

SN	Pg. No.	RFP Clause No	RFP Clause	Bidders Query/ Clarification Sought	Justification	Railtel Response
1	48	6.4	EMD	Validity of EMD		EMD is required to be deposited online, directly to RailTel account.
2	33	3.14	Payment Terms	Maximum time lines for back to back payment		Payment terms are back to back subject to payment conditions mentioned in PO's issued by RailTel Customers.
3	3	Section 1 chapter 1	Schedule of Quantity	proposed architecture for individual station/state/region		As per point no 15 of clause no 1.6, Schedule of Quantity in Sub PO's will depend on actual Requirement of RailTel Customers.
4	16	3.3.2	Eligibility Criteria for Bidder	Would request please accept parent company global experience		As per RFP
5	16	3.3.2	Eligibility Criteria for Bidder	Would request please accept previous last five credentials		As per RFP
6	37-38	4.1(2)	Optical; 2.0 Mega Pixel Full HD (1920x1080) Thermal: 160*120 or higher resolution	Optical; 5.0 Mega Pixel Full HD (1920x1080) Thermal: 160*120 or higher resolution	5mp is the latest resolution in thermal cameras and it is available with all reputed OEMs . Request you to amend the specs	These are minimum requirement and bidder can quote higher specification.
7	37-38	4.1(12)	Optical (fixed lens) suitable for reading human surface temperature upto 6 meter and Thermal focal length : 8-14 µm (fixed length	Optical (fixed lens) suitable for reading human surface temperature upto 4 meter and Thermal focal	Kindly change the temperature reading distance from 6 meter to 4 meter . It will give the wider view and will be able to capture more details .	Pls see the Corrigendum-III
8	40	4.2.2	Software with feature of Simultaneous Temperature screening for multiple persons with alarm (indoor) ,contact-free Mask Detection, Alarms on people without masks, Identity Verification & Stranger Alarm: Confirming identity, even with mask, and giving alarms on strangersAudio & video alarm for additional software	Software with feature of Simultaneous Temperature screening for multiple persons with alarm (indoor), contact-free Mask Detection, Alarms on people without masks, social distancing alert Alarm: Confirming identity, even with mask, and giving alarms on strangersAudio & video alarm for additional software	Request you to remove the point " Identity verification and stranger alarm " and replace with " social distancing alert alarm "	As per RFP
9	37-40	4.1	Thermographic Bullet Camera with Temperature Detection Software:	Thermographic Bullet/Compact/Box Camera with Temperature Detection Software:	Kindly change the camera type to bullet/box/compact as every OEM has different design , shape and models. Please don't restrict to single type of camera .	Pls see the Corrigendum-III
10	16	3.3.1 Eligibility Criteria for OEM (Camera, NVR/Server):	1. The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/ PSUs/ Telecom Service Providers network for at least 12 months as on date of opening of tender, in India. The certificates from the actual users will have to be submitted along with bid.	1. The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/ Telecom Service Providers network for at least 12 months as on date of opening of tender, in India. The certificates from the actual users will have to	Request you to remove the timeline as fever screening cameras are a part of latest technology and has been recently launched in market especially post Covid-19 .	Relevant clause has been referred on chapter -3, 3.3.1.
11		Information to Bidder for Compliance:	The commencement of first year warranty will start from date of go live issued by customer. The second year and further years of the warranty will be considered on the expiry of previous year warranty	Go live issued and will be considered site wise or it will be zone wise, as if in one or two sites are not ready in any zone then warranty will get extended for all sites pertaining to that zone. Also if sites are not getting ready from more 2 months from date of supply then warranty should start.	Request you to clarify this point	Go live certificate will be issued by RailTel customer after provision of thermal screening solution as per T&C mentioned in RailTel customer PO's & warranty will commence from the date of issue of go live certificate.
12	26	3.8 Long Term Maintenance Support/AMC:	Also as per clause 3.8.2 replacement is to be given within a week. However as per clause 8.28.2 defect to be remedied within 48 hrs.	There are two different SLA, please keep it within a week as per clause 3.8.2		Pls refer the Tender condition of Chapter 6 clause no 6.18
13		3.5 Issue of Advance Purchase Order and Sub-POs:	The locations are not mentioned just mentioned as customers of RCIL is the installation to be done at railway stations/public place of RCIL offices.	whether we can do site survey of atleast 3 locations to understand exact requirement and site conditions		The proposed Thermal screening solution is for RailTel customer at pan India level which has further been divided into four parts.

14	13	1.6, Point 12	<p>The bidder shall meet the financial and Technical Criteria separately for each bid & cumulatively for all packages being quoted combined together. In case bidder is bidding more than one Region, Technical & financial eligibility criteria shall be considered in the quoted preference by the bidder. In case no preference has been quoted by the bidder, default preference shall be considered. Below are the example showing Technical and Financial Qualification status of Four regions against Single work experience and Cumulative Turnover:</p>	<p>Since Railtel has stated that a Bidder will not be allowed to take up more than 2 Regions why should the prequalification to qualify to bid be set on cumulative sums of Financial Eligibility for 4 Regions put together. This seems contradictory and will eliminate a lot of competitive bidders.</p> <p>Also if “The quantity will be ordered in due course of the contract depending upon the business requirement of RailTel” then the PQR should be relaxed as well. This again does not support the spirit of the tender which has 46 x 4 locations and allows Railtel to place orders for single sets.</p>		<p>for bidders, bidding only for single region, they have to meet technical and financial criteria pertaining to that region only. However, incase bidder is bidding for two or more Region then he has to meet cumulative technical and financial criteria either individually for each region or cumulatively for region in which he is bidding.</p>
15	24	3.3.1	<p>Eligibility Criteria for OEM (Camera, NVR /Server):</p> <p>1. The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/ PSUs/Telecom Service Providers network for at least 12 months as on date of opening of tender, in India The certificates from the actual users will have to be submitted along with bid. For camera OEM's, same series/Family of optical bullet cameras will be considered.</p> <p>2. The OEM should have supplied at least 35% of the Regionwise tendered value of the equipment offered or equipment of the same series/family during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening date of bid to Government/PSUs/Telecom Service Providers. OEM should submit self-certificate with proper contact detail of clients along with PO reference and amount supplied (Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.).</p> <p>The same should be issued by authorized signatory. For camera OEM's, same series/Family of optical bullet camera will be considered.</p>	<p>1. Why is the Region Wise Eligibility Criteria only applicable for Camera & NVR and not for the Handheld Thermal Imagers ?</p> <p>2. “Same Series / Family” - This clause is ambiguous and allows misuse by OEM. It is very important to specify reference for Thermal Cameras as the Product in discussion is a Thermal Imager which has an additional option to be used as a CCTV Camera. Please note that 2 MP Bullet IP Cameras are sold at a price point of Rs. 1000 - Rs. 7500 but when a Thermal Camera gets added to the equation the Price goes up by 100 Times. If we equate a Bullet Camera and refer that as a Qualification Requirement it will favour companies that are in Surveillance CCTV Business. Visual Camera is just a small part of the whole system and Qualification based on Supply of Bullet Cameras does not justify the nature of the tender.</p> <p>It may be noted that for most of the CCTV Companies which produce Thermal Cameras the function is not temperature measurement. This clause will be misused by most of the companies as the Naming of Series is in their control.</p> <p>It is extremely important to test competence of the Bidder in the field of Thermography.</p> <p>The Bidders/OEM should have Temperature Calibration capabilities and as a part of the AMC Annual Calibration with a NABL Certificate should be asked to ensure that the instrument performs as per the requirements.</p> <p>While a Bullet Camera may be the need for this application references of other shapes for the same application “Body Temperature” must be considered as each customer may</p>		<p>1. It include all types of cameras/NVR/ Server asked in EoI.</p> <p>2. As thermal screening solutions are new in Indian market and have been introduce widely after covid - 19 pandemic, therefore, eligibility criteria for OEM for optical cameras has been considered.</p>

16	24 & 25	3.3.2	<p>The OEM should have supplied at least 35% of the Regionwise tendered value of the equipment offered or equipment of the same series/family during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid to Government/ PSUs/Telecom Service Providers. OEM should submit selfcertificate with proper contact detail of clients along with PO reference and amount supplied (Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory.</p> <p>or</p> <p>3.3.2 Eligibility Criteria for Bidder:</p> <p>1. The tenderer should have executed Single order of supply/ provision of similar work # costing not less than 35% of the region wise tendered value during last preceding 3 financial years (i.e. current year and three previous financial years) from the date of opening of tender. The bidder shall also furnish Supply/ work completion certificate issued by customer/s for the Purchase Orders/ Work Orders.</p> <p># Similar Work- Supply, Installation, Testing and Commissioning of CCTV system for central government or any state government or semi/quasi government entities or Public Sector Units or private enterprises</p>	<p>Considering that this is a new application the requirement for Pre-qualification of 35% should be relaxed to a practical figure to allow more bidders to participate and allow competitive bidding to happen. The Tender mentions that the Order will be placed as per requirement and there are 46 separate locations for installation per region it is important to not evaluate this as a bulk purchase. Please note that this is more of a standalone application with a capability to integrate with existing system. Even 1 successful supply by a Similar Product for this application in a Government Organization should suffice to prove the concept and product working. Either the Pre qualification should be done on Thermal Imaging Cameras or should be relaxed to allow companies that specialize in Thermal Imaging to participate and disallow undue advantage to CCTV Camera OEMs.</p> <p>Similar Work definition is restrictive in nature. The Requirement is for a Infrared Based Thermal Imaging System and hence the PQR should be based on Infrared Products and not on CCTV Cameras / System. If there is a need to check the capability of an organization on the financial grounds then a minimum Turnover Criteria should be set.</p> <p>There is no mention for the need of Temperature Laboratory accredited by NABL for the OEM in India. Temperature Accuracy is the single most important element in the Product that is being tendered and hence capabilities of the OEM in India should be checked.</p> <p>Infact more than the OEM's Registered Office it is the Laboratory and their capability to</p>		as per RFP
17	31 & 32	3.11	<p>For NSIC registered Firm</p> <p>3. The participating MSEs in a tender, quoting price within the band of L1+15% shall also be allowed to supply a portion of the requirement by bringing down their prices to the L1 price, in situation where L1 is from someone other than an MSE. Such MSEs shall be allowed to supply up to 20% of the total tendered value. In case of more than one such eligible MSE, the supply will be shared equally.</p> <p>NOTE:</p> <p>This bid complies with "Public Procurement (preference to make in India) Policy Order, 2017 issued by DIPP and Public Procurement Policy for Micro and Small Enterprises (MSEs) order, 2012" issued by MoSME." The bidders claiming the preference have to submit relevant documents prescribed under relevant order.</p>	<p>This policy has been revised on 4th June 2020. Please find the latest version attached. Please make the change in line with the revised policy issued which allows Class 1 Local Supplier to get upto 50% of the Tendered Value if he is in 20% bracket of L1 and willing to match L1 price. In order to encourage the MSME Companies the PQR requirement should be revised to allow more competitors to participate. Many such large tenders which can be split have 20-25% allocated to be awarded to only MSMEs. With the Government wanting to push Made in India Products it's only fair to reserve 25% of the business for MSMEs and allow PQR to be fair for them as otherwise only the Large Companies can bid</p>		<p>Pls refer to note of Clause 3.10 i.e. In case of any ambiguity/Contradiction in the instructions mentioned in above clause 3.10 and the instructions issued by Govt. of India till the date of opening of tender, latest instruction issued by GOI shall be applicable.</p>

18		4.1	Thermographic Bullet Camera with Temperature Detection Software:	<p>The Specifications are silent about IR LEDs. Please note that a lot of Bullet Camera CCTV Manufacturers are supplying IR LEDs used in night vision. This is technically inappropriate as if you throw IR Light on the Face of the Person and detect the Temperature it cannot be correct under any circumstances. It should be very clearly stated that IR LEDs should not be a part of the Camera Specifications.</p> <p>Point 1 - 160 x 120 Pixels is not appropriate for accurate temperature measurement at 6 m as the size of each pixel is too small at this distance to get accurate temperature. We recommend 256 x 192 pixels which allows 2.56 Times more pixels at a slight price increment. Most OEMs have models in 256 x 192 / 384 x 288 / 400 x 300 pixels. Only Hikvision has a Bullet Camera with 160 x 120 pixels and this specification gives them an edge in the bid as the use a lower size detector compared to all others as this size is not technically correct for a Railway Station where you need temperature measurement to happen at a distance of 6m. Working at this distance with 160 x 120 is not suitable.</p> <p>Point 7 - Also Minimum Illumination: Colour Mode 0.5 Lux is not suitable for this application if IR LEDS are not used. Starlight Camera with lower Lux should be specified.</p> <p>We recommend Color: 0.0002Lux@(F1.0, ACG ON)</p> <p>Point 25 - Alarm Inputs / outputs - Required. Please clarify how many inputs / outputs are needed and what is the purpose of the same ?</p> <p>Point 28 - Operating Temperature - 0°C to + 50°C. The camera (Visual and Thermal) will function perfectly at this temperature but the application will fail as if the Temperature is over 35°C it is impossible to measure Body Temperature as Body Surface Temperature is 35°C and the background has to be lower than 35°C as per ASTM to get accurate</p>		<p>1. IR is not asked in RFP. Therefore it is not mandatory.</p> <p>2. Certifying agency NABL is also included.</p> <p>3. Rest as per RFP</p>
19	40	4.2.2	Server with Mask detection and identity detection:	<p>The specifications are not clear. They do not state how many Identities are to be stored in the master. We believe that mixing Identity Identification with Thermal Screening is not the best idea as the purposes of the 2 systems are different. If anyhow this has to be done then more technical details should be shared as these are incomplete specifications. How many Face Libraries are needed / Identity Records to stored should be clearly stated. Who will be responsible for the Data / Security Management of Identities at user (Railtel) level should be mentioned</p>		The system is proposed to Gated entry only
20			Handheld Thermographic Camera Temperature with Temperature Detection Software:	<p>Point 2 - Optical: Picture resolution is 2MP or higher Point 3 - 320x240 or higher visible camera resolution There seems to be a typographical error. I believe that 320x240 or higher was for LCD / Display. Please check. Accuracy is mentioned here but missed in the more expensive Thermal Bullet Camera. NETD Requirement is not mentioned. Also Ambient Operating Temperature for this device is not stated. Would you require a Direct Video Output from the Thermal Imager to be connected to a Display for convenient use as a screen of 2.4" size is too small ?</p> <p>Focus - Fixed / Manual ? This is a very important function for the Thermal Imager Accuracy. RDSO Specifications for Portable Thermal Imagers Require these specific features and functions. What if a Bidder only wants to Bid for Portable Thermal Imager ? This should be allowed as in case the specifications to not change they will only favour specific bidders who are CCTV focused. Successful track record of supplies in Railways for Portable Thermal Imagers should be used as a Reference Point to allow quality suppliers to bid for the Project.</p>		as per RFP

21	30	3.10 Make in India Clause	Local content: The minimum local content shall be 50% or as indicated in the tender enquiry	The minimum Local Content should be 40% instead of 50% for Thermal Cameras being asked in this tender.	Ministry of Communications(DoT) is the nodal ministry for CCTV products. It may be noted that the CCTV products are already covered under S.No 24 of Table-A of DoT PMI notification dated 29th August,2018 i.e. 'Security and Surveillance Communication Systems (video and sensors based) including Perimeter Security Systems'. As per this DoT Policy minimum 40% Local Content(LC) is required as eligibility for getting preference under the policy.	Pls refer to note of Clause 3.10 i.e. In case of any ambiguity/Contradiction in the instructions mentioned in above clause 3.10 and the instructions issued by Govt. of India till the date of opening of tender,latest instruction issued by GOI shall be applicable.
22	31	3.10.3 Make in India	Subject to the provisions of this Order and to any specific instructions issued by the Nodal Ministry or in pursuance of this Order, purchase preference shall be given to local suppliers in all procurements undertaken by procuring entities in the manner specified hereunder:	It is our understanding as per policy that only Indian Thermal cameras from Class-I suppliers would be eligible to participate in this tender.	1. As per latest Order of Ministry of Commerce and Industry (DPIIT) dated 4th June,2020 regarding Public Procurement - Preference to Make in India, point no.3 on page no.2 states that "In procurement of goods, services or works in respect of which the Nodal Ministry/Department has communicated that there is sufficient local capacity and local competition , only Class-I local supplier, as defined under the Order shall be eligible to bid irrespective of purchase value". 2. It may be noted that the CCTV product are already covered under S.No 24 of Table-A of DoT PMI notification dated 29th August,2018 i.e. 'Security and Surveillance Communication Systems (video and sensors based) including Perimeter Security Systems' , where 100% PMI is applicable and therefore only Indian suppliers are eligible. DoT is the nodal ministry for CCTV products.	Pls refer to note of Clause 3.10 i.e. In case of any ambiguity/Contradiction in the instructions mentioned in above clause 3.10 and the instructions issued by Govt. of India till the date of opening of tender,latest instruction issued by GOI shall be applicable.
23	37	4.1 Thermographic Bullet Camera with Temperature Detection Software:	12 Lens: Optical (fixed lens) suitable for reading human surface temperature upto 6 meter and Thermal focal length : 8-14 μm (fixed length)	In place Thermal focal length : 8-14 μm (fixed length) it should be Thermal sensitivity 8-14 μm .	8-14 μm is a sensitivity range of thermal camera not a focal length so it might be a typo error.	Pls see the Corrigendum-III
24	37	4.1 Thermographic Bullet Camera with Temperature Detection Software:	12 Lens: Optical (fixed lens) suitable for reading human surface temperature upto 6 meter and Thermal focal length : 8-14 μm (fixed length)	Please change Thermal (fixed lens) suitable for reading human surface temperature upto 5 meter.		Pls see the Corrigendum-III
25	41	4.3 Handheld Thermographic Camera Temperature with Temperature Detection Software:	2. Optical: Picture resolution is 2MP or higher3. 320x240 or higher visible camera resolution	For handheld thermal camera 1.3MP resolution is a standard and functionally sufficient visible camera/Picture resolution.	Point 2. and point 3. are contradictory points as both refer to visible/optical camera resolution. In point 3, the technical specification asked in tender, visible camera resolution asked is 320x240 while in point 2 Optical : picture resolution asked is 2MP which is technically not possible. 2MP visible resolution asked is also not a standard visible camera resolution available for Handheld thermal cameras with most OEM including Indian OEMs.	As per RFP

26		<u>New Clause</u> 4.3 Handheld Thermographic Camera Temperature with Temperature Detection Software:		Please add technical parameter - Optical (fixed lens) suitable for reading human surface temperature upto 5 meter similar to as asked for Thermal Bullet cameras.	It is a important parameter for defining product range and this quality and cost. In absence of this technical parameter right comparable products would not be quoted thus creating un equal evaluation grounds.	Pls see the Corrigendum-III																																			
27		<u>New Clause</u> 4.3 Handheld Thermographic Camera Temperature with Temperature Detection Software:		Please add technical parameter - Measure temperature of upto 5 people at a time.	It is a important parameter for doing mass temperature detection considering area of application.	As per RFP																																			
28		<u>New Clause</u> 4.3 Handheld Thermographic Camera Temperature with Temperature Detection Software:		Please add technical parameter - Sampling Frequency/Frame rate for Thermal : 25 Hz or better	It is a important parameter for defining product quality as already asked Frame rate of 25FPS for visible cameras.	As per RFP																																			
29		<u>New Clause</u> Thermographic Bullet Camera with Temperature Detection Software:		Please add technical parameter - Sampling Frequency/Frame rate for Thermal : 25 Hz or better	It is a important parameter for defining product quality as already asked Frame rate of 25FPS for visible cameras.	As per RFP																																			
30	13	Point no. 12 work experience	<p>Bidder has submitted Single work experience of 2.02 Cr</p> <table> <tr> <th>SN</th><th>Region</th><th>Requisite Single work experience In Rs (Cr)</th><th>Preference given by Bidder</th><th>Qualifying status</th><th>Preference not given by bidder</th><th>Qualify status</th></tr> <tr> <td>1</td><td>Northern</td><td>2.05</td><td>1</td><td>Not Qualified</td><td></td><td>Not Qualifie</td></tr> <tr> <td>2</td><td>Eastern</td><td>2.01</td><td>3</td><td>Not Qualified</td><td></td><td>Qualifi</td></tr> <tr> <td>3</td><td>Western</td><td>2.01</td><td>2</td><td>Qualified</td><td></td><td>Not Qualifie</td></tr> <tr> <td>4</td><td>Southern</td><td>2.01</td><td>4</td><td>Not Qualified</td><td></td><td>Not Qualifie</td></tr> </table>	SN	Region	Requisite Single work experience In Rs (Cr)	Preference given by Bidder	Qualifying status	Preference not given by bidder	Qualify status	1	Northern	2.05	1	Not Qualified		Not Qualifie	2	Eastern	2.01	3	Not Qualified		Qualifi	3	Western	2.01	2	Qualified		Not Qualifie	4	Southern	2.01	4	Not Qualified		Not Qualifie	We request you to kindly clarify the work experience eligibility criteria for bidder.		Point no. 12 of clause 1.6 is self explanatory with example
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33	38	Thermographic Bullet Camera with Temperature Detection Software:	<table><tr><td>SN</td><td>Region</td><td>Requisite Amount of Turnover Rs (Cr)</td><td>Preference given by Bidder</td><td>Qualifying status</td><td>Preference not given by bidder</td><td>Qualifying status</td></tr><tr><td>1</td><td>Northern</td><td>8.8</td><td>4</td><td>Not Qualified</td><td></td><td>Qualified</td></tr><tr><td>2</td><td>Eastern</td><td>8.6</td><td>1</td><td>Qualified</td><td></td><td>Qualified</td></tr><tr><td>3</td><td>Western</td><td>8.6</td><td>2</td><td>Qualified</td><td></td><td>Not Qualified</td></tr></table>	SN	Region	Requisite Amount of Turnover Rs (Cr)	Preference given by Bidder	Qualifying status	Preference not given by bidder	Qualifying status	1	Northern	8.8	4	Not Qualified		Qualified	2	Eastern	8.6	1	Qualified		Qualified	3	Western	8.6	2	Qualified		Not Qualified	We request your good offices to remove UL/EN certificates against CE/IEC/BIS certificate. BIS certificate which is Indian standard and valid for India as well as under Make in India initiative. Kindly Clarify we need any of this .		As per RFP														
SN	Region	Requisite Amount of Turnover Rs (Cr)	Preference given by Bidder	Qualifying status	Preference not given by bidder	Qualifying status																																										
1	Northern	8.8	4	Not Qualified		Qualified																																										
2	Eastern	8.6	1	Qualified		Qualified																																										
3	Western	8.6	2	Qualified		Not Qualified																																										
34			<table><tr><td>2</td><td>Eastern</td><td>8.6</td><td>1</td><td>Qualified</td><td></td><td>Qualified</td></tr><tr><td>3</td><td>Western</td><td>8.6</td><td>2</td><td>Qualified</td><td></td><td>Not Qualified</td></tr></table>	2	Eastern	8.6	1	Qualified		Qualified	3	Western	8.6	2	Qualified		Not Qualified	Request for additional Technical Parameters a) Cloud Streaming : Support, simultaneous Cloud + Local b) SIM card Support: LTE SIM Support c) Battery Power : Built in Battery.		As per RFP																												
2	Eastern	8.6	1	Qualified		Qualified																																										
3	Western	8.6	2	Qualified		Not Qualified																																										
35	39	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.1 NVR/Server (4 Channel)	6. Power Supply: 230V AC Power supply	Qualified		Not Qualified	4 channel NVR requires a power supply of 12VDC , the more the number of channels in the NVR, the more power supply will be required. 230V AC Power supply will be required for high end NVR with more channels, for 4 ch NVR 12V DC power is sufficient and is standard in the industry. Thus, request to amend the clause as <u>Power Supply: 230V AC or any suitable Power supply</u>		As per RFP																																							
36	39	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.1 NVR/Server (4 Channel)	4. Storage Capacity (Built in) : Suitable storage (inbuilt): RAID 1 configuration with 30 days recording for 4 numbers of full HD stream				RAID 1 requires a minimum of two physical drives, as data is written simultaneously to two places. The drives are essentially mirror images of each other, so if one drive fails, the other one can take over and provide access to the data that's stored on that drive, Thus, RAID 1 does mirroring which can be done by parallel recording in two or more disks simultaneously, thus, we request to consider equivalent mechanism of mirroring. Thus, request to amend the clause as - <u>Storage Capacity (Built in) : Suitable storage (inbuilt): RAID 1 configuration or Mirroring feature with 30 days recording for 4 numbers of full HD stream</u>		As per RFP																																							
37	40	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.2 Server with Mask detection and identity detection:	18.Additional software Minimum Specification: Software with feature of Simultaneous Temperature screening for multiple persons with alarm(indoor), contact-free Mask Detection, Alarms on people without masks, Identity Verification & Stranger Alarm: Confirming identity, even with mask, and giving alarms on strangers				The analytics mentioned in this clause can be achieved by Software as well as Hardware as per OEM to OEM,thus,requesting to keep it open and given us an option of using addition item to propose the analytics without any impact on the performance of the system and overall solution requirement. Identity Verification & Stranger Alarm : This analytics will trigger the stranger alarm everytime when the face is recognized as most of the time the passengers will be strangers , so instead of identity verification, we request to ammend it to identity detection. Thus, request to amend the clause as – <u>Additional Item: Feature of Simultaneous Temperature screening for multiple persons with alarm (indoor), contact-free Mask Detection, Alarms on people without masks, Identity Detection.</u>		As per RFP																																							

38	41	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.3 Handheld Thermographic Camera Temperature with Temperature Detection Software:	To be added	<p>Wi-Fi connection transmits data via wireless signals, while wired connection transmits data over cable, for handheld device, Wi-Fi is preferred as it provides appropriate way of connection and it is helpful for viewing . In addition, the application of handheld device is portable which will be moving around at various locations, for such application Wi-Fi is the foremost solution over wired connection.</p> <p>Thus, request you to <u>consider Wi-Fi as mandatory feature for the Handheld Thermographic camera.</u></p>		As per RFP
39	43	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.8 32" Video display monitor	viii. USB Port : 01 no.	<p>The application of the Display monitor is this tender is to monitor the cameras from the video out of the NVR, where HDMI/VGA ports are used, USB ports are used to display the content on the monitors via pen drive, this application is not applicable over here, also addition of USB port will increase the cost of the solution, thus, in order to have economic solution we request to consider the USB port as an option for the Display Monitor.</p> <p>Thus, request you to ammend the clause as <u>USB Port (Optional) : 01 no</u></p>		As per RFP
40	43	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.8 32" Video display monitor	Screen Size: 32" (inches) or larger	<p>The aspect ratio of a Monitor is calculated as Horizontal Resolution: Vertical resolution. 1920x1080 is been mentioned in the tender , so the aspect ratio for 1920x1080 will be 16:9.For 16:9 aspect ratio, the true monitor size is 31.5", for 32" monitor aspect ratio is 16:10, so the true size of the Monitor with 16:9 aspect ratio is 16:9.</p> <p>So, request to amend the clause as – <u>“Screen Size: 31.5" (inches) or larger”</u></p>		Pls see the Corrigendum-III
41	Page no. 16	Clause 3.3, Chapter-3	<p>3.3.1 (1) The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/Telecom Service Providers network for at least 12 months as on date of opening of tender, in India The certificates from the actual users will have to be submitted along with bid. For camera OEM's, same series/Family of optical bullet camera will be considered.</p>	<p>This clause is very specific wherein only optical Bullet camera suppliers are qualifying. Hence we request you to ammend the clause as-</p> <p>3.3.1 (1) The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/Telecom Service Providers network for at least 12 months as on date of opening of tender, in India The certificates from the actual users/ System Integrators will have to be submitted along with bid. For camera OEM's, same series/Family of optical bullet/ Box camera will be considered.</p>	<p>Optical Bullet cameras are low-end, low-priced, non-industrial grade cameras used for commercial purpose in controlled environment like indoor offices, stores, warehouses, restaurants, etc by CCTV providers. For industrial grade heavy-duty applications, Box cameras are generally used which constitutes of high quality optics & electronics. Such high-end cameras are used for advanced AI based applications in various industries, which demands high-level performance. Railways/RDSO also always used to procure Box cameras till RDSO 4.0. Hence, we request you to kindly include "Box Cameras" along with Bullet Cameras, for wider participation by OEMs and bidders.</p>	Pls see the Corrigendum-III

42	Page no. 16	Clause 3.3, Chapter-3	3.3.1 (1) The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/Telecom Service Providers network for at least 12 months as on date of opening of tender, in India The certificates from the actual users will have to be submitted along with bid. For camera OEM's, same series/Family of optical bullet camera will be considered.	This clause is restrictive for non-existing CCTV providers & Indian Solution providers qualifying under "Make in India", who has developed quality product for Thermal Temperature Detection. Hence, we request you to amend the clause as- 3.3.1 (1) The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/Telecom Service Providers network for at least 03 months as on date of opening of tender, in India The certificates from the actual users / System Integrators will have to be submitted along with bid. For camera OEM's, same series/Family of optical bullet/ Box camera will be considered.	COVID-19 outbreak happened in last few months i.e. from March 2020, when Technology Solution developers & Providers like us, who has strong & proven capabilities on AI based analytics solution , started developing Thermal Temperature Detection system. There are many such companies who are not a traditional CCTV provider but have good Thermal Temperature Detection system. Such OEM's will not be able to qualify due to such restrictive clause where only existing CCTV OEMs are being allowed. Hence, we request for some flexibility here, so that competent solution providers can qualify.	As per RFP
43	Page no. 30	Clause 3.10	Make in India Clause	We understand that products from Chinese OEMs are not allowed here.	Please clarify	As per RFP, Please refer clause 3.9.8 of RFP.
44	Page no. 37	Clause 4.1, Chapter-4	4.1 Thermographic Bullet Camera with Temperature Detection Software (2) Pixels- Thermal: 160 * 120 or higher resolution	(2) Pixels- Thermal: 256 * 192 or higher resolution	As larger footfall is expected at station scenarios. More accurate camera is needed to cater to temperature screening requirements. Lesser the pixel resolution more the noise & More noise results to inaccurate measuremet of temperature. Hence our submission is to consider min. thermal resolution of 256 * 192 for the thermographic camera.	As per RFP
45	Page no. 40	Clause 4.2.2, Chapter-4	4.2.2 Server with Mask detection and identity detection: Point no. 18 Additional Software- Identity Verification & Stranger Alarm: Confirming identity, even with mask, and giving alarms on strangers	Pls delete "Identity Verification & stranger alarm feature"	As system is expected to use at station where almost all passengers are strangers. Using this feature at stations is of no use practically. This feature is biased towards one OEM & hence limiting other OEMs to participate	as per RFP
46	Page no. 41	Clause 4.3, Chapter-4	Handheld Thermographic Camera Temperature with Temperature Detection Software (3) 320x240 or higher visible camera resolution	Resolution for thermal handheld camera should be made optional or deleted, as it has no relevance for a Handheld Thermographic Camera.	Main purpose of thermal camera is to screen the human temperature. Optical resolution/camera will be of no use as the handheld Thermographic Camera shall be used for SPOT Detection of body temperature. This will unnecessary increase the cost of the system which is available with few Chinese OEMs and limiting fair competition.	As per RFP
47	37	4.1.2	Thermal: 160*120	Why the Low resolution of 160 X 120 are being allowed , this is both technically & commercially not suitable as Technically it will have a direct impact on the accuracy of the Thermographic camera , & commercially it will not allow the good quality high resolution camera OEMs to compete as Low resolution cameras of 160x 120 are only being made by a single Chinese OEM or are available with the brands that take from them and do relabel.	Kindly refer Annexure 1	As per RFP
48	38	4.1.31	ONVIF Compliance : ONVIF Profile 'S' (self-certification of OEM required)	ONVIF Compliance : ONVIF Profile 'S' (self-certification of OEM required) , A self certification does nit mean that the OEM has ONVIF's support . Thus , This should be changed to the clause that the OEM with the same model number should be listed on the ONVIF website as a comformant product before the bid submission date, same was followed in all the VSS tenders by Railtel till date.	This is inline with the RDSO specs refered by Railtel in the formulation of this tender , also if a OEM & its model number is listed on the ONVIF portal than it proves that the OEM is a active member of ONVIF & its products will get all the ONVIF updates regularly. This will also avoid the ONVIF Suspended OEMs to take part & quote substandard products to this Railtel EOI.	As per RFP

49	Additional Suggestion		Edge Storage	Edge Storage suitable for upto 128 GB SD/SDHC/ SDXC memory or higher along with memory card	In case of network failure the data should be recorded in the SD cards , this is very important & inline with RDSO specs & also equally important considering the critical installation.	As per RFP
50	39	4.2.21	ONVIF Compliance : ONVIF Profile 'S' (self-certification of OEM required)	ONVIF Compliance : ONVIF Profile 'S' (self-certification of OEM required) , A self certification does nit mean that the OEM has ONVIF's support . Thus , This should be changed to the clause that the OEM with the same model number should be listed on the ONVIF website as a conformant product before the bid submission date, same was followed in all the VSS tenders by Railtel till date.	This is inline with the RDSO specs referred by Railtel in the formulation of this tender , also if a OEM & its model number is listed on the ONVIF portal than it proves that the OEM is a active member of ONVIF & its products will get all the ONVIF updates regularly. This will also avoid the ONVIF Suspended OEMs to take part & quote substandard products to this Railtel EOI.	As per RFP
51	Additional Suggestion		NVR with Built-in PoE	NVR with Built-in PoE ports will save the costs to exchequer as the NVR , Camera & the screens have to be mounted nearby only as these Thermographic cameras are installed to screen Human body temperature & give alert in case of High temperature detected thus considering the application putting a additional PoE switch will add to the cost & unnecessary failure point.	As per the current trend all the major players in the Thermographic Thermal camera industry are already providing the NVRs which come with the inbuilt PoE switches as the application of these cameras are very space confined thus these NVRs with Built in PoE switches not only provide the stable PoE power to the cameras also this setup gives a direct connectivity thereby eliminating the additional fault point in the for of a additional switch , and the maximum uptime is extremely important in the maximum screening of the Humans entering/exiting the premises. These NVRs with built-in PoE switches also are very cost effective as there is no additional external PoE switch or the additional connective to these switches is needed. Thus request you to kindly remove or revise this with the relaxation of NVR with Built-in switch.	As per RFP
52	41	4.3.2	Optical: Picture resolution is 2MP or higher	Please remove this	Handheld Thermographic cameras are mainly installed to ascertain the Human temperature & considering their primary role of Temperature detection the addition of Optical resolution will unnecessary increase the cost will limit the competition to few Chinese OEMs only or the OEMs who take from them & reliable.	As per RFP
53		Chapter 4 Technical Requirements and Specifications	Clause 4.1 Thermographic Bullet Camera with Temperature Detection Software	Please Add 1. Cameras & VMS offered must be from the same OEM 2. Camera should have independent capability to provide audio visual alert on higher temperature by way of sound/flashing light 3. Camera must be supplied mandatory with a heat radiation calibration device to maintain a constant temperature to be used a reference point (blackbody)		As per RFP

54		Chapter 4 Technical Requirements and Specifications	Clause 4.1 Thermographic Bullet Camera with Temperature Detection Software 4.1 (1 ,2)	Please Add Thermal specifications as below 1. Thermal sensor – 400x300 (active pixels) Vox uncooled thermal sensor with a minimum 17uM Pixel Size 2. Lens focal length up to 13mm (Horizontal Angle of View 30o ; Vertical Angle of View 22.6o) 3. Temperature Measurement Analytics a. Audio/Video alarm on high temperature on camera and in software b. Temperature reading metadata in Live and Playback of Video c. In-built speaker and LED for alarm 4. Temperature Accuracy – Maximum +/- 0.3o with Thermal Blackbody mandatory 5. SD Card Support upto 512GB 6. PoE Powered 7. ONVIF Profile S compliance must be mentioned on the ONVIF website 8. Warranty – 2 Years		As per RFP
55		Chapter 4 Technical Requirements and Specifications	Clause 4.1 Thermographic Bullet Camera with Temperature Detection Software 4.1 (1 ,2)	Please Add Optical specifications as below 1. 2MP full HD (1920 x 1080) 2. Built in IR Illuminator effective distance – upto 20 feet 3. Focal Length – 8mm (Horizontal Angle of View 40o ; Vertical Angle of View 22o)		As per RFP
56	41	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.3 Handheld Thermographic Camera Temperature with Temperature Detection Software:	Additional Feature	Wi-Fi is one of the best option available on Handheld Thermographic Camera to view the camera screen on mobile/Tab/Laptop through Wi-Fi hotspot and also take storage backup wirelessly. So request to add the clause as ‘Support Wi-Fi’ as it’s the USP of Handheld Thermal Camera.		As per RFP
57	39	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.1 NVR/Server (4 Channel)	6. Power Supply: 230V AC Power supply	As 4 channel NVR will be used so lower power supply will be required for operation. 230V AC usually comes in High End NVR where number of channels and SATA requirement is more. So, request to amend the clause as: 230V AC / 12V DC Power Supply		As per RFP
6	39	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.1 NVR/Server (4 Channel)	4. Storage Capacity (Built in) : Suitable storage (inbuilt): RAID 1 configuration with 30 days recording for 4 numbers of full HD stream	RAID 1 is nothing but Mirroring. RAID 1 consists of an exact copy (or mirror) of a set of data on two or more disks. So, request to amend the clause as - Storage Capacity (Built in) : Suitable storage (inbuilt): RAID 1 configuration / Mirroring feature with 30 days recording for 4 numbers of full HD stream		As per RFP

58		CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.2 Server with Mask detection and identity detection: Page No. 40	18. Additional software: Software with feature of Simultaneous Temperature screening for multiple persons with alarm(indoor), contact-free Mask Detection, Alarms on people without masks, Identity Verification & Stranger Alarm: Confirming identity, even with mask, and giving alarms on strangers 19. additional features: Audio & video alarm for additional software	Instead of 'additional software' request to kindly consider 'additional item' as there are some OEMs which can provide this feature in Software and some OEM provides required features at hardware level. So, by mentioning additional item it will be open for all OEM. Also, the camera will be installed at the station so almost everyone will be stranger. So request to consider 'Identity detection' instead of 'identity verification'. So, request to amend the clause as – 18. Additional Item: with feature of Simultaneous Temperature screening for multiple persons with alarm (indoor), contact-free Mask Detection, Alarms on people without masks, Identity Detection. 19. additional features: Audio & video alarm for additional item		As per RFP
59	40	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.2 Server with Mask detection and identity detection:	Server with Mask detection and identity detection	The server specification mentioned in EOI is very high End. A normal workstation with required specification is enough for managing cameras per station. As only 4 no. of cameras will be installed per station so the unnecessary cost of the solution can be reduced by implementing the workstation instead of server for mask detection and identity detection. So, request to amend the clause as – Workstation instead of server for Mask detection and Identity Detection with specs requirement as follows: CPU: Intel® Core™ i5-4590 @ 3.30 GHz 3.30 GHz RAM: 8 GB NIC: GbE Network Interface Card HDD for OS: SATA-II 7200 RPM Enterprise Class HDD HDD for Picture: Surveillance-class HDD or high performance network HDD. Storage: It should support 10 MB/s writing and 10 MB/s reading. HDD Capacity: At least 650 GB OS: Microsoft® Windows 8.1 64-bit		As per RFP
60	43	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.8 32" Video display monitor	Parameter: Specification viii. USB Port : 01 no.	In this application, NVR/Workstation output needs to be monitored and for that normal monitor can be used, as USB ports will not be in much use and by omitting this feature overall cost of solution can be reduced. So, request to delete the clause:		As per RFP
61	43	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.8 32" Video display monitor	Parameter: Specification Screen Size: 32" (inches) or larger	The required resolution mentioned is 1920x1080. For the resolution 1920x1080, the screen resolution ratio is calculated as horizontal resolution: vertical resolution i.e. 1920: 1080 which will be 16:9. So, for 16:9 ratio, true screen size is 31.5" and for 16:10 ratio true screen size is 32". For 32" monitor with resolution 1920x1080 true screen size is always 31.5". So, request to amend the clause as – 'Screen Size: 31.5" (inches) or larger'		Pls see the Corrigendum-III
62		Chapter-3 Clause 3.11 For NSIC registered Firm	EMD Exemption for MSME registered with NSIC	EMD exemption is available for MSME registered with NSIC for tendered item. We are currently registered under the category ' Surveillance CCTV system with Video Management Software and Analytics" 'Thermal temperature scanning solution' being a new product is not defined/covered in NSIC , so request to amend the clause as : These exemptions are applicable provided units are registered with NSIC for tendered item including CCTV surveillance and registration is current and valid.		Bidders registered under the category of CCTV/ Video Surveillance in MSME/NSIC certificate will be considered for exemption of tender fee and EMD.
63	12 & 28	1.6, 10 3.9.8	Bidder shall mention country of manufacturing against the each item in SOR. In case country of manufacturing is not mentioned by the bidder, RailTel Reserves the right to reject his offer. Moreover, Gol's present as well as Future Guideline regarding foreign country material will be applicable.	The country where "Intellectual property Rights, of Thermal Camera reside should also be mentioned.	It can be observed in many bids of Zonal Railways that several companies are quoting Thermal Cameras as "Made In India" THERMAL CAMERAS ARE PRESENTLY NOT MANUFACTURED IN INDIA and false representations should be rejected.	As per RFP

64	16	3.2,1,2	Region wise Eligibility Criteria for OEM (Camera & NVR/Server): 1, The Equipment	1. Over the Last 2-3 months especially since lock down,most global OEM of Thermal Body Surface Scanning Camera have supplied and installed the same in India.	Thermal Temperature screening to Railtel.	As per RFP
65	16	Chapter 2 - Bid Data Sheet	1. The Equipment offered by the OEM or equipment of the same series/ family from the same OEM should have been satisfactorily working in Government/PSUs/ Telecom Service Providers network for at least 12 months as on date of opening of tender, in India or Abroad. The certificates from the actual users will have to be submitted along with bid.	The qualification criteria are too stringent. We request Railtel to relax the qualification criteria by modifying the clause as under. We request Railtel to allow OEM/Bidder to use experience of IT/ITES/Integrated security related equipment's/Biometric Solution/Video Surveillance projects should have been satisfactorily working in Government/PSUs/Telecom Service Providers/Reputed Private Limited companies which are listed on public exchanges during last 07 years as on date of opening of tender, in India or Abroad. The certificates from the actual users will have to be submitted along with bid.	We would like to bring to your notice that Government of India has come up with a Preferential Market Access Policy giving preference to domestic manufacturers in all government funded projects, however Mantra also developed their own R&D department for adopting the latest & secure digitization strategies in designing and introducing advanced biometric devices, AI based thermal cameras, POS devices etc. in the market, adding real value for money. Instigating own manufacturing unit and R&D Centre in India, the duo supports varied government initiatives like 'Make in India', 'Digital India' and 'Skill India'. Company has many first to its name: 1) Developed India's first Fingerprint Sensor MFS100 2) Developed India's first IRIS Sensor MIS100 3) India's First Company to have FBI Certification	as per RFP
66		Chapter 2 - Bid Data Sheet	2. The OEM should have supplied at least 35% of the tendered value (Rs. 9.86 crore) of the equipment offered or equipment of the same series/family during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening date of bid to Government/PSUs/Telecom Service Providers. OEM should submit self-certificate with proper contact detail of clients along with PO reference and amount supplied (Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory. Note: For camera OEM's same series/family of optical bullet camera will be considered.	We request Railtel to amend the clause with The OEM/Bidder should have supplied, either directly or through partner , at least 35% of the tendered value (Rs. 9.86 crore) of the IT/ITES/Integrated security related equipment's/Biometric Solution/Video Surveillance projects during last preceding 5 financial years (i.e. current year and three previous financial years) as on opening date of bid to Government/PSUs/Telecom Service Providers/Reputed Private Limited companies which are listed on public exchanges. OEM should submit self-certificate with proper contact detail of clients along with PO reference and amount supplied (Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory. Note: For camera OEM's same series/family of optical bullet camera/PTZ camera will be considered.	Mantra's facial recognition based thermal scanner combines AI technology and Blackbody technology an advanced body temperature measurement technology for body temperature screening. Company has strong customer base spread across industries: 1) Vishakhapatnam railway station installs Mantra's Mirada rapid, a thermal screening system for early detection of high fever individuals, as a precautionary step to minimize the spread of COVID19. At present the system has been installed in three stations including Bhuvneshwar, Cuttack and Vishakhapatnam. The system recognizes individuals and detects the body temperature, to support the railway staff for screening passengers without contacting them during this pandemic era. 2) ICICI Foundations installs Mantra's professional, a thermal screening system for facial recognition with temperature detection system along with mask detection solution. 3) Jubilant Food works (Dominos) installs a thermal screening camera's of Mantra Mirada rapid for temperature detection of their employees to minimize the spread of covid-19. 4) Mantra has strong presence in BFSI, sector serving major Banks, NBSC's and Assets Management companies	as per RFP
67	16	Clause No. 8.28	Warranty 36 months from date of Go-Live and 5 Years AMC beyond warranty period	We are requesting to change it to Warranty 24 months from date of Go-Live and 3 Years AMC beyond warranty period.	Electronics device hardly get 5 years life, which is hard to work 8 years, its electronics parts work max 2 to 3 years	as per RFP
68	16	Clause 3.2	Delivery Period 15 Days from each sub PO Clause3.3,Chapter	We are requesting to amend the clause and consider delivery period from 45 days to 60 days	In this corona Era, where railways are shutdown and courier service is disturbed due to various state level lockdown it is impossible to give delivery of 184 Thermal cameras and 139 Handheld device in 15 days.	as per RFP

69	36	Clause 4.1	Thermo graphic Bullet Camera with Temperature Detection Software: In view of thermo graphic application requirement, following parameter required	As face detection features given as Software feature with Server but actually it is Thermal camera features with 2 cameras one Infrared Camera (IR) Camera and other Face Recognition (FR) Camera Thermal therefore Please include Thermal camera along with FR camera with Mask detection and face ID detection feature which can be used for Mask detection alert	Thermal temperature sensing will be required till corona era, therefore detecting further temperature even after corona era will be not there but Mask detection system features will be there till 2 years, therefore please include the Face detection feature as hardware feature of camera instead of Server software feature as mentioned on Page 40 clause 4.2.2	as per RFP
70	37	Chapter 4 Point 1	Image Sensor Image Sensor 1/3" or larger, Progressive scan, CMOS sensor Thermal Sensor: Un cooled Focal Plane Array (UFPA) sensor or equivalent	Image Sensor: 1/2.8" Sony CMOS Un cooled IRFPA	Image Sensor 1/3" is unique specification of one Chinese company and it is not standard of Image Sensor , standard o Image Sensor start from 1 / 2.5"	bidder may provided larger sensor.
71	38	Chapter 4, Point 33	Additional feature for Calibration Black body / shutter-based solution with accuracy of $\pm 0.2^{\circ}\text{C}$	Blackbody Solution with temperature measurement accuracy of $\pm 0.3\%$	We are in Indian environment and which is quite higher then foreign countries and therefore getting Accuracy of 0.1 C or 0.2 C is practically impossible , therefore we are requesting to keep Accuracy from 0.3 C or 0.4 Celsius	as per RFP
72	1	5	Section 1, Chapter 1 Requirements 1.1 Requirements For ER: Sr NO 10, SOR-10	Supply of 12 Core metal strengthened outdoor unarmoured optic fibre cable (ITU-TG-652-D) and all the accessories required for installation.	Specifications are not provided in Chapter 4. Request to provide detailed specifications	Pls see the Corrigendum-III
73	2	40	RailTel/EOI/OT/CO/NTP/2020-21/ Thermal Temperature Screening Solution to RCIL's Customers/543 <u>CHAPTER-4</u> <u>TECHNICAL REQUIREMENTS & SPECIFICATIONS</u> 4.2 NVR/Server 4.2.2 Server with Mask detection and identity detection:	SN: 18 Item: Additional software Minimum Specification: Software with feature of Simultaneous Temperature screening for multiple persons with alarm(indoor), contact-free Mask Detection, Alarms on people without masks, Identity Verification & Stranger Alarm: Confirming identity, even with mask, and giving alarms on strangers	Adttiional software term favours specific software OEM's only, who can provide software based analytics. However, there are multiple OEM's available who can provide the required 'Mask detection' & 'Identity verification' feature at hardware level with much better precision & accuracy. Taking into account the actual application scenario, the camera will be installed at the railway stations so almost every person/passenger will be stranger. So 'Identity detection' would be a more suitable term instead of 'identity verification'. Thus, request you to please amend the clause as Additional Items: with feature of Simultaneous Temperature screening for multiple persons with alarm(indoor), contact-free Mask Detection, Alarms on people without masks, Identity detection & Stranger Alarm: Confirming identity, even with mask, and giving alarms on strangers. <i>Server to be provided with any other additional items which can meet the requirement, without any impact on the performance of the system and overall solution requirement.</i>	as per RFP
74	3	39	RailTel/EOI/OT/CO/NTP/2020-21/ Thermal Temperature Screening Solution to RCIL's Customers/543 <u>CHAPTER-4</u> <u>TECHNICAL REQUIREMENTS & SPECIFICATIONS</u> 4.2 NVR/Server 4.2.1 NVR/Server (4 Channel)	SN: 4 Parameter: Storage Capacity (Built in) Specification: Suitable storage (inbuilt): RAID 1 configuration with 30 days recording for 4 numbers of full HD stream	RAID 1 consists of an exact copy or mirror of a set of data on two or more disks. In simple words, RAID 1 is based on the mechanism of data mirroring. The data mirroring feature can also be achieved by simultaneous parallel recording in two or more disks, thus meeting the function of RAID 1. Thus, request to amend the clause as - Storage Capacity (Built in) : Suitable storage (inbuilt): RAID 1 configuration or equivalent Mirroring function with 30 days recording for 4 numbers of full HD stream	as per RFP

75	4	39	<p>RailTel/EOI/OT/CO/NTP/2020-21/ Thermal Temperature Screening Solution to RCIL's Customers/543</p> <p><u>CHAPTER-4</u> <u>TECHNICAL REQUIREMENTS & SPECIFICATIONS</u> 4.2 NVR/Server 4.2.1 NVR/Server (4 Channel)</p>	<p>SN: 6 Parameter: Power Supply Specification: 230V AC Power supply</p>	<p>The power supply 230V AC is generally required for NVR's with larger channel capacity and high end features. Since, the requirement is of a 4 channel NVR, power supply of lesser ratings would also be sufficient and adequate. Generally, 4 channel NVR's do not come with such higher power requirements.</p> <p>Thus, request to amend and change clause as Power Supply: 230V AC or any suitable Power supply with the NVR for stable running & operation.</p>	as per RFP
76	5	41	<p>RailTel/EOI/OT/CO/NTP/2020-21/ Thermal Temperature Screening Solution to RCIL's Customers/543</p> <p><u>CHAPTER-4</u> <u>TECHNICAL REQUIREMENTS & SPECIFICATIONS</u> 4.3 Handheld Thermographic Camera Temperature with Temperature Detection Software:</p>	To be added	<p>For a portable device, Wifi is best and most suitable mode of connectivity. Having wired connectivity for a portable handheld device, is similar to a normal camera connected via Cat6 cable. Wifi connection will provide convenient mode of connectivity while carrying the Handheld device and moving at different locations within the premises.</p> <p>Thus, request you to add this clause and make Wi-fi as mandatory feature for the Handheld Thermographic camera.</p>	as per RFP
77	6	43	<p>RailTel/EOI/OT/CO/NTP/2020-21/ Thermal Temperature Screening Solution to RCIL's Customers/543</p> <p><u>CHAPTER-4</u> <u>TECHNICAL REQUIREMENTS & SPECIFICATIONS</u> 4.8 32" Video display monitor</p>	<p>Parameter: Specification Screen Size: 32" (inches) or larger</p>	<p>The screen resolution ratio is calculated as horizontal resolution: vertical resolution. Thus, for screen resolution of 1920x1080 the actual resolution ratio will be 16:9. Hence, for 16:9 ratio, true screen size is 31.5" and for 16:10 ratio true screen size is 32". Generally in market, for 32" monitor with resolution 1920x1080 true screen size is always 31.5".</p> <p>Thus, request to amend the clause as Screen Size: 31.5" (inches) or larger</p>	Pls see the Corrigendum-III
78	7	40	<p>RailTel/EOI/OT/CO/NTP/2020-21/ Thermal Temperature Screening Solution to RCIL's Customers/543</p> <p><u>CHAPTER-4</u> <u>TECHNICAL REQUIREMENTS & SPECIFICATIONS</u> 4.2 NVR/Server</p>	4.2.2 Server with Mask detection and identity detection:	<p>Considering the actual application scenario where maximum of 4 Thermal cameras will be installed, the required/asked server specifications seem to be on a very higher side. Use of Server hardware with such high end specifications will unnecessarily increase the total undue cost of the overall solution. Practically a workstation system will also be sufficient for 4 cameras without any impact on the the overall system performance and solution requirements.</p> <p>Thus, considering the actual working scenario requesting you to please amend and change the clause with PC workstation as mentioned below.</p> <p>Recommended Specs: CPU: Intel® Core™ i5-4590 @ 3.30 GHz 3.30 GHz RAM: 8 GB NIC: GbE Network Interface Card HDD for OS: SATA-II 7200 RPM Enterprise Class HDD HDD for Picture: Surveillance-class HDD or high performance network HDD. Storage: It should support 10 MB/s writing and 10 MB/s reading. HDD Capacity: At least 650 GB OS: Microsoft® Windows 8.1 64-bit</p>	as per RFP

79	8	43	RailTel/EOI/OT/CO/NTP/2020-21/ Thermal Temperature Screening Solution to RCIL's Customers/543 <u>CHAPTER-4</u> <u>TECHNICAL REQUIREMENTS & SPECIFICATIONS</u> 4.8 32" Video display monitor	Parameter: Specification viii. USB Port : 01 no.	The application of the monitor will be generally to provide the video output from NVR or the workstation through HDMI cable. The use of USB port seems to be not of that much significance. High End monitors comes with features such as USB port which will add to the overall cost of the solution. Moreover, the need of USB port is more suitable for applications where we need to run videos using some pen drive. Thus, request you to please amend as USB Port: 01 no. (As optional)	as per RFP
80	9	25	CHAPTER -3 3.3.2 Eligibility Criteria for Bidder	# Similar Work- Supply, Installation, Testing and Commissioning of CCTV system for central government or any state government or semi/quasi-government entities or Public Sector Units or private enterprises	# Similar Work- Supply, Installation, Testing and Commissioning of CCTV system for central government or any state government or semi/quasi-government entities, statutory body or Public Sector Units or private enterprises.	as per RFP
81	10	31	CHAPTER -3 Clause 3.11 For NSIC registered Firm	For small scale units registered with NSIC under single point registration Scheme and having MSME certificate and participating in this tender enquiry, following exemptions are available: - (i) They are exempted from cost of tender documents. (ii) They are also exempted from depositing Earnest money. These exemptions are applicable provided units are registered with NSIC for tendered item and registration is current and valid. Firms claiming these exemptions are required to submit along with their offer, copy of their current and valid NSIC registration certificate for the tendered item, otherwise their offer would not be considered.	MSME having valid Udyog Aadhar Memorandum should also be exempted from cost of tender document and from depositing Earnest money.	as per RFP
82	11	48 & 49	Chapter 6 Clause 6.5	Bank Guarantee within 30 days of issue of Advance purchase order/Sub Purchase Order as per under mentioned item (i) & (ii), failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/APO/SPO, from any scheduled bank for due fulfillment of contract as per the details given below: i) Security Deposit/Performance Bank Guarantee of 2.5% of total value of the stores is required to be submitted at Corporate Office within 30 days of issue of Rate Contract/APO. The PBG should be valid for a period 3 months beyond warranty period from the date of issue of APO to cover Validity of Advance Purchase Order, delivery period and Warranty period. ii) Security Deposit/Performance Bank Guarantee of 7.5 % of Sub PO value of the stores is required to be submitted at concerned regional office within 30 days of issue of Sub PO with validity of 3 months beyond warranty period. The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract including warranty period obligations under the contract, duly adjusting any dues recoverable from the successful tenderer.	NSIC Registered firms and MSME having valid Udyog Aadhar Memorandum should be exempted from submission of Security Deposit/Performance Bank Guarantee. Exemption from Security Deposit/Performance Bank Guarantee will lead to healthy competition and will result into better price discovery. During this difficult time of COVID -19 pandemic, Govt. is supporting NSIC and MSME through various liquidity measures. Submission of Security Deposit/Performance Bank Guarantee will put the liquidity of MSEM/NSIC in danger who are already experiencing significant constraints on cash and working capital due to impact of COVID 19. Even Govt of India has mandated to various Govt Departments/Agency to return the value of performance security to the contractor/supplier as is proportional to the supplies made/contract work completed to the total contract value.	as per RFP
83	1	2	General Terms- Earnest Money (EMD)	EMD and EOI Cost should be remitted in account of RailTel Corporation of India Limited.	We request Authority to kindly accept EMD in form of Bank Guaranty. As per standard practice in all government department, they allow bidders to submit EMD in the form of Bank Guarantee as well (BG).	as per RFP

84	2	24	Chapter-3 (Special tender conditions) Clause 3.2,	Delivery Period Material is required to be delivered by the supplier at the location/consignee within 15 days from the date of issue of each Sub-PO issued against Advance Purchase order.	Looking to current COVID-19 pandemic situation, we request Authority to kindly amend the Delivery period within 45 days and provide additional 15 days period for Installation, after delivery. Note- Delivery and installation within 15 Days across country is very difficult.	as per RFP
85	3	33	Chapter-3 (Special tender conditions) Clause 3.14	Payment Terms All payments shall be paid on back to back basis as per agreed terms & conditions given by RailTel's customer.	We could not find any Schedule / Timeframe for Payment terms in the published EOI, only back to back payment terms is mentioned. We request Authority to kindly consider Payment terms as- • 80% Payment on successfully Delivery • 20% Payment on Successfully Installation and commissioning.	as per RFP
86	4	34	Chapter-3 (Special tender conditions) Clause 3.18	Replacement Services If the contractor fails to replace the supplied items Within a week, the following penalties will be imposed, More than one week and up to two weeks - 10% More than two weeks and up to three weeks - 25% More than three weeks and up to four weeks - 75% More than four weeks - Full cost of affected part/module	Looking to the standard practice following in all the project across India, the said SLA / Penalty is too high. We request Authority to kindly consider As- More than One week - 2.5% More than Two weeks - 5% More than Three weeks - 7.5% More than four weeks - 10% as maximum cap on penalty	as per RFP
87	1	39	Chapter-4 Technical requirements & specifications- 4.2 NVR/Server 4.2.1 NVR/Server (4 Channel)	6. Power Supply: 230V AC Power supply	4 channel NVR requires a power supply of 12VDC , the more the number of channels in the NVR, the more power supply will be required. 230V AC Power supply will be required for high end NVR with more channels, for 4 ch NVR 12V DC power is sufficient and is standard in the industry. Thus, request to amend the clause as <u>Power Supply: 230V AC or any suitable Power supply</u>	as per RFP
88	2	39	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.1 NVR/Server (4 Channel)	4. Storage Capacity (Built in) : Suitable storage (inbuilt): RAID 1 configuration with 30 days recording for 4 numbers of full HD stream	RAID 1 requires a minimum of two physical drives, as data is written simultaneously to two places. The drives are essentially mirror images of each other, so if one drive fails, the other one can take over and provide access to the data that's stored on that drive, Thus, RAID 1 does mirroring which can be done by parallel recording in two or more disks simultaneously, thus, we request to consider equivalent mechanism of mirroring. Thus, request to amend the clause as - <u>Storage Capacity (Built in) : Suitable storage (inbuilt): RAID 1 configuration or Mirroring feature with 30 days recording for 4 numbers of full HD stream</u>	as per RFP

89	3	40	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.2 Server with Mask detection and identity detection:	18.Additional software Minimum Specification: Software with feature of Simultaneous Temperature screening for multiple persons with alarm(indoor), contact-free Mask Detection, Alarms on people without masks, Identity Verification & Stranger Alarm: Confirming identity, even with mask, and giving alarms on strangers	The analytics mentioned in this clause can be achieved by Software as well as Hardware as per OEM to OEM,thus,requesting to keep it open and given us an option of using addition item to propose the analytics without any impact on the performance of the system and overall solution requirement. Identity Verification & Stranger Alarm : This analytics will trigger the stranger alarm everytime when the face is recognized as most of the time the passengers will be strangers , so instead of identity verification, we request to ammend it to identity detection. Thus, request to amend the clause as – <u>Additional Item: Feature of Simultaneous Temperature screening for multiple persons with alarm (indoor), contact-free Mask Detection, Alarms on people without masks, Identity Detection.</u>	as per RFP
90	4	41	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.3 Handheld Thermographic Camera Temperature with Temperature Detection Software:	To be added	Wi-Fi connection transmits data via wireless signals, while wired connection transmits data over cable, for handheld device, Wi-Fi is preferred as it provides appropriate way of connection and it is helpful for viewing . In addition, the application of handheld device is portable which will be moving around at various locations, for such application Wi-Fi is the foremost solution over wired connection. Thus, request you to <u>consider Wi-Fi as mandatory feature for the Handheld Thermographic camera.</u>	as per RFP
91	5	43	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.8 32" Video display monitor	viii. USB Port : 01 no.	The application of the Display monitor is this tender is to monitor the cameras from the video out of the NVR, where HDMI/VGA ports are used, USB ports are used to display the content on the monitors via pen drive, this application is not applicable over here, also addition of USB port will increase the cost of the solution, thus, in order to have economic solution we request to consider the USB port as an option for the Display Monitor. Thus, request you to ammend the clause as <u>USB Port (Optional) : 01 no</u>	as per RFP
92	6	43	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.8 32" Video display monitor	Screen Size: 32" (inches) or larger	The aspect ratio of a Monitor is calculated as Horizontal Resolution: Vertical resolution. 1920x1080 is been mentioned in the tender , so the aspect ratio for 1920x1080 will be 16:9.For 16:9 aspect ratio, the true monitor size is 31.5", for 32" monitor aspect ratio is 16:10, so the true size of the Monitor with 16:9 aspect ratio is 16:9. So, request to amend the clause as – ' <u>Screen Size: 31.5" (inches) or larger</u> '	Pls see the Corrigendum-III

93	37	4.1	Point No:1 Image Sensor	Image Sensor 1/3" or larger, Progressive scan, CMOS sensor Thermal Sensor: Uncooled Focal Plane Array (UFPA) sensor or equivalent	Shall the UFPA and CMOS be encased in same enclosure or may be integrated seperately as it would allow different solution formats instead of a single solution	As per RFP
94	38	4.1.	Point No: 19 Network Protocol	The Camera to be quoted by the bidder should not be complying to GB28181, GB/T28181-2011 or latest standards and there should be no option to activate or deactivate GB/T28181 standards in the camera web page/Settings.	The Camera to be quoted by the bidder should not be complying to GB28181, GB/T28181-2011 & GB/T 28181-2016 and GB 35114-2017 and or latest standards so that there should be no option to activate or deactivate the standards in the camera web page/Settings. GB/T28181-2011 is old standard and is abolished by the Chinese govt, the non-compliance to the latest shall also be included in the requirement to ensure the privacy of the surveillance.	as per RFP
95	38	4.1	Point No: 31 ONVIF Compliance	ONVIF Profile 'S' Self-declaration from OEM for ONVIF compliant	ONVIF Profile 'S' & 'G' The mentioned model shall appear in the list of conformant product list at ONVIF Website. A Profile G client (e.g., a video management software) is one that can configure, request, and control recording of video data over an IP network from a Profile G conformant device. Profile G also includes support for receiving audio and metadata stream if the client supports those features	as per RFP
96	To be added	4.2.1.	Cascading support	Cascading Support in NVRs	As this is would be distributed deployment, there shall be an option to view the IPCameras configured in the other NVRs in the Network without any additional hardware.	as per RFP
97	<p>This is with reference to the above mentioned EOI Thermal temperature screening solution.</p> <p>It is our humble request to include more relevant OEMs criteria and Technical specification with respect to Thermal camera for this fever monitoring application:</p> <ul style="list-style-type: none"> • Expertise in manufacturing temperature monitoring applications for at least 10 years so that Railway get a reliable product. Few Chinese company who have no experience and background of Thermal Technology jumped into Thermal Solution during Covid19 crisis. • Preferred to those OEM who has already Installed temperature monitoring systems for 5 years at least in India • Same OEM of camera, software & blackbody • Indigenous developed temperature monitoring software by same OEM 					as per RFP
98		Thermal Camera & software	Temperature Measurement Camera Accuracy without blackbody: +/-0.5°C at ambient 26°C to 36°C • Storage of RAW Detector data of Thermal Camera for any future computation or for other applications • Store images, both thermal visual when there is an alarm condition • Thermal Camera Resolution should be at least 384X240 Pixels • Display Video of both Thermal and Visual images or overlay			as per RFP
99		Blackbody	Blackbody reference source with self-tuned PID controller • Stability : +/-0.04 °C at 37 °C • Accuracy : +/- 0.1 °C at 37 °C • Temperature Resolution : 0.1°C • Size minimum 70 x 70 mm • Tripod / Wall Mountable			as per RFP
100		General Parameters	Suitable for operations to monitor fever monitoring persons in minimum 3 meters distance • OEM should submit source code of software if required. It ensures actual OEM participate not the opportunist who have taken the product and put the stamp/label of their brand. • Provide SDK in Windows & Linux. • Certified by NABL or better accredited lab in India dated before release of this tender			as per RFP

101	39	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.1 NVR/Server (4 Channel)	6. Power Supply: 230V AC Power supply	4 channel NVR requires a power supply of 12VDC , the more the number of channels in the NVR, the more power supply will be required. 230V AC Power supply will be required for high end NVR with more channels, for 4 ch NVR 12V DC power is sufficient and is standard in the industry. Thus, request to amend the clause as <u>Power Supply: 230V AC or any suitable Power supply</u>		as per RFP
102	39	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.1 NVR/Server (4 Channel)	4. Storage Capacity (Built in) : Suitable storage (inbuilt): RAID 1 configuration with 30 days recording for 4 numbers of full HD stream	RAID 1 requires a minimum of two physical drives, as data is written simultaneously to two places. The drives are essentially mirror images of each other, so if one drive fails, the other one can take over and provide access to the data that's stored on that drive, Thus, RAID 1 does mirroring which can be done by parallel recording in two or more disks simultaneously, thus, we request to consider equivalent mechanism of mirroring. Thus, request to amend the clause as - <u>Storage Capacity (Built in) : Suitable storage (inbuilt): RAID 1 configuration or Mirroring feature with 30 days recording for 4 numbers of full HD stream</u>		as per RFP
103	40	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.2 NVR/Server 4.2.2 Server with Mask detection and identity detection:	18.Additional software Minimum Specification: Software with feature of Simultaneous Temperature screening for multiple persons with alarm(indoor), contact-free Mask Detection, Alarms on people without masks, Identity Verification & Stranger Alarm: Confirming identity, even with mask, and giving alarms on strangers	The analytics mentioned in this clause can be achieved by Software as well as Hardware as per OEM to OEM,thus,requesting to keep it open and given us an option of using addition item to propose the analytics without any impact on the performance of the system and overall solution requirement. Identity Verification & Stranger Alarm : This analytics will trigger the stranger alarm everytime when the face is recognized as most of the time the passengers will be strangers , so instead of identity verification, we request to ammend it to identity detection. Thus, request to amend the clause as – <u>Additional Item: Feature of Simultaneous Temperature screening for multiple persons with alarm (indoor), contact-free Mask Detection, Alarms on people without masks, Identity Detection.</u>		as per RFP
104	41	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.3 Handheld Thermographic Camera Temperature with Temperature Detection Software:	To be added	Wi-Fi connection transmits data via wireless signals, while wired connection transmits data over cable, for handheld device, Wi-Fi is preferred as it provides appropriate way of connection and it is helpful for viewing . In addition, the application of handheld device is portable which will be moving around at various locations, for such application Wi-Fi is the foremost solution over wired connection. Thus, request you to <u>consider Wi-Fi as mandatory feature for the Handheld Thermographic camera.</u>		as per RFP
105	43	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.8 32" Video display monitor	viii. USB Port : 01 no.	The application of the Display monitor is this tender is to monitor the cameras from the video out of the NVR, where HDMI/VGA ports are used, USB ports are used to display the content on the monitors via pen drive, this application is not applicable over here, also addition of USB port will increase the cost of the solution, thus, in order to have economic solution we request to consider the USB port as an option for the Display Monitor. Thus, request you to ammend the clause as <u>USB Port (Optional) : 01 no</u>		as per RFP

106	43	CHAPTER-4 TECHNICAL REQUIREMENTS & SPECIFICATIONS 4.8 32" Video display monitor	Screen Size: 32" (inches) or larger	The aspect ratio of a Monitor is calculated as Horizontal Resolution: Vertical resolution. 1920x1080 is been mentioned in the tender , so the aspect ratio for 1920x1080 will be 16:9.For 16:9 aspect ratio, the true monitor size is 31.5", for 32" monitor aspect ratio is 16:10, so the true size of the Monitor with 16:9 aspect ratio is 16:9. So, request to amend the clause as – <u>'Screen Size: 31.5" (inches) or larger'</u>		Pls see the Corrigendum-III
107	17	Cause Number 3.3.2	The tenderer should have executed Single order of supply/ provision of similar work # costing not less than 35% of the region wise tendered value during last preceding 3 financial years (i.e. current year and three previous financial years) from the date of opening of tender. The bidder shall also furnish Supply/ work completion certificate issued by customer/s for the Purchase Orders/ Work Orders.	Bidders should have done multiple projects Of similar work done of the region wise tendered value during last preceding 3 financial years. we have done similar work of supply, installation & commissioning for various Network equipment's, software & Licensing in different PSU units, Government driven bodies, MHA and central government.	We do have surveillance project but not of given value . Further, We have many successful projects executed for Software Licenses, SAM Solutions, Network Securities and solutions with the value of more than 2.5 cr in various government Organizations, PSU and Defense.	as per RFP
108				1. For tender participating this bid bidder should have manufacturer or Not.		as per RFP
109				2. If bidder was completed networking work with UG Cable & OFC for telecom, work completion certificate to be consider or not in credentials		as per RFP
110				3. If bidder done the agreement with manufacturer for participating the Bid, what is the legal requirement		as per RFP
111				We would request you to please incorporate ICT/CCTV instead of only CCTV in Eligibility Criteria for Bidder to allow us to participate	CCTV or any end point application is part ICT Infrastructure solutions	as per RFP
112				We would like to introduce ourselves as most preferred network and service partner of almost all the major Telecom service providers, PSUs, optical equipment OEMs. We have been in this domain from last ten years and would like to participate in tender "RailTel/EOI/OT/CO/NTP/ 2020-21/Thermal Temperature screening solution to RCIL's Customers/543 dt. 13.07.2020" but unfortunately we don't have the credentials of I & C of CCTV and thermal imaging cameras. We have been doing I & C of PDH, SDH, DWDM, Router, switches etc. for our esteemed clients which is similar and at times more complex than CCTV systems but inspite of having the capability to deliver CCTV projects in efficient manner, we did not work on any such tender or I & C till date	Thus, would request you and your team to kindly give us an exemption in experience clause for "successful I & C of CCTV Thermal imaging cameras" and we assure you to abide with all the clauses of tender and would get the project delivered as per expectation and timelines	as per RFP
113	17	Chapt-2, 3.3.2	The tenderer should have executed Single order of supply/ provision of similar work # costing not less than 35% of the region wise tendered value during last preceding 3 financial years (i.e. current year and three previous financial years) from the date of opening of tender. The bidder shall also furnish Supply/ work completion certificate issued by customer/s for the Purchase Orders/ Work Orders. # Similar Work- Supply, Installation, Testing and Commissioning of CCTV system for central government or any state government or semi/quasi- government entities or Public Sector Units or private enterprises	We request you to include the Smart City Projects like Supply installation, testing and commissioning of Smart Poles containing Smart Elements like CCTVs in that.		as per RFP
114	38	4.1/33	Additional feature for calibration - Black body / shutter based solution with accuracy of $\pm 0.2^{\circ}\text{C}$	Is Black Body/Shutter based solution a mandatory requirement? Will it be fine with Railtel if bidder bring a better technology maintaining or exceeding the level of accuracy asked?	There are other better ways of achieving the said requirement where no Black Body or shutter is required. It also eliminate requirement of separate calibration process and managing a separate device, making the installation more easier & also providing better accuracy levels with overall reduced cost, which will further benefit project objective.	as per RFP
115	2 c		Submission date of bid	We request an extension of at least 6-8 weeks from the date of official publication of pre-bid clarifications.	Multiple teams from different locations have to be involved to prepare well and answer the RFP. Plus challenges coming from COVID-19.	Pls see the Corrigendum-III

116	15	Clause 17	The commencement of first year warranty will be considered from the date of Go live Issued by the customer. The second year and further years of the warranty will be considered on the expiry of previous year warranty. Purchase Order for AMC shall be issued after completion of Warranty Period. As there will be some duration gap between Supply of the material at consignee store and actual Go live issued by the customer (the date from which the warranty is considered to be commenced), the Bidder is required to provide pre-warranty support for all the supplied equipment/material in the same way and T&C as agreed during warranty period (i.e. after Go live).	After completion of installation there should be some timelines defined and agreed within which the "Go Live" certificate has to be issued by the customer. E.g "Within 1 week after Intimation/ confirmation of completion of installation by the vendor." Further to prevent pre-warranty wear and tear; after due verification by the end user the device usage should be stopped between the time when installation has been completed and the "Go Live" certificate has been signed.	We have been supplying UTS/ PRS Thin clients to various railway zones/ division and as per our experience the users at many locations tends to delay the signing of commissioning certificate till the last time frame available to them which is in many cases as long as 6 months. This delayed Go live certificate will delay the vendor payment. Further all the OEMs give warranty from the date of sale and hence any further delay in "Go Live" certificate and start of warranty will again have OEM warranty issues during the end of warranty period.	as per RFP, However, RailTel will facilitated to Vendor for getting as early as possible.
117	17	3.3.2 Eligibility Criteria for Bidder:	The tenderer should have executed Single order of supply/ provision of similar work # costing not less than 35% of the region wise tendered value during last preceding 3 financial years (i.e. current year and three previous financial years) from the date of opening of tender. The bidder shall also furnish Supply/ work completion certificate issued by customer/s for the Purchase Orders/ Work Orders. # Similar Work- Supply, Installation, Testing and Commissioning of CCTV system for central government or any state government or semi/quasigovernment entities or Public Sector Units or private enterprises	Kindly also include "IT/ ITes" within the definition of "Similar Work"	Sale of thermal camera has been fueled by outbreak of COVID-19 pandemic and hence having experience in similar field is extremely difficult. Moreover simple CCTV camera sellers may not be competent enough to support and maintain SLA as per railways requirement. hence we request you to kindly accept vendors with IT supply experience in different railway zones	As per RFP
118	33	3.14 Payment Terms:	All payments shall be paid on back to back basis as per agreed terms & conditions given by RailTel's customer	Kindly confirm the timelines when the payment is to be released after submission of all the required documents.	Railtel should have a confirmed payment terms from end users and accordingly the vendor should also be confirmed about the payment period. Having indefinite payment terms will increase the costing in terms of loading of finance cost.	as per RFP
119	41	Clause 4.6	SFP-BX (10 KM) Single Fiber:	Kindly confirm what portion of OFC/ CAT 6 cable laying should be overhead and how much is expected to be underground cable laying		As per RailTel customer requirement
120	16	Clause 3.3, Chapter-3	Region wise Eligibility Criteria for OEM (Camera & NVR/Server):			
121			1. The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/Telecom Service Providers network for at least 12 months as on date of opening of tender, in India. The certificates from the actual users will have to be submitted along with bid.	Kindly add "India and Global" Bidder		As per RFP
122			2. The OEM should have supplied at least 35%of the Regionwise tendered value of the equipment offered or equipment of the same series/family during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid to Government/PSUs/Telecom Service Providers. OEM should submit self-certificate with proper contact detail of clients along with PO reference and amount supplied (Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory.	Kindly exclude Thermal Camera from the clause since the Thermal Screening for COVID-19 is a new solution. We are fine with the clause for normal IP Camera.		As per RFP
123	17	Cluase 3.3.2, Chapter-3	Eligibility Criteria for Bidder:			

124			<p>1. The tenderer should have executed Single order of supply/ provision of similar work # costing not less than 35% of the Regionwise tendered value during last preceding 3 financial years (i.e. current year and three previous financial years) from the date of opening of tender. Supply of this value against a single rate contract, during above period, will also qualify for this purpose. The bidder shall also furnish Supply/ work completion certificate issued by customer/s for the Purchase Orders/ Work Orders.</p> <p># Similar Work- Supply, Installation, Testing and Commissioning of CCTV system for central government or any state government or semi/quasi-government entities or Public Sector Units or private enterprises</p>	Kindly exclude Thermal Camera from the clause since the Thermal Screening for COVID-19 is a new solution. We are fine with the clause for normal IP Camera.		As per RFP
125			Legal Queries			
126		Point No. 17 of 1.6 of Chapter-1	<p>The commencement of first year warranty will be considered from the date of Go live Issued by the customer. The second year and further years of the warranty will be considered on the expiry of previous year warranty. Purchase Order for AMC shall be issued after completion of Warranty Period. As there will be some duration gap between Supply of the material at consignee store and actual Go live issued by the customer (the date from which the warranty is considered to be commenced), the Bidder is required to provide pre-warranty support for all the supplied equipment/material in the same way and T&C as agreed during warranty period (i.e. after Go live). RailTel will not provide any cost for this pre-warranty support period and bidder is required to provide the same and produce OEM acceptance for such warranty support.</p>	We submit that the hardware will come with standard warranties provided for the hardware and the warranty support will commence as applicable to the hardware.		As per RFP, However, RailTel will facilitate to get Go live certificate.
127	24	3.2 of Chapter-2 (Delivery Period)	<p>Material is required to be delivered by the supplier at the location/consignee within 15 days from the date of issue of each Sub-PO issued against Advance Purchase order.</p>	We submit that delivery will commence post execution of valid governing contract between the parties on mutually agreed terms and conditions.		As per RFP
128	26	3.5.3 of Chapter-3	<p>The issue of Advance purchase order in favor of the successful bidder/s shall constitute the intention of the purchaser to enter into contract with the bidder. The bidder shall have to furnish the acceptance along with performance bank guarantee as per clause 6.5 within 30 days of issue of Advance PO.</p>	We submit that we will furnish the PBG post execution of the contract between the parties. Till then customer retains the EMD.		As per RFP
129	27	3.8.4	<p>If it becomes necessary for the contractor to replace or renew any defective portions of the system under clause no. 3.8 the provisions of this clause shall apply to the portions of the plant to be replaced or renewed until the expiration of three months from the date of such replacement or renewal or until the end of the support period whichever may be later. If any defect is not remedied within reasonable time, the purchaser may proceed to do the work at contractor's risk and expense, but without prejudice to any other rights which the purchaser may have against the contractor in respect of such defects.</p>	We request to delete the risk purchase portion of the clause. If we are unable to remedy the defect, the customer has the right to terminate the contract.		As per RFP
130	28	Note	<p>Note: The acceptance of the above clause is mandatory and specific acceptance from OEM is required to be enclosed as per Annexure-1. Any deviation / non acceptance will lead to rejection of the bid summarily.</p>	We request to relax this clause so that we are able to propose amendments to material terms and conditions. Its understood that the contract will be signed on mutually agreed terms.		As per RFP
131	33 54	3.14 7.4	Payment Terms	We request that all payments be made within 30 days from the date of the invoice.		As per RFP

132	48	6.5	Security Deposit/Performance Bank Guarantee	We submit that we will furnish the PBG post execution of the contract between the parties. Till then customer retains the EMD. We further request deletion of penalty for not furnishing PBG within the stipulated time period.		As per RFP
133	55	7.5	Inspection	We submit that pre-shipment inspection will not be provided. We carry out inspections as per our policies during production. Customer will have the option to inspect the hardware/software upon delivery.		As per RFP
134	56	7.7-c	Liquidated damages	We understand that the liquidated damages will be calculated on the final milestone and will be cumulative of all instances.		As per RFP
135	61	8.4.0	Security Deposit	We submit that prior to forfeiture, customer will provide a cure period to remedy any defect.		As per RFP
136	62	8.5.3	Notwithstanding any inspection and approval by the Inspecting Officer on the Contractor's premises, property in the stores shall not pass on to the Purchaser until the stores have been received, inspected and accepted by the consignee.	We submit that the title will pass upon delivery. In the event of any defect, we will remedy the defect within a reasonable period of time.		As per RFP
137	62	8.6.0	The time for and the date specified in the contract or as extended for the delivery of the stores shall be deemed to be of the essence of the contract and delivery must be completed not later than the date(s) so specified or extended.	We request deletion of this clause.		As per RFP
138	63	8.6.2	Failure and Termination	We understand that the liquidated damages will be calculated on the final milestone and will be cumulative of all instances. We submit that liquidated damages will be the sole remedy for delay. In the event we are unable to meet the supply at all, the customer may terminate.		As per RFP
139	63	8.6.2.1	Termination for Default	We request a reasonable cure period of at least 30 days be provided prior to termination		As per RFP
140	65	8.12.0	Facilities for test and Examination	We submit that pre-shipment inspection will not be provided. We carry out inspections as per our policies during production. Customer will have the option to inspect the hardware/software upon delivery.		As per RFP
141	68	8.15.0	Indemnity	We submit that we will indemnify for claims of infringement of any third party intellectual property, provided that we are notified of the same by the customer.		As per RFP
142	73	8.26.0	Settlement of Disputes/ Arbitration	We submit that the arbitrator will be mutually appointed by the parties as per the Arbitration and Conciliation Act 1996.		As per RFP
143	74	8.28.0	Warranty/Guarantee	We submit the hardware/software will be provided with standard applicable warranties and support.		As per RFP
144	76	7	Fall Clause	There is no time reference for which this compliance will be applicable. We request for a clarification that the compliance will be required for the last one year of the date of submission of the proposal. This clause does not clarify the manner in which the price difference will be applicable. We request for a clarification that a price difference will be applicable prospectively for the remaining term of the project.		As per RFP
145			Finance Queries			
146	4	1.1	SOR	Please modify and provide an option to quote yearwise AMC separately for each line item as the same will vary drastically across products and years		As per RFP
147	14	14	In case SOR quantity of any Region (including additional 50% variation) get exhausted, RailTel reserves the right to place PO to the selected bidders of other Regions (based on their performance and supply of material against issued PO) at no additional cost. Decision in this regard will be taken by RailTel Corporate Office.	Such additional request shall be executed as per the rate agreed for that region by the bidder to whom the request is placed. The original bidder shall not be held responsible for any variation in price		Clause is self explanatory.
148	26	3.5.2	This advance purchase order would be valid for twelve months from the date of issue.	Our understanding is that the rates given will be valid for 12 months and the bidder will honor the POs issued under the advance PO during this period at the given unit rates. Please confirm		Yes, As per RFP
149	30	3.9.14	In case of failure of any of the selected bidder(s), RailTel reserves the right to place PO to the selected bidders of other Regions (based on their performance and supply of material against issued PO) at no additional cost. Decision in this regard will be taken by RailTel Corporate Office	Such additional request shall be executed as per the rate agreed for that region by the bidder to whom the request is placed. The original bidder shall not be held responsible for any variation in price		As per RFP

150	30	3.14	All payments shall be paid on back to back basis as per agreed terms & conditions given by RailTel's customer. Payment of the items would be made on receipt of material by the consignee duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the cont	Request modification of this clause and agree payment term of NT 30 days. The Payment and other T&Cs between HPE and Railtel shall not depend on RailTels agreement with its customer as HPE will not have any control over it.		As per RFP
151	61	8.2.0 (a)	In any case, save for special reasons stated in the tender, the price quoted shall not be higher than the lowest price charged by the Contractor for stores of the same nature, class or description to a private purchaser, domestic or foreign as well as Purchaser Governments.	Please remove as Fall clause is covered under additional special condition (Page 76) of this RFP		As per RFP
152	62	8.4.4	The Purchaser shall be entitled and it shall be lawful on his part to forfeit the said security deposit in whole or in part in the event of any default, failure or neglect on the part of the Contractor in the fulfilment or performance in all respect of the contract under reference or any other contract with the Purchaser or any part thereof to the satisfaction of the Purchaser and the Purchaser shall also be entitled to deduct from the said deposits any loss or damage which the Purchaser may suffer or be put by reason of or due to any act or other default, recoverable by the Purchaser from the Contractor in respect of the contract under reference or any other contract and in either of the events aforesaid to call upon the Contractor to maintain the said security deposit at its original limit by making further deposits, provided further that the Purchaser shall be entitled to recover any such claim from any sum then due or which at any time thereafter may become due to the Contractor under this or any other contracts with the Purchaser.	Request deletion of the highlighted portion. Security deposit shall be forfeited for defaults under this contract only as protection to customer is given through security deposit under each contracts		As per RFP
153	63	8.6.2.1	Termination for default	Bidder request the right to terminate for non-payment		
154	71	8.21.2	For the purpose of Clause 8.21.1, where the Contract or is a partnership firm or a limited company, the Purchaser shall be entitled to withhold and also have a lien to retain towards such claimed amount or amounts in whole or in part from any sum found payable to any partner/limited company, as the case may be, whether in his individual capacity or otherwise.	Request to limit this to sums payable under this contract		As per RFP
155	71	8.21.3	Lien in respect of Claims in other Contracts	Request to limit this to sums payable under this contract		As per RFP
156			Technical Queries			
157			Material is required to be delivered by the supplier at the location/consignee within 15days from the date of issue of each Sub-PO issued against Advance Purchase order. Clarification - As per govt* guidelines, we cannot store thermal cameras in our stores, hence to fulfil the ask we need 4-6 weeks' timelines to deliver material at end locations.			As per RFP
158			Location details where material is to be delivered -> For us to calculate freight and logistics charges. (For all 4 regions).			The selected bidders are required to supply equipment's as per the location mentioned in PO's issued by RailTel's Customers to RailTel.

159			Section 3.8.5 -> AMC cost is being asked as fixed @ 3.5% of hardware post 5 years of contract. This needs to be taken up after contract period. This point contradicts with point 3.8.6 where customer is stating tender will be floated for AMC.			Separate LOA/agreement for AMC after warranty period shall be entered with OEM/ Bidder by RailTel. A fresh Bank Guarantee valid for five years for 10% of the Long-Term Maintenance Support per year as accepted by RailTel, shall be required to be submitted by OEM/ Tenderer for due fulfillment of long-term maintenance support obligation
160			Training Section 3.7			
161			a. How many batches?			As per requirement of RailTel Customers
162			b. Number of people in each batch?			As per requirement of RailTel Customers
163			c. Which course structure customer is referring under section 3.7.2?			As per requirement of RailTel Customers