matter need to be involved for better understanding the requirement & deliverables. The successful will get comprehensive discussion & deliberation																																										
25	ANNEXURE-I- Schedule of Items	Virtual Reality Headsets, VR-ready Computers, VR Controllers, Software Development Tools	We will be quoting entire Scope of work in the Annexure 1 Schedule of Item. We underlined Sr. No. 1,2,3 are hardware component where as Sr. No. 4 is software content which includes preparation of creative content of training,development of graphics required ,development of VR/AR, development of software for the same, handholding after delivery , post delivery servicing at the site for 1 year, this will include management of any software glitches that may arise	Revised BOQ will be shared post Pre-bid meeting																																										
26	ANNEXURE – II	SCOPE OF WORK:	Customization for the requirement of TPWODI during the initial of 3 months as per the scope of work , This also includes development VR module as per the given Annexure II Scope of work. We understand TPWODL will require multiple VR Sites for Training but the IP rights of the entire set will ly with MediHSe only, any multiples of the same VR program shall be procured from MediHSE	Not Acceptable. Bidder has to provide the complete module to edit post warranty																																										
27	Clause no. 1.7	Qualification Criteria: a) The bidder should have an average annual turnover of minimum Rs. 5 Crore in last 3 Financial years. (Copy of Balance Sheet, Profit & Loss Account Statement / CA Certificate for turnover shall be submitted as a supporting documents)	As per requirement turnover should be min 5 crs in Ist 3 financial year, whereas our company's last year turnover is 3.75Cr, but our group's turnover is more than 15cr per annual and would like to inform that this was accepted as turnover in the TPCODL tender as per PO no. 4500001723, same shall be accepted as the turnover	To be decided by TPWODL auditors while commercial evaluation																																										
28	1.7 Qualification Criteria / C / Pg No. 9	The bidder should have executed similar works for cumulative Rs. 2 Cr. during last 3 years. A cumulative amount will be considered for maximum five orders. Copy of work order and completion certificate to be submitted in this regard.	Kindly amend "The bidder/OEM should have executed similar works for cumulative Rs. 1 Cr. during last 3 years. A cumulative amount will be considered for maximum five orders. Copy of work order and completion certificate to be submitted in this regard."	As per RFP																																										
29	1.7 Qualification Criteria / e / Page No. 9	Bidder must have all Statutory Compliance like Valid PAN, ESI registration, EPF registration & GSTN Registration	Please add ISO 9001, 14001, 20000, 27001 and CMMI - L3 Certificate.	As per RFP																																										
30	ANNEXURE-I / Schedule of Items / Page No. 20	<p>(In Rs) (Rupee & Lakhs both, with commas)</p> <p>ANNEXURE - I</p> <table border="1" data-bbox="511 1394 857 1766"> <thead> <tr> <th colspan="2">Schedule of Items</th> <th>Unit</th> <th>Appt. Taxes & Duties (%)</th> <th>Total All Inclusive Unit Rate (Rs.)</th> <th>Total All Inclusive Value (Rs.)</th> </tr> <tr> <th>S.No.</th> <th>Items</th> <th>Qty (M/EAB)</th> <th>Price</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Virtual Reality Headsets: Resolution: At least 1440x1440 pixels per eye Field of view: At least 100 degrees Refresh rate: At least 90 Hz Tracking: 6 degrees of freedom (DOF) tracking</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2.</td> <td>VR-ready Computers: CPU: Intel Core i7 or AMD Ryzen 7 or higher GPU: Nvidia GeForce RTX 2060 or AMD Radeon RX 6600 or higher RAM: 16 GB or more Storage: 256 GB SSD or more</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3.</td> <td>VR controllers: Tracking: 6 degrees of freedom (DOF) Buttons: At least 3 buttons per controller plus a joystick or touchpad Sensors: Accelerometer, gyroscope, and magnetometer Battery life: At least 4 hours Connectivity: Wireless (Bluetooth or Wi-Fi) haptic feedback (Optional)</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>4.</td> <td>Software Development Tools: Game Engine: Unity (2023.3), Unreal Engine (5.1) or Godot (4.0) AR/VR SDK: ARKit (6.1), ARCore (1.38) or Oculus VR Platform (47.0) 3D Modeling Software: Blender (2.83) Maya (2023), SolidWorks (2023) AR/VR Content Creation Tools: Adobe After Effects (2023), Adobe Premiere Pro (2023), Autodesk VRED (2023)</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="2">Total Project Value: (in Rs)</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Property of TPWODL – Not to be reproduced without prior written permission of TPWODL Page 20 of 36</p>	Schedule of Items		Unit	Appt. Taxes & Duties (%)	Total All Inclusive Unit Rate (Rs.)	Total All Inclusive Value (Rs.)	S.No.	Items	Qty (M/EAB)	Price			1.	Virtual Reality Headsets: Resolution: At least 1440x1440 pixels per eye Field of view: At least 100 degrees Refresh rate: At least 90 Hz Tracking: 6 degrees of freedom (DOF) tracking					2.	VR-ready Computers: CPU: Intel Core i7 or AMD Ryzen 7 or higher GPU: Nvidia GeForce RTX 2060 or AMD Radeon RX 6600 or higher RAM: 16 GB or more Storage: 256 GB SSD or more					3.	VR controllers: Tracking: 6 degrees of freedom (DOF) Buttons: At least 3 buttons per controller plus a joystick or touchpad Sensors: Accelerometer, gyroscope, and magnetometer Battery life: At least 4 hours Connectivity: Wireless (Bluetooth or Wi-Fi) haptic feedback (Optional)					4.	Software Development Tools: Game Engine: Unity (2023.3), Unreal Engine (5.1) or Godot (4.0) AR/VR SDK: ARKit (6.1), ARCore (1.38) or Oculus VR Platform (47.0) 3D Modeling Software: Blender (2.83) Maya (2023), SolidWorks (2023) AR/VR Content Creation Tools: Adobe After Effects (2023), Adobe Premiere Pro (2023), Autodesk VRED (2023)					Total Project Value: (in Rs)						Quantity is not mentioned in the BOQ for each Line items.	Revised BOQ will be shared post Pre-bid meeting
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31	ANNEXURE-I / Schedule of Items / Page No. 20		Add column in BOQ or price bid for submitting service cost & Manpower cost.	Revised BOQ will be shared post Pre-bid meeting
32	ANNEXURE – II / SCOPE OF WORK: 1. Project Scope of Work / 5 / Page No. 21	Testing and Deployment: The contractor will test the AR/VR training module to ensure that it meets all the requirements and is free of defects. The contractor will then deploy the AR/VR training module to the TPWODL's IT infrastructure.	Kindly confirm whether we have to deploy the resources for the deployment onsite for entire period of Project or it will be on the basis of deployment of a certain modules for a limited timeframe.	The solution will be deployed as per RFP
33	ANNEXURE – II / SCOPE OF WORK: 5. Scope of Service / C / Page No. 22	the contractor will be responsible for managing changes to the project scope or requirements as per directions of TPWODL representative	As you have mentioned "Bidder will be responsible for managing the changes." - Please Specify where to quote the CR cost or please reflect in the Boq or Price bid.	From Concept to completion will be the part of project however after completion of the project any specific requirement shall be consider as change request
34	ANNEXURE – I / SCOPE OF WORK: 1. Project Scope of Work / 7 / Page No. 21	Content creation: The contractor will be responsible for creating the training content for the AR/VR training module. This will include developing scripts, storyboards, and other creative assets.	Please clarify in the details regarding the framing modules with breakup and the tentative size of each modules.	Revised BOQ will be shared post Pre-bid meeting
35	ANNEXURE – II / SCOPE OF WORK: 1. Project Scope of Work / 3 / Page No. 21	Design and Development: The contractor will design and develop the AR/VR training module using industry-standard tools and technologies. This will include creating the virtual environment, developing the interactive elements, and integrating the training content as per the directions of TPWODL core team members.	Need clarity: You are asking for development kit, necessary software, hardware and platforms for Content development, on the other hand tender document mentioned that content creation is the responsibility of the contractor. Whether TPWODL wish to develop the content or contractor will develop the content for them	From Concept to completion will be the part of project delivery by BA
36	ANNEXURE-I / Schedule of Items / Page No. 20	Software Development Tools: Game Engine: Unity (2023.3), Unreal Engine (5.1) or Godot (4.0) AR/VR SDK: ARKit (6.1), ARCore (1.39) or Oculus XR Platform (47.0) 3D Modeling Software: Blender (3.3), Maya (2023), 3ds Max (2023) AR/VR Content Creation Tools: Adobe After Effects (2023), Adobe Premiere Pro (2023), Autodesk VRED (2023)	AR/VR SDK: ARKit (6.1), ARCore (1.39) or Oculus XR Platform (47.0): Kindly include Vive SDK and Pico SDK (Page 20) or similar	Bidder has to provide equivalent & better hardware to meet the business objective in specified tender
37	ANNEXURE-I / Schedule of Items / Page No. 20	Virtual Reality Headsets: Resolution: At least 1440 x 1440 pixels per eye Field of view: At least 100 degrees Refresh rate: At least 90 Hz Tracking: 6 degrees of freedom (DOF) tracking	Field of view 100 degrees: Very narrow field of view, not at all recommended for the scope of work you are looking for. Recommended field of view would be 120 degree. (Page 20)	Bidder has to provide equivalent & better hardware to meet the business objective in specified tender
38	ANNEXURE-I / Schedule of Items / Page No. 20	Virtual Reality Headsets: Resolution: At least 1440 x 1440 pixels per eye Field of view: At least 100 degrees Refresh rate: At least 90 Hz Tracking: 6 degrees of freedom (DOF) tracking	VR Headset with 1440 x 1440 resolution: It's a would be very substandard quality of product. Recommended resolution would be 2448 x 2448 pixels per eye. (Page 20)	Bidder has to provide equivalent & better hardware to meet the business objective in specified tender
39	ANNEXURE – II / SCOPE OF WORK / Page No. 21		Also we request you to please arrange a call with core team to understand the exact requirement about the project before the bid submission.	Pre-Bid meeting has to be scheduled
40	Page 1: Tender Discription	Rate Contract for SITC of AR/VR System with Training Module for TPWODL	can you please give more clarification on the Rate contract Part?	This will be a firm PO for deliverable
41	Page 2 : Procedure to Participate in Tender, Point 3	For MSME Category Bidders: Bidders from MSME category shall pay Rs.1,000/- (including GST) towards cost of tender paper and shall be exempted for EMD amount.	We are assuming the exemption on EMD is for all MSMEs ?	Exemption for EMD is only for those MSME bidders registered in the state of Odisha
42	Page 3: Norms for procurement from MSMEs registered in the state of Odisha , Point 3	Qualification Requirement of Financial Turnover for MSME registered in the State of Odisha shall be reduced to 20% of the existing criteria	We are MEITY based Startup and were also part of XR Startup Program ran by META & MEITY. We are also runner ups of National Startup Awards 2022 in AR/VR category Can MEITY backed Startups get exemption in the Financial criteria?	Please adhere to the tender qualification criteria mentioned in Pg. 9, clause 1.7. Any exemption to financial criteria will be decided by TPWODL Auditor's during commercial evaluation
43	Page 3: Norms for procurement from MSMEs registered in the state of Odisha , Point 4	Performance Bank Guarantee for MSME registered in the State of Odisha shall be 25% of the value prescribed	Requesting Exemption for Startups or atleast similar benefit as mentioned in Page 3 for MSME in State of Odisha	Relaxation for Performance Bank Guarantee is only for those MSME bidders registered in the state of Odisha

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44	Page 5 : Title	Rate Contract for SITC of AR/VR System with Training Module for TPWODL	Are we expected to give Rate of Resource, Rate per Scenario or Training Module. Also how should we include that in the Proposal	As per RFP
45	Page 9: 1.7 Qualification Criteria Point (a)	The bidder should have an average annual turnover of minimum Rs. 5 Crore in last 3 Financial years. (Copy of Balance Sheet, Profit & Loss Account Statement / CA Certificate for turnover shall be submitted as a supporting documents)	We are MEITY based Startup and were also part of XR Startup Program ran by META & MEITY. We are also runner ups of National Startup Awards 2022 in AR/VR category Can MEITY backed Startups get exemption in the Financial criteria?	Please adhere to the tender qualification criteria mentioned in Pg. 9, clause 1.7. Any exemption to financial criteria will be decided by TPWODL Auditor's during commercial evaluation
46	Page 9: 1.7 Qualification Criteria Point (b)	The bidder should either be anOEM for tendered equipment's or an authorized channel partner of OEM. Authorization Letter from OEM to be submitted in this regard.	Since most of the VR Hardware is imported and not sold through any channel partner in india so it will be difficult to get the authorization letter for an OEM. We request you to please amend this clause.	As per RFP
47	Page 9: 1.7 Qualification Criteria Point C	The bidder should have executed similar works for cumulative Rs. 2 Cr. during last 3 years. A cumulative amount will be considered for maximum five orders. Copy of work order and completion certificate to be submitted in this regard.	We are MEITY based Startup and were also part of XR Startup Program ran by META & MEITY. Requesting exemption for Startups. This will also enable more participation and overall project cost can also go down	Please adhere to the tender qualification criteria mentioned in Pg. 9, clause 1.7. Any exemption to financial criteria will be decided by TPWODL Auditor's during commercial evaluation
48	Page 9: 1.7 Qualification Criteria Point D	Bidder should have an establishment in Odisha. The bidder should submit the undertaking and details of address in this regard. In case BA does not have office in Odisha, they shall open new office in Odisha within 3 months of Release of Contract.	Any perticular reason to have office in Odhisa? Since the tender is for AR/VR and used for the training, and if the hardware is not maintain properly by TPWODL then it will require the support otherwise it doesn't? and for the software vendor can remotely and solve the problem. As a startup/MSME, this adds to our cost and ultimately to Project Cost	The successful bidder need to establish a local office to support the project time to time
49	Page 10 : Evaluation Criteria , Point 3	Bidder must provide breakup of the prices as quoted by them against line items as mentioned in schedule of items. In case, it is observed that the bidders have under quoted the prices against these line items in view of applicable minimum wages, manpower deployment etc. and TPWODL reserves right to out rightly -reject the bids	There is no section in Schedule of Items to share the Project Cost of : - Requirement Gathering - Design & development, Content Creation - Testing & Deployment - Training & Support of Software - Development Man Power rate -Resource deployment rate	Revised BOQ will be shared post Pre-bid meeting
50	Page 10: 2.1 Price Variation Clause:	The prices shall remain firm during the entire contract period.	Need more understanding on the clause. If the tender defined scope changes price changes,	As per RFP
51	Page 10: 2.2 Quantity variation Clause	There will not be any guarantee on quantity of job. This will be purely based on our actual requirements only	Need more clarity on the said clause.	As per RFP
52	Page 17 : 7.1 Special Conditions of Contract	Performance Bank Guarantee amounting to 5% of the contract value shall be submitted by the BA as per GCC within 30 days from issuance of LOI/PO with validity till contract period plus one month.	Requesting Exemption for Startups or atleast similar benefit as mentioned in Page 3 for MSME in State of Odisha	As per RFP
53	Page 20 : ANNEXURE-I , Point 1	Virtual Reality Headsets: Resolution: Atleast 1440 x 1440 pixels per eye Field of view: At least 100 degrees Refresh rate: At least 90 Hz Tracking: 6 degrees of freedom (DOF) tracking	Quantity of Virtual Reality Headsets is not mentioned?	Revised BOQ will be shared post Pre-bid meeting
54	Page 20 : ANNEXURE-I , Point 3	VR Controllers: Tracking: 6 degrees of freedom (DOF) Buttons: At least 2 buttons per controller, plus a joystick or touchpad Sensors: Accelerometer, gyroscope, and magnetometer Battery life: At least 6 hours Connectivity: Wireless(Bluetooth or Wi-Fi) Haptic feedback: Optional	Many Virtual Reality Headsets come with VR Controller, it's a part of the total cost of Virtual reality headset. Are you looking for a specific VR controller? Please specify.	Revised BOQ will be shared post Pre-bid meeting

Sr. No.	Detailed Reference to concerned Document . Please specify Document No / Clause No / Page No	Description as per Bid Document	Query / Clarification / Deviation	TPWODL Response
55	Page 20 : ANNEXURE-I , Point 4	Software Development Tools: Game Engine: Unity (2023.3), Unreal Engine (5.1) or Godot (4.0) AR/VR SDK: ARKit (6.1), ARCore (1.39) or Oculus XR Platform (47.0) 3D Modeling Software: Blender (3.3), Maya (2023), 3ds Max (2023) AR/VR Content Creation Tools: Adobe After Effects(2023), Adobe Premiere Pro (2023), Autodesk VRED (2023)	While there is a section for Software Development Tools, We are assuming the vendor is free to use any of the software mentioned in the tools. Do we need to specify the seats? Are you looking to buy a subscription to this software tool?	Agreed, however for the security reason software shouldn't be the neighbouring country of the India & sharing the boundaries
56	Page 21 :ANNEXURE – II, Point 2	Requirements Gathering and Analysis: The Bidder will depute their technical Team member to work with TPWODL core team member for at least 3 Months to gather and analyse requirements of Operational activity and procedures for the AR/VR training module. This will include identifying the learning objectives, target audience, and specific training content that is requirement.	We are looking at clarification : If 3 months will be spend in gathering & analysis of Requirements, the delivery is also in 3 months. The overall timeline looks short if all the modules are to be delivered as the requirement gathering itself is pending. Also - we are looking at requirement gathering, what exactly to consider while quoting the requirement. How will we estimate, if the requirement gathering itself will happen after the project allocation	This will be clarified in Pre-Bid meeting
57	Page 21 : ANNEXURE-II , (Scope of Work and Service Level Agreement) Point 4	The Training Modules will be as mentioned below: a) PTW process, Safety zone creation, work process on 11kV Feeder in various scenario & Work at height. b) Attending DO Fuse, work process on LT network, safety zone creation and work at height. c) Operation & Maintenance work process on RMU (Ring Main Unit), Auto reclosure/Sectionalizer & DTR (Distribution Transformer). d) Substation Automation and Protection equipment (like Control & Relay Panel (CRP), Remote Terminal Unit (RTU) etc.) troubleshooting process. e) All category of Meter Installation and Safety practices.	For estimating the project cost, we would need more details. For E.g It is mentioned, all category of Meter Installation and Safety Practices. Any ref documentation supporting the details on no. of Meters, the installation process and documented Safety Practices which are to be converted into Training Module. Similar details for other modules	The bidder has to provide best suitable offer to meet the business requirement
58	Page 21 : ANNEXURE-II , (Scope of Work and Service Level Agreement) Point 6	Training and Support: The contractor will provide training to the TPWODL's staff on how to use the AR/VR training module. The contractor will also provide support to the organization to ensure that the AR/VR training module is working properly.	1. How many day's of training to be factors part of the project? 2.Training to be provided to How many member's of TPWODL? 3. Support : How many Days / Month to be considered?	3 days training in 5 set for pan TPWODL
59	Page 25: Acceptance Test , Point 15	AR/VR training module Functionality : The AR/VR training module should be able to deliver the required training content in a comprehensive and engaging way.	How to measure the comprehensive and engaging way?	Query need to be discussed in Pre-Bid meeting
60	Page 25: Acceptance Test , Point 16	AR/VR training module Usability : The AR/VR training module should be user friendly for both	How one should find out the it's a user friendly?	This need to be accessed during module development and feedback from client
61	Page 27, Warranty Terms	The Bidder must warrant that the AR/VR training module will be free from defects in materials and workmanship for a period of one year from the date of handover.	Date of Handover from where? PO Release / After 3 month of Requirement gathering? Need more details	After project completion
62	Page 27, Warranty Terms	The warranty should also cover defects caused by Manufacturing defects, Normal wear and tear or Quality issues. Warranty Requirements: The Bidder shall provide TPWODL with a warranty certificate for the AR/VR training module. The warranty certificate shall state the warranty period, the scope of the warranty, and the procedure for making warranty claims. TPWODL shall notify the Bidder of any warranty claims within 30 days of discovering the defect. The Bidder shall respond to warranty claims within 15 days of receiving the notification. The Bidder shall repair or replace the AR/VR training module within 30 days of receiving the notification. If the Bidder is unable to repair or replace the AR/VR training module within 30 days, TPWODL shall be entitled to a full refund of the purchase price of the product/services.	Need clarity. Are you looking for the Hardware warranty or software warranty?	Both
63	Page 28 : Service Level Agreement , Delivery Terms	The Bidder shall deliver the AR/VR training module to TPWODL within 3 months of the start of the project. The Bidder shall deliver the AR/VR training module in accordance with the following schedule:	Requirement gathering to happen in initial 3 months. Can we propose the revised timeline to deliver based on the requirement document created post the gathering?	Query need to be discussed in Pre-Bid meeting