MINUTES OF THE PRE-BID MEETING OF "DIGITIZATION OF INFORMATION FOR VOICE-BASED KIOSKS' HELD ON 9TH APRIL 2012 AT 3.30 PM **UNDER THE CHAIRPERSONSHIP OF THE SECRETARY, DEPARTMENT OF JUSTICE, Mr. D.K. Sikri**

The list of panellists and prospective bidders who attended the pre-bid meeting on Digitization of information for voice-based kiosks is at **Annex 1 and 2** respectively.

BACKGROUND

The Project Manager, Access to Justice for Marginalized People, outlined the purpose of the RFP issued to call for proposals from agencies for digitization of simplified legal information and welfare schemes into user-friendly in the form of text, audio and animation. She pointed out that the current RFP is meant only for **Digitization of simplified legal information into user-friendly material.** The expected tasks of the selected agency are listed clearly in the RFP and include the following:

- Digitize 12 booklets on legal literacy in three languages. The 12 booklets are available in Hindi (hard and soft versions), which need to be translated into Chhattisgarhi and Santhali. All the information must be digitized into text and audio-video formats as per RFP.

- The selected organisation has to collect, collate and simplify welfare schemes of Jharkhand and Chhattisgarh, simplify these, and digitize in the regional languages.

- The simplified laws and schemes need to be vetted by experienced lawyer hired by the selected agency.

- The selected agency needs to develop a suitable compatible software enabling key information to be fitted into voice based touch screen information kiosks

- The software should be designed in such a way that will enable regular updating of information relating to laws and schemes by a third party. This updation may happen through the internet or physically through CDs in places where the kiosks are not connected with internet.

- The software has to be field tested on existing kiosks in Rajasthan for 15 days.

- The selected agency has to hand over the final digitized contents and the software along with the source code to GOI and UNDP.

QUERIES, CLARIFICATIONS AND DECISIONS

The queries raised by the prospective bidders and the clarifications given are recorded below. The final proposals should be in accordance with the RFP and the decisions recorded below:

Q.1 Whether the content has to be translated manually or is machine translation also permitted?

A.1 The selected agency needs to digitize the information in 22 modules on different laws and welfare schemes in 3 languages. The translation has to be done **manually.**

Q.2 Whether the selected agency needs to upload the information in all the three languages?

A.2 The agency needs to ensure that there is written text and corresponding audio in all 3 languages. Each module must have at least a 3-minute video (animation).

Q.3 A clarification was sought on collation and digitization of schemes.

A.3 It was clarified that the selected agency needs to collect the information on various schemes from different Departments and then simplify these welfare schemes. The uploaded schemes should capture the information in simplified language and structure – for example, it could be structured in the following manner: entitlement under the scheme, eligibility criteria, process for accessing benefits under the scheme, contact persons/departments, and grievance redressal mechanism.

Q.4 What will be the volume of the schemes to be collected and translated?

A.4 The selected organisation needs to digitize the information in 22 modules on different laws and welfare schemes. It is expected that the information can be captured in approx. 500 pages of A-4 size, with each page containing approx. 400-500 words.

Q.5 What is the Project Duration period?

A.5 The selected agency **needs to complete all activities and submit the deliverables including pre-testing of the software within 5 months** from the time of contracting. The selected agency also needs to specify the timelines for each of the activity in their technical proposal.

Q.6 How will the digitized information be uploaded - whether through web server or manually?

A.6 The software should be designed in such a way that it enables uploading of information from a central server or manually through CDs, in places where the kiosks are not connected with internet.

Q.7 Where will these kiosks will be installed?

A.7 It is proposed to install the kiosks in Chhattisgarh and Jharkhand at the State, district, Taluka and village panchayat levels.

Q. 8 Whether the agencies will be informed about the hardware specification for development of the software?

A.8 It was agreed to provide the minimum specification of the hardware specification, so that the selected agency can develop the software in such a manner that is compatible with the hardware specification. This is placed as **Annex 3**

Q. 9 Whether the Price schedule should be revised to cost activities? It was suggested that otherwise different agencies will quote different costs for man days?

A.9 This was not accepted. The Price Schedule remains as per RFP. It was clarified that the evaluation of proposal will be done as per UNDP's procurement guidelines. 70 % weightage will be given for technical proposal and 30% for financial proposal. The technical evaluation criteria given in page 7 of the RFP clearly give weightage to the activities. The agencies can assess the scope of work clearly from the RFP and link it with the methodology, thereby costing effectively. The agencies have to submit consolidated cost and also costs bifurcated by activity.

Q.10 In the technical evaluation criteria, 10 marks are proposed to be allotted for experience of working with Government and Funding agencies. Does it include any funding agency? How will you award marks if someone if funded by UNDP and another by an NGO? Does Government include State Government?

A.10 Those funded by multilateral agencies will score higher than those funded by small NGOs. Since UNDP procurement process is going to be followed, the exact weights and marking systems will be decided by the Committee assessing the proposals. Government includes State Governments.

Q.11 Whether field testing of the software must be done in Rajasthan? Can it not be tested in DOJ, New Delhi?

A.11 It was agreed that the software will be tested for content and responsiveness at DoJ. However, a field testing will also be done on one existing Kiosk at Rajasthan (either Bhilwara or Udaipur) for 15 days where the community will be motivated to use the kiosk and their response collated for improving the software. The user-friendliness of the software at field test site will also be evaluated by an independent external agency.

Q. 12 Should the software should have the provision for data analysis?

A.12 Yes. The software should use relevant tools as a part of application programming for generation of reports on usage patterns like number of unique visitors, most frequently accessed information, gender info, age group patterns, additional information inputs etc.

Q.13 Whether the translated contents have to be vetted by lawyers who are on payroll of the company or can independent lawyers be empaneled for the purpose?

A.13 The contents can be vetted by experienced empanelled lawyers also. It is up to the agency to select the lawyer. However, the proposal must list minimum qualifications and experience. If an identified lawyer along with a CV is mentioned in the proposal, it may carry more weight.

The meeting concluded with the Secretary, Justice thanking all the participants.

List of Panel Members present at the Pre-Bid Meeting dated 9th April, 2012 on digitization of information for kiosks

S.No.	Name	Organisation
1	Mr. D.K. Sikri	Secretary DOJ
2	Ms. Sumeeta Banerjee	ACD, UNDP
3	Ms. Kanta Singh	Analyst, UNDP
4	Mr. Yogesh Jain	IT Associate, UNDP
5	Mr. Surjit Singh	Procurement Asst. UNDP
6	Ms. Swati Mehta	Project Manager, A2J Project
7	Mr. Ashutosh Srivastava	PO, A2J Project
8	Ms. Sripriya P.	M&E Officer, A2J Project
9	Ms. Meenakshy Rana	Proj. Asst, A2J Project
10	Mr. K.Radhakrishna	JD, NIC

List of prospective bidders who attended the Pre-Bid Meeting dated 9th April, 2012 on digitization of information for kiosks.

S.No.	Name	Organisation
1	Mr. Tushar Patnaik	Centre for Development of Advanced Computing, Noida
2	Mr.Ashutosh Gupta	Centre for Development of Advanced Computing, Noida
3	Mr. Vikash Kumar Sahu	Safal Solutions Pvt. Ltd., Patna
4	Mr. Sunil S. Nevagi	Newton Software Pvt Ltd., Pune
5	Mr. Mukesh Garain	OneWorld Foundation India, Delhi
6	Mr. Satish Nagaraji	OneWorld Foundation India, Delhi
7	Miss. Namrata Tyagi	Srei Sahaj E-Village Limited, Noida
8	Mr. Puneet Singh	Srei Sahaj E-Village Limited, Noida
9	Uma Shankar	ESSAR
10	Mr. Anant Kashiramka	Areva System Consultancy P Ltd, Delhi
11	Mr. V.Karthikeyan	Areva System Consultancy P Ltd, Delhi
12	Mr. Amit Solanki	Telecommunications Consultants India Ltd.
13	Mr. Somesh Anand	Drishtee, Noida

Voice Based (touch screen) Information Kiosk

Tentative Information for proposed Kiosks to be created in the next phase

I.   Hardware Specifications

Information Kiosk System with following configuration.

S. No.	Component Name	Component Description	Technically Compliant (Yes / No)
A	KIOSK Enclosure	Powder coated / Metal Finished Sleek Metal Enclosure with sufficient surface area to accommodate system & UPS inside the enclosure, Information outlet (CAT 6) at rear, Cooling FAN preferably at bottom for heat regulation and with vandal resistant design, lockable doors & sliding drawers. Centre of monitor should be 4ft above ground level & tilted 30° from vertical. The KIOSK Enclosure should also have option to accommodate all the optional items asked for KIOSK system.	
B. System Specification			
1	Processor	x86 architecture processor with an over all rating of minimum 110 using SYSmark 2007 on Windows Vista OS.	
2	Motherboard & Chipset	Intel G31 /Nvidia GeForce 6150/ AMD 780G chipset based motherboard with minimum one PCI & one PCIx slots. Motherboard should be of Small Form Factor (SFF) supporting 800MHz FSB.	
3	Memory	2x1GB DDRII 800MHz or higher expandable to minimum 4GB	
4	Video Controller	Integrated Graphic controller	
5	HDD Controller	Integrated dual channel SATA-II controller	
6	Sound Controller	Integrated sound controller with 2x2.5W RMS external stereo speakers.	
7	Network Controller	Integrated Gigabit Ethernet controller	
8	Storage	80GB or more SATA HDD 7200 RPM	

9	Optical Drive	CD ROM Drive	
10	Ports	1x fast serial port, 4x USB 2.0 ports (2 ports on front), 1xKeyboard port, 1xMouse port	
11	Keyboard & Mouse	104 Keys OEM Keyboard and OEM Optical Scroll Mouse with Mouse pad	
12	Monitor	TCO03 Certified 17" TFT Touch Screen Color Monitor. Touch screen should be internally connected inside the monitor with anti-glare feature, Capacitive Technology, Protective coating over sensor and having 3 m sec or better response touch / touch contact time and minimum 200 million touch life in one location with no surface degradation.	
13	System Chassis	Small Form Factor System chassis of volume not more than 14 liter with suitable power supply having active power factor correction feature to sustain full load including possible future up gradations and with minimum one free internal peripheral bay (3.5")	
14	OS Support & Certification	Windows (XP & VISTA) & Linux	
15	Accessories	System user manual and all other necessary accessories	
16	Operating System	Preloaded OEM Pack Windows VISTA Business Edition with all necessary Plug-ns/utilities and driver software including bundled in CD Media (Recovery CD/DVD) and preloaded latest version antivirus software	
17	Warranty	Complete configuration under three year comprehensive on site warranty support.	
18	Auto On/Off Feature	System should be programmable to automatically switch on/off at any time.	
19	**UPS Specification:**	1000 VA LI UPS with Quasi Sine Wave Output, Built in SMF Batteries for 120 min. Backup at 300W of nonlinear load (Batteries with two years warranty support). UPS should be with min. 65% inverter efficiency, 230V output voltage with less then $\pm$3% regulations and THD less then 5% in inverter mode. UPS should function properly in mains mode	

		from 160V to 270V input voltage range giving output voltage of 230V +8%. UPS should have cold start, auto restart & no load shutdown feature. UPS should equipped with desired interface to switch off the system automatically before 5 minutes of end of battery backup time. UPS should have short circuit, surge/spike, DC under voltage & overload protection. There should be at least three (230V/5A) ISI socket to feed power to load. Management software should be part of quoted UPS.	
20	Printer	HP Laserjet MFP 20 PPM OR MORE USB INTERFACE with UPS powerback up.	

II. OTHER REQUIREMENTS:

1. **Response and Resolution Time desired for HW problems**: Resolution: Max. 48 hrs.

2. **Deployment time lines and location details**: Prototype: 45 days (tentative). Roll out of pilot 10 kisoks - 90 days (tentative). Based on the experience of the pilot kiosks, remaining 90 kiosks to be deployed within 6 months of the signing of the contract. Contract to specify penalties for delay or non-performance.

3. **Locations**: To be decided in consultation with DOJ

4. **Training Support desired/required**: One page simple written information and dedicated help line, 9 am to 7 pm. In addition, the kiosk should be able to offer video tutorials and helpline for the users.

5. **Development Platform** –Windows or Linux. Incase of Open Source –LAMP Technology.

6. **Implementation of Business Analytics/Business Intelligence** —Using OLAP (Online Analytical Processing) tools as a part of application programming for generation of reports on usage patterns like number of unique visitors, most frequently accessed information, Gender info, Age group patterns, Additional Information inputs etc.

7. **Measures to ensure security of data should be in place**

8. **Assistance for 6 months to ensure that kiosks are used:** This could include placing personnel who assist and encourage people to use the kiosks, or forming partnerships with locals NGOs to ensure increased use of kiosks or any other innovative methods. In any case, the proposal must include ways to ensure success of the kiosks for the initial 6 months after deployment of the kiosks.