

Unique Pre-Bid Queries for Nirbhaya Project_22.09.2021

S. No.	Tender Clause No.	Tender Clause	Change in Clause	Justification/Reason	RailTel CO Remarks
1	Section I Chapter 3 3.A.1.7.10	Any land required by the bidder may be made available by Railways, if available, at the lease cost as per the latest norms of Railways. Pre-bid Response Tender Clause is Clear. Any Land requirement to the bidder, if available, for carrying out VSS work will be on chargeable by Railways as per latest lease norms. No payment over and above the SOR shall be made to bidder	Lease cost for land It will lead to addition in cost for the bidder's. Hence it is requested for tendering authority to bear such cost and provide land free of cost to the successful bidder	Please consider the lease cost to be borne by the tendering authority.	Not Agreed. It will be as per Tender Document.
2	Annexure VII Note II	List of RFP Thana wise number of camera for VMS, VA , FRS server workstation sizing	For D & E Category, cameras will be provided at each station by Railtel saperately	We assume that Railtel will provide already installed camera for VMS integration only	RailTel will provide cameras for D & E category stations through separate tender. However, bidder are required to integrate feeds coming from these cameras with VMS, VA, FRS (if required) and CCC (for Northern Region only). Bidders are also required to integrate these cameras (along with other IP devices at D & E category stations) with EMS application.
3	SOR Item-34	Supply of 12 Core metal strengthened outdoor unarmored Optic Fiber Cable (ITU-T G.652.D) as defined in Chapter-8	Supply of 6/12/24 Core metal strengthened outdoor unarmored Optic Fiber Cable (ITU-T G.652.D) as defined in Chapter-8	RDSO specifications permit use of 6 Core Fiber and 24 Core as well. SI may choose based on application. For VSS, 12 Core is not required. 6 Core is enough.	It will be as per Tender Document. RailTel reserves the right to use the spare fibers for other applications.
4	SOR Note:2 I(a)	Before quoting please see relevant para of Chapter 8 of Technical Specifications.	Bidders while selecting OEMs of equipments, Hardware and Software (proposed to be supplied against this tender) are to ascertain the documents submitted by OEMs carefully (like proof of IPR, Source Code, Camera Firmware Code owned by OEM, etc.) as they shall be held accountable for submitting any False Claims/Representations made by ANY OEMs of equipments, Hardware and Software (proposed to be supplied against this tender) as per GOI guidelines. Bidders to read the entire GFR of GOI carefully, especially Rule 175, Rule 144 (with latest addition of point (xi)) and Rule 151. Bidders before quoting please see relevant para of Chapter 8 of Technical Specifications	Kindly review Page No. 14 of RDSO specifications. It is to be made clear to bidders that they have to ensure to check false claims by different OEMs. Bidders MUST be held directly responsible for any false claims submitted by OEMs.	Point no. 8 of Form no. 4, Chapter-6 modified. Please refer corrigendum.
5	SOR Note:2 (XIII)	All Bidders are required to conduct POC immediately after bid opening time (as mentioned in BDS) as per Clause 4.A.47 of Chapter-4A (Section-I). Bidders are required to arrange Proof of Concept (POC) for checking the Functional requirement of their offered VSS solution immediately after submission of bid documents at their location by RailTel or its authorized representative as per Clause 4.A.47 of Chapter-4A (Section-I). Details of Functional requirement is mentioned in Annexure-IX of Chapter-7 (Section-I). POC should be completed within 30 Days from the date of opening of bid. In case bidder fails either to arrange POC or to meet any functional requirement given in Annexure-IX of Chapter-7 within given timeline, RailTel reserves the right to REJECT their bid.	All Bidders are required to conduct POC immediately after bid opening time (as mentioned in BDS) as per Clause 4.A.47 of Chapter-4A (Section-I). Bidders are required to arrange Proof of Concept (POC) for checking the Functional requirement of their offered VSS solution immediately after submission of bid documents at Railway Station location selected by RDSO/QCI as per Clause 4.A.47 of Chapter-4A (Section-I).Details of Functional requirement is mentioned in Annexure-IX of Chapter-7 (Section-I). POC should be completed within 30 Days from the date of opening of bid. In case bidder fails either to arrange POC or to meet any functional requirement given in Annexure-IX of Chapter-7 within given timeline, RailTel reserves the right to REJECT their bid.	POC should be conducted by RDSO/central quality agency like the Quality Control of India at the designated Railway Station and NOT at the bidders location. The POC MUST be conducted at some Railway Station environment to check working solution in actual working conditions.	POC is required to be conducted at suitable location where bidder can meet all POC requirements as mentioned in clause 4.A.47 of Tender document.
6	2	Supply, Installation, Commissioning and Integration with Existing VSS Infrastructure.	Supply, Installation, Commissioning and Integration with Existing VSS Infrastructure ONLY after existing infrastructure CCTV, VMS etc. are cleared for security vulnerabilities by CERT-IN approved STQC lab for tests defined in RDSO specification.	Kindly note the the letter of Southern Naval Command attached. The entire new VSS system to be deployed will become vulnerable for back door access if integrated with existing system which is of Chinese origin (especially the CCTV of Chinese origin deployed which have Huawei chipsets).	Bidder is responsible only for VSS Infra provided by him for security audit by Government auditing agency. For any deficiency pointed by auditing agency in the existing VSS infra, corrective action will be taken by RailTel. For further clarification, please read clause XIII (c) of Note under SOR, Chapter-2.

7	xvi	Preparation of Digital Network topology of VSS at station (including RPF Thana/Post) showing make, model, IP address, connectivity etc (including existing VSS infra).The recording of the video feeds from CCTV cameras of Stations will be stored in the nearest RPF Thana/Post for 30 days for playback, post event analysis and for investigation purposes. Important videos to be stored for longer duration at Data Centre (by using 240TB storage) & RPF Thana/Post by using additional 10% storage (as per RailTel/Railway's requirement).	Preparation of Digital Network topology of VSS at station (including RPF Thana/Post) showing make, model, IP address, connectivity etc (including existing VSS infra). The recording of the video feeds from CCTV cameras of Stations will be stored in the nearest RPF Thana/Post for 30 days for playback, post event analysis and for investigation purposes. Important videos to be stored for longer duration at Data Centre (by using 240TB storage or less) & RPF Thana/Post by using additional 10% storage (as per RailTel/Railway's requirement).	As per RDSO specification lesser storage can be used if technology permits	Storage at DC-DR is required for storing marked video data for longer retention along with VA alerts, audit trail logs, application data etc. as detailed in clause 8.1.3.2.2 of Chapter-8 of Tender document. Size of Flagged/marked videos and duration for which these videos are to be stored will be decided by RPF during project duration of eight years after PAC. Accordingly, 240 TB storage at DC/DR has been asked.
8	4A.14.1 (S/N 8)	The bidder shall ensure that the Intellectual Property Rights of Hardware and Source Code of Software supplied under this project must not reside in any Country that shares a Land Border with India.Self-Declaration by the Bidder on Company's letter head.	The bidder shall ensure that the Intellectual Property Rights of Hardware and Source Code of Software supplied under this project must not reside in any Country that shares a Land Border with India.Self-Declaration by the Bidder on Company's letter head along with proof of country where IPR and Source code reside.	As per RDSO specifications. The Proof of IPR and Source code is requirede and not just self-declaration	As per tender document, bidder is required to provide only self-certification regarding IPR/Source code. However, as per Clause no. 4.A.14.2 (Point-6), OEM is required to provide the Proof of IPR & source code as per RDSO specification RDSO/SPN/TC/65 /2021 version 6.
9	4.A.14.2 (S/N 2)	The Equipment/Software offered by the OEM or equipment/software of the same series/family from the same OEM should have been satisfactorily working in Government / PSUs / Telecom Service Providers/ Public Listed Company for at least 12 months as on date of opening of tender, in India or Abroad. Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates. Satisfactory Working certificate from end user clearly mentioning the make & model number (version in case of Software) of the offered Hardware & Software. An undertaking by the OEM has to be submitted in support in case of immediate predecessor of same series/family.	The Equipment/Software offered by the OEM or equipment/software of the same series/family from the same OEM should have been satisfactorily working in Government / PSUs / Telecom Service Providers/ Public Listed Company for at least 12 months as on date of opening of tender, in India or Abroad. Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange, Bombay Stock Exchange or any other global stock exchange incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates. Satisfactory Working certificate** from end user clearly mentioning the make & model number (version in case of Software) of the offered Hardware & Software. An undertaking by the OEM has to be submitted in support in case of immediate predecessor of same series/family.	Companies listed on global stock exchanges should be included just like the performance of OEM globally is acceptable. Many OEMs participating in the tender are listed in global stock exchanges like NASDAQ, Dow Jones, FTSE, Nikkei, Kospi etc. If OEM is the well established listed company (listed on national or global stock exchange for over 5 years) having average turnover of Rs. 500 Cr and above, their own creditability must hold just like other listed companies with similar credentials.	Not Agreed. It will be as per Tender Document. However, the clause has been modified.
10	4.A.14.2 (S/N3)	OEM should have supplied the equipment/software offered or equipment/software of the same series/family at least of the value {as mentioned in BDS (Chapter-5, Section I)} 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/Public Listed Company in India or Abroad. Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates. Note: For Startups*(recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) only 1/3 of value as mentioned above is required.OEM should submit self-certificate with proper contact detail of clients along with PO reference and amount supplied (Details of End User - Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory. Supply Confirmation Certificate from the End User clearly mentioning the Date of supply and make& model of Hardware/Software.	OEM should have supplied the equipment/software offered or equipment/software of the same series/family at least of the value {as mentioned in BDS (Chapter-5, Section I)} during last preceding 5 financial years(i.e. current year and five previous financial years) as on opening date of bid to Government/PSUs/Telecom Service Providers/Public Listed Company in India or Abroad. Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange, Bombay Stock Exchange or any other global stock exchange incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates. Note: For Startups*(recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) only 1/3 of value as mentioned above is required.OEM should submit self-certificate with proper contact detail of clients along with PO reference and amount supplied (Details of End User - Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory.	Explained above. Clause for eligibility should be uniform. Also, for performance, last 5 years should be considered as due to corona, last 2 years performances have been affected globally.	It will be as per Tender Document. No such relaxation has been given by Ministry of Railways for financial eligiblity criteria due to covid impact.

11	4.A.14.1 (S/N 6)	<p>The OEM shall ensure that Intellectual Property Rights of Hardware (including MAC address) and Source Code and of Software must not reside in any Country that shares a Land Border with India. Moreover, OEM must ensure that they are not getting 3rd party manufacturing from any Country that shares a Land Border with India.</p> <p>Note – This clause is not applicable for OEMs, from country that shares a land border with India, registered with DPIIT as per para 4.A.18.6. Proof of IPR & source code residing in which country and requisite permission & registration with Competent Authority of Govt. of India, as applicable to comply with RDSO specification RDSO/SPN/TC/65/2021 version 6, shall be provided by the OEMs</p>	<p>The OEM shall ensure that Intellectual Property Rights of Hardware (including MAC address) and Source Code and of Software must not reside in any Country that shares a Land Border with India. Moreover, OEM must ensure that they are not getting 3rd party manufacturing from any Country that shares a Land Border with India. Proof of IPR & source code residing in which country, as applicable to comply with RDSO specification RDSO/SPN/TC/65/2021 version 6, shall be provided by the OEMs.</p>	<p>This is a deviation from RDSO specification. Proof of IPR and source code is required to be submitted by all OEMs. Mac Address, IPR and source code cannot reside in any country sharing land border with India.</p>	<p>Clause mentioned is wrong.</p> <p>However, Clause no. 4.A.14.2 (Point-6) modified. Please refer Corrigendum.</p>
12	4.A.14.2 (S/N 7)	New Point	<p>** In case the end customer where products are installed (by OEM directly or through SI/authorized partner) cannot share details of installations in writing due to matter of NDA/Internal security, the OEM can get the same verified by Railtel authorized representative (if required). All expenses related to this verification shall be borne by the OEM/Bidder.</p> <p>The certificate of the OEM which is a listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange, Bombay Stock Exchange or any other global stock exchange incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.</p>	<p>Several international installations like Airports, Ports, Defence Sector, Government Banks etc. do not share details of authorised representatives and also do not declare in writing the model numbers etc of technology deployed due to sensitive nature of video security surveillance deployments. Several departments also do not share details of officers who are involved in utilization of these sensitive technologies. These installations may be physically verified (if required) by authorised representatives of RailTel/RDSO.</p>	Not agreed.
13	4.A.18.6.1	<p>Relevant guidelines have been given below and in case of contradiction with any condition of this tender document, guidelines issued by Ministry of Finance vide above mentioned OM (including any addendum/corrigendum issued by MoF and any other relevant guidelines pertaining to the subject issued by GoI) shall prevail:</p>	<p>Relevant guidelines have been given below and in case of contradiction with any condition of this tender document, guidelines issued by Ministry of Finance vide above mentioned OM (including any addendum/corrigendum issued by MoF and any other relevant guidelines pertaining to the subject issued by GoI) shall prevail (However, if there is any deviation with RDSO specifications, the RDSO specifications would prevail):</p>	RDSO specifications must prevail	Not agreed.
14	4.A.45	Preference to Domestic Manufacturers	<p>Preference to Domestic Manufacturers: Kindly note that it is not mandatory for bidders to quote only Indian OEM for Hardware or Software. Although preference for domestic OEM shall be given as per GOI policies.</p>	<p>In many tenders all over India, several domestic importers who import CCTV (and other hardware and software) mainly from China and falsely claim the same to be "Made in India" mislead several bidders and departments into believing that ONLY domestic products can be supplied as per GOI policies. It is important for Railtel to clarify the same so that the bidders are not misled. Since it is well known that there is not sufficient local competition and local manufacturing capacity (especially for IP CCTV etc.) global OEM are most welcome to participate. However, preference for domestic OEM as per GOI policies is clear. Simply referring to the GOI policies is not enough. BIDDERS ARE TO BE CLARIFIED THIS POINT CLEARLY</p>	<p>Clause modified. Please refer corrigendum.</p> <p>Bidder is required to provide minimum 20% local content of overall supplied items as per offered solution.</p>

15	8.1.3.2.3 (ii)	Bidder to propose FRS servers/workstations at RPF Thana/Post for all cluster stations with N:1 redundancy (value of N will be decided by the bidder based on the configuration of Server/Workstation as per RDSO specification and number of 4K cameras installed at cluster stations as per details given in Annexure-VII, Chapter-7).Sizing for hardware requirement for Servers/Workstations/NVRs for D & E category stations are also included.	Deleted	<p>As per the SOR, there is no redundancy asked for FRS.</p> <p>Also as per RDSO clause 19.27, the image database server is required with redundancy which is installed at DC/DR. The image database will synchronise the data with FRS system at local RPF. Redundancy of FRS at RPF deviates from RDSO.</p> <p>Also note that since these systems are under continuous maintenance (SLA), the breakdown of these systems will be temporary and breakdown of FRS and VA server will not affect the video surveillance as VMS is either operational in N:1 redundancy.</p> <p>The N:1 redundancy for FRS and VA at each RPF/Thana post will increase the project cost heavily against the temporary breakdown time.</p>	Please refer Clause no. 8.1.3.2.3 (ii) of tender document. Bidder is required to offer FRS server/workstation in N:1 configuraiton both at RPF thana/post and at DC & DR.
16	Annexure-IX Proof of Concept - Clause 6- 2.1-2.3	Additional Point for All types of Camera Check in POC	Mean Time Between Failure (MTBF) calculated at 40°C for each type of camera should not be less than 1,00,000 hours for which OEM shall submit complete and detailed test reports issued from Govt. / NABL Accredited Test Labs / 3rd party test house of International repute such as UL, TUV etc.	MTBF proper documents to be checked as per RDSO specifications.	It will be as per Tender Document.
17	Annexure-IX Proof of Concept - Clause 6- 2.1-2.3	Additional Point for all types of Camera Check in POC	Edge Storage Recording: In case of any failure or interruption of MPLS/IP network, the Camera shall automatically start recording on Edge Storage Memory Card at resolution and frames per second as required and when the network recovers, the Video data shall automatically be transferred to the Server/External Storage Device/NVR without any impact on the system operations.	<p>It is very important for testing this as part of functional check of each type of camera under PoC.</p> <p>The test should be simulated by disconnecting VMS/NVR from the network and Edge Recording and upon restoration of network the recording from Edge Storage should be transferred/backfill to VMS/NVR</p>	Clause modified. Please refer corrigendum.
18	Annexure-IX Proof of Concept clause 6- 2.3	Additional Point for PTZ Camera Check in POC	Check PAN, TILT, Zoom function control from VMS Client Software	It is very important for testing this as part of functional check of PTZ camera under PoC.	It will be as per Tender document.
19	Annexure-IX Proof of Concept- Clause 6- 6 AI based Video Analytics (Colour Search)	iii. Go to the Live View, define the object as human and choose a color in AI software. The AI should be able to quickly locate human with interest of colour.	Deleted	<p>This is not as per RDSO specification. This is also contrary to the functional requirement. The search criterias are applied on playback (recorded videos). Only the Alarms can be generated in Live mode. Technically the requirement is wrong.</p>	<p>Not Agreed.</p> <p>Please refer clause no. 18.4.1, 18.4.7 & 18.4.9 of RDSO specifications version-6 which covers human and colour search.</p> <p>In these clauses, RDSO specification doesn't distinguish between Live & playback mode and therefore, these clauses are applicable on both playback and Live mode.</p> <p>As RailTel has the requirement of both online & offline licenses, therefore this feature is required for both playback and live mode.</p>
20	Annexure-IX Proof of Concept	Additional point	The Failover of VMS with Server and/or the Failover of NVR (N:1) MUST be demonstrated	As per the RDSO and the tender requirement, the Failover must be checked during the PoC for evaluation. This is a very important to check the operational requirement of solution.	It will be as per Tender Document.

21	4.A.14.2 (S/N 2)	Satisfactory Working certificate from end user clearly mentioning the make & model number (version in case of Software) of the offered Hardware & Software. An undertaking by the OEM has to be submitted in support in case of immediate predecessor of same series/family.	OEM should give a self certification with details of end customer and equipment supplied and a Satisfactory working certificate from SI Partner along with SI PO.	OEM do not work or engage with end customers. OEM only work through SI partners. Government bodies will not issue such certificates. It may further may be noted that the some OEM work on nationally sensitive cases, where no information can be shared.	OEM is allowed to submit satisfactory working certificate issued by end user in the name of their SI partners. Such certificate should clearly mention the make and model/version of supplied hardware/software. However, clause has also been modified.
22	4.A.14.2 (S/N 3)	OEM should have supplied the equipment offered or equipment/software of the same series/family at least of the value {as mentioned in BDS (Chapter-5, Section-I)} 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/Public Listed Company in India or Abroad. Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates. Note: For Startups* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) only 1/3 of value as mentioned above is required. OEM should submit self-certificate with proper contact detail of clients along with PO reference and amount supplied (Details of End User - Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory.	Kindly allow self certification	As a leading camera OEM for over 25 years, we have a channel of distribution. No end user generally will issue a certificate to the OEM. The certificate is issued only to System Integrators. You are requested to accept the same.	Self certification by OEM is already permitted. Supply confirmation certificate from end user clearly mentioning date, make & model of hardware/software along with PO reference, amount supplied and contact details of end user are also to be submitted. Please refer clause no. 4.A.14.2. However, clause has also been modified.
23	4.A.14.2 (S/N 2)	Satisfactory Working certificate from end user clearly mentioning the make & model number (version in case of Software) of the offered Hardware & Software. An undertaking by the OEM has to be submitted in support in case of immediate predecessor of same series/family.	Kindly allow self certification	OEM only work through SI partners, how will we get this ? Kindly relax this norm.	OEM is allowed to submit satisfactory working certificate issued by end user in the name of their SI partners. Such certificate should clearly mention the make and model/version of supplied hardware/software. However, clause has also been modified.
24	8.3.6	Enterprise Management System (EMS)	Point To be considered and Added: Server Monitoring - The agents should be able to set polling interval as low as 1 second with low overhead on target server infrastructure	To monitor all the critical events/ KPI from server it is required to poll and analyse the server data per second, therefore we request authority to add this clause in the EMS section.	Not Agreed. It will be as per Tender Document.
25	8.3.6	Enterprise Management System (EMS)	Point To be considered and Added: The proposed solution should be a virtual appliance based system with built-in time-series based (not RDBMS) database which should be vertically scalable to collect and store raw data (without averaging any collected data point) upto one year to reduce the overall TCO and which will help you to add more stations in future.	To analyze real time polling data very fast, time series based database is used to process millions of data events. We request authority to add this clause in EMS section.	Not Agreed. It will be as per Tender Document.
26	4.A.14.1 Eligibility Criteria Requirements for Bidders:	The Bidder must have successfully completed or substantially completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited:	Kindly Clarify: As the revised RFP document released in the month of August month, hence project should be completed or substantially completed considering the tender released of the previous tender dated 27/5/2021 or 11/8/2021	Kindly help to provide the clarification for the same	Please see corrigendum.

27	4.A.14.1 Eligibility Criteria Requirements for Bidders:	Substantial completion shall be based on 80 (eighty) per cent (value wise) or more works completed under the contract. For contracts under which the applicant participated as a joint venture member or sub-contractor, only the applicant's share, by value, shall be considered to meet this requirement	Kindly help to amend the clause as Substantial completion shall be based on 80 (eighty) per cent (value wise) or more works completed of the capex value of the contract/project.	Largely Contract value of any proejct should consist of Capex and Opex value, and opex will start only after the project gets go-live, so kindly help to amend the clause as per the request	Not Agreed. It will be as per Tender Document.
28	SOR Item-34	Supply of 12 Core metal strengthened outdoor unarmored Optic Fiber Cable (ITU-T G.652.D) as defined in Chapter-8	Supply of 6/12/24 Core metal strengthened outdoor unarmored Optic Fiber Cable (ITU-T G.652.D) as defined in Chapter-8	RDSO specifications permit use of 6 Core Fiber and 24 Core as well. SI may choose based on application. For VSS, 12 Core is not required. 6 Core is enough.	It will be as per Tender Document. RailTel reserves the right to use the spare fibers for other applications.
29	4A.14.1 (S/N 8)	The bidder shall ensure that the Intellectual Property Rights of Hardware and Source Code of Software supplied under this project must not reside in any Country that shares a Land Border with India.Self-Declaration by the Bidder on Company's letter head.	The bidder shall ensure that the Intellectual Property Rights of Hardware and Source Code of Software supplied under this project must not reside in any Country that shares a Land Border with India.Self-Declaration by the Bidder on Company's letter head along with proof of country where IPR and Source code reside.	As per RDSO specifications, the Proof of IPR and Source code is required and not just self-declaration	Proof of IPR and Source code is required for OEMs as per clause 4.A.14.2 (SN-6). However note mentioned in the clause has been modified. Please refer corrigendum. For bidder, self-declaration is required.
30	4.A.14.2 (S/N 7)	New Point	** In case the end customer where products are installed (by OEM directly or through SI/authorized partner) cannot share details of installations in writing due to matter of NDA/Internal security, the OEM can get the same verified by Railtel authorized representative (if required). All expenses related to this verification shall be borne by the OEM/Bidder.	Several international installations like Airports, Ports, Defence Sector, Government Banks etc. do not share details of authorised representatives and also do not declare in writing the model numbers etc of technology deployed due to sensitive nature of video security surveillance deoployments. Several departments also do not share details of officers who are involved in utilization of these sensitive technologies. These installtions may be physically verified (if required) by authorised representatives of RailTel/RDSO.	Not agreed.
31	4.A.18.6.1	Relevant guidelines have been given below and in case of contradiction with any condition of this tender document, guidelines issued by Ministry of Finance vide above mentioned OM (including any addendum/corrigendum issued by MoF and any other relevant guidelines pertaining to the subject issued by GoI) shall prevail:	Relevant guidelines have been given below and in case of contradiction with any condition of this tender document, guidelines issued by Ministry of Finance vide above mentioned OM (including any addendum/corrigendum issued by MoF and any other relevant guidelines pertaining to the subject issued by GoI) shall prevail (However, if there is any deviation with RDSO specifications, the RDSO specifications would prevail):	RDSO specifications must prevail	Not agreed.

32	4.A.45	Preference to Domestic Manufacturers	Preference to Domestic Manufacturers: Kindly note that it is not mandatory for bidders to quote only Indian OEM for Hardware or Software as there is no sufficient local capacity and competition. Although preference for domestic OEM shall be given as per GOI policies. kindly note the last letter dated 31/08/2021 issued by the ministry of communications.	In many tenders all over India, several domestic importers who import CCTV (and other hardware and software) mainly from China and falsely claim the same to be "Made in India" mis-lead several bidders and departments into believing that ONLY domestic products can be supplied as per GOI policies. It is important for Railtel to clarify the same so that the bidders are not misled. Since it is well known that there is not sufficient local competition and local manufacturing capacity (especially for IP CCTV, NVR, VA, FRS etc.) global OEM are most welcome to participate. However, preference for domestic OEM as per GOI policies is clear. Simply referring to the GOI policies is not enough. BIDDERS ARE TO BE CLARIFIED THIS POINT CLEARLY. letter dated 31/08/2021 is enclosed as Annexure-3 (DOT)	Clause 4.A.45 modified. Please refer corrigendum.
33	Annexure-IX Proof of Concept - Clause 6- 2.1-2.3	Additional Point for All types of Camera Check in POC	Mean Time Between Failure (MTBF) calculated at 40°C for each type of camera should not be less than 1,00,000 hours for which OEM shall submit complete and detailed test reports issued from Govt. / NABL Accredited Test Labs / 3rd party test house of International repute such as UL, TUV etc.	MTBF proper documents to be checked as per RDSO specifications.	It will be as per tender document.
34	RDSO_V_6.0	3.0 GENERAL REQUIREMENTS INCLUDING CYBER SECURITY:	3.7 Redundant Servers/NVRs may be provided if specified by the purchaser as per Schematic Diagram-1 and Schematic Diagram-2. The Redundancy System shall support defined number of Servers/NVRs in N+1 configuration (Value of N to be specified by the purchaser) so that the recording and playback availability is not affected in case of failure of any Server/NVR. The recording of last 30 days at any given point of time should be available through redundant Server /NVR in case of a Server/NVR failure.	As Per RDSO requirement recording should be available at any point of time in case of recording server/NVR fails So recording storage would be external.	This is a solution based tender and bidder is required to offer solution based on RDSO specification version-6 or latest. RDSO specification permits use of external storage also and bidder's may offer his solution accordingly.
35	SECTION-I CHAPTER- 2	SCHEDULE OF REQUIREMENT (SOR)	11 . Supply of PC Workstation for viewing, monitoring and system management including 4K UHD 24" LED Monitor, all required licensed software, spike buster 500VA UPS with backup for 30 minutes power failure without interruption, and all other required accessories as defined in chapter 8 = 39 Set	As per Annexure -7 Locations of THANA/POST CLUSTER = 103	Quantity of PC workstation is to be supplied as mentioned in the SOR.
36	SECTION-I CHAPTER- 2	SCHEDULE OF REQUIREMENT (SOR)		VMS, VA and FRS license given in Schedule of Requirement is considered as per below - Existing Camera, new cameras as per VSS/001 RFP and for type D and E location Camera (Provided by Railtel)	Please refer Note (i) to (iv) of Annexure VII, Chapter-7.
37	SECTION-I CHAPTER- 2	SCHEDULE OF REQUIREMENT (SOR)	11 . Supply of PC Workstation for viewing, monitoring and system management including 4K UHD 24" LED Monitor, all required licensed software, spike buster 500VA UPS with backup for 30 minutes power failure without interruption, and all other required accessories as defined in chapter 8 = 39 Set	As per our understanding each PC workstation with 2 LFD is required (RDSO Clause 11.1)	Bidder is required to provide PC workstation and LFD as mentioned in SOR as per RDSO specification.

38	SECTION-I CHAPTER- 2	SECTION-I CHAPTER- 2	E.41	Training of personnel over and above the on site training, during the installation, maintenance and supervision period as detailed in the tender document. : Manweeks	For details, please refer Chapter-3-E (Section-I).
39	Section I Chapter 3	3.A.1.7.09	NA	Temporary depot for tools and equipment of any kind can only be opened within the Railway's premises during installation phase only after getting prior permission from the authorized Railway personnel as per Railway's terms and conditions. Any land required by the bidder may be made available by Railways, if available, at the lease cost as per the latest norms of Railways	Bidders are advised to refer to the latest lease charges issued by Railways.
40	SECTION-I CHAPTER- 2	3.A.1.10	3.A.1.10 Training of Purchaser's Personnel and Change Management Continuous training and retraining during installation, warranty & AMC phase	As per our understanding, continues online training require Learning Management System (LMS)	It will be as per Tender document.
41	SECTION-I CHAPTER-3	3.B.4.4.3	NA	Tentative network diagram for B type station is given as:	Aggregation switch (Type-II switch) will be provided as per SOR.
42	SECTION-I CHAPTER-3	3.B.4.4.4	NA	Tentative network diagram for C type station is given as:	Aggregation switch (Type-II switch) will be provided as per SOR.
43	RDSO_V_6.0	12.0 External Storage Device:	Sr. VI DRIVE The drive shall only be SAS HDD, 7000 RPM or higher (NL-SAS is not acceptable).	Kindly Allow Bidder to quote NL-SAS Drive	Bidder is required to contact RDSO for any modification in RDSO specification version-6. In this tender, bidder is required to offer his solution as per RDSO specification version-6 or latest only.
44	RDSO_V_6.0	12.0 External Storage Device:	Sr. VIII Storage scalability 240 TB Raw or higher as per site requirement	External storage capacity should be as per actual site requirement as per clause given in RDSO 2.8 and would be scalable to raw 240 TB or higher as per RDSO External Storage clause 12.0	Bidder is required to contact RDSO for any modification in RDSO specification version-6. In this tender, bidder is required to offer his solution as per RDSO specification version-6 or latest only.
45	Pre-Bid Queries with RailTel Remarks Held on 15.06.2021	Sr. 125 Integration of CCC (Provided by RailTel) with existing & Proposed VSS Network.	Clause Modified. Please see the Tender document. CCC is included in the scope of present tender	CCC is not part of WR/VSS/001 RFP	Supply of CCC hardware is not in the scope of the tender. For more clarification, please refer Clause 3.A.1.4.1 (ix).
46	SECTION-I CHAPTER-8	8.1.3.2 Video Surveillance System Hardware sizing	iv) Bidder to provide Server/Workstation for Command Control Centre (CCC) with N:1 redundancy (HA mode) in RailTel Datacenters (Gurugram & Secunderabad) for centralized management.	As per RFP SOR CCC is not part of WR/VSS/001 requirement	Clause no. 8.1.3.2, Point iv for CCC hardware/software at DC/DR is covered under the SOR of VSS tender by Northern Region and this clause is not applicable for all other regions tender (Western Region, Eastern Region and Southern Region).
47	SECTION-II CHAPTER – 8	8.3 Technical Specification	xxxiii. Software for Command Control Centre at Data Centres (DC & DR) As per Clause no. 18.6 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 version 6.0 or latest with all amendments.	As per RDSO 18.6 is CCC requirement however CCC is not part of WR/VSS/001 RFP	Supply of CCC hardware/software is under the scope of VSS tender by Northern Region only.
48	SECTION-II CHAPTER – 8	1.3.7.1 Supply of IT Infrastructure at Command Control Centre (01 Lot)	-	There is no SOR line item for 1.3.7.1 requirement asked in RFP	Supply of CCC hardware/software is under the scope of VSS tender by Northern Region only.

49	SECTION-II CHAPTER – 5	TECHNICAL SPECIFICATION OF MAINTENANCE FREE EARTHING	II.5.1 Maintenance Free Earthing – Earthing should be as per RDSO Specification No. RDSO/SPN/197 (Version-1.0) or latest.	RDSO/SPN/197 (Version-1.0) or latest Are for EARTHING AND BONDING SYSTEM FOR SIGNALLING EQUIPMENTS	It will be as per tender document.
50	73	<p>The Equipment offered by the OEM or equipment/software of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/Telecom Service Providers/ Public Listed Company for at least 12 months as on date of opening of tender, in India or Abroad.</p> <p>Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.</p> <p>Satisfactory Working certificate from end user clearly mentioning the make & model number (version in case of Software) of the offered Hardware & Software.</p> <p>An undertaking by the OEM has to be submitted in support in case of immediate predecessor of same series/family</p>	<p>Kindly allow self certification by OEM</p> <p>OEM should be allowed to provide Self-Certificate if the OEM is having average Annual turnover of more than 500 cr. in previous 3 years.</p> <p>Since the specifications of RDSO is advance and latest, most of the OEMs may not be able to provide end user certificate with authenticity.</p>	<p>Since there are multiple channels of supply before the equipment reaches the end customer, it is very difficult to establish the chain of supply.you are requested to allow self certification as being asked in most of the tenders now.</p>	<p>OEM is allowed to submit satisfactory working certificate issued by end user in the name of their SI partners.</p> <p>Such certificate should clearly mention the make and model/version of supplied hardware/software.</p> <p>However, clause has also been modified.</p>
51	73	<p>OEM should have supplied the equipment offered or equipment/software of the same series/family at least of the value {as mentioned in BDS (Chapter-5, Section-I)} 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/Public Listed Company in India or Abroad.</p> <p>Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.</p> <p>Note: For Startups*(recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) only 1/3 of value as mentioned above is required.</p> <p>OEM should submit self-certificate with proper contact detail of clients along with PO reference and amount supplied (Details of End User - Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory.</p> <p>Supply Confirmation Certificate from the End User clearly mentioning the Date of</p>	<p>Kindly allow self certification by OEM</p> <p>A Self-Certification by OEM should be acceptable as most of the large cases the OEM does not have access to the order Value which is being executed by SI. Given the global contracts, it is also unethical to ask for information which is restricted between SI and Large customer.</p> <p>The project details with OEM billing details can be available by most OEMs and the project details can further be validated by RailTel if required. Therefore we strongly suggest to accept only OEM certificate with project details.</p> <p>Supply Confirmation Certificate was not asked in previous version of this tender. Kindly remove the Supply confirmation certificate from End User.</p>		<p>Self certification by OEM is already permitted.</p> <p>Supply confirmation certificate from end user clearly mentioning date, make & model of hardware/software along with PO reference, amount supplied and contact details of end user are also to be submitted. Please refer clause no. 4.A.14.2.</p> <p>However, clause has also been modified.</p>
52		<p>Point-3 – Eligibility Criteria Requirements for OEM's:</p> <p>(i) Cameras (all four types of Cameras) – Rs. 5,80,66,214.08</p> <p>(ii) Switches (all type of Switches) – Rs. 1,62,04,159.06</p> <p>(iii) Servers/Workstations for VA, VMS, FRS, EMS – Rs. 2,81,07,088.60</p> <p>(iv) Storages – Rs. 2,18,12,743.68</p> <p>(v) VMS Software - Rs. 1,15,01,901.32</p> <p>(vi) VA Software- Rs. 25,29,295.10</p> <p>(vii) FRS Software – Rs. 55,01,160.00</p> <p>EMS Software – Rs. 1,28,61,514.75</p>	<p>Point-3 – Eligibility Criteria Requirements for OEM's:</p> <p>(i) Cameras – Rs. 200 Cr. Minimum Annual Turnover</p> <p>(ii) Switches – Rs. 100 Cr. Minimum Annual Turnover</p> <p>(iii) Servers/Workstations for VA, VMS, FRS, EMS – Rs. 100 Cr. Minimum Annual Turnover</p> <p>(iv) Storages – Rs. 100 Cr. Minimum Annual Turnover</p> <p>(v) VMS Software - Rs. 20 Cr. Minimum Annual Turnover</p> <p>(vi) VA Software- Rs. 20 Cr. Minimum Annual Turnover</p> <p>(vii) FRS Software – Rs. 20 Cr. Minimum Annual Turnover</p> <p>(viii) EMS Software – Rs. 20 Cr. Minimum Annual Turnover for previous five years</p>	<p>OEM eligibility should be validated on basis of turnover and age of the company. We suggest to change from item wise PO value to turnover criteria. It does not appear to be as per GFR guideline or any other industry procurement standards.</p>	<p>It will be as per Tender document.</p>

53	74	<p>The OEM shall ensure that Intellectual Property Rights of Hardware (including MAC address) and Source Code and of Software must not reside in any Country that shares a Land Border with India. Moreover, OEM must ensure that they are not getting 3rd party manufacturing from any Country that shares a Land Border with India.</p> <p>Note – This clause is not applicable for OEMs, from country that shares a land border with India, registered with DPIIT as per para 4.A.18.6.</p>		Do we need to submit this immediately or before supply of equipment ?	Eligibility documents are required to be submitted at the time of bid submission.
54		STQC	Kindly explain what all is required for STQC test and the process ?		<p>1. STQC will issue compliance status report against OWASP ASVS version 4.0 [level 2 checklist] for Hardware and Software as per RDSO specification version-6.</p> <p>2. Regarding the parameters to be covered in testing by STQC, it will be as per checklist covered in Appendix C: Internet of Things Verification Requirements [C1 TO C24]. Please note that the vendor is required to provide the documentation detailing the implementation of security controls and other artifacts required for verification of implemented controls. Vendor support will also be needed for Document review , Code review and demonstration of security control implemented in the Camera devices.</p> <p>3. Regarding the Security testing of Application Software the compliance will be verified against OWASP Top 10 : 2017 for Web based application software, OWASP Top 10 Mobile :2016 for Mobile based application and OWASP ASVS version 4.0 for all other type of applications</p>
55	100	All Bidders are required to conduct POC immediately after bid opening time (as mentioned in BDS). Bidders are required to arrange Proof of Concept (POC) for checking the Functional requirement of their offered VSS solution immediately after submission of bid documents at their location by RailTel or its authorized representative as per Clause 4.A.47 of Chapter-4A (Section-I). Details of Functional requirement are mentioned in Annexure-IV of Chapter-7 (Section-I).	All Bidders are required to conduct POC immediately after bid opening time (as mentioned in BDS). Bidders are required to arrange Proof of Concept (POC) for checking the Functional requirement of their offered VSS solution immediately after submission of bid documents at one of the railway stations by RailTel or its authorized representative as per Clause 4.A.47 of Chapter-4A (Section-I). Details of Functional requirement are mentioned in Annexure-IV of Chapter-7 (Section-I).	To evaluate the accuracy the solution proposed by OEM/SI, the POC should be conducted at nearest to realistic scenario therefore the POC should be conducted at one of the operational railway station	It will be as per Tender document.
56	202	Addition check point in POC as per RDSO	Mean Time Between Failure (MTBF) calculated at 40°C for each type of camera should not be less than 1,00,000 hours for which OEM shall submit complete and detailed test reports issued from Govt. / NABL Accredited Test Labs / 3rd party test house of International reput e such as UL, TUV etc.	Kindly ask for the MTBF report at the time of POC to make sure that right products are being quoted. In addition the report should be backed by software generated testing reports for various board and components to avoid forgery of report.	It will be as per Tender document.
57	202	Addition check point in POC for VMS/NVR as per RDSO 18.1.29	The Video Management Software shall support redundancy with N:1 redundancy configuration for Video Management Servers/ Network Video Recorders.	This must be checked. Several OEMs who claim this features but they don't have in reality and if it is not tested during POC then such OEMs will easily qualify on basis of wrong product and fake claims.	It will be as per Tender document.
58	202	Addition check point in POC for all Types of Cameras as per RDSO Specifications	<p>i) Pan, Tilt, Zoom and Focus control for PTZ should be tested from VMS client software</p> <p>ii) Zoom In and Out, Focus controls for Dome and Bullet Camera should be tested from VMS client software.</p>	This will ensure that the proposed solution is compatible to operate cameras from VMS. Videos can always be fetched to even VLC player but cannot control the important features for which the specific cameras such as PTZ has been intended to procure. VMS must be checked for PTZ functions during POC.	It will be as per Tender document.

59	2	SOR Notes	XVIII	RailTel reserves the right to use/shift licenses for VMS, VA & FRS software procured under this Tender to existing/additional Cameras at same location or at different location as per Field requirement without any additional cost to RailTel during entire project duration (i.e. upto AMC).	Bidder is required to provide software licenses as per quantity mentioned in the SOR subject to SOR Note, Point XVIII (Chapter-2, Section-I).
60	81	4.A.14.2 (S/2)	<p>The Equipment/Software offered by the OEM or equipment/software of the same series/family from the same OEM should have been satisfactorily working in Government / PSUs / Telecom Service Providers/Public Listed Company for at least 12 months as on date of opening of tender, in India or Abroad.</p> <p>Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.</p>	<p>The Equipment/Software offered by the OEM or equipment/software of the same series/family from the same OEM should have been satisfactorily working in Government / PSUs / Telecom Service Providers/Public Listed Company for at least 12 months as on date of opening of tender, in India or Abroad.</p> <p>Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange or Foreign Stock Exchnage, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.</p>	Clause modified. Please refer Corrigendum.

61	82	4.A.14.2 (S/3)	<p>OEM should have supplied the equipment/software offered or equipment/software of the same series/family at least of the value {as mentioned in BDS (Chapter-5, Section-I)} 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/Public Listed Company in India or Abroad.</p> <p>Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.</p> <p>Note: For Startups* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) only 1/3 of value as mentioned above is required.</p>	<p>OEM should have supplied the equipment/software offered or equipment/software of the same series/family at least of the value {as mentioned in BDS (Chapter-5, Section-I)} 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/Public Listed Company in India or Abroad.</p> <p>Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange or Foreign Stock Exchnage, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.</p>	Clause modified. Please refer Corrigendum.
62	7	8.1.3.3 - Recording Parameter . Point No. 8.1.3.3.1	<p>Recording shall be stored for at least 30 days at 25 FPS and Full HD resolution for Full HD cameras and 25 FPS Ultra HD resolution for 4K UHD Cameras with H.265 or higher video compression at RPF Thana/Posts. The indicative storage capacities per camera with H.265 or higher video compression and 25 FPS shall be as under: Days Full HD Camera 4K UHD Camera 30 Days 750 GB after RAID 5/6 3TB after RAID 5/6</p> <p>Note: The bidder is allowed to further reduce the above mentioned indicative storage capacity per Camera at 25 FPS with applicable resolution by using suitable compression without any reduction in the quality of Video.</p>	<p>The recording shall be stored for at least 30 days at 25 FPS and Full HD resolution for Full HD cameras and 15 FPS Ultra HD resolution for 4K UHD Cameras with H.265 or higher video compression at RPF Thana/Posts.</p> <p>Days Full HD Camera 4K UHD Camera 30 Days 750 GB after RAID 5/6 3TB after RAID 5/6</p> <p>Note: The bidder is allowed to further reduce the above-mentioned indicative storage capacity per Camera at 25 FPS with the applicable resolution by using suitable compression without any reduction in the quality of Video.</p>	It will be as per Tender document and RDSO specification version-6 or latest.

63	4.A.14.2 Eligibility Criteria Requirements for OEM's.	The Equipment/Software offered by the OEM or equipment/software of the same series/family from the same OEM should have been satisfactorily working in Government / PSUs / Telecom Service Providers/ Public Listed Company for at least 12 months as on date of opening of tender, in India or Abroad. Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.	<p>The Equipment/Software offered by the OEM or equipment/software of the same series/family from the same OEM should have been satisfactorily working in Government / PSUs / Telecom Service Providers/ Public Listed Company for at least 12 months as on date of opening of tender, in India or Abroad. The OEM can submit the completion certificate issued by the end customer in the name of the bidder company and to ensure the make & model of the supplied product OEM can attach the PO copy received for the same project from the same bidder partner.</p> <p>Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.</p>	<p>As discussed, we'll suggest accepting the completion/experience certificate issued in the name of the bidder partner and allow to attach the PO copy for the reference of Make/Model from the bidder partner of the same project.</p> <p>Also, as suggested, Instead of asking the turnover criteria for the FRS system, we suggest asking for a proven deployment reference of the FRS system (India / globe) such as THE FRS SYSTEM SHALL BE DEPLOYED FOR AT LEAST 500+ CAMERAS IN ANY/MULTIPLE SIMILAR GOVERNMENT SURVEILLANCE PROJECT. This will ensure to have a workable and effective system for the Railtel project.</p>	<p>It will be as per Tender document.</p> <p>However, the clause has been modified.</p>
64	The Equipment/Software offered by the OEM or equipment/software of the same series/family from the same OEM should have been satisfactorily working in Government / PSUs / Telecom Service Providers/ Public Listed Company for at least 12 months as on date of opening of tender, in India or Abroad.	The Equipment/Software offered by the OEM or equipment/software of the same series/family from the same OEM should have been satisfactorily working in Government / PSUs / Telecom Service Providers/ Public Listed Company for at least 3 months as on date of opening of tender, in India or Abroad.	Please change from 12 months to 3 Months or self certification from OEM should be allowed.	As an established OEM, we do not engage with final customers. OEM only work through SI partners.	Not Agreed.
65	Satisfactory Working certificate from end user clearly mentioning the make & model number (version in case of Software) of the offered Hardware & Software.	Delete		This has been additionally added in to the RFP compared to the previous tender. This unnecessarily restricts since the the end customer provides the completion and performance for the project instead models.	Not Agreed.

66	Supply Confirmation Certificate from the End User clearly mentioning the Date of supply and make& model of Hardware/Software.	Delete			This has been additionally added in to the RFP compared to the previous tender. This unnecessarily restricts since the the end customer provides the completion and performance for the project instead models.	Not Agreed.
67	Preference to Domestic Manufacturers	Preference to Domestic Manufacturers: Kindly note that it is not mandatory for bidders to quote only Indian OEM for Hardware or Software. Although preference for domestic OEM shall be given as per GOI policies.	Additional note to clarify the clause		Several OEMs have circulated in market that only make in India products (hardware and software) can be selected for bid participation. In spite of circular being misinterpreted by OEMs and Bidders are concern over the same.	Clause modified in accordance with latest DPIITs PPP-MII order, dated 16-09-2020 and DOTs notification dated 31-08-2021. Please refer corrigendum.
68	Supply of Server/Workstation/NVR for Video Management, Video Recording with redundancy along with all accessories required for installation purposes as defined in chapter 8.					Query not clear.
69	<p>In case of cameras, different OEM are permitted only for different sensor size. Bidder has to offer only single make and model against each SOR Item other than Cameras. Offers without particulars of Make & Model or multiple OEMs of same item are liable to REJECTED.</p> <p>Note: Digital Keyboard shall be of same make as PTZ Camera (as per Clause no. 8.4 of RDSO specifications, version-6).</p>	<p>In case of cameras, different OEM are permitted only for different sensor size. Bidder has to offer only single make and model against each SOR Item other than Cameras. Offers without particulars of Make & Model or multiple OEMs of same item are liable to REJECTED.</p> <p>Note: Digital Keyboard shall be of same make as PTZ Camera (as per Clause no. 8.4 of RDSO specifications, version-6).</p>	<p>Due to the different specification of hardware for different stations requirement the model numbers of the same make will vary.</p> <p>Bidder should be restricted to only quote/consider single brand against single SOR line item but models may be allowed to vary so that a full workable yet optimized solution can be offered.</p>		<p>As you may see from RDSO specification, which allows to offer different specifications of NVR (10.2.1 of RDSO) for different quantitative requirements, Thus you may allow multiple models for NVR as long as they are of the same single brand.</p>	It will be as per Tender document.

70	Video Management and Video Recording of 32/64/128 nos. of Full HD Cameras or 8/16/32 numbers of 4K UHD Cameras or a mix of both on pro-rata basis or more no. of Cameras		Kindly confirm if we can supply higher number of video channels per server with N:1 redundancy since there is no virtualization with other applications like VA and FRS		It will be as per Tender document and RDSO specification version-6 or latest.
71	One 32/64/128 Channel NVR shall support Video Management and Recording of 32/64/128 nos. of Full HD Cameras or 8/16/32 nos. of 4K UHD Cameras, respectively or a mix of both on pro-rata basis with required Storage		Kindly confirm if we can supply higher number of video channels per server with N:1 redundancy since there is no virtualization with other applications like VA and FRS	As per the clause 10.1.1.1 (note) it allows "or more no. of cameras" should also be applied for NVR. Please confirm.	It will be as per Tender document and RDSO specification version-6 or latest.
72	If any Software OEM/Vendor can accommodate more nos. of Full HD Cameras or 4K UHD Cameras or a mix of both on pro-rata basis for Video Management, Video Recording, Video Analytics and Face Recognition Software on a single Server/Workstation without any compromise on system performance and functionality, the same may be acceptable as an equivalent solution with less number of servers/workstations. However, Bidder is required		As per the RDSO clause (10.1.1.1 note) already allows "more no. of cameras" please confirm that in such scenario to meet more number of cameras requirement at selected stations, the redundancy should be only N:1 since there is no virtualization or combining with VA and FRS. Please confirm we can load more channels without affecting to performance with N:1 redundancy		It will be as per Tender document.
73	New Point	OEM of Cameras to provide an affidavit that the source code of the firmware is available and will be provided for verification by STQC.	Since most of the bidders are not aware of STQC, it becomes important to get an undertaking so that STQC test carried out successfully.		It will be as per Tender document.

74	Bidder shall offer its complete VSS solution as per list of Hardware/Software mentioned in Table-1 of Annexure-IV of Chapter-7 for functional requirement by Rail-Tel or its authorized representative at Bidder's suitable location. All expenses for the POC (including testing charges, if any) will be borne by the	Bidder shall offer its complete VSS solution as per list of Hardware/Software mentioned in Table-1 of Annexure-IV of Chapter-7 for functional requirement by Rail-Tel or its authorized representative at given location. All expenses for the POC (including testing charges, if any) will be borne by the bidder.	Explained above		It will be as per Tender document.
75	Bidder to submit the list of Hardware and Software to be evaluated for compliance to the technical specification and functional requirement as per RDSO Specification within 7 working days from the date of bid opening	Bidder to deposit the Hardware and Software along with the list of equipment to be evaluated for compliance to the technical specification and functional requirement as per RDSO Specification within 7 working days from the date of bid opening			It will be as per Tender document.

76	<p>The proposed Helpdesk tool should be Axelos Gold level/Pink Elephant/Service certified on at least 2 ITIL 2011 processes and complying at least 11 (undertaking on OEM's letter head to be submitted)of all the ITIL processes that are the most mature way to demonstrate that at least three IT organizations : Incident management, Problem Management, Change</p>	<p>Requesting you to kindly rephrase the clause as : The proposed Helpdesk tool should be Axelos Gold level/Pink Elephant/Service certified on at least 7 ITIL 2011 processes and complying at least 11 (undertaking on OEM's letter head to be submitted)of all the ITIL processes including : Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfillment, etc. The certification copy to be submitted.</p>	<p>As per latest technology scape every organization needs at least 7 processes certified by pink elephant .</p> <p>Would request customer to change the Number of processes please to avoid accomodattion of small and unexperienced OEMs who dont have capabilities for such large bids.</p>		<p>It will be as per Tender document.</p>
77	<p>The EMS Solution (Hardware & Software) shall provide monitoring of 1,50,000 devices for Northern Region and 1,00,000 devices for Eastern/Western/Southern Region from day 1 with future scalability upto 100% additional devices without major architectural changes.</p>	<p>Proposed EMS NMS solution must have deployment reference of monitoring & managing 10,000+ network nodes in at least 3 deployments across Govt./PSU in India</p>	<p>This clause is required as OEM tools must have capability to scalable to such huge requirement as mentioned in RFP. Hence requesting you to please add this qualification as part of compliance under EMS.</p>		<p>It will be as per Tender document.</p>

78	Should offer service driven operations management of the IT environment to manage distributed, heterogeneous systems - Windows, LINUX from a single management station.	<p>As per our understading the EMS software shall be compatible with Microsoft Windows and Linux/Unix operating systems</p> <p>Kindly confirm if our understading is correct</p>	<p>EMS should compatible with both Windows and Linux OS.</p> <p>Since this query already addressed in prebid response hence requesting you to please add this section as part of compliance.</p>		It will be as per Tender document.
79	End-to-end visibility of infrastructure and alerts by showing relationships of events to CIs and business service SLAs that are impacted	<p>As per our understading , all the EMS softwares including Helpdesk supplied by bidders should be from single OEM for tight integration and single dashboard view as well as proper SLA.</p> <p>Kindly confirm if our understading is correct.</p>	<p>All the required modules should be integrated for single pane of glass view of enterprise monitoring and trouble ticketing and also for tight and seamless integrations and SLA reporting and immidiate resolution of tickets.</p>		It will be as per Tender document.
80	To ol should be able to highlight Priority of an event. Priority is based on both the event severity and the business impact. CI Business Impact is calculated based on Business Criticality of all affected business services, applications and business process CIs and eg. SLAs.	<p>As per our understanding the proposed EMS solution should adhrrere to Microservices and should be built on modern container technologies, and have an options to deploy on classic mode (non containerised) as well as containerized (like Docker, Kubernetes) mode and includes flexibility, interoperability, usability, availability, manageability, security and integration standards.</p> <p>Kindly confirm if our understading is correct.</p>			It will be as per Tender document.
81	Generic	<p>The proposed EMS/NMS solution must be certified on Service Organization Control 2 & 3 standards. Documentary Evidence / Certificate to be provided.</p>	<p>Justification: This clause demonstrates that the systems are proven to be designed in a way to keep the customer data secure, as required by regulators, examiners and auditors.</p>		It will be as per Tender document.

82	Generic: Secure Communication of Enterprise Management System Data	As per our understanding the EMS Operation Manager Should be FIPS 140-2 Compliant.Documentary Evidence / Certificate to be provided. Kindly confirm if our understanding is correct.	Justification: Secured communication is extremely important for software's like EMS as this is going to communicate and extract information of entire IT infra and software's across the enterprise. So, please confirm bidder shall have to propose EMS software which is compliant to FIPS 140-2 standard Security feature used by Government agencies across the world (even in India) for secure communication of data using algorithms and secure keys to avoid any tampering of sensitive & unclassified information. The certification is very critical to secure communication of data and avoid tampering of sensitive & unclassified information for such sensitive project. Documentary Evidence is must.		It will be as per Tender document.
83	Generic	Kindly add clause that the proposed integrated platform must provide a unified experience for accessing web-based applications through a single sign-on (SSO) capability, to authenticate all requisite network monitoring applications and protect these applications with Multi Factor for granular access control while providing Access Analytics data with Risk Based Authentication.	Justification: This capability allows employees to use one login for authorized access to all their web-based applications, , regardless of their location – in the enterprise or in the cloud. It also provides the freedom to adopt from a wide variety of additional authentication types like Smart Card, Biometric devices, OTP etc for advanced granular access with inbuilt Risk service where the risk scores indicate that a higher level of identity verification is needed.		Not Agreed.
84			1. Sir, as per the Ministry of Finance Office Memorandum (OM) dated 23rd July, 2020, (Enclosed as Annexure II), which reads as under: “Any Bidder from a Country which shared a land border with India will be eligible to bid in any procurement whether of goods, services or works only if the bidder is registered with the Competent Authority i.e. Department for Promotion of Industry and Internal Trade (DPIIT)”. The above order was clarified vide MOF Office Memorandum No. F-18/37/2020-PPD dated 8.2.2021 (Enclosed as Annexure III), extracts of which says as below: Quote from para 3(ii) here: “However in case a bidder has proposed to supply finished goods procured directly/indirectly from the vendors from the countries sharing land border with India, such vendors will be required to be registered with the Competent Authority”. The order also clarifies that at point 8 on page 4 that: “Bidder from a country which shares a land border with India “for the purpose of the order means: (i) An entity incorporated, established, or registered in such a country or (ii) (ii) An entity whose beneficial owner is situated in such a country. Accordingly, it is clear from above that: 1. The MOF order has not allowed any bidder to supply the finished goods from China's companies as a Border Country. 2. It also does not allow any Bidder or products coming from an entity having beneficial owner in China as a Border Country		Please refer clause no. 4.A.18.6.1 which specifies that any addendum/corrigendum issued by MOF in reference to OM 6/18/2019-PPD, dated 23-07-2020 is also applicable.
85			2. As per the clause no “3. (a) Eligibility of ‘Class-I local supplier....’ of DPIIT, Public Procurement (Preference to Make-in -India) order 2017 dated 16th September, 2020, only Class-I local supplier is eligible to be bid. “In procurement of all goods, services and 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 the purchase value.” The major requirement for the referred tenders that is CCTV is a notified product category and is covered under its Nodal Ministry i.e. Ministry of Telecom. (Enclosed is attachment of the policy document and OM dated 4th Oct,2019 for your kind reference). According to this, the category is notified on page no. 4 of the notification dated 29th Aug 2018 of Ministry of Communications and 100% PMI is applicable, therefor only local suppliers are eligible.		Clause modified. Please refer corrigendum. As per PPP-MII order dated 16-09-2020, issued by DPIIT, Class-I and Class-II suppliers are eligible to bid for this tender.

86	8.3.6 Enterprise Management System (EMS)	Scalability – Network Management Tool should be capable of managing upto 30K devices from a single instance , should be able to have 1 mil discovered interfaces.		Would request customer NOT to DILUTE the clause to accomodate small and unexperienced OEMs who dont have capabilities for such large bids.	It will be as per Tender document.
87	8.3.6 Enterprise Management System (EMS)	Generic	The proposed EMS /NMS solution r must be FIPS 140-2 compliant. Documentary Evidence / Certificate to be provided.	Justification: The FIPS 140 -2 is a standard Security feature used by Government agencies across the world for secure communication of data using algorithms and secure keys to avoid any tampering of sensitive & unclassified information.	It will be as per Tender document.