| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 1 | 6. No Black Listing | Format not found in Tender Document | You are requested to please provide the Declaration Format | Unambiguous self declaration to be submitted to this effect. |
| 2 | 9. Intellectual Property Rights of Hardware and Source Code of Software | Format not found in Tender Document | You are requested to please provide the Self Declaration format | Unambiguous self declaration to be submitted to this effect. |
| 3 | 8. 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<br>from any Country that shares a Land Border with India | Format not found in Tender Document | You are requested to please provide the Self Declaration format | Tender Clause 4.A.14.2, Point-6, for OEM's has been revised as per RDSO specification. |
| 4 | 5. Technical Capability-<br>The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited:<br><br>Three similar works# each costing not less than the amount equal as mentioned in BDS (Chapter-5, Section-I),<br>or<br>Two similar works# each costing not less than the amount as mentioned in BDS (Chapter-5, Section- I),<br>or<br>One similar work# each costing not less than the amount as mentioned in BDS (Chapter-5, Section- I). | You are requested to please consider the any CCTV/VSS/Security Surveil-lance/IT/ICT/Telecom (80%)Completed Ongoing Project. | | Technical Eligibility Clause, Point-5, Clause 4.A.14.1 of Chapter-4 (Section-I) has been modified. Please read the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 5 | Continuous training and retraining during installation, warranty & AMC phase - As and when required by RailTel/Railways | You are requested to please provide the timelines | | It will be as per Tender. |
| 6 | Joint Venture Agreement / Memorandum of Agreement | Whether the document shall be signed by managing director of authorised representative of the company in whose name power of attorney is being issued | | Form No. 11 is required to be signed by MD's of the respective companies of Joint Venture. |
| 7 | SCHEDULE OF REQUIREMENT, Schedule A | SN 15, 21, 23 , 24 & 42 | In West Region RFP, the SFP count details has been given, Requesting to Provide details about SFP size and count for the South Region as well. | Quantity of each type of SFP should be as per site requirement and as per network architecture (Clause 3.B.4.4 of Chapter-3). |
| 8 | SCHEDULE OF REQUIREMENT,Schedule A | Supply of 4K UHD Bullet type IP colour camera, SN 4 | FRS system , Server , storage is not part of the current tender. Kindly clarify | FRS and related items have been included in the Tender Document. |
| 9 | The item description in above format for BOM is indicative in Nature only and Bidder is required to submit the detailed BOM covering all important components of the supplied items. | Providing detailed unpriced BOM for items proposed is possible but providing component level pricing is not possible. | Providing unprice BOM is possible, however system integrator is providing the warranty and going to take care through O & M. The pricing is always provided for a composite product i.e servers, switches, storage, Workstations etc and component level pricing | Note, Point-VI has been modified. Please see the Tender Document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | is not possible. For services purpose, OEM will provide prices of the components which will be affected and not covered under the warranty.<br>Hence kindly permit us to offer the price details breakup that the best OEM is offering to us. | |
| 10 | The complete project consists of following phases:<br>1. Supply, Installation, Commissioning and Integration with Existing VSS Infrastructure. | The Required IT infrastructure like Server , Storage, Switch everything will be managed by the the existing system integrator including O & M. The selected SI scope is only limited to integration of the existing system with the new system. The required API /SDK will be provided to us by RailTel in the industry standard format. | Hope our understading is correct. Kindly clarify, however from the security stand point we request you to take the advise of security experts in merging non-compliant system(Existing System) with the secured system(Proposed System) | The scope of bidder to integrate with the existing VSS system including Cameras, VMS which have been approved by RDSO during their inspection. For existing VSS Infra, SDK/API is not available with RailTel. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 11 | Architecture of VSS/CCTV System for stations | Tentative architecture of VSS/CCTV system at stations will be as per schematic diagram-2. What's the details architecture in station ? Dose station need NVR or VA server,FRS server, PC client ? | As the RDSO specs also allows for Diagram 1.0 thus need this clarity in terms of confirmimg the station level design as Railtel is using Design 2 only. | Server/Workstation/NVR for VMS & Server/Workstation for VA/FRS are to be provided at RPF Thana/Post as per RDSO specification version-6.<br><br>Also, Server/Workstation for VMS & Server/Workstation for FRS are to be provided at DC & DR as per RDSO specification version-6.<br><br>For network architecture in stations, please refer tender clause 3.B.4.4 of CHapter-3B.<br><br>PC workstation is required to be provided at RPF Thana, Divisional & Zonal HQ and at other locations as decided by RailTel. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 12 | Point No.II : Completion of Installation, Testing and Commissioning of VSS at all stations - D + 6M | Due to COVID 19 Pendemic, there is shortage of component and supply chain also affected. | Requesting to allow System Integrator for "Completion of Installation, Testing and Commissioning of VSS at all stations - D + 12M | Completion period will be as per tender document. |
| 13 | Bidders seeking Purchase preference (linked with Local content) (PPP-MII) shall be required to meet/exceed the target of Local Content (LC) of _70%__%.Bidders meeting the criteria of 70% are called as LC Bidders and other will be called as Non-Local Content (NLC) bidders | We understood that Local Content of 70% will be calculated on total value of supply and services(Includes Installaiton and AMC).<br><br>However as per Govt Guidelines DPIIT Order No. P45021/2/2017-PP (BE-II) local content should 50%, however 70% is mentioned in tender please clarify. | Kindly clarify | It will be as per DOT Gazetted Notification dated 29th August, 2018 or latest. |
| 14 | BID DATA SHEET (BDS) | Point-3 – Eligibility Criteria Requirements for OEM's<br>(i) Cameras – Rs 4,41,58,290<br>(ii) Switches – Rs 4,97,72,054<br>(iii) Servers – Rs 21,39,416<br>(iv) Storages - Rs 90,22,150<br>(v) NVR - Rs 50,07,530<br>(vi) VMS - Rs 30,15,660<br>(vii) VA - Rs 12,60,476 | We understood that multiple orders will be acceptable for all mentioned component Value. Hope our understanding is correct. Kindly clarify | For OEM, Multiple orders of hardware/software of same series/family are acceptable. For further clarification, please read Point-3 of clause 4.A.14.2 of Chapter-4A. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 15 | CALCULATION OF LOCAL CONTENT | Security and Surveillance Communication Systems (video and sensors based) including Perimeter Security Systems (PMI -100%, LC -40%) | This Clause is applicable only for CCTV Cameras, kindly clarify PMI and LC for<br>a. VMS<br>b. Video Analytics<br>c. Mobile Application | Please refer to DOT notification which mentions security and surveillance security systems (Video and Sensor based) including perimeter security systems. This system doesn't include only CCTV cameras but associated software also, combination of which have been taken as security and surveillance communication system for this tender. Accordingly 40% LC has been taken for items (including mobile application, which is a part of VMS application) described under Point no. 2 of Annexure-IV of Chapter-7. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 16 | 6. If any product covered under protected list has not been offered as domestically manufactured<br>product with requisite local content, total value of the offered product will not be considered as Local Content in the overall bid<br><br>7. Bidder is also required to declare against each SOR item, whether, the offered product is falling under domestic/foreign category. If the offered product is a notified domestic item then bidder has to submit all documents as mentioned in the notifications/guidelines of GoI regarding domestic product/s along with the bid to qualify offered product/s as a domestic product/s and consideration in evaluation of domestic bid. In case of nonsubmission of required documents, offered product will not be treated as domestic product. | With Reference to Page No. 53, Annexure IV, meet/exceed the target of 70% will be considered as Local Content Bidder, since protected list has mentioned about PMI and Local content for calculation of overall BID. So based on this clause it will be decided as a Local Content or Non content Bidder, Local content bidder will have preference over non local content bidder. | Hope our understading is correct. Kindly clarify | This clause is clear and does not require any further clarification |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 17 | As per Clause no. 12.0 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>RDSO Specs for Drive = The drive shall only be SAS HDD, 7000 RPM or higher (NL-SAS is not acceptable). | Please allow the bidders to quote for NLSAS Drives and change the clause to = The drive shall only be SAS HDD, 7000 RPM or higher | Considering the drive RPM required i.e. 7000 RPM or higher, the NLSAS drives has 7200RPM fully qualifies the requirement and very widely used in surveillance projects, considering economics scale and other parameters.Kindly requesting you to approve NLSAS drive also in the SAN storage. | It will be as per RDSO specification, version-6. |
| 18 | Minimum Operating Temperature 0 to 50 degree | As per industry standard operating temp is 0 °C to 45 °C.kindly amend this clause as 0 °C to 45 °C or better | Requesting to amend this clause accordingly | It will be as per RDSO specification, version-6. |
| 19 | Minimum Operating Temperature 0 to 50ºC. | As per industry standard operating temp is 0 °C to 45 °C.kindly amend this clause as 0 °C to 45 °C or better | Requesting to amend this clause accordingly | It will be as per RDSO specification, version-6. |
| 20 | Technical Specification, sr. no. (x) | For external storage as per referenced RDSO specs, storage to be supplied with SAS HDD with 7200 or higher RPM is asked however NLSAS disks with 7200 RPM HDDs are not being accepted.<br>We request you to please | External storage specs requires external san storage, which comes high availability and reliability and NLSAS drives used in these systems has higher reliability, protection, perfromance and availability as comapred to server disks. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | allow the external storage with NLSAS drives as well | Further for NVR as per the specifications mentioned, even SATA drives, which is 6 Gbps are allowed, even though as compared to NLSAS, which has 12Gbps, and has better performance.<br><br>Therefore our submission is to allow NLSAS drives as well in external storage. | |
| 21 | **Tender Technical Specification S.No. i)** Full HD Bullet type IP Colour Camera Clause no. 5.4 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 5.4 , S.No-iv :** Streaming Capability: Four (4) H.265 or higher Streams | Kindly confirm the useability / requirement of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more | Unnecessary features only increases the commercials for the cameras & in the current pandemic scenario which has affected economy too, it's a wastage of resources to ask for unnecessary features. Also, Quad stream is available only with few foreign brands. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirement should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | | |
| 22 | **Tender Technical Specification S.No. iv)** Full HD P, T, Z (Pan/Tilt/Zoom) IP Colour Camera Clause no. 6.0 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 7.0 S.No-xi** Lens**:** a) Optical zoom 36x or better IR corrected lens suitable for Full HD PTZ Camera. b) Focal length of lens: Upper range shall be 125 mm or higher. | Kindly confirm the useability / requirement of specific 36X in the tender / RDSO functionality. As per the industry standard 30X available across the CCTV OEMs for long range view, This is the general standard being used in all the major project across India & in Railways too which have a limited or defined viewing area. Thus Request Railtel to consider a industry prevelant feature of 30X or better PTZ as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirement should be to ask for 30X or better PTZ thus allowing OEMs to quote for whatever cameras as | Unnecessary features increases the commercials for the cameras & in the current pandemic scenario which has affected economy too, it's a wastage of resources to ask for unnecessary features. Also, if larger field of view is needed than instead of going to a minor 36X from existing 30X that would only create a minor difference in viewing length we propose to instead ask for 40X or better PTZ which will increase the viewing length considerably if that is the requirement. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | per the minimum requirment. Otherwise if Railtel/Railways wants to have more longer range than there are multiple OEMs which can also provide the longer 40X or more PTZ with larger field of view. | | |
| 23 | S.No-XIII : Security Verification Certification by STQC or CERT-In empanelled organizations | Need more clarity & confirmed replies on the below list of queries from Railtel on this as Railtel is the purchaser seeking the security clearnce from 3rd party like STQC or or CERT-In empanelled organizations | | 1. STQC will issue compliance status report against OWASP ASVS version 4.0 [level 2 checklist] for Hardware and Software as per RDSP specification version-6.<br><br>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.<br><br>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 |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 24 | RDSO 6.0 content | | | - |
| 25 | Security auditing and testing of equipment including source code of camera and software shall be carried out from STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization | Source code is a intellectual property & base of company. So if it is asked to share the source code then there should be provision of NDA agreement between Camera/VSS company & STQC/Railtel. | | CERT-IN empanelled Government agencies don't require source code to be handed over to them. Companies authorized representative can provide access to source codes on their companies laptop and audit agencies will access source code in their presence only for security audit purpose. Since, source code will remain with OEM only, there is no need to sign NDA agreement. STQC has already done similar exercise with camera and VMS OEMs while testing their Hardware and Software. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 26 | security auditing and testing of equipment including source code of camera | The source code of camera has many open source libraries and these open source libraries has known vulenrabiliries which should be consider as false positive. | | As per requirement of RDSO Specification version-6, security assurance requirements must be met with approval/ certifications from STQC or any other govt agency from the list of CERT-IN empanelled information security auditing agency.<br><br>Final decision regarding impact of such vulnerabilities on VSS system will be taken by the audit agencies. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 27 | Architecture of VSS/CCTV System for stations | Tentative architecture of VSS/CCTV system at stations will be as per schematic diagram-2. What's the details architecture in station ? Dose station need NVR or VA server,FRS server, PC client ? | | Server/Workstation/NVR for VMS & Server/Workstation for VA/FRS are to be provided at RPF Thana/Post as per RDSO specification version-6.<br><br>Also, Server/Workstation for VMS & Server/Workstation for FRS are to be provided at DC & DR as per RDSO specification version-6.<br><br>For network architecture in stations, please refer tender clause 3.B.4.4 of CHapter-3B.<br><br>PC workstation is required to be provided at RPF Thana, Divisional & Zonal HQ and at other locations as decided by RailTel. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 28 | **Tender Technical Specification S.No. i)** Full HD Bullet type IP Colour Camera Clause no. 5.4 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 5.4 , S.No-iv :** Streaming Capability: Four (4) H.265 or higher Streams | Kindly confirm the useability / requirment of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 29 | **Tender Technical Specification S.No. ii)** 4K UHD Bullet type IP Colour Camera Clause no. 5.5 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 5.5 , S.No-iv :** Streaming Capability: Four (4) H.265 or higher Streams , | Kindly confirm the useability / requirment of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 30 | **Tender Technical Specification S.No.iii)** Full HD Fixed Dome Type IP Colour Camera Clause no. 6.0 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 6.0 S.No-iv** Streaming Capability: Four (4) H.265 or higher Streams | Kindly confirm the useability / requirment of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 31 | **Tender Technical Specification S.No.iv)** Full HD P, T, Z (Pan/Tilt/Zoom) IP Colour Camera Clause no. 7.0 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 7.0 S.No-iv** Streaming Capability: Four (4) H.265 or higher Streams | Kindly confirm the useability / requirement of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 32 | **Tender Technical Specification S.No. iv)** Full HD P, T, Z (Pan/Tilt/Zoom) IP Colour Camera Clause no. 6.0 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 7.0 S.No-xi** Lens**:** a) Optical zoom 36x or better IR corrected lens suitable for Full HD PTZ Camera. b) Focal length of lens: Upper range shall be 125 mm or higher. | Kindly confirm the useability / requirement of specific 36X in the tender / RDSO functionality. As per the industry standard 30X available across the CCTV OEMs for long range view, This is the general standard being used in all the major project across India & in Railways too which have a limited or defined viewing area. Thus Request Railtel to consider a industry prevelant feature of 30X or better PTZ as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirement should be to ask for 30X or better PTZ thus allowing OEMs to quote for whatever cameras as per the minimum requirment. Otherwise if Railtel/Railways wants to have more longer range than there are multiple OEMs which can also provide the longer 40X or more PTZ with larger field of view. | | It will be as per RDSO specification, version-6. |
| 33 | | | | Query is not clear. |
| 34 | RDSO 6.0 content | | | Query is not clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 35 | Architecture of VSS/CCTV System for stations | Tentative architecture of VSS/CCTV system at stations will be as per schematic diagram-2. | What's the details architecture in station ? Does station need NVR or VA server,FRS server, PC client ? | Architecture for Stations is defined in the Clause no. 3.B.2. NVR/VA/FRS server/PC client will be as per RDSO specification version 6. |
| 36 | CHAPTER- 2, S.No 5 | Supply of Server for Video Management, Video Recording and Video Analytics with redundancy along with all accessories required for installation purposes as defined in chapter 8.-----126pcs | Is this NVR?or NVR with VA function? Will deployed at which place ? What's the corresponding device in page 191~193 ? If this point need NVR,what's the quantity of different channel（32,64,128）NVR ? | SOR item modified. Separate SOR items for Video Management Recording and Video Analytics Hardware have been created. As per RDSO specification version-6, bidder may supply server/workstation/NVR for Video Management & Recording and server/workstation for VA. These H/w will be installed at RPF Thana/Post.<br>Bidder is required to size these Hardwares as per details given in Annexure-VII of Chapter-7. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 37 | CHAPTER- 2, S.No 11 | Supply of PC Workstation 16pcs. | Is this device will be deployed at RPF? at the same place only one RPF ? The FRS and VA software will be deployed on the PC work station ? | PC Workstation will be deployed at RPF Thanas/Divisional/Zonal HQ.<br><br>FRS and VA shall not be deployed on PC workstation. For these separate hardware as mentioned in SOR is required to be supplied. |
| 38 | CHAPTER- 2 | The IP camera and IP PTZ total number is 4012 nos. | At 36 page,has 6 types station, at 56,57 page every station has the detail cameras number info. The total number of IP camera and PTZ is 1242 nos or having some changes on quantity 。Please clarify as there is a huge gap | Bidder is required to supply number of cameras as mentioned in the SOR. |
| 39 | Tentative network diagram for all type of Stations | For station type A B C D E, there is no NVR,recording server, VA server, FRS. | Does every station need those device ? How may recording device ? Does need to do Video analysis and FR analysis at every station ? | Architecture for Stations is defined in the Clause no. 3.B.2 & 3.B.4. NVR/VA/FRS server will be provided at Controlling RPF Thana/Post as per schematic diagram-2 of RDSO specification version 6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 40 | Each RPF Thana/Post location will have architecture for connectivity of Server(s)/Network Video Recorders with Video Management, Recording, Analytic and FRS Software/Application for Video Surveillance System at stations. | As there are some OEM who can provide single embedded device for FRS and VA which included hardware + Software and some OEM provide only software only , which needs to be installed in recommended server configuration. | Can OEM/bidder supply embedded device for FRS server and video analysis server as however at the end need to comply functionality | Deviation from RDSO specification, version-6 is not agreed. However, bidder is allowed to offer single server/workstation for VMS/VA/FRS as per clause 8.1.3.2.9 of Chapter-8. |
| 41 | Inspection/Factory Acceptance Test<br><br>Testing Procedure for VSS equipment for which requisite testing facility is not available in India: | RDSO QA only consider chip level Test Report for Type Test Approval for Example: Image Sensor and WDR etc. For which India don't have any lab and also TUV and UL don't have such facility. | We would suggest you to advice RDSO to consider OEM undertaking or Chip manufacturer undertaking for approving of Type Test Approval. For Example if Image Sensor is manufacturer by Sony than their undertaking/ data sheet should be accepted for Type Test Approval. | Procedure adopted by RDSO during inspection will be as per their internal policy guidelines. For any change, please contact RDSO. |
| 42 | Inspection/Factory Acceptance Test<br><br>Testing Procedure for VSS equipment for which requisite testing facility is not available in India: | It has been observed that RDSO take sufficient time for Type Test approval and other procedure / departmental approval so once the equipment | They time taken by the Approval Agency / Inspection Agency shall be consider extra above and beyond mentioned delivery time. | Not agreed. The bidder has to factor in the reasonable time for all dependencies. However, any factors beyond control of contractor shall be considered. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | offered to RDSO or other test agency the time taken for completing giving the approval should not be consider in Delivery Schedule. | | |
| 43 | In case of stoppage/discontinuation of production of spares for the installed equipment by OEMs, the bidder has to provide one year advance intimation to the Purchaser so that the Purchaser may order the requirements of spares in one lot. | If the Product is End of Life and spare is not available after 3 Years than Purchaser will place the order for all 5 Years of AMC? | Who will bear the Cost of Spares order by Purchaser? | Tender clause is clear. Please read Tender clause 3.D.9 for Maintenance Spares. The bidder has to ensure the availability of Hardware and Software during complete project duration. |
| 44 | 4.A.14.2 Eligibility Criteria Requirements for OEM's: | The Equipment/Software asked is as per the latest RDSO Specification which is published couple of month earlier.<br><br>So if the OEM has developed the product as per the latest specs is not acceptable by Railtel? | OEM having long presence and past record of Service and Support should be sufficient to Prove OEM Stability. | Query is not clear. Bidders have to follow RDSO specification version-6 while supplying related products. |
| 45 | 7. The Software OEM (Video Management & Recording and Video Analytic Software) should have an CMMI Level-3 and ISO 9001:2008 (or latest) | CMMI Level 3 is almost basic level for any software / hardware company. | Kindly consider Software / Hardware OEM CMMI Level 5 or otherwise atleast CMMI Level 3 Certified OEM. | Not agreed. However, Clause deleted. Please read the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | for its development & manufacturing process. | CMMI Level 3 is Certification dont have any relevance of Applied For.<br><br>CMMI Level 5 should be consider considering: *"SEI CMMI LEVEL 5 companies are optimizing software company which performs error analysis & process monitoring for continuous process improvement. These companies analyze the innovation and new technologies & intend to optimize the current processes in the industry."* | No Undertaking should be consider. | |
| 46 | 8. 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. | The Clauses is modified | DPIIT is not valid for OEM | Not Agreed. It will be as per Tender document. Please refer para 15 of DPIIT Guidelines dated 23-07-2020 which allows procuring agency to modify conditions based on their past experience. Accordingly OEM has been added as OEM plays a very critical role in VSS project. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 47 | 4.A.18.6 Additional guidelines issued by Ministry of Finance through OM no. 6/18/2019-PPD dated 23.07.2020<br><br>"Bidder" (including the term 'tendered', 'consultant', 'service provider' or 'OEM' in certain contexts) | | We hereby request you to kindly delete the OEM from this Clause. | Not Agreed. It will be as per Tender document. Please refer para 15 of DPIIT Guidelines dated 23-07-2020 which allows procuring agency to modify conditions based on their past experience. Accordingly OEM has been added as OEM plays a very critical role in VSS project. |
| 48 | Technical Specifications. Clause No. (X) External Storage Device: As per Clause no. 12.0 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>RDSO Specs for Drive = The drive shall only be SAS HDD, 7000 RPM or higher (NL-SAS is not acceptable). | Please allow the bidders to quote for NLSAS Drives and change the clause to = **The drive shall only be SAS HDD, 7000 RPM or higher with 12Gbps SAS interface** | A HDD with 7200 RPM speed having SAS connectivity is called NL-SAS Drives. Few OEMs also calls these drives as SAS Drives. But actually the drives are exactly the same. Also these drives provides the best economies of scale for surveillance projects as per Industry's best practices. Hence request you to please change the | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | clause as mentioned to avoid any confusion. | |
| 49 | Detailed BOM | Providing detailed unpriced BOM for items proposed is possible but providing component level pricing is not possible. | The pricing is always provided for a composite product i.e servers, switches, storage, Workstations etc and component level pricing is not possible. For services purpose, a few component prices can be shared but please note that the overall cost of all components is much higher than the composite cost of a product. | Not Agreed. However, Note, Point-VI has been modified. Please see the Tender Document. |
| 50 | b) and h) | Kindly remove the PMI and LC clause for switches and Servers to allow Industry leading players to compete | Relaxation on this clause will allow Industry leaders to compete and provide a world class product without compromising on the specifications | The Tender Clause is Clear and Deviation from DOT guidelines is not agreed. |
| 51 | Servers/NVRs at RPF Thana/Post | Pls note that for ensuring high availability of N:1, it is advisable to provision servers in HA along with storage instead of using an NVR solution with inbuilt storage. | An NVR solution with in-built storage will have a point of failure. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 52 | Minimum Operating Temperature 0 to 50 degree | We request to kindly change the Operating Temp.: 0 °C to 45 °C. | As per industry standard operating temp is 0 °C to 45 °C. | It will be as per RDSO specification, version-6. |
| 53 | Minimum Operating Temperature 0 to 50ºC. | We request to kindly change the Operating Temp.: 0 °C to 45 °C. | As per industry standard operating temp is 0 °C to 45 °C. | It will be as per RDSO specification, version-6. |
| 54 | SOR #7: Supply of Storage System at RPF/GRP. Supply of Storage System at RPF/GRP Thana/Post sites for recording of cameras from cluster of stations along with all accessories required for installation purposes as defined in chapter 8<br><br>Note: Bidders are required to quote price for complete storage as per clause no.8.1.3.3 of chapter-8 (section-I) as a LOT for all types of cameras mentioned in SOR.<br><br>- 01 LOT | We understand that each RPF Post/ Thana will have storage capacity as calculated based upon the qty and type of cameras being connected and recorded from the associated stations. Total cost of all of these storage units to be quoted in this line item as 01 Lot. Kindly clarify if this understanding is correct. | | Yes |
| 55 | Fiber Management System (FMS) (12/24 Fiber): The FMS should be confirming to TEC NO.: GR/FDM-01/02/APR-2007 (Type-I) with latest amendment No. TEC/T/OFC- FDMS/149/2012. However, the FMS should have the following: | Remove TEC Specification and Additional specifications, it should be as per Railway's Research Design and Standards Organisation drafted Specifications: - 8.3.3 Fiber Management System (FMS) (12/24 Fiber):- As per RDSO Specification no. RDSO/SPN/TC/37/2020 | Requested to add Preference for Make in India Product as per DPIIT, GOI Policy referring PPPMII Order dated 4th June 2020 (P - 45021/2/2017-PP(BE-II) dated 4 June 2020). Tender drafted specifications confilts within TEC & Addtional Specifications & RDSO | Agreed. Clause modified. FMS (12/24) to be quoted as per RDSO Specification no. RDSO/SPN/TC/37/2020 or latest with all amendments. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | or latest with all amendments. | Specifications so requesting to make specifications uniform for all bidders with Preference given for Indian Made products. In order to maintain quality, we recommend allowing product to be as per Railway's FDMS_RDSO_SPN_TC_37_2020 | |
| 56 | The Patch cords should be confirming to TEC NO.: TEC/GR/TX OFJ-01/05/NOV-09 with latest amendment No. TEC/T/OFC-OFJ/155/2013. However, the Patch cords should have the following: v) The connectors must be make of reputed OEMs 3M, Huber-Shuner, R&M, TE Connectivity/Raychemany other CACT approved Manufacturer/s having a valid approval against specification number TEC/GR/TX/OFJ-01-NOV.09 for the tendered connected type. | Remove TEC Specification and Additional specifications and it should be as per Railway's Research Design and Standards Organisation drafted Specifications: - 8.3.4 Patch Cords: - As per RDSO Specification no. RDSO/SPN/TC/69/2007 or latest with all amendments. | Requested to add Preference for Make in India Product as per DPIIT, GOI Policy referring PPPMII Order dated 4th June 2020 (P - 45021/2/2017-PP(BE-II) dated 4 June 2020). Preference should be given for Indian Made products and they should not be pushed for any foreign make for specifications. Although in order to maintain quality we recommend allowing product to be as per Railway's RDSO_SPN_TC_69_2007 | Agreed. Clause modified. Patch chords to be quoted as per RDSO Specification no. RDSO/SPN/TC/69/2007 or latest with all amendments. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 57 | xii) Type-I Switch (8 port Field Switch)<br>xiii) Type-II Switch (Aggregation Switches)<br>xiv) Type-III Switch (24 Port Layer 2 Switch) | All PoE Switches should have inbuilt Surge Protection on LAN Ports. | As per RDSO Specifications, Surge protection is enabled in 8 Port & 4 Port POE so please add 24 Port POE Switch also. | It will be as per RDSO specification, version-6. |
| 58 | xii) Type-I Switch (8 port Field Switch)<br>xiii) Type-II Switch (Aggregation Switches)<br>xiv) Type-III Switch (24 Port Layer 2 Switch) | All Switches should support additional specifications - Multicast VLAN and Port-based Q-in-Q. | Multicast VLAN: Since all cameras streaming is based on multicast-based, switch side this feature is mandatory. Port-based QinQ: This feature is enabled in Core switch and same has to be enabled at the edge switch for inner & outer<br>VLAN communication. | There is no change in tender specifications and Bidder is required to offer his solution as per RDSO specification version-6, which are minimum specifications for the required VSS solution.<br><br>However, Bidder may offer additional features to meet the requirement of his offered solution. |
| 59 | xii) Type-I Switch (8 port Field Switch)<br>xiii) Type-II Switch (Aggregation Switches)<br>xiv) Type-III Switch (24 Port Layer 2 Switch) | OEM should have min own 10+ Service Centre in PAN India and own toll-free Helpdesk for rapid support. | Service centre should not be third party based in order to get products fixed in-service of time. | It will be as tender and as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 60 | Supply of 12 Core metal strengthened outdoor unarmored Optic Fiber Cable (ITU-T G.652.D) as defined in Chapter-8 | Can we supply Supply of 6/12/24 Core metal strengthened outdoor unarmored Optic Fiber Cable (ITU-T G.652.D) as defined in RDSo | | It will as per latest specification of TEC/BSNL as men-tioned in clause 17.2 of RDSO Specification no. RDSO/SPN/TC/65/2021 version 6 or latest. |
| 61 | The bidders are required to meet all eligibility criteria mentioned in this tender document and financial bid of eligible bidders will be opened. eRA will be conducted among the eligible bidders and LOA will be issued to the lowest bid after eRA. The selected bidder after issue of LOA will start roll-out of the VSS project as per the scope of Work. After completing installation at first station having existing VSS Infra, the bidder shall ensure VAPT test of VSS network from STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. PAC for first cluster station of RPF Thana/Chowki shall be issued after successful compliance of all critical points raised by the testing agency. All non-critical points raised by testing agency shall be complied by the bidder before issuance of Provisional Acceptance Certificate (PAC) for IT setup at RailTel Data centers at Gurugram/Secunderabad. Before issuance of FAC, sample test at a station randomly selected by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of | Kindly hold the testings before opening of financial bid, else we may land up with a case that the finalised bidder has failed the testings | | POC has been added in the Tender in which all the bidders are required to meet functional requirements as mentioned in Annexure-IX of Chapter-7.<br><br>STQC testing will be done only after issue of LOA.<br><br>Any delay on the part of CERT-IN empanelled Government agencies will be taken into account while taking decisions on extension of project timeline, safeguarding the interest of Railtel and Railways. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | CERT-In empanelled Information Security Auditing Organization to be performed. Any deficiency pointed out by the auditing agency shall be attended by the selected bidder without any additional cost to RailTel. For any deficiency pointed by auditing agency in the existing VSS infra, corrective action will be taken by RailTel. However, any deficiency pointed out by the auditing agency due to integration with existing VSS infra shall be attended by the selected bidder without any additional cost to RailTel. | | | |
| 62 | Video Analytics should also include additional capabilities as detailed in clause 8.3 (xxii) in addition to the capabilities mentioned in RDSO Specification. | Request you to list and share the final list of GOI notifivations that are to complied to for slection of appropriate products and to remove confusion | | Clause modified. VA to be provided as per RDSO specification, version-6. |
| 63 | Successful bidder of other Region will be required to share API of their quoted VMS & VA and ensure their integration with Central Command and Control center & FRS (to be installed by RailTel). | Kindly delete this clause as it is reducing our choice of selection of OEM considerably | New products have been launched by most OEM companies which are NDAA compliant. Railtel will miss out on latest products by introduction of this clause | All required SDK/API as applicable for all the components of VSS shall be shared by the bidder as per RDSO Specification version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 64 | 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. 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 | Kindly delete this clause as it is reducing our choice of selection of OEM considerably | New products have been launched by most OEM companies which are NDAA compliant. Railtel will miss out on latest products by introduction of this clause | Tender Clause is Clear. |
| 65 | OEMs should have a positive Net Worth for the last financial year. (Net Worth of the company would be computed as the summation of share capital, reserves and surpluses less accumulated losses held by the company) | This will reduce make in India products that can be offered as last one year has been very tough on most companies. | | Clause Deleted. Please refer Tender document. |
| 66 | (Video Management and Recording and Video Analytic Software) should have an CMMI Level-3 and ISO 9001:2008 (or latest) for its development & manufacturing process. | Kindly delete as this is reducing competition | | Clause Deleted. Please refer Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 67 | The System i.e. IP Cameras, Network Video Recorders and Software (Video Management and Video Recording) shall be compliant to global standards ONVIF Profile'S'&'G'for the inter face of net work video product (ONVIF–OpenNetwork VideoInterfaceForum).The quoted models should appear on the ONVIF website and a confirmation certificate for the offered models should be available at the time of supply. | This clause is contradictory to RDSO | | The clause has been deleted and it will be as per RDSO specification, version-6. |
| 68 | Bidder is required to study the existing VSS Infra deployed at many stations before planning their solution. Proposed solution to be integrated with existing VSS System deployed at Stations. Bidder may use existing Servers, Storage at RPF Thana/ Post as per their solution. | The last purchase in western railways was for Hikvision which is banned and blacklisted for backdoor and unsafe products. If we integrate them, how will we clear the STQC test for network (VAPT) ? | | Existing Infrastructure as mentioned in Clause 8.2, Chapter-8 of Tender document is required to be integrated. Please refer the clause. Please also refer to Note, Point XIII, Chapter-2 (SOR) |
| 69 | Any where in the tender it is mentioned as VA, FRS Servers | Can we use workstations as mentioned in RDSO ? | | Server/Workstation can be used as per RDSO specification version-6. |
| 70 | Note: The bidder is allowed to further reduce the above mentioned indicative storage capacity per Camera at 25 FPS with applicable resolution by using non-proprietary compression. | This is technically wrong, as all inetrnal firmwares in IT, switches and CCTV are propriotary. Only the interfaces are non propriotary. This needs to be clarified. | | Clause modified. It will be as per RDSO Specification version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 71 | Artificial Inelegance (AI) enabled Video Analytics Software:<br>As per Clause no. 18.4 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>Moreover, Performance Indicators for the Video Analytics should be as per below mentioned KPI's: • Detection Rate (> 99%) • True Positive Rate + True Negative Rate (>95%) • False Positive Rate ( | Kindly advise the method and tests that you will carry out to determine the efficacy of the AI ? Such percentages cannot be ascertained in a non scientific manner. | | Clause modified. It will be as per RDSO specification, version-6. |
| 72 | All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per "Appendix C: Internet of Things Verification Requirements" of OWASP Application Security Verification Standard version 4.0 - Level 2.<br><br>Note:<br>The selected bidder after issue of LOA will offer its VSS solution to STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empaneled Information Security Auditing Organization for arranging security verification certification after installation of first station having existing VSS Infra. Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any | Kindly share the list of OWASP compliances that need to be met, as the existing table cannot be implemented on CCTV, NVR, SERVERS, VMS etc. Railtel is requested to specify the related mpoints that need to be cleared with STQC for specific products. | | 1. STQC will issue compliance status report against OWASP ASVS version 4.0 [level 2 checklist] for Hardware and Software as per RDSP specification version-6.<br><br>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.<br><br>3. Regarding the Security testing of Application Software the compliance will be verified against OWASP Top 10 : 2017 for Web based application software, OWASP |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security verification certification by the bidder. | | | Top 10 Mobile :2016 for Mobile based application and OWASP ASVS version 4.0 for all other type of applications |
| 73 | Smoke and Fire Detection AI based video analytics should be able to detect Smoke and Fire in defined area. | This algorithm may be deleted as it gives false alerts | | Clause Deleted. Please refer the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 74 | The bidder is required to supply the EMS tool including all hardware and software in a centralized set-up in the RailTel Datacenters (Gurugram and Secunderabad) in DC and DR configuration. | We understand that the EMS has to be deployed centrally with DC at Gurugram and DR at Secundreabad.<br><br>Since there are separate tender for other regions like North, with similar requirement of Centralized EMS, so we request to please clarify whether the Centralized EMs shall be managing all the regions and devices. or whether Centralized EMS for each region is to be provided by bidder<br><br>In case a single Centralized EMS is to be provided, then EMs shall be part of only 1 tender and scope for device integration against each region shall be part of other tenders. Kindly also provide the required number of devices to be integrated remains the same or any changes would be there considering above scenarios | Since tender mentions about EMS should be able to monitor 20,000 devices from day 1. | Clause modified. The EMS has been asked in each four regional tenders and the requirement to be met seperately. |
| 75 | EMS will be installed at DC and DR for monitoring of VSS Equipment installed/ planned to be installed at Railway Stations & RPF | | | Separate EMS software for each regional Tender is required to be supplied by the Bidders. The supplied software should be |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | Thanas/DC DR for all the Regions (Eastern, Northern Southern and Western). This centralized EMS will be common for stations under scope of work (including for existing VSS infra) | | | capable of monitoring the proposed VSS Infra along with the Existing VSS Infra installed at stations. |
| 76 | Service Desk Manager would be the central service desk solution, which would act as a single point of contact for logging incidents automatically from the monitoring solutions from event management console as well as manual incidents via mail and telephone from the end users. | Kindly confirm whether bidder can propose EMS and helpdesk from different OEMs | | The tender document does not prohibit that. However the solution must meet all the technical and functional requirement of this tender |
| 77 | The successful bidder shall provide hands on training and online training with detailed course material on the installed equipment and software | Please confirm number of personnel and man-days of training required as part of IT awareness training corresponding to solutions For e.g.. Hardware, VMS, EMS etc. | Based on the audience size and time duration, training can be structured in better manner | The bidder should plan for training of sufficient man days for project of this magnitude and geographical spread, also keeping in view the complexity of the system. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 78 | EMS will be installed at DC and DR for monitoring of VSS Equipment installed/ planned to be installed at Railway Stations & RPF Thanas/DC DR for all the Regions (Eastern, Northern Southern and Western). This centralized EMS will be common for stations under scope of work (including for existing VSS infra) | Kindly confirm if there is any existing EMS/NMS that needs to be integrated to the common EMS | If there is any existing EMS/NMS part of the existing solution, then request you to share the details of the same. | Separate EMS software for each regional Tender is required to be supplied by the Bidders. The supplied software should be capable of monitoring the proposed VSS Infra along with the Existing VSS Infra installed at stations. |
| 79 | Scalability – The network configuration management solution should be highly scalable with the largest tier capable of supporting up to 100K devices and carrying out up to 400K tasks per day. | Kindly confirm the highest scalable device count for EMS. At one part tender speaks for scalability up to 50k and in another location tender speaks of 100k scalability | Clarity on the scalability of device count required for proper hardware sizing | Clause Modified. Please refer the Tender document. |
| 80 | The EMS Solution (Hardware & Software) shall provide monitoring of 20,000 devices from day 1 with future scalability up to 50,000 devices without major architectural changes. Whenever required, the additional device licenses can be procured & added respectively. | | | Clause modified. Please refer the Tender document. |
| 81 | 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 | Request purchaser to relax the mandatory requirement of Axelos Gold level/Pink Elephant/certification | This will be inline with the Make in India initiative to support start-up's and local OEMs to participate the bid. | Not Agreed. It will be as per Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 82 | Generic queries against Helpdesk | Kindly provide number of helpdesk agents required | | Mininmum 2 Nos L2 support resources are required 24 x7 at centralised help desk. The bidder can plan over and above these considering the work load and to meet requirements of this tender including SLA requirements. |
| 83 | 13. Description :Supply of Type-III switches along with optics (SFP+ 40Km) and all accessories required for installation purposes as defined in chapter 8 | We understand the type-III switch 4x10G SFP+ port should be equipped with 4 x 10GBase-ER, Single mode, 40KM, 2xLC connector SFP. Kindly confirm. | | Quantity of each type of SFP should be as per site requirement and as per network architecture (Clause 3.B.4.4 of Chapter-3). |
| 84 | 21. Description :Supply of Type-I Switches along with optics (SFP-BX) and other installation accessories as defined in chapter-8. | We understand the type-I switch 2 SPF ports port should be equipped with 2 x 1000Base-BX, 10Km,LC connector SFP. Kindly confirm. | | Quantity of each type of SFP should be as per site requirement and as per network architecture (Clause 3.B.4.4 of Chapter-3). |
| 85 | 22. Description :Supply of Type-II switches along with optics (SFP-BX 10KM Single Fiber, SFP+ 10KM) and othe installation accessories as defined in chapter-8 | We understand the type-II switch 24 GE SPF should be equipped with 24 x 1000Base-BX, 10Km,LC connector & 4 nos. SFP+ port should be equipped with 4 x 10GBase-LR, Single mode, 10KM, 2xLC connector SFP . Kindly confirm. | | Quantity of each type of SFP should be as per site requirement and as per network architecture (Clause 3.B.4.4 of Chapter-3). |
| 86 | | 1.Ideally the penalty % should be AMC cost of the affected part/module. | | Tender clause is clear.<br><br>Penalty will be on the Equipment cost and |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | Penalty % is of AMC cost of the affected part/module or Supply cost of the affected part/module.Please clarify 2. Atleast 30 days SLA should be given as refer to many past tenders of Railtel since it is a standard clase of railtel comes in every tender. 3. 30 days will be calender days or Business Days.Please clairfy. | | not on the AMC cost in case of any failure or breach of SLA's. |
| 87 | Note:2<br>Point-IV: Bidder has to offer only single make and model against each SOR Item. Offers without particulars of Make&Model or multiple OEMs of same itemare liable to REJECTED.<br>Note: In case of cameras, different OEM is also permitted for different sensor size. | We understand for a particular SOR item, bidder can offer a product from one OEM only, however for different SOR items bidder has option to offer products from different OEMs for the same product. Pls clarify. | | Bidder has to offer only single make and model against each SOR Item subject to Note, Point-IV of Chapter-2 of SOR. |
| 88 | Eligibility Criteria Requirements for OEM's | 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 | Kindly accept the relevant work experience from past 5 financial Years. The Camera value to be supplied(Mentioned in Chapter I , Section 5 , Page no 115 ) is consolidated value or single order value | Tender Clause is Clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | three previous financial years) as on opening date of bid to Govern ment/PSUs/Telecom Service Provid ers/Public Listed Company | | |
| 89 | **OFFER LETTER**<br>(2) A sum of Rs …… as “Earnest Money” has to be deposited online through IREPS portal. The full value of Earnest Money shall stand forfeited without prejudice to any other rights or remedies if, | As per tender requirement " Earnest Money Declaration"is required and " Earnest Money" is not required to be submitted. May we write Rs " Not Applicable" in the Offer letter or delete the paragraph. Please advise. | | Offer letter (Point-2) has been modified. Please refer Tender document. |
| 90 | **Note:2 (IV)**<br>Note: In case of cameras, different OEM is also permitted for different sensor size. | We understand that according to the given clause bidder is permitted to quote different OEMs for different types of cameras i.e. Fixed dome type , Full HD Bullet type, Full HD PTZ type, 4K UHD Bullet type cameras. Kindly confirm. | | 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. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 91 | **Note:2 (VI)** Bidder(s) shall upload the complete SOR along with the price Breakup of individual itemizedBOM for EACH ITEM (as per Format given below)along with per TB rate for storagealong with the Financial bid.The Financial Bid submitted without itemized priced BOM may liable to be rejected. | As per the general industry practice consolidated price for a system is quoted. The itemised BOM that make the complete system for SOR item(s) can be shared. However, the individual prices for each item shall not sum up to the SOR line item price due to difference in government levies and other commercial taxes. Therefore, we suggest the itemised BOM for each SOR item may be mentioned without price. | | Bidder has to offer only single make and model against each SOR Item other than Cameras, subject to Note, Clause-IV, Chapter-2 (Section-I). |
| 92 | Detailed Bill of Material (BOM) against each Unit SOR Supply Items (Section-A) (Format-I) | The itemised BOM against each SOR item shall be provided wherever feasible. However, it would not be practical to provide cost against each sub item. 1) It, therefore, requested to waive off the requirement to provide cost of each sub items against each SOR line item. | | Not Agreed. However, Note, Point-VI has been modified. Please see the Tender Document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 93 | Phase-wise Delivery/Implementation timelines | Trial run is not mentioned in the Phase-wise Delivery/Implementation timelines. Please indicate the stage at which trial run is to be conducted in accordance with timelines. | | Trial run will start Upon conclusion of the Site Acceptance Testing i.e. SAT. Please read the clause no. 3.D.7 of Chapter-3 (Section-I) for further inputs. |
| 94 | Payment Terms for Supply Items: For hardware supply items | Please confirm whether the Paying Authority for Supply Items shall be Railtel Corporate Office or respective Executive Director/Regional General Manager of the Region | | Paying authority will be ED/RGM of the Concerned Region. |
| 95 | (i) 36 months (comprising of 12 months of Maintenance Supervision vide clause 4.A.2.5, between issue of last PAC {Clause 3.D.8 (iv)} and FAC, followed by 24 months of warranty support under clause 4.A.2 &4.A.2.4 ) . | The implementation period is 6 months. The last PAC is to be obtained within these 6 months. It is requested to increase the implemetation period to at least 12 months as the period of 6 months is too less. | | Completion period will be as per tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 96 | Form No. 2 - PROFORMA FOR "SYSTEM PERFORMANCE GUARANTEE" (On Stamp Paper of Rs. One Hundred) (To be signed by the Bidder as well as the OEM's) | 1) Obtaining signature of each OEM by SI on stamp paper would not be feasible. Request to remove the requirement of Stamp paper at bidding stage.<br>2) Undertaking on Stamp paper may be sought from successful bidder on award of contract. | Due to the current COVID 19 pandemic, all interactions/ meetings/ negotiations are held online and written communication is on e-mail rather than physical exchange of documents. Stamp paper is a legal document and has to be ink signed by parties. In the COVID 19 pandemic environment, it is difficult to approach all concerned OEMs individually to get the SYSTEM PERFORMANCE GUARANTEE ink signed | Please read the Tender Clause Note, Point-XVI, Chapter-2 of SOR. |
| 97 | Form No. 2 - PROFORMA FOR "SYSTEM PERFORMANCE GUARANTEE" (On Stamp Paper of Rs. One Hundred) (To be signed by the Bidder as well as the OEM's) | Individual OEM is liable for its scope only. It is therefore suggested to modify the undertaking as under.<br>We, M/s……., are established and reputed manufacturer and service provider of …….. (Product details), having our registered office at ……I / We …… hereby guarantee that the design on the basis of which we have submitted our tender no. …… has been carefully made | As individual OEM is liable for its scope only (not full scope of tender), we understand that the obligation of OEM would be limited to its scope of work. Hence the suggestion. | Agreed. The System performance guaranttee clause (Form No. 2 Chapter-6) is modified. Please see the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | to conform to the end objectives in the tender documents and to technical specification therein related to our scope . We further guarantee that in the event of the performance of the system, when installed, not complying with the end objectives or with the specifications contained in the tender documents as per our scope, we shall provide further inputs to enable the RailTel to realize the end objectives contained in these documents without any additional payment for any additional equipment which may be required in this regard ___ | | |
| 98 | Form No. 8 - PROFORMA FOR "MANUFACTURER's AUTHORIZATION FORM" | As the number of documents required to be submitted with bid are too many, please confirm that Form No. 8 is to be submitted **with the bid** by OEM's of Camera, Switches, Servers, Storages, Network Video Recorder (NVR), VMS and VA **only**. | | All forms (as mentioned in Chapter-6) are to be submitted by OEMs which are mentioned in the Eligiblity criteria Clause 4.A.14.2. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 99 | **Annexure– IV - CALCULATION OF LOCAL CONTENT**<br>Security and Surveillance Communication Systems (video and sensors based) including Perimeter Security Systems (PMI -100%, LC - 40%) | As per PMA policy, Security and Surveillance Communication Systems is a single line item requiring 40% LC and its aggregate cost should meet 40% LC .<br><br>We understand that 40% LC is not applicable to individual sub items like camera, VMA, VA, FR etc. under this category. Please confirm our understanding. | | Please refer to DOT notification which mentions security and surveillance security systems (Video and Sensor based) including perimeter security systems. This system doesn't include only CCTV cameras but associated software also, combination of which have been taken as security and surveillance communication system for this tender. Accordingly 40% LC has been taken for items (including mobile application, which is a part of VMS application) described under Point no. 2 of Annexure-IV of Chapter-7. |
| 100 | Switch should have EMI CERTIFICATE as per BIS/EN/FCC/CE. | Testing & issuance of certificates are severely impacted because of COVID-19 pandemic.<br><br>It is requested to allow submission of **EMI certificate** on or before supply of switches. OEM may submit an undertake for the same along with prooof of having applied for certification at the time of submission of bid. | | Specification of Switches will be as per RDSO specifcation version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 101 | 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. | There are technically compliant Indian OEMs who do not have the previous experience of supply asked in the tender and those OEMs shall be deprived of quoting their products.<br><br>In order to encourage "Make in India", It is requested to ask for Company turnover in place of past supply experience for PMA compliant OEMs. | | For such project of importance, proven product is required. Hence not agreed |
| 102 | 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} 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. | There are technically compliant Indian OEMs who do not have the requisite value of supply asked in the tender and those OEMs shall be deprived of quoting their products.<br><br>In order to encourage "Make in India", It is requested to ask for Company turnover in place of past supply experience for PMA compliant OEMs. | | Tender condition is clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 103 | **Type-I Switch (8 port Field Switch):** As per Clause no. 14.0(III) of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br>Note: It should support either RSTP (802.1w) or ERPS (G.8032) to support Ring protection. | ERPS provides sub 50ms switchover times and having faster convergence than RSTP for ring architectures.<br><br>Request to keep only ERPS for ring protection rather than RSTP for Type-I Switch as recommended by RDSO specifications version 6.0 | | Clause Modified. Please refer the Tender document. It will be as per RDSO specification version 6. |
| 104 | Type-II Switch (Aggregation Switches): As per Clause no. 14.0(I) of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br>Note: It should support either RSTP (802.1w) or ERPS (G.8032) to support Ring protection. | ERPS provides sub 50ms switchover times and having faster convergence than RSTP for ring architectures.<br><br>Request to keep only ERPS for ring protection rather than RSTP for Type-II Switch as recommended by RDSO specifications version 6.0 | | Clause Modified. Please refer the Tender document. It will be as per RDSO specification version 6. |
| 105 | 15. Supply of Type-III switches along with optics(SFP+ 40KM) and all accessories required for installation purposes as defined in chapter 8 | Kindly confirm the qty of SFP+ 40KM to be supplied with each Type-III Switch. | | SOR Description modified. Quantity of each type of SFP should be as per site requirement and as per network architecture (Clause 3.B.4.4 of Chapter-3). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 106 | 23. Supply of Type-I Switches along with optics (SFP-BX) and other installation accessories as defined in chapter-8 | Kindly confirm the qty of SFP-BX (10KM) to be supplied with each Type-I Switch. | | Quantity of each type of SFP should be as per site requirement and as per network architecture (Clause 3.B.4.4 of Chapter-3). |
| 107 | 24. Supply of Type-II switches along with optics (SFP-BX (10KM) Single Fiber, SFP+ (10KM)) and other installation accessories as defined in chapter-8 | Kindly confirm the qty of SFP-BX (10KM) qty and SFP+ (10KM) Qty to be supplied with each Type-II Switch. | | Quantity of each type of SFP should be as per site requirement and as per network architecture (Clause 3.B.4.4 of Chapter-3). |
| 108 | XXI)Battery backup:1 Hrs. on full load (Single bank) with 1500 VAH battery size (Battery to be installed in separate wall mount cabinet) | As per battery vendor's calculation battery size should be 2340 VAH.<br><br>Please Confirm | Battery calculation attached for reference. | Clause modified. PLease read the Tender document. Bidder is required to provide the battery as per UPS sepecification. |
| 109 | (XX)Battery backup:1 Hrs. with full load with 3000 VAH battery size (Battery to be installed in separate wall mount cabinet) | As per battery vendor's calculation battery size should be 4680 VAH.<br><br>Please Confirm | Battery calculation attached for reference. | Clause Modified. Please read the Tender document. Bidder is required to provide the backup as per requirement. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 110 | (XXIV)Battery backup:2 Hrs. on full load with each UPS System with 28800 VAH battery size | As per battery vendor's calculation battery size should be 38400 VAH.<br><br>Please Confirm | Battery calculation attached for reference. | Clause Modified. Please read the Tender document. Bidder is required to provide the backup as per requirement. |
| 111 | 8.Video Surveillance System Hardware sizing; In future, D & E Category Stations are also to be monitored from these existing/planned RPF Thana/ Post, accordingly, itemized BOM for Hardware and Software items has been asked in the tender | We understand that the current RFP covers the Scope of Stations under category A1,A,B,C and sizing of Server and storage will be done as per the BOM provided for same set of Stations.<br><br>For D & E Category, Railtel would provide seperate order for server and storage for any type of expansion . Kindly confirm over the understanding. | D&E Stations category stations are not mentioned in RFP. Due to additional cameras at D&E Category station the server and storage requirement would be additional. | Bidder is required to propose VMS and VA Server sizing as per number of cameras mentioned in Annexure-VII of Chapter-7. This requirement includes number of Cameras mentioned in the SOR, Existing cameras & Cameras at D & E Category stations. Bidder is required to integrate existing Server cum storage for VMS.<br><br>Please note that cameras at D & E category stations will be provided separately by RailTel. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 112 | Moreover, Performance Indicators for the Video Analytics should be as per below mentioned KPI's:<br>• Detection Rate (> 99%)<br>• True Positive Rate + True Negative Rate (>95%)<br>• False Positive Rate (<5%)<br>• False Negative Rate (<5%) | We understand that the VA performance indicators criteria given in percentage is quite high for such type of unconstrained outdoor conditions like railway stations or malls. Moreover, the accuracy level of any VA system can be calculated only after defining the detection criteria such as object size in terms of total image size and its visibility level. These criterias are currently not defined in RDSO as well as in current tender, due to which the Performance Indiacators cannot be measured accurately.<br><br>Therefore the clause is requested to be deleted. | The results cannot be measured accurately if the object size and image size are not defined. | Clause Modified. Please refer the Tender document. It will be as per RDSO specification version 6. |
| 113 | Details of additional features of Video Analytics Software (in addition to RDSO specification)<br>(a) Smoke and Fire Detection<br>(b) Loitering Detection<br>© Humans and Vehicles Detection<br>(d) Search of Humans based on Attribute<br>( e ) Colour Search<br>( f ) Fallen Person Detection<br>( g ) Combination Search(Human/Vehicle and Colour) | We understand that count of cameras and no. of analytics assigned per camera is the important factor in calculating the sizing for video analytics server. As per the current tender document, total camera count for VA is given, but the number of analytics assigned per Camera is not defined for | The Number and type of Analytics required per Camera will be required for Calculating the Server Sizing for VA. | The Clause has been modified. Please refer the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | the analytics given in RDSO as well as for new analytics such as smoke & fire.<br><br>This information is required for calculating the sizing for VA server because the AI Type analytics mentioned in the tender or RDSO utilize the graphics processing of server. | | |
| 114 | Recording Parameter:<br>The indicative storage capacities per camera with H.265 or higher video compression and 25 FPS shall be as: 30 Days 750 GB after RAID for Full HD Camera and 3TB after RAID for 4K UHD Camera.<br>It also says that The bidder is allowed to further reduce the above mentioned indicative storage capacity per Camera at 25 FPS with applicable resolution by using non-proprietary compression. | We understand that for storage calculation, bandwidth is the main parameter which depends upon the video compression such as H264 or H265, FPS & Video quality. Due to this, the storage size can be reduced easily by reducing the video quality while keeping the compression level and FPS intact.<br><br>As the minimum bandwidth is not mentioned in the current tender, storage below the benchmark can be obtained easily just by reducing the video quality. However, lower bandwidth will severely | Bandwidth in Camera is the main parameter to increase or reduce the size of the video data and same in parallel will be used for calculating the Storage Sizing for Cameras for the requirement said in RFP for 30 Days | The Clause has been modified. Please refer the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | affect the video quality. Thus minimum bandwidth benchmark is required. | | |
| 115 | Support from Indian Railways/RailTel/3.A.1.7.3: The Railway will provide free access to Railway premises in connection with carrying out the project related activities. For execution of projects, Railway will permit the bidder to use the available Railway Land temporarily on the same terms & conditions as applicable to Railway's contractors | Kindly confirm or provide the details of the Centralised location of Railtel warehouse where the vendor or bidder will dispatch the material of the project for execution. | | There is no centralized RailTel warehouse available for VSS project. Bidder may supply equipments directly to the stations where these equipments are to be installed. However, RailTel can assist the bidders in arranging temporary space in station area, if available, as per existing lease charges of railways.<br>RailTel will accept the material depending on the status of project at the time of supply. PLease read Note-X of SOR, Chapter-2 (Section-I). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 116 | 3.AMC:<br>Integration of the proposed VSS system with existing VSS system at Stations and existing LAN infra (at RPF Thana/Post location, where VMS is already available. The selected bidder shall integrate the proposed VSS infra with the existing VMS infra (including software, server, storage etc.) without any additional cost to RailTel including installation, configuration & commissioning with existing VMS, of any additional video recording server supplied under the scope of the work.However, the selected bidder shall ensure that integration of existing VSS infra and the proposed VSS infra is seamlessly working at that RPF Thana/Post as per the terms and condition of the tender documents. | We need to know the number of switch ports which are free at RPF Control Room for integrating existing VSS with new VSS as this has commercial implication. | | Spare switch ports are available in RPF Thana/Post.<br><br>For any additional requirements of ports, additional switches will be provisioned as per SOR. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 117 | Annexure-II - Details of Existing VSS Stations/RPF Thanas having existing VSS Infra<br>(either installed or under Installation) | The sum of IP CCTV (Dome+Fixed Box Type+PTZ+ 4K UHD) is 3615 where as Total VMS license count is 3440. Hence kindly clarify on differential VMS license of 175 count in existing system | | Number mentioned in the query are not matching with the Northern Region requirement. However, refer to the updated SOR of the tender document. |
| 118 | AC Distribution BOX with Required number of MCB's (as per site condition), AC SPD, Enclosure with IP67 rating and lock & key arrangement. | We understand **SPD** is not required for Field devices<br><br>Please Confirm. | | As per description of item SPD required. Bidder will be responsible for the SLA . Bidder should take all factors into consideration while designing the system. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 119 | Technical Specification, sr. no. (viii) Network Video Recorder (NVR)<br>As per Clause no. 10.2 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br>Note: Bidder is allowed to offer either External or Internal storage for cameras as per the scope of work. | As the clause specifies "Bidder is allowed to offer either External or Internal storage for cameras as per the scope of work."<br><br>Can external storage proposed with NVR, be supplied with NLSAS/SATA drives? Please clarify | As the NVR specs allows SATA drives, however external storage as per the RDSO specs, do not allow NLSAS drives<br><br>SATA drives are 6 Gbps, while NLSAS drives sexternal storage are 12 Gbps, with 2x better perfromance as compared to SATA drives. | It will be as per RDSO specification, version-6. |
| 120 | The FMS should be confirming to TEC NO.: GR/FDM-01/02/APR-2007 (Type-I) with latest amendment No. TEC/T/OFC-FDMS/149/2012. However, the FMS should have the following: | Remove TEC Specification and Additional specifications, it should be as per Railway's Research Design and Standards Organisation drafted Specifications: -<br><br>**8.3.3 Fiber Management System (FMS) (12/24 Fiber):- As per RDSO Specification no. RDSO/SPN/TC/37/2020 or latest with all amendments.** | Requested to add Preference for Make in India Product as per DPIIT, GOI Policy referring PPPMII Order dated 4th June 2020 (P - 45021/2/2017- PP(BE-II) dated 4 June 2020).<br><br>Tender drafted specifications confilts within TEC & Addtional Specifications & RDSO Specifications so requesting to make specifications uniform for all bidders with Preference given for Indian Made products. In order to maintain quality, we recommend allowing product to be as per Railway's | Agreed. Clause modified. FMS (12/24) to be quoted as per RDSO Specification no. RDSO/SPN/TC/37/2020 or latest with all amendments. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | FDMS_RDSO_SPN_TC_37_2020 | |
| 121 | SOR #7: Supply of Storage System at RPF/GRP. Supply of Storage System at RPF/GRP Thana/Post sites for recording of cameras from cluster of stations along with all accessories required for installation purposes as defined in chapter 8<br><br>Note: Bidders are required to quote price for complete storage as per clause no.8.1.3.3 of chapter-8 (section-I) as a LOT for all types of cameras mentioned in SOR. - 01 LOT | We understand that each RPF Post/ Thana will have storage capacity as calculated based upon the qty and type of cameras being connected and recorded from the associated stations. Total cost of all of these storage units to be quoted in this line item as 01 Lot. Kindly clarify if this understanding is correct. | | Yes |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 122 | Note2:<br>XII) The selected bidder after issue of LOA will start roll-out of the VSS project as per the scope of Work. After completing installation at first station having existing VSS Infra, the bidder shall ensure VAPT test of VSS network from STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification | Please Confirm time taken for STQC process. Please also confirm that any delay in this process not attributable to the bidder shall not be counted against project timelines. | If the STQC takes time to test the hardware or software, then same will impact the project timelines. | For time in STQC process, Bidder shall contact CERT-IN empanelled Governemnt agencies.<br><br>Any delay on the part of CERT-IN empanelled Government agencies will be taken into account while taking decisions on extension of project timeline, safeguarding the interest of RailTel and Railways. |
| 123 | Details of Existing VSS Stations/RPF Thanas having existing VSS Infra:<br>Aurangabad- TypeIII(0)<br>Guntur-TypeIII(0)<br>Rajmundary-TypeIII(0)<br>Warrangal-TypeIII(0)<br>Arakonam-TypeIII(0)<br>Thrisur-TypeIII(0) | Type-III switch is required for the Integration of New VSS Infra with existing VSS Infra. Please confirm the Integration Media for stations where Type-III Switch quantity is mentioned as 0 as per the Table provided in RFP | The switch or network media is required for integration of new VSS Infra with existing VSS Infra and network | Under existing VSS Infra, RailTel has already provided Type-III switch details of which are given in Clause 8.2 of Chapter-8 & Annexure-II of Chapter-7.<br><br>Additional Type-III switches will be procured in this tender and bidder is required to integrate the same. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 124 | Eligibility Criteria Requirements for Bidders: Technical Capability | It is requested to confirm that the experience of fully owned subsidiary of bidder shall be acceptable. | | Not allowed. It will be as per Tender. |
| 125 | Eligibility Criteria Requirements for OEM's | It is requested to confirm that the experience of subsidiary of OEM shall be acceptable. | | Not Agreed. It will be as per Tender. |
| 126 | Eligibility Criteria Requirements for OEM's | OEMs often have fully owned subsidiary for niche businesses and as a business practice the technical experience of such fully owned subsidiary is accepted for qualifying requirements. It is requested to accept the experience of subsidiary of the OEM for meeting qualifying requirements. | Subsidiary units are created to cater for niche business requirements of the Principal and their businesses are to supplement the business of the Principal. Therefore, technical experience/ expertise of subsidiary is counted as that of the Principal. | Not Agreed. It will be as per Tender. |
| 127 | Phase-wise Delivery/Implementation timelines | Timelines "T+30 Days" ," T + 90" days. Please define "T" | | Clause Modified. Please see the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 128 | Integration of FRS (Provided by RailTel) with existing & Proposed VSS Network. | When is Railtel likely to procure and install FRS | | Clause Modified. Please see the Tender document. FRS is included in the scope of present tender |
| 129 | Integration of CCC (Provided by RailTel) with existing & Proposed VSS Network. | When is Railtel likely to procure and install CCC | | Clause Modified. Please see the Tender document. CCC is included in the scope of present tender |
| 130 | 4.A.14.2<br>Eligibility Criteria Requirements for OEM's: | 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.<br><br>Work experience certificate issued by Public listed company | We being the OEM of the Equipment/Software, though the Equipment/Software Installation has been Successfully been done in Governement / PSU's / Telecome Service Providers / Public Listed Company with our Equipments/Software, however the Project has been Impelemented by the System Integrator (S) & that the Purchase Order from the respective Client (End User) is given by the | OEM has to submit details of supplies directly or through any other vendor along with necessary certificate and necessary documents to establish this fact. End user certificate should clearly mentions the make/model no. of the supplied hardware/software. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | 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 | Authrorites to the SI & in turn SI provides us with the Purchase order for our Components, thus in such Scenarios, the End User refuses or is Reluctant to offer any Completion Letter / Work Experience Certificate directly to the OEM's, stating that the Purchase Order /Work Order has not been diectly Awarded to the OEM.<br><br>Thus with respect to the same, we hereby equest you to please Accept the Work Experience Certificate that has been given to us by the respective SI who has Supplied & Commissioned our Components/Software to respective End User (Government / PSUs / Telecom Service Providers/ Public Listed Company).<br><br>Also we request you to please Accept the Self OEM Declaration, with complete details of the Project Deliverables along with the End | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | Customer Contact Details, so that the Self Declaration can be Verified from the respective End User. | |
| 131 | 8.3 Technical Specification-Note: | (iv) Security Verification Certification for Hardware (all type of Cameras) and Software (Video Management Software, Graphical User Interface Client Software , Video Recording Software, Video Analytics Software, Remote viewing on Web & Mobile App and Face Recognition Software): All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per "Appendix C: Internet of Things Verification Requirements" of OWASP Application Security Verification | We Understand that the Quoted Hardware & Software shall have security features as per of OWASP Application Security Verification Standard version 4.0 - Level 2 & that a Mandatory Certificate to it need not be provded during the Bidding Stage. But during the FAC Stage the Harware & Software needs to be Provided for Sample Testing to STQC or Cert-IN Empanelled Security Audit Organizations for Condudting Security Audit Tests.<br><br>Please Confirm is our | Clause modified. Please refer tender document. Bidder is required to offer Hardware/Softwares in accordance with specifications mentioned in the Tender document. Necessary certification required in RDSO specifications are required to be produced during inspection of the material. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | Standard version 4.0 - Level 2.<br><br>Note: The selected bidder after issue of LOA will offer its VSS solution to STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empaneled Information Security Auditing Organization for arranging security verification certification after installation of first station having existing VSS Infra.<br><br>Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security | Understanding is Correct. | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | verification certification by the bidder. | | |
| 132 | 8.25<br>Make/model of Equipment/System already installed at RPF Thana/Post | Following are the technical details of existing VSS infra available at stations: | Since the Proposed VSS Solution needs to be Integrated with the Exisiting VSS Infra at available Stations, Kindly please Confirm if Raitel shall provide with the SDK/API of the Existing VSS Infra. | Existing Cameras and VMS are ONVIF 'S' & 'G' compliant and are as per RDSO specifications. SDK/API will not provided by the RailTel. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 133 | **Eligibility Criteria Requirements**<br>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.<br><br>**Supporting Document Required**<br>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 amend the clause as suggested below:**<br><br>**Eligibility Criteria Requirements**<br>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.** | Kindly consider Global experience also. | Tender clause has been modifed. Please see the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 134 | **Payment for Software Items:**<br><br>**a) 40%** payment of the items would be made on receipt of software/licenses.....<br>**b) 25%** payment of the value of items of Schedule – A shall be made by RailTel on installation & commissioning.....<br>**c) 25%** payment on issue of Provisional Acceptance Certificate (PAC).<br>**d) 5%** payment on issue of Final Acceptance Certificate (FAC) after deduction of penalty, if any, as per clause 4.A.2.4 and 4.A.8.<br>e**) Remaining 5%** payment shall be made by RailTel on successful completion of Warranty Period after deduction of penalty, if any, as per clause 4.A.2.4 and 4.A.8. | **Requesting you kindly amend the clause, as suggested below:-**<br><br>**a) 40%** payment of the items would be made on receipt of software/licenses.<br>**b) 50%** payment of the value of items of Schedule – A shall be made by RailTel on installation & commissioning.....<br>**c) 5%** payment on issue of Provisional Acceptance Certificate (PAC).<br>**d) 5%** payment on issue of Final Acceptance Certificate (FAC) after deduction of penalty, if any, as per clause 4.A.2.4 and 4.A.8. | Kindly consider suggested payment terms for Software items | Not agreed |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 135 | Eligibility Criteria Requirements for Bidders: 8: Bidder Type<br><br>Supporting Document Required: tampering | **Requesting you kindly amend the clause, as suggested below:-**<br><br>**8: Bidder Type Supporting Document Required:**<br>OEM for giving the support for the products for this work for the entire period of contract including warranty and AMC period (8 years) in case the partner leaves the project or not in a position to give support.<br><br>***1. In such scenario contractual binding will be established between OEM and customer to continue the support from OEM.***<br><br>***2. All the pending payments and the future payments will be paid directly by customer to the OEMs.*** | Kindly add this clause | As per Long term Maintenance support (Form No. 3 of Chapter-6), in case the selected bidder fails to provide services as per Terms and conditions of the tender, the OEM has to fullfill this responsibility either through directly or through its representative. Payment of such period will be made either to OEM or its representative at quoted price by the bidder. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 136 | Camera Tampering | **Kindly delete this clause** | This feature is related to VMS and not for the Video Analytics Software provider | It will be as per RDSO specification, version-6. |
| 137 | Fallen Person | **Kindly delete this clause** | This type of req. is not feasible, as in India if any person is falling due to any reason, crowd gather in circulation form or they start helping him/her. So in that case camera is not able to detect the fallen person who is out of frame. | It will be as per RDSO specification, version-6. |
| 138 | The software shall be able to detect sabotage or tampering to the Cameras. It shall be able to detect Camera blurring, Camera blinding and change of orientation of fixed Cameras. | **Kindly delete this clause** | This feature is related to VMS and not for the Video Analytics Software provider | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 139 | Camera tampering feature shall be provided for all Cameras. | **Kindly delete this clause** | This feature is related to CCTV and VMS and not for the Video Analytics Software provider | It will be as per RDSO specification, version-6. |
| 140 | AI enabled VA is not implemented on PTZ cameras. | **Kindly delete this clause** | This feature is related to CCTV and VMS and not for the Video Analytics Software provider | It will be as per RDSO specification, version-6. |
| 141 | In the areas like Waiting room / hall, Tracks, Ticket Counter etc in case of any person falling due to any reason should be detected. | **Kindly delete this clause** | This type of req. is not feasible, as in India if any person is falling due to any reason, crowd gather in circulation form or they start helping him/her. So in that case camera is not able to detect the fallen person who is out of frame. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 142 | Server / Workstation Hardware (which should be able to work 24x7, 365 days)<br><br>Minimum Hardware for Artificial Intelligence (AI) enabled Video Analytics (one each for 32 nos. of Cameras) | **We recommend 10 cameras to be processed per server, so that, the higher accuracy can be obtained.** | If 32 cameras (25 FPS) will be used per server, the accuracy will not be good. | It will be as per RDSO Specification version-6. Bidder is required to provide Server/Workstation for VA in N:1 configuration where N is to be decided by the bidder as per details given in Annexure-VII of Chapter-7. |
| 143 | Video Analytics Artificial Intelligence (AI) enabled Software:<br><br>Possible applications of Artificial Intelligence (AI) enabled analytics software over the IP based video surveillance system, for specified number of Cameras for specific stations, as defined by purchaser shall include the following minimum Artificial Intelligence (AI) enabled video analytics software. | **What all types of cameras (with number of cameras of each type) will be used for Video Analytics?**<br><br>**Please specify.** | Kindly elaborate | It will be as per RDSO specification, version-6. |
| 144 | Point - 18.4.3.3<br><br>Camera Tampering:<br>AI enabled VA is not implemented on PTZ cameras. | **Does this point means - Video Analytics is not required in PTZ cameras.**<br><br>**Is this correct? If not, please clarify.** | Kindly elaborate | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 145 | Point - 18.4.5.1<br><br>The software shall be able to detect and classify humans and vehicles in live viewing and give alert only when the classified objects break a rule. | **We are not assuming the integration of video analytics with 3rd party FRS.** | Kindly elaborate | It will be as per RDSO specification, version-6. |
| 146 | Point - 18.4.11<br><br>i. Intrusion Detection : Cameras at Platform ends, Railway Control Room or as specified by purchaser<br>ii. Camera Tampering : All Cameras or as specified by purchaser<br>iii. Loitering Detection : All Fixed Cameras or as specified by purchaser<br>iv. Human & Vehicle Detection : All Fixed Cameras or as specified by purchaser<br>v. Search of Humans based on Attribute : All Fixed Cameras or as specified by purchaser<br>vi. Colour Search : All Fixed Cameras or as specified by purchaser<br>vii. Fallen Person : All Fixed Cameras or as specified by purchaser<br>viii. Combination Search (Human/Vehicle & Colour) : All Fixed Cameras or as specified by purchaser | **Total fixed cameras as per Tender (343 + 2836 + 455) = 3634. Supply of Software (per camera basis) for Video Analytic as per Tender is 1335.**<br><br>**So, why is the difference in number? Please clarify.** | Kindly elaborate | VA to be implemented on 20% of the Existing Cameras, Proposed cameras covered under the SOR and cameras at D & E category stations.<br><br>Please also read Clause 8.1.3.1.3, Point-2, vi of Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 147 | All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per “Appendix C: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2.<br><br>Note:<br>The selected bidder after issue of LOA will offer its VSS solution to STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empaneled Information Security Auditing Organization for arranging security verification certification after installation of first station having existing VSS Infra. Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security verification certification by the bidder. | We request you to advise the parameters and processes that need to be adhered to for OWASP since the parameters defined are not related to cameras | | 1. STQC will issue compliance status report against OWASP ASVS version 4.0 [level 2 checklist] for Hardware and Software as per RDSP specification version-6.<br><br>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.<br><br>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 |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 148 | The bidders are required to meet all eligibility criteria mentioned in this tender document and financial bid of eligible bidders will be opened. eRA will be conducted among the eligible bidders and LOA will be issued to the lowest bid after eRA. The selected bidder after issue of LOA will start roll-out of the VSS project as per the scope of Work. After completing installation at first station having existing VSS Infra, the bidder shall ensure VAPT test of VSS network from STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. PAC for first cluster station of RPF Thana/Chowki shall be issued after successful compliance of all critical points raised by the testing agency. All non-critical points raised by testing agency shall be complied by the bidder before issuance of Provisional Acceptance Certificate (PAC) for IT setup at RailTel Data centers at Gurugram/Secunderabad. Before issuance of FAC, sample test at a station randomly selected by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization to be performed. Any deficiency pointed out by the auditing agency shall be attended by the selected bidder without any additional cost to RailTel. For any deficiency pointed by auditing agency in the existing VSS infra, corrective action will be taken by RailTel. However, any deficiency pointed out by the auditing agency due to integration with existing VSS infra shall be | STQC testing is not a standard testing. We suggest that this should be done first before awarding winner | | POC has been added in the Tender in which all the bidders are required to meet functional requirements as mentioned in Annexure-IX of Chapter-7.<br><br>STQC testing will be done only after issue of LOA.<br><br>Any delay on the part of CERT-IN empanelled Government agencies will be taken into account while taking decisions on extension of project timeline, safeguarding the interest of Railtel and Railways. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | attended by the selected bidder without any additional cost to RailTel. | | | |
| 149 | Video Analytics should also include additional capabilities as detailed in clause 8.3 (xxii) in addition to the capabilities mentioned in RDSO Specification. | Clarify as this is not in RDSO and is known to fail in India incase you still want, please define the SOP, does the alert need to be sent to the Fire department | | Clause modified. VA to be provided as per RDSO specification, version-6. |
| 150 | Successful bidder of other Region will be required to share API of their quoted VMS & VA and ensure their integration with Central Command and Control center & FRS (to be installed by RailTel). | Kindly include all regions as this refers to only 3 regions | | Tender for Northern Region includes integration of VSS infra including VA, VMS, FRS & CCC. Selected bidders of other 3 regions are required to share SDK/API of VA, VMS & FRS for their integration with CCC (Provisioned under Northern Region tender) as per RDSO specification verion 6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 151 | Note: 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. | Suggest to remove as it is restrictive | | Technical Eligibility Clause, Point-4, Clause 4.A.14.1 of Chapter-4 (Section-I) has been modifed. Please read the Tender document. |
| 152 | Intellectual Property Rights of Hardware and Source Code of Software: 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. | Can we quote China made products or Chinese products assembled in India ? | | Guidelines issued by MOF in this regard will be followed. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 153 | 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. | Kindly raise this to 1000Cr so that top products only qualify | | Not agreed. It will be as per Tender. |
| 154 | OEMs should have a positive Net Worth for the last financial year. (Net Worth of the company would be computed as the summation of share capital, reserves and surpluses less accumulated losses held by the company) | Delete | Indian OEM are saying that they are not able to participate due to the losses in Pandemic | Clause Deleted. Please refer Tender document. |
| 155 | (Video Management and Recording and Video Analytic Software) should have an CMMI Level-3 and ISO 9001:2008 (or latest) for its development & manufacturing process. | Kindly rasie this to CMM Level 5 for getting good OEM only | | Not agreed. However, Clause deleted. Please read the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 156 | Source code of software of camera shall have to be supplied to RailTel by supplier/OEM. | Delete as not possible. No top company will ever provide the source code to Railtel. | Suggest to make it realistic to avoid manipulations and low end suppliers from bidding. | Clause Deleted. Please read the Tender document. |
| 157 | Item no. 24 of Table-A of DoT Notification dated 29-08-2018, i.e. Security and Surveillance Communication Systems (video and sensors based) including Perimeter Security Systems, has not been defined by DoT. The item shall include, for the purpose of this tender/RFP, following sub-items:<br>a) Cameras (of all types),<br>b) Application software VMS<br>c) Application software VA<br>d) Application software FR.<br>e) Any other Application software such as AI etc. offered as part of above sub-items to improve the performance of the system | DELETE or allow all components being used in the tender | This is not as per DOT but arbitarily decided as the guideline specifies surveillance as a system. | Please refer to DOT notification which mentions security and surveillance security systems (Video and Sensor based) including perimeter security systems. This system doesn't include only CCTV cameras but associated software also, combination of which have been taken as security and surveillance communication system for this tender. Accordingly 40% LC has been taken for items (including mobile application, which is a part of VMS application) described under Point no. 2 of Annexure-IV of Chapter-7. |
| 158 | Bidder is required to study the existing VSS Infra deployed at many stations before planning their solution. Proposed solution to be integrated with existing VSS System deployed at Stations. Bidder may use existing Servers, Storage at RPF Thana/ Post as per their solution. | Kindly provide all relevent details with no of cameras, wiring layout at each station that is deployed, makes and models of equipment with qty and site maps of each station as it is not possible to travel to all locations in the Pandemic. | This may lead to a biased tender as any SI who has installed these will have an advantage over others and may optomize his solution accordingly | The details of existing VSS infra is given in the tender. Moreover for network part, qty of switches, routers, racks, UPS etc which are to be supplied by contractor are given in SOR |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 159 | Anywhere in the tender it is mentioned as VA, FRS Servers | Can we use workstations as mentioned in RDSO | | Server/Workstation can be used as per RDSO specification version-6. |
| 160 | Artificial Inelegance (AI) enabled Video Analytics Software: As per Clause no. 18.4 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. Moreover, Performance Indicators for the Video Analytics should be as per below mentioned KPI's: • Detection Rate (> 99%) • True Positive Rate + True Negative Rate (>95%) • False Positive Rate ( | Railtel is requested to provide test critereas for testing | | Clause modified. It will be as per RDSO specification, version-6. |
| 161 | Remote viewing on Web and Mobile App: As per Clause no. 18.5 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. In addition to remote viewing, mobile application shall also support uploading of Video clips and Images from authorized users on VMS server of concerned RPF thana by using either RailTel WiFi or mobile data. While uploading data, user should be able to tag the following details: i. For Trains Coaches a. Description of Event b. Train number along with Coach Number c. Date and Time of Event d. Remarks Above details are only indicative in nature and RailTel reserves the right to add/delete/modify these details. For retrieval of uploaded content, there shall be a separate page on web and mobile app for | Revise as there are no coaches in the tender | | Clause Modified. Please refer the Tender document. It will be as per RDSO specification version 6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | access of video clips and images by authorized users. User should be able to select different options for viewing uploaded content based on description/train/station/time & date. On web page and mobile app, there should be provision to search video clips and images based on the description, location, sta- tion/train, date, time, remarks etc. | | | |
| 162 | Note (iv):<br>All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per "Appendix C: Internet of Things Verification Requirements" of OWASP Application Security Verification Standard version 4.0 - Level 2.<br><br>Note:<br>The selected bidder after issue of LOA will offer its VSS solution to STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empaneled Information Security Auditing Organization for arranging security verification certification after installation of first station having existing VSS Infra. Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued | "Appendix C: Internet of Things Verification Requirements" of OWASP Application Security Verification Standard version 4.0 - Level 2. This critera is for IOT and does not hold good for other equipments. Please provide details on testing parameters that need to be complied and testing method for each point in detail. | This cannot be done arbitarily and all products will fail like CPPlus has failed the STQC tests. | 1. STQC will issue compliance status report against OWASP ASVS version 4.0 [level 2 checklist] for Hardware and Software as per RDSP specification version-6.<br><br>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.<br><br>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 |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | only after submission of security verification certification by the bidder. | | | application and OWASP ASVS version 4.0 for all other type of applications |
| 163 | Bidder has to offer only single make and model against each SOR Item. Offers without particulars of Make&Model or multiple OEMs of same itemare liable to REJECTED. | Since the scale of this project is quite high, the single OEM meeting the delivery target of the RFP is very minimal. Hence, we request you to kindly allow equivalent Make/Model along with the primary Make/Model. | Since as System Integrator, We are responsible to meet the technical specification and SLA levels for the entire technical Solution, we request you not to insist for single make /model in the contract. Alternatively, you may kindly approve at least three makes and models for each of the equipment to be provided for this project.<br><br>This will help the SI to offer a very competitive | Bidder has to offer only single make and model against each SOR Item other than Cameras, subject to Note, Clause-IV, Chapter-2 (Section-I). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | price to the customer by taking aggressive risks on their costs, which will totally benefit the customer. If only one make is insisted the vendor does not support the Si in times and therefore the cost go up considerably.<br><br>For your Kind information, in almost all of the government contracts there is a list of Compendium of Suppliers approved for each of the item required for the Project. This list is made part of the contract.<br>During execution of the contract, the SI/Contractor shall have to supply materials of makes/OEMs who are mentioned in that list only. This is followed in MPMKVVCL/ GoMPRD/ PGCIL/ NTPC/ NPCIL/ DoIT-GoMP/ MPTD. None of the government project where vigilance/RTI is applicable have single make to be provided during bid submission. | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | Hence we request you to kindly accept and amend the same. | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 164 | Phase-wiseDelivery/Implementation timelines:<br>I. Stations & associated RPF Thana/ Post: Submission of Initial Design documents for all stations after doing site survey. - D + 10 Days<br>Supply and Inspection plan along with destination(s) for delivery to RailTel - D + 15 Days<br>Submission of Final Design Document for all stations after doing site surveys for approval and complete due diligence along with mobilization of equipment, materials etc. required. - D + 60 Days<br>II. Completion of Installation, Testing and Commissioning of VSS at all stations - D + 6M | Kindly amend timeline as follows<br>I. Stations & associated RPF Thana/ Post: Submission of Initial Design documents for all stations after doing site survey. - D + **30** ~~10~~ Days<br>~~Supply and~~ Inspection plan along with destination(s) for delivery to RailTel - D + **60** ~~15~~ Days<br>Submission of Final Design Document for all stations after doing site surveys for approval and complete due diligence ~~along with mobilization of equipment, materials etc. required.~~ D + **90** ~~60~~ Days<br>**Supply of equipments - D+6M**<br>**Installation of equipments - D+10M**<br>II. Completion of Installation, Testing and Commissioning of VSS at all stations - D + ~~6M~~ **12M** | The provided Timeline is very challenging considering the quantum of works. So, we request you to amend timeline as suggested. | The time lines are indicative. However the completion period is binding. The contractor has to plan to complete the work in the completion period. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 165 | Additional Clause | In order to have better working capital for the project we propose an Assignment clause as below to be included in the Payment Schedule, which shall allow us to factor the bill with financing institution, and therefore enable us to participate in the Tender.<br>Assignment Clause (new Clause proposed) :<br>“The Contractor shall not, without the express prior written consent of the Employer, assign to any third party the Contract or any part thereof, or any right, benefit, obligation or interest therein or there under, except that the Contractor shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract to any Financial Institution(s) or Bank(s) or NBFC(s).<br>In the event the Contractor assigns the monies due and payable to it or that may become due and payable to it, | In order to have better working capital for the project we propose an Assignment clause as below to be included in the Payment Schedule, which shall allow us to factor the bill with financing institution, and therefore enable us to participate in the Tender. | Not Agreed. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | under the Contract, to any Financial Institution(s) or Bank(s) or NBFC(s), the Employer shall acknowledge the intimation letter it may receive from such financial institution(s) or Bank(s) or NBFC (s). If the Employer does not reply within 15 days of the receipt of the intimation letter, it can be considered as "acknowledged by the Employer". Furthermore the Employer will provide an indicative date by when the funds will be released to the Contractor as a measure of comfort for the decisions of Financial Institution(s) or Bank(s) or NBFC(s)". | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 166 | 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. | We understand that all the charges including lease cost shall be paid over and above the contract price by Railways to bidder including statutory payment to be made to authorities. Bidder shall only be responsible for co-ordination with concerned authorities. Please Confirm. | For better understanding about lease cost | 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 |
| 167 | Right of way | We understand that all permission / licenses / local approval and ROW shall be made available to the Contractor by Client. Delay on account of getting such permission shall be considered for time extension. Please confirm. | For clarity | All approvals will be taken within a reasonable time. Factors not in control of contractors will be considered while granting extention, if required. |
| 168 | Mounting of Cameras | We understand that all the camera mounts will be in Ceiling or Wall Mount in all stations. Hence bidder need not consider any poles for mounting. Request confirmation on the same. | For clarity | Mounting on poles may also be required. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 169 | Adequate power supply and space will be arranged by Indian Railways for Installation and Commissioning of the VSS system. | We understand that Railways will provide construction power supply for execution at free pf cpst. However, Recurring charges of electricity during 8 years (1 Year Supervised Maintenance + 2 Years warranty + 5 Years AMC) support shall be borne by Railways. Kindly confirm. | For clarity | Power supply required for Installation shall not be provided free of cost. Recurring charges of electricity shall be borne by Railways. |
| 170 | Separate agreement for AMC after completion of warranty period shall be entered with bidder by RailTel. The R-PBG submitted by the selected bidder after issue of Purchase order/LOA, shall remain valid during complete project duration (including AMC Period) plus three months. There is no need to submit the separate PBG for AMC. | We request to allow bidders to provide a fresh Bank Guarantee for a value of 10% of the value of the AMC contract's 5 years value valid for a period of 64 Months (4 months beyond the AMC period of 5 years) and **the same shall be reduced yearly after payment has been made for that year till 5th Year. Please confirm.** | Request for fresh Bank Guarantee as its difficult for the bidder to submit Bank Guarantee with 5+years validity | Tender Clause is Clear. It will be as per Tender Document. |
| 171 | Since, RailTel has provided LAN infra at railway stations, therefore, the existing available infrastructure may be utilized by the bidder for implementation of VSS system and such items used may not be considered as a part of Supply orders. | Please provide the details of existing infrastructure viz.<br>1. Availability of Power Supply from existing UPS/DCPS<br>2. Junction box, cabling along with protection | For better understanding | The details of existing VSS infra are given in the document.<br><br>10 KVA UPS are ether provided or asked in this tender as per the qty mentioned.<br><br>Also the qty of switches, racks, etc required is also mentioned. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | 3. PoE switch port availability<br>4. Make,model, interface available with existing system<br>5. Nos. of sites where existing system are available and can be used | | Any additional requirement of LAN infra at station will be fullfilled as per provision kept in SOR. |
| 172 | 4.A.5. Payment Terms Hardware 75% on supply, 15% on Provisional Certificate, 5% on Final Acceptance Certificate, remaining 5 % after completion of warranty period (24 Months) Software 40% on Supply, 25% on I&C, 25% on Provisional Certificate, 5% on Final Acceptance Certificate, remaining 5 % after completion of warranty period (24 Months) Services - 90% On successful Installation, Testing and Commissioning of the stations/sites including at the concerned RPF Thana/Chowki of the cluster, 5% on issue of PAC and final 5% on issue of Final Acceptance Certificate. | **We request for the following Payment terms for items supplied as below:**<br><br>Hardware: **10% as mobilization advance against equivalent Bank Guarantee. (This BG will be valid till end of implementation)**, 75% on supply **on pro-rata basis, 10%** ~~15%~~ on Provisional Certificate, 5% on Final Acceptance Certificate, ~~remaining 5 % after completion of warranty period (24 Months)~~<br>Software: **10% as mobilization advance against equivalent Bank Guarantee. (This BG will be valid till end of implementation), 60%** ~~40%~~ on Supply **on pro-rata basis**, 25% on I&C, ~~25% on Provisional Certificate,~~ 5% on Final | For better cashflow requirement of the bidder | Not agreed |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | Acceptance Certificate, ~~remaining 5 % after completion of warranty period (24 Months)~~ Services **- 10% as mobilization advance against equivalent Bank Guarantee. (This BG will be valid till end of implementation)**, 90% On successful Installation, Testing and Commissioning of the stations/sites including at the concerned RPF Thana/Chowki of the cluster, ~~5% on issue of PAC and final 5% on issue of Final Acceptance Certificate.~~ | | |
| 173 | In case of consortium bids by Indian Company with foreign Company as one of the consortium partner, Part of Payment (for imported items) can be quoted in any of the major foreign currencies viz USD, British Pound, EURO or Japanese YEN. In such a case, bidder should clearly specify the components of Foreign exchange and Indian currency for each item. | 1. As per clause 4.A.15.7, we can quote prices in USD, British Pound, EURO or Japanese YEN but in Price Schedule Format (CHAPTER-2) it is not properly identified in which currency we have to quote.<br>We request you to kindly consider quoting in INR only for the sake of clarity.<br><br>2. Also please confirm that the payments to the bidders shall be released | For clarity | Clause has been deleted. Please read the Tender document. Bidders are required to quote in INR only and all payments will be done in INR. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | on the quoted currency i.e (USD, British Pound, EURO , Japanese YEN or INR) | | |
| 174 | If the contractor fails to deliver the equipment or honor the contractual commitment within the period fixed for such delivery in the contract, the Purchaser may terminate the LOA/ contract in whole or in part, the Purchaser may proceed to purchase, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered at no risk and cost to contractor. However, Rolling Performance Bank Guarantee shall be encashed.The failed bidder shall not be permitted to take part in the tender for balance work.<br><br>The Maximum Liability of bidder to any Loss/Damages to RailTel including Liquidity Damages and Performance Guarantee shall be limited to 100% of Value of contract. | We propose modification as follows:<br>If the contractor fails to deliver the equipment or **commits material breach of** contractual commitment **solely due to the gross or willful negligence** within the period fixed for such delivery in the contract, the Purchaser may terminate the LOA/ contract in whole or in part, the Purchaser may proceed to purchase, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered at no risk and cost to contractor. However, the security deposit of bidder shall be forfeited/ Performance Bank Guarantee shall be encashed **giving 5 working days prior written intimation**. The failed bidder shall not be permitted to take part in the tender for balance work. | Request for change | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | The Maximum Liability of bidder to any Loss/Damages to RailTel including Liquidity Damages and Performance Guarantee shall be limited to 100% of Value of contract contract value received by the bidder. | | |
| 175 | Bidder may also be required to extend fiber/network connectivity from the nearest station to the RPF/GRP Thana/Post | Please confirm whether the location RPF/ GRP Thane/ Chowki shall be within the station area which shall be used to store the video feed.<br><br>Also please provide typical distance of these location from station platform. | For clarity | In station area only. For extending connectivity from nearest station to RPF post, OFC cable to be laid in the ring.<br><br>Requirement for any additional cable laying will be covered under SOR items. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 176 | 1. Bidders seeking Purchase preference (linked with Local content) (PPP-MII) shall be required to meet/exceed the target of Local Content (LC) of _70%__%. | Bidders seeking Purchase preference (linked with Local content) shall be required to meet/exceed the target of Local Content (LC) of ~~70%~~ 50%. We believe this will provide right balance between Preferance for Make in India and providing products of renowned OEMs located across the world. | Request for change as 50% for class-I supplier | Not agreed. It will be as per DOT guidelines |
| 177 | General | Request to share the detailed address of Gurugram, secunderabad datacenters and Command control centre at northern region for detailed survey | Requets for details | Not agreed. Only selected bidders will be allowed to visit Data Centre, if required, by RailTel. |
| 178 | In addition to the instructions given in above, the bids shall be processed through Two Stage Reverse Auction method, to be implemented through IREPS portal. Two packets system shall be followed for the 1st stage of reverse auction, which means that Techno-commercial bid will be opened first; and after deciding the suitability or otherwise of the technical bids, the financial bids of only those firms which are found to be suitable shall be opened. | We request you to remove the reverse auction process from bid evaluation due to the following reasons, 1. Bidder's focus will be more shifted towards reducing prices and likely to compromise on quality. 2. Reverse auctions are more appropriate in case of product procurement rather technology related customised systems | Request for change | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | where defining variables are more.<br>3. OEM may not share their best quote in first instance of bidding and may hold their final no regret price level till last moment. This will affect selection of appropriate OEM.<br><br>Kindly consider our request for same. | | |
| 179 | Eligibility Criteria Requirements for Bidders: PQ5 Technical Capability: Supporting Documents:<br>Completion certificates from the User Organiza tions is required to be submitted. In case of composite<br>work purchase orders, bidder shall submit CA certificate certifying the actual amount pertaining<br>to similar work defini tion as mentioned in the clause.<br>Past Experience Form as per Form No.13 of Chap ter-6(Section-I). (The set of document(s) submitted should clearly certify eligibility criteria Completion certificates<br>from the User Organiza tions is required to be submitted<br>In case of composite work purchase orders, bidder shall submit CA certificate certifying the actual amount pertaining to similar work defini tion as mentioned in the clause. Past Experience Form as per Form No.13 of Chap ter-6(Section-I). (The set of | Kindly allow On-going/Partially completed project experience which have been completed 60 % of the CAPEX part and communication in the form of a certificate from client or Self certificate by the CA of the bidder. | During last 2 years, due to pendemic situtation we all know that project implemenation/executati on has been delayed due to which proper sign-off has been delayed from both ends, hence request to consider the ongoing/partical completed project experience | Technical Eligibility Clause, Point-4, Clause 4.A.14.1 of Chapter-4 (Section-I) has been modifed. Please read the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | document(s) submitted should clearly certify eligibility criteria | | | |
| 180 | 3 i), The system shall comply with RDSO Specification RDSO/SPN/TC/65/2019 Rev. 5.0, 3.B.2 Architecture of VSS/CCTV System for stations on Page no. 35 and Clause no. 8.3, i), ii), iii),iv) - page no.182 - As per Clause no. 5.4 of RDSO Specification of IP Based, Video Surveillance System Specification no., RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. | Clauses are contradictory, need clarity | - | All technical specifications will be as per RDSO specification, version-6 or latest with all amendments. |
| 181 | viii) VMS Cum Analytic Servers with Redundancy. | As per RDSO 5.0 and 6.0 Specifications, VA and VMS are different scope of work. Need clarity. As per the application behaviors, it would be difficult to run the VMS and VA in one server. | As per the application behaviors, it would be difficult to run the NVR and VA in one server. | SOR modified. Vendor can provide different server hardwares for VA and VMS with redundancy for each type as per requirements in the tender. Tender condition is modified. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 182 | Servers/NVRs at RPF Thana/Post/ (i) The bidder to propose Servers/NVRs as Video Management cum Analytic servers at RPF Thana/Post for all cluster stations with N:1 redundancy | There is a different scope of NVR, VA and VMS. How can NVR be used as a Video Management cum Analytics server? | As per the application behaviors, it would be difficult to run the VMS and VA in one server. | Clause modified. Bidder can provide different server hardwares for VA and VMS with redundancy for each type as per requirements in the tender. Please refer SOR. |
| 183 | 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/NVR installed at respective RPF Thana/ Post without any impact on the system operations.: | In case of Onvif G Standard, There is no provision to trigger the recording start and stop activity in an IP camera SD card. It can work parallely, not as a fault tolerant method. | As per the Onvif G Standard, It will not allow to trigger the Start and Stop the Recording functionality as fault tolerant part. It must need to handle proprietary and requires a lot development work in case of interoperability with various third party existing different brands. We can provide it in for same OEM of IP Camera and NVR. | Please refer clause no. 18.3.16 of RDSO specification version 6. Solution to be offered as per RDSO specification version-6. |
| 184 | Server cum Storage - Existing Server OS is Enterprise Linux | In case of compatibility of existing and New VSS infra, What if proposed VSS requires Windows Server OS? | Server system shall support Microsoft Windows OS as well considering the RDSO 5.0/ 6.0 Specification for Hardware requirements for NVR/ Server. | For integration between exisitng vss infra, bidder is required to include additional hardware/software at no cost to RailTel. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 185 | Technical Specifications Point xxiii) For Trains Coaches a. Description of Event b. Train number along with Coach Number c. Date and Time of Event d. Remarks | Can this requirement be part of a thick client in case of non-availability in a Web client? | RDSO Specification for Workstation and GUI, VMS Clients are defined to monitor the Railway Stations and associated areas thoroughly. GUI/ VMS Clients with Min Two Display in terms of thick client allows the Operator/ Admin to Monitor these events and data more effectively and easily without changing the tabs/ screens/ layouts in comparatively small Web Clients. | The Clause has been modified. Please refer the Tender document. It will be as per RDSO specification version 6. |
| 186 | Note:<br>iv) Security Verification Certification for Hardware (all type of Cameras) and Software (Video Management Software, Graphical User Interface Client Software , Video Recording Software, Video Analytics Software, Remote viewing on Web & Mobile App Software): All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per “Appendix C: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2 | RDSO Specification 6.0 is not mandating the OWASP 4.0 for Software clients (i.e. VMS, VRS, GUI, Mobile App) L2. The tender scope is asking to comply with OWASP 4.0 for VMS and NVR too. 6.0 specification was released by RDSO on 20.05.21 only | It would be difficult for any Indian manufacturer to comply with the full OWASP 4.0 scope tested by CERT IN agencies with such a short span of time. Railtel should offer ample time for the Indian manufacturers to comply the products with RDSO 6.0 | Clause modified. At the time of bidding, Only form No. 20 (Chapter-6) is required to be submitted. Security verification certificate/Interoperability certificate to be submitted at the time of RDSO Inspection. However factors not in control of bidder shall be taken while extending the completion period |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 187 | 6. If any product covered under protected list has not been offered as domestically manufactured product with requisite local content, total value of the offered product will not be considered as Local Content in the overall bid.<br><br>7. Bidder is also required to declare against each SOR item, whether the offered product is falling under domestic/foreign category. If the offered product is a notified domestic item then bidder has to submit all documents as mentioned in the notifications/guidelines of GoI regarding domestic product/s along with the bid to qualify offered product/s as a domestic product/s and consideration in evaluation of domestic bid. In case of non submission of required documents, offered product will not be treated as domestic product. | We understand the bidders cannot offer products from non-Indian OEM for the protected items. Would such a bid be rejected? | | Please refer Tender document, bidder can offer product either from Indian or Non-Indian OEM subject to terms and conditions mentioned in the Tender document. However, price preference will be given to bidders meeting criteria mentioned for Local content bidders only. |
| 188 | Before quoting please see relevant para of Chapter 8 of Technical Specifications. | | | Query is not clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 189 | The bidders are required to meet all eligibility criteria mentioned in this tender document and financial bid of eligible bidders will be opened. eRA will be conducted among the eligible bidders and LOA will be issued to the lowest bid after eRA. The selected bidder after issue of LOA will start roll-out of the VSS project as per the scope of Work. After completing installation at first station having existing VSS Infra, the bidder shall ensure VAPT test of VSS network from STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. PAC for first cluster station of RPF Thana/Chowki shall be issued after successful compliance of all critical points raised by the testing agency. All non-critical points raised by testing agency shall be complied by the bidder before issuance of Provisional Acceptance Certificate (PAC) for IT setup at RailTel Data centers at Gurugram/Secunderabad. Before issuance of FAC, sample test at a station randomly selected by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization to be performed. Any deficiency pointed out by the auditing agency shall be attended by the selected bidder without any additional cost to RailTel. For any deficiency pointed by auditing agency in the existing VSS infra, corrective action will be taken by RailTel. However, any deficiency pointed out by the auditing agency due to integration with existing VSS infra shall be | Kindly get the technical evaluations done before commercial opening | | POC has been added in the Tender in which all the bidders are required to meet functional requirements as mentioned in Annexure-IX of Chapter-7.<br><br>STQC testing will be done only after issue of LOA.<br><br>Any delay on the part of CERT-IN empanelled Government agencies will be taken into account while taking decisions on extension of project timeline, safeguarding the interest of Railtel and Railways. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | attended by the selected bidder without any additional cost to RailTel. | | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 190 | ….<br>Note: 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. | Kindly relax this parameter | | Not Agreed. It will be as per Tender document. |
| 191 | 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. | Suggest to relax this clause to increase participation from OEM | | Not Agreed. It will be as per Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 192 | (Video Management and Recording and Video Analytic Software) should have an CMMI Level-3 and ISO 9001:2008 (or latest) for its development & manufacturing process. | Recommend to delete this clause as Indian OEM will be left out | | Clause Deleted. Please refer Tender document. |
| 193 | Source code of software of camera shall have to be supplied to RailTel by supplier/OEM. | Suggest to remove this clause as no OEM will share source code | | Clause deleted. Please refer Tender document. |
| 194 | Item no. 24 of Table-A of DoT Notification dated 29-08-2018, i.e. Security and Surveillance Communication Systems (video and sensors based) including Perimeter Security Systems, has not been defined by DoT. The item shall include, for the purpose of this tender/RFP, following sub-items:<br>a) Cameras (of all types),<br>b) Application software VMS<br>c) Application software VA<br>d) Application software FR.<br>e) Any other Application software such as AI etc. offered as part of above sub-items to improve the performance of the system | This is not consistant with the policy, as the policy mentions Video Surveillance Systems ( Which should include all components used ) | | Please refer to DOT notification which mentions security and surveillance security systems (Video and Sensor based) including perimeter security systems. This system doesn't include only CCTV cameras but associated software also, combination of which have been taken as security and surveillance communication system for this tender. Accordingly 40% LC has been taken for items (including mobile application, which is a part of VMS application) described under Point no. 2 of Annexure-IV of Chapter-7. |
| 195 | Bidder is required to study the existing VSS Infra deployed at many stations before planning their solution. Proposed solution to be integrated with existing VSS System deployed at Stations. Bidder may use existing Servers, Storage at RPF Thana/ Post as per their solution. | Kindly provide all relevant details on models , qty and network strycture and unused ports at each station that bidder may use with plans from Railtel end, as it is not possible to visit so many stations for any bidder during pandemic | | Details of existing VSS infra is given in tender doc. The qty of switches, routers, racks etc to be supplied are mentioned in the SOR. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 196 | (2.viii, ix) Anywhere in the tender it is mentioned as<br>VA, FRS Servers | Can we use Workstations as mentioned in RDSO ? | | Server/Workstation may be provided as per RDSO Specification version-6. |
| 197 | To integrate proposed Hardware for server & storage with the existing VSS server cum storage and to optimize the hardware requirement, the bidder is allowed to use virtualization software. Necessary licenses for virtualization software (as per site requirement) shall be supplied by the bidder with no additional cost to the RailTel. | DELETE | | Clause Deleted. Solution to be offered as per terms and conditions of Tender document. |
| 198 | (xxii) Artificial Inelegance (AI) enabled Video Analytics Software:<br>As per Clause no. 18.4 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. Moreover, Performance Indicators for the Video Analytics should be as per below mentioned KPI's: • Detection Rate (> 99%) • True Positive Rate + True Negative Rate (>95%) • False Positive Rate ( | Railtel needs to share the calcuation and assessment criteria of marking for evaluation | | Clause modified. It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 199 | (xxiii) Remote viewing on Web and Mobile App: As per Clause no. 18.5 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. In addition to remote viewing, mobile application shall also support uploading of Video clips and Images from authorized users on VMS server of concerned RPF thana by using either RailTel WiFi or mobile data. While uploading data, user should be able to tag the following details: i. For Trains Coaches a. Description of Event b. Train number along with Coach Number c. Date and Time of Event d. Remarks Above details are only indicative in nature and RailTel reserves the right to add/delete/modify these details. For retrieval of uploaded content, there shall be a separate page on web and mobile app for access of video clips and images by authorized users. User should be able to select different options for viewing uploaded content based on description/train/station/time & date. On web page and mobile app, there should be provision to search video clips and images based on the description, location, sta- tion/train, date, time, remarks etc. | Railtel needs to define the exact OWASP parameteres that we need to clear against each item as the specs mentioned are pertaining to IOT | | It will be as per RDSO specification version-6. Decision regarding testing parameters under OWASP to be considered for VSS system is to be taken by CERT-IN emapanelled Government agencies. Their decision in this regard will be final. |
| 200 | The items in table like: Switches, SFP, UPS, FMS, Patch Chords, Racks, EMS, CCC, ACDB and Earthing, VA, CCC, FRS etc. | Kindly change the specs to RDSO specs whereever available, so that the testing agency can be one, saving cost and time to bidder and oem | | Where ever available, items are asked as per RDSO specifications. Hence no change is agreed in the specifications of items. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 201 | Note: (iv) All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per “Appendix C: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2.<br><br>Note:<br>The selected bidder after issue of LOA will offer its VSS solution to STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empaneled Information Security Auditing Organization for arranging security verification certification after installation of first station having existing VSS Infra. Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security verification certification by the bidder. | Kindly remove this clause as most of the existing installations in Railways/Railtel are of Chinese products. If we integrate them, we will fail the security auditing | | Existing VSS Infrastrucure (Camera & VMS) deployed by RailTel is as per RDSO specification and has been duly inspected by RDSO. For Existing VSS Infra details, clause 8.2 may be referred.<br><br>For integration with existing asset, please read Note, Point-XIII of Chapter-2. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 202 | Command Control Center (CCC) - Deleted | Kindly provide the details of the CCC that Railtel has deployed if any for integration | | At present CCC has not been installed by RailTel. It is covered under this tender for Northern Region and It will be as per RDSO specification version-6. Bidder of other regions are required to provide API/SDK for integration of VA, VMS & FRS application as per RDSO specifiation version-6. |
| 203 | (a)Smoke and Fire Detection AI based video analytics should be able to detect Smoke and Fire in defined area. | This analytic gives lot of errors like left object detection. Request you to remove the same | | Clause deleted. Please refer the Tender document. |
| 204 | Service Management (Help Desk) and SLA Management:<br>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 Management, Knowledge Management, Service Level Management, | Requesting you to kindly rephrase the clause as : 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 including : Incident management, Problem Management, | This is an exceptional clause Incorporated by end customer under Helpdesk section .<br><br>Would request customer NOT to DILUTE/ REDUCE the Number of processes to accomodate small and unexperienced OEMs who dont have capabilities for such large bids. | Clause modified. Please refer Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | Service Asset and Configuration management, Service Catalogue and Request Fulfillment, etc. The certification copy to be submitted. | Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfillment, etc. The certification copy to be submitted. | | |
| 205 | Enterprise Management System (EMS): Generic | Proposed EMS NMS solution must have deployment reference of monitoring & managing 10,000+ network nodes in at least 3 deployments across Govt./PSU | This clause is required as OEM tools must have capability to scalable to such huge requirement as mentioned in RFP. | Not Agreed. However, Tender Clause Modified. It will be as per Tender Document. |
| 206 | Generic | As per our understading the EMS software shall be compatible with Microsoft Windows and Linux/Unix operating systems<br><br>Kindly confirm if our understading is correct | EMS should compatible with both Windows and Linux OS. | Yes. It should be compatible with both Windows and Linux. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 207 | Generic | 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.<br>Kindly confirm if our understading is correct. | 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. | Tender Clause is Clear. It will be as per Tender Document. |
| 208 | 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. | Clause modified. Please refer the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 209 | Service Management (Help Desk) and SLA Management:<br>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 Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfillment, etc. The certification copy to be submitted. | Requesting you to kindly rephrase the clause as : The proposed Helpdesk tool should be Axelos Gold level/Pink Elephant/ Service certified on at least 10 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.<br>The certification copy to be submitted. | This is an exceptional clause Incorporated by end customer under Helpdesk section . However as per latest technology scape every organization needs 10 processes certified by pink elephant .<br><br>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. | Not Agreed. However, clause has been modifed. It will be as per Tender document. |
| 210 | Consortium shall not have more than three members and each consortium member shall have minimum 20% contribution in the work. | Minimum contribution of consortium member to be reduced OR only lead member shall meet criteria. | | Not Agreed. It will be as per Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 211 | Eligibility Criteria Requirements for Bidders: 5) The bidder should be a certified ISO 9000/9001 certified company. | Please revise The clause as Bidder or its OEM should be a certified ISO 9000/9001 certified company | | Clause Deleted. Please refer Tender document. |
| 212 | C) The bidder shall be responsible for transportation and storage of Equipment and all other items required for Installation and Commissioning of the network to RailTel's stores/sites as advised. | Please confirm that store will be provided by RailTel or Bidder to arrange its own store at site. | | Space to bidder, if available, can be provided on lease as per Railways. Lease charges to be payable by bidder. |
| 213 | To provide professional training and development services at each stage of the project viz. installation, testing, operation and maintenance including AMC period. | Please clarify the training location is centralized or need to provide at different locations in a region. | | Training may be at different locations. |
| 214 | Maintenance Spares: 8% mandatory spares (for operation and maintenance) shall be provided against SOR items as mentioned (with round off at the higher side). Spares shall be provided from the same manufacturing facilities/location from where the respective equipment, subsystems are offered. | Please clarify whether the 8% mandatory spares are to be provided at once or as & when required. | | To be supplied within completion period |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 215 | Replacement Services: In case of hardware failure, the replacement must be given in next business day. | It is not possible to replace the failed item immediate next working day in case of every location, please provide the time of at least 2-3 days for rectification & replacement. Accordingly, penalty to be amended. | | Not Agreed. The bidder has to maintain sufficient Commissioning/Maintenance spares & L-1 support to meet this requirement for the entire project duration i.e. Upto AMC. |
| 216 | 6. If any product covered under protected list has not been offered as domestically manufactured product with requisite local content, total value of the offered product will not be considered as Local Content in the overall bid<br>7. Bidder is also required to declare against each SOR item, whether, the offered product is falling under domestic/foreign category. If the offered product is a notified domestic item then bidder has to submit all<br>documents as mentioned in the notifications/guidelines of GoI regarding domestic product/s along with the bid to qualify offered product/s as a domestic product/s and consideration in evaluation of domestic bid. In case of nonsubmission of required documents, offered | Our understanding of the point is Bidders need to offer only Indian<br>OEMs for items mentioned in the protected item list. In case a non Indian product is offered, the bid would be rejected.<br>Please confirm | | Please refer Tender document, bidder can offer product either from Indian or Non-Indian OEM subject to terms and conditions mentioned in the Tender document. However, price preference will be given to bidders meeting criteria mentioned for Local content bidders only. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | product<br>will not be treated as domestic product. | | | |
| 217 | Para-2) A sum of Rs …… as “Earnest Money” has to be deposited online through IREPS portal. The full value of Earnest Money shall stand forfeited without prejudice to any other rights or remedies if, | With reference to clause no 4.A.22 in page no 94 we understand that bidder have to submit the deceleration for EMD but in offer letter format sum of Rs…..... as "Earnest Money" is mentioned.<br>Request you to kindly delete/Amend the clause. | | Offer letter (Point-2) has been modified. Please refer Tender document. |
| 218 | e) In case of partially complaint or non compliant bid, RailTel reserves the rights to reject the bid without assigning any reason. | We understand that any partially complaint or non compliant bid will be rejected. Please confirm. | | Any partially complaint or non compliant bid is liable to be rejected. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 219 | 1) The responding bidder (a) Should have submitted EMD declaration letter as per given format of EMD declaration letter | As per supporting document bidder need to submit Scanned/Receipt copy of Transaction Details. As per our understanding bidder has to submit the EMD declaration only. Please confirm. | | Clause Modified. Please read the Tender document. |
| 220 | 8) The bidder should be OEM or a System Integrator authorized by OEMs for supply of licenses/ commercial support, solution implementation and maintenance support under warranty/ AMC/commercial support, for the following products:<br>i) Camera,<br>ii) Switches,<br>iii) Servers<br>iv) Storages<br>v) Network Video Recorder (NVR)<br>vi) VMS<br>vii) VA | 1-We understand that bidder has to provide the MAF,Teaming agreement, Long Term Maintenance Support,OEM Support Letter for the entire period of contract including warranty and AMC period (8 years) , Malicious Code/Make in India Affidavit & Undertaking for Land Border for those products only which are mentioned in Clause no 4.A.14.1 ,S.No 8.<br><br>2- Request you to kindly provide the teaming agreement format. | | 1. The tender clause is clear.<br>2. Bidder can follow their own legally valid unambiguous format |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 221 | Integrity Pact" | We understand that bidder need not to be submitted hardcopy of Integrity pact & it has to be submitted online only. Please confirm. | | Please read the Note, Clause XVI of SOR, Chapter-2 (Section-I) for submission of documents and Clause 4.B.3, Point (b) of Chapter-4B (Section-I). Integrity pact to be submitted online by all bidders with the technical bid documents. |
| 222 | (E34) Supply of 12 Core metal strengthened outdoor unarmored Optic Fiber Cable (ITU-T G.652.D) as defined in Chapter-8 | 12F OFC Specification details not available in RDSO document, Request to Provide the Specficiation for 12F OFC Cable, Kindly share the TEC/GR of the same if applicable. | | It will as per latest specification of TEC/BSNL as mentioned in clause 17.2 of RDSO Specification no. RDSO/SPN/TC/65/2021 version 6 or latest. |
| 223 | Trenching and Laying of HDPE Duct in normal soil and blowing of OFC Cable. | 1. Request to Provide Trenching Guidelines and Depth Protection details | | Trenching to a depth of 1.2 m and appropriate width as per the drawing No.Railtel /SR/ OFC/ 2008/1 attached in new Tender document |
| 224 | Supply and installation of RCC route markers including painting | Request to Provide the Specficiation for RCC route Marker | | As per the attached drawing No.Railtel/SR/ OFC/ 2008/11 in new Tender document. |
| 225 | Supply and installation of RCC route markers including painting | Request to share the distance between RCC router markers along with placement criteria | | For every 50 m and at the place of turnings & road/track crossings. |
| 226 | II.4.14 FIBRE SPLICING The procedure for splicing is same as described for straight joint closure in Clause 4.7 above. | 1.Request to Provide the Specficiation for Straight Joint Closure | | Bidder has to provide the Straight joint closure as per latest TEC specifications. It is the responsibility of the bidder to install VSS system as per their offered solution and bidder is required to maintain VSS network for entire project duration i.e. Upto AMC. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 227 | II.4.14 FIBRE SPLICING<br>The procedure for splicing is same as described for straight joint closure in Clause 4.7 above. | 1. Request to include straight Joint Closure details in SOR line Item | | Bidder has to provide the Straight joint closure as per latest TEC specifications. It is the responsibility of the bidder to install VSS system as per their offered solution and bidder is required to maintain VSS network for entire project duration i.e. Upto AMC. |
| 228 | II.2.4.1 Whether the cable route is on the up or down side of the Railway Tracks.Exact locations and lengths where the cable is laid in RCC/DWC/G.I. pipes/ troughs and under the bed on culverts.Location of track crossing and the number of tracks be-ing crossed. Location of road crossing and the no. of RCC/DWC/GI pipes provid- ed.Locations of Pull Chambers/Joint Pits. | Request to share the chamber Specification to be used under this project | | Specification of chamber as per attached drawing No. Railtel/SR/ OFC/ 2008/12 in SECTION - II CHAPTER –7. Bidder has to provide the Joint chamber as per field requirement. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 229 | II.2.4.1 Whether the cable route is on the up or down side of the Railway Tracks.Exact locations and lengths where the cable is laid in RCC/DWC/G.I. pipes/ troughs and under the bed on culverts.Location of track crossing and the number of tracks be-ing crossed. Location of road crossing and the no. of RCC/DWC/GI pipes provid- ed.Locations of Pull Chambers/Joint Pits. | Request to include chamber in SOR Line Item with Qty | | Not Agreed. |
| 230 | II.2.4.1 Whether the cable route is on the up or down side of the Railway Tracks.Exact locations and lengths where the cable is laid in RCC/DWC/G.I. pipes/ troughs and under the bed on culverts.Location of track crossing and the number of tracks be-ing crossed. Location of road crossing and the no. of RCC/DWC/GI pipes provid- ed.Locations of Pull Chambers/Joint Pits. | Request to provide the chamber placement criteria | | As per site condition and decided by Engineer-in-charge. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 231 | Platform crossing | With respect to fiber laying , Kindly provide the Guildines for crossing the platform using under ground or using foot over Bridge. | | For track crossing, Foot over brige will be preferred. However, decision will be taken as per site condition and as per approved drawing. |
| 232 | IT infrastructure, applications and associated items at RailTel data center(s): FRS Server including DB with Redundancy (Set) - 2 Nos. | We request the authority to clarify whether FRS Server is required, as per the scope we assume that FRS is not part of current scope while it has mentioned in SOR | | FRS is the part of the Tender. Please refer Tender document. |
| 233 | 8) Enterprise Management System (EMS): EMS will be installed at DC and DR for monitoring of VSS Equipment installed/planned to be installed at Railway Stations & RPF Thanas/DC-DR for all the Regions (Eastern, Northern Southern and Western). This centralized EMS will be common for stations under scope of work (including for existing VSS infra). | Whether EMS supplied under the present scope of work requires to monitor all the elements for all the regions (Eastern, Northern, Southern and Western) | It will be very difficult to analyse the number of license required to be catered at this stage. It will be good if different region will be separate EMS to monitor the devices falling under their specified region and scope of work. | Different regions will have different EMS, which are included in the tenders of the respective regions along with necessary hardware. |
| 234 | In case of failure of any Server/NVR, the recording and playback availability should not be affected. The recording of last 30 days at any given point of time should be available through redundant Server/NVR in case of Server/NVR failure. | We request the authority to clarify whether NVR or Storage which is storing the video feeds to be designed in redundancy as the statement mentioned implies for 30 days recording at any given point of time should not be hampered. | Recording server plays vital role as it stream the data from camera and stores it in the recording storage. Thus it needs to be in redundancy (N:1) while storage to be kept as single as it only stores the data/video files. | It will be as per RDSO specification version-6. Please read clause 8.1.3.2.4 of Chapter-8 also. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | If yes/no, the SOR quantity to be reverified. | | |
| 235 | Scope of work | Please clarify the scope of work as there is no clarity on below mentioned points:<br><br>a) Migration of any data<br>b) Replication of any data.<br>c) Will there be any near DR.<br>d) What is the RPO, RTO is required. How much downtime can be sustained.<br>e) Does the bidder need to take any backup, if yes then do specify the detailed requirement of backup software, appliance or server or tape library. | This information is required to design the best optimized solution for Railtel. | All functional and technical details are covered in the documents including the Scope of work mentioned in the Chapter-3. All supplies to be made by bidder are covered in SOR |
| 236 | Operating System: Windows Operating System or Linux, latest with required no. of Client licenses as specified by the purchaser. | What type of OS is required i.e. Standard, Enterprise, Data center. | For better selection of Operating system and cost as per the solution. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 237 | RAID configuration: RAID 5/6 | Please amend the clause to RAID configuration 5/6 or better for better solution and participation. | For better solution & commercial. | It will be as per RDSO specification, version-6. |
| 238 | Details of Existing VSS Stations/RPF Thanas having existing VSS Infra (either installed or under Installation) | Is there any external storage is part of the existing infra. If yes, please share the detail of the storage with configuration, warranty and support. | The detail is required for the integration of existing infra with the proposed Infra. | Under Existing VSS Infra, Server cum Storage has been provided at stations, details of which are mentioned in Clause 8.2 of Chapter-8. PLease refer CLause 8.2.6 for Warranty and Long Term Maintenance (AMC) of existing VSS Infra. |
| 239 | Bidder to propose server(s) as Video Management cum Analytic servers with 1:1 redundancy (HA mode) in RailTel Datacenter for centralized management of such multiple clusters. | Please clarify does the servers in High availability should works in Active-Active or Active Passive. Also, please confirm the SOR quantity is included redundant server or not. | This information is required for designing of the solution. | Clause modified. Bidder is required to propose server/workstation for VMS with N:1 redundancy at Datacentres (Both DC & DR). It will be as per RDSO specification version-6. SOR quantity doesn't include redundant server/workstation/NVR at any particular location for any SOR item . |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 240 | The selected bidder is free to use existing Server cum Storage installed at RPF Thana/Post according to his solution. To meet the tender requirement, bidder is also free to shift the Server from one location to any other location, if required without any additional cost to RailTel. | Please share the detail of the available quantity of the existing servers which can be used for the present solution with their warranty and support support detail at each location. | This information is required for designing of the solution. | Details of existing VSS infra is given in tender doc at Clause 8.2 of Chapter-8. The warranty and AMC of existing VSS infra deployed at stations will be done by RailTel. |
| 241 | 22) Supply of EMS System (Hardware and Software) in RailTel Datacenters (Gurugram and Secunderabad) as per specification defined in chapter 8 | Please clarify the quantity of the EMS system. As per the SOR the quantity is LOT 1. Is it for DC i.e. Gurugram and DR i.e. Secunderabad or it is for single location. | It is required for better designing of the solution with clarity. | Hardware and Software for EMS are required to be proivded in DC & DR configuration with N+1 Redundancy. |
| 242 | 20) Supply of Storage System of 240 TB capacity for re cording of alerts, alarms of cameras of analytics and other applications requirement as defined in chapter 8. | The storage at DC and DR as per the SOR the quantity is 2 LOT's.<br><br>A) As per our understanding the Lot means quantity which is given 1 quantity of storage for DC and 1 quantity for DR. Please confirm.<br><br>B) Is there any redundancy is required for the storage? If yes, please increase quantity from 1 to 2 for each location. | It is required for better designing of the solution with clarity. | Storage is required to be provided at DC & DR in RAID 5/6 configuration. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 243 | 20) Supply of Storage System of 240 TB capacity for re cording of alerts, alarms of cameras of analytics and other applications requirement as defined in chapter 8. | As per our understanding 240TB capacity is Raw capacity. If it is usable capacity after RAID then please confirm. | It is required for better designing of the solution with clarity. | This is usable capacity with RAID 5/6 configuration as defined in RDSO for External Storage device. |
| 244 | Generic | Is there any solution required for below:<br><br>a) LDAP/AD<br>b) DNS<br>b) NTP<br>c) SMTP server<br>d) DHCP<br>e) SSL. | It is required for better designing of the solution with clarity. | Bidder is required to meet all the specifcation of Tender document and RDSO specifcation version-6. No further clarification is required. |
| 245 | Generic | Does any hardware is required for GIS. Please mention the same if required. | This information is required to design the best optimized solution for Railtel. | Bidder is required to meet all the specifcation of Tender document and RDSO specifcation version-6. No further clarification is required. |
| 246 | 18) Supply of VSS Server Hardware for Video Management (including streaming server) as defined in chapter 8 and all accessories required for installation purposes at Railtel datacenter is 2 set. | As per our understanding the 1 SET of the VSS server hardware means 1 no. of server along with its accessories and software like operating system. So, total 2 quantity of servers need to supply. Please confirm. | It is required for better designing of the solution with clarity. | VSS Server Hardware for Video Management (including streaming server) to be provided in DC & DR in N+1 redundancy. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 247 | Technical Specification, sr. no. (viii) | As the clause specifies "Bidder is allowed to offer either External or Internal storage for cameras as per the scope of work."<br><br>Can external storage proposed with NVR, be supplied with NLSAS/SATA drives? Please clarify | As the NVR specs allows SATA drives, however external storage as per the RDSO specs, do not allow NLSAS drives<br><br>SATA drives are 6 Gbps, while NLSAS drives external storage are 12 Gbps, with 2x better performance as compared to SATA drives. | It will be as per RDSO specification, version-6. |
| 248 | 18) Supply of Server for Video Management, Video Record ing and Video Analytics with redundancy along with all accessories required for installation purposes as defined in chapter 8. | As per our understanding the 1 SET of the servers means 1 no. of server along with its accessories and software like operating system. So, total 126 quantity of servers need to supply. Please confirm. | It is required for better designing of the solution with clarity. | VSS Server Hardware for Video Management (including streaming server) to be provided in DC & DR in N+1 redundancy. |
| 249 | 18) Supply of Server for Video Management, Video Record ing and Video Analytics with redundancy along with all accessories required for installation purposes as defined in chapter 8. | Our understanding is Video Management, Video recording and Video Analytics will run on single server and the accessories like power supply, processor, fan should be in redundancy. Please confirm. | It is required for better designing of the solution with clarity. | VSS Server Hardware for Video Management (including streaming server) to be provided in DC & DR in N+1 redundancy. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 250 | Bidder to ensure that proposed system is protected from malicious attacks, malware etc. during complete project duration and suitable measures have been taken in the system. Declaration should be given as per performa given in Form-7, Chapter-6(Section-I). | Basic Security Components like anti-virus, HIPS, WAF & Firewalls are missing in the SOR Items. | In order to ensure the security of the DC these details are required. It is requested to add these components in the SOR items with quantities, specifications and design details. | The bidder has to design his system to meet the requirement of this tender and RDSO Specification. Also, Please read Note, Point-XII of SOR, Chapter-2 (Section-I). |
| 251 | ii) Should be able to collects information from routers, switches, load balancers, storage, servers, and firewalls. | Basic Security Components like anti-virus, HIPS, WAF & Firewalls are missing in the SOR Items. | In order to ensure the security of the DC these details are required. It is requested to add these components in the SOR items with quantities, specifications and design details. | The bidder has to design his system to meet the requirement of this tender and RDSO Specification. Also, Please read Note, Point-XII of SOR, Chapter-2 (Section-I). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 252 | New Clause | Basic Security Components like anti-virus, HIPS, WAF & Firewalls are missing in the SOR Items. | In order to ensure the security of the DC these details are required. It is requested to add these components in the SOR items with quantities, specifications and design details. | The bidder has to design his system to meet the requirement of this tender and RDSO Specification. Also, Please read Note, Point-XII of SOR, Chapter-2 (Section-I). |
| 253 | UPS MAKE: Luminous & XXX | As per our understanding, Make list provided in SOR make model is indicative and Bidder can propose any make and Model in Compliance to RFP Specifications & requirements | To make a competitive bid and cost benefit of the project. | Make mentioned in SOR make model is indicative. Please refer Detailed Bill of Material (BOM) against each Unit SOR Supply Items (Section-A) (Format-I), Note. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 254 | Dell Make PC Workstation (Model DELL Precision 3430 SFF & 3431 SFF) as per RDSO specification no. RDSO/SPN/TC/65/2019 Revision 5.0 with all amendments (Windows-10 Pro-2019 is installed).<br>&<br>As per Clause no. 11.0 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br>Note:<br>(i) PC Work Station should also have atleast 2 nos. of HDMI Port to connect LFD Monitor. | As per our understanding specification will be as per latest RDSO - RDSO/SPN/TC/65/2021 Revision 6.0 only. Kindly confirm | One specifications to be followed for project. | Clause No. 8.2 of Chapter-8 is about Existing Infra already installed at RPF Thana/Post. Clause No. 8.3 of Chapter-8 is about Technical specifications of for present tender.<br><br>The proposed VSS system should be as per RDSO specification version-6. |
| 255 | 8. Earthing Provision- Rack Should have earthing provisions. | As per the requirements Copper earthing strip size should be of 100 mm X 30 mm X 3 mm with 5 holes. Kindly confirm | For common specifications as some bidders may consider aluminium earth bar. | Clause 8.1.2.6 of Chapter-8 has been modified. All equipments are to be connected to earth pit with copper strip of suitable size. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 256 | 15. Rack should be minimum IP54 certified. Rack should also comply with EIA 310/DIN 41494 standards. | Certification of IP 54 will be provided before supply of the product as it is customized requirements. Kindly allow bidder to provide compliances during bid proposal and certification will be provided before supply. | For clarity on the bid proposal | Products offered by Bidder should meet all certification requirements as mentioned in Tender document/RDSO specification at the time of bid submission. However, copies of such certificates may be provided to inspecting authority at the time of material inspection. |
| 257 | General | As per our understanding the sheet metal thickness will be of 1.2 mm for side, top & bottom section while 2 mm for support structure. Kindly confirm. | For clarity on specifications | Tender Clause is Clear. It will be as per Tender Document. |
| 258 | 10. Power Distribution Unit(PDU) PDU is of 6 Sockets of branded make such as Havells or equivalent with 6Amp with switch. | As per our understanding the specification of PDU will be 6A sockets X 5 number with incomer of 16A MCB 1 pole. Kindly confirm | For clarity on specifications | Tender clause is clear. Bidder is required to provide as per their offered solution and as per field requirement. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 259 | 19" 42U Rack:<br>9. Power Distribution Unit(PDU)<br>Adequate and Redundant power distribution units<br>with electronically controlled circuits for surge and spike protection, isolated input to ground and<br>output to ground. | As per our understanding the specification of PDU will be 32A MCB incomer, IEC C13 X 20 nos , C19 X 4 Nos, 5/15A power X 5 nos with indicator. Electronically controlled circuits for surge and spike protection, isolated input to ground and output to ground. Kindly confirm | For clarity on specifications | The description is clear. The bidder should supply good quality material to meet tender requirement keeping in view the life cycle of project including 5 years AMC where SLA are required to be maintained by bidder. |
| 260 | AC Distribution BOX with Required number of MCB's (as per site condition), AC SPD, Enclosure with IP67 rating and lock & key arrangement. | Please provide complete specification of switchgears & panel requirements | For clarity on specifications | The description is clear. The bidder should supply good quality material to meet tender requirement keeping in view the life cycle of project including 5 years AMC where SLA are required to be maintained by bidder. |
| 261 | 1 KVA UPS<br>xxi) Battery backup 1 Hrs. on full load (Single bank) with 1500 VAH battery size (Battery to be installed in separate wall mount cabinet) | As per calculation, the mentioned 1500 VAH is not able to provide 1 hr of battery back on full load of UPS hence requesting to change 2340 VAH for battery back up on full load. Kindly confirm | To meet the battery back up time on full load | Clause Modified. Please read the Tender document. Bidder is required to provide the backup as per requirement. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 262 | xxii) Environmental Parameter A Operating Temperature Range : 0-55 deg | Requesting to modify the operating temp upto 45 Deg C for 1 kVA instead of 55 Deg C as above 45 Deg C and derating factor will increase the size to 2 KVA.<br>Kindly amend the clause to 0-45 Deg C | Cost benefits as UPS will be supplied with battery which is recommended to run below 30 Deg C. To meet the operating temp, UPS capacity will increase to 2 kVA so the project cost will increase. | In view of enviromental conditions likely to be encountered at stations, no change is agreed. |
| 263 | xx) 2KVA UPS: Battery backup 1 Hrs. with full load with 3000 VAH battery size (Battery to be installed in separate wall mount cabinet) | As per calculation, the mentioned 3000 VAH is not able to provide 1 hr of battery back on full load of UPS hence requesting to change 4680 VAH for battery back up on full load of 2 KVA UPS. Kindly confirm | To meet the battery back up time on full load | Clause modified. PLease read the Tender document. Bidder is required to provide the battery as per UPS sepecification. |
| 264 | xxi) 2KVA UPS: Environmental Parameter A Operating Temperature Range : 0-55 deg | Requesting to modify the operating temp upto 45 Deg C for 1 kVA instead of 55 Deg C as above 45 Deg C and derating factor will increase the size to 2 KVA.<br>Kindly amend the clause to 0-45 Deg C | Cost benefits as UPS will be supplied with battery which is recommended to run below 30 Deg C. To meet the operating temp, UPS capacity will increase to 2 kVA so the project cost will increase. | In view of enviromental conditions likely to be encountered at stations, no change is agreed. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 265 | 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 | Online UPS manufacturing starts from 1 kVA onwards and online UPS is recommended for such critical equipment's instead of line interactive UPS hence requesting to Change the clause as "**1 kVA online** UPS with backup for 30 minutes power failure without interruption on IT load". Kindly confirm | For better Specification and solution | Higher specifcation of UPS may be provided by the bidder to maintain the required back-up time. |
| 266 | 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 | Kindly clarify that Railway will provide the furniture and Power socket for workstation and bidder needs to provide the Workstation and UPS only | For Clarity of scope | Furniture not included in this item |
| 267 | 28. Supply of Online UPS system, single phase of rating 1KVA UPS along with Battery suitable for 1hr back-up and other installation accessories as defined in chapter 8 | Kindly provide the exact specification/rating of accessories (DBs, cable, earthing etc.) & add in BOQ /SOR. | For common & competitive bid | The description is clear. The bidder should supply good quality material to meet tender requirement keeping in view the life cycle of project including 5 years AMC where SLA are required to be maintained by bidder. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 268 | 29. Supply of Online UPS system, single phase of rating 2KVA UPS along with Battery suitable for 1hr back-up and other installation accessories as defined in chapter 8 | Kindly provide the exact specification/rating of accessories (DBs, cable, earthing etc.) & add in BOQ /SOR. | For common & competitive bid | The description is clear. The bidder should supply good quality material to meet tender requirement keeping in view the life cycle of project including 5 years AMC where SLA are required to be maintained by bidder. |
| 269 | General | No civil or construction work is in Under bidder scope and Railtel /Railways will provide the same. | Scope clarity | Civil construction work not in the tender's scope |
| 270 | General | Kindly clarify that bidder needs to provide the Bird spike and CCTV signage or not. If bidder needs to provide kindly add in the BOQ | Scope clarity | No. It will be as per Tender. |
| 271 | General | Kindly add the Power cables (4c x 6 Sq.mm. Cu & 3c x 16 sq.mm. Cu) and ACDB for the 10 KVA UPS in BOQ/SOR. | Scope clarity | Tender clause is clear. Necessary accessories, if required, to be provided by the bidder without any additional cost to RailTel. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 272 | (XXIV)Battery backup:2 Hrs. on full load with each UPS System with 28800 VAH battery size | As per calculation, the mentioned 28800 VAH is not able to provide 1 hr of battery back on full load of UPS hence requesting to change 38400 VAH for battery back up on full load of 10 KVA UPS. Kindly confirm | To meet the battery back up time on full load | Clause Modified. Please read the Tender document. Bidder is required to provide the backup as per requirement. |
| 273 | Supply of MFCE Earth with multiple pits complete with all accessories (less than 1 Ohm) as defined in Section- II, Chapter-5 | The earth pit resistance is having dependencies of soil condition that will vary location to location hence to achieve 1 ohm resistance may required to prepare one or more earth pit so requesting to confirm that the billing of earth pit will be done on actual quantity basis. It will be application for entire RFP. Please allow. | For common & competitive bid | Bidder is required to maintain the earthing of less than 1 ohm for the entire project duration i.e. Upto AMC. Necessary earth pit to be provided by the bidder. |
| 274 | xvi) Over Load Memory Default: Yes | As per our understanding the required functionality will meet through overload indication. Kindly confirm | For specification clarity | Yes. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 275 | Supply of 19" 42U racks along with all accessories like electrical fitting (power strip, MCB etc.), Fantray, Patch Panel etc. required for installation of the equipment as per specification defined in chapter 8. | Requesting to add 2 industrial power socket each rack and update in BOQ/SOR.<br>32A, 3 pin IP65 industrial power socket. It will be applicable for 42U rack. Kindly confirm. | Scope clarity | All the required accessories for Rack are to be supplied by the bidder as per the Field Requirement and as per his offered VSS solution. |
| 276 | General | Cable tray if required to be provided by customer at their premises for laying power cable. Kindly confirm | Scope clarity | All the fixtures as per SOR item description and to meet the end requirement are to be supplied by bidder. Existing fixtures wherever available may be used with approval of Railtel |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 277 | Network layout at RailTel Datacenters | It is understood that all the network infra at Railtel DC (MPLS Router, core switch, TOR Switch etc.) shall be provisioned and implemented by Railtel. Please confirm if our understanding is correct | Need clarity on supply and Implementation at DC | Network infra at DC and DR shall be provided by RailTel except the items mentioned in the SOR. |
| 278 | General | It is understood that all types of media i.e. MPLS, Internet required for inter-station connectivity shall be provisioned by Railtel. Please confirm if our understanding is correct | For Scope Clarity | Yes. The switches supply asked in this tender may be used for the connectivity |
| 279 | Network layout at RailTel Datacenters and RPF Thana/posts | Type-III L2 switches are envisioned for the connectivity at RPF Thana/posts as per the mentioned architecture. However, L3 device shall be required at RPF/Thana posts for L3VPN connectivity; requesting you to provision for the L3 devices for RPF/Thana posts in schedule of requirements | L3 MPLS VPN connectivity at RPF/Thana posts | L3 devices wherver required shall be providede by Railtel |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 280 | The Switch Should have: a. 24 x 10/100/1000 BASE-T PoE ports • 4 x 1G (minimum) SFP+ ports with minimum PoE Power Budget of 370W or better. Or b. Non-PoE 24 x 10/100/1000 BASE-T ports • 4 x 1G (minimum) SFP+ ports | Please confirm whether POE or non POE switches to be considered for RPF Thana/posts | For Scope Clarity | Please refer Clause 8.3, Point (xiv). |
| 281 | S. No 1 Field switches 4 port and 8 port | Please specify the quantities of 4 port and 8 port POE switches to be considered out of total 905 field switches | Need clarity on quantity of 4 port and 8 port field switches | Please refer Clause 8.3, Point (xii). |
| 282 | Clause 18 - Router should have redundant DC (with the operating range of -40 to -72 VDC) power supplies | It is understood that the DC power supply required to power up MPLS router shall be provisioned by Railtel. Please confirm if our understanding is correct | For Scope Clarity | Type-IV switch is not covered under the present scope of tender. |
| 283 | Clause 1 &2 Interface requirement | Please specify the quantity and specifications of 10G and 100G SFP modules to be supplied on day1 | For Scope Clarity | Type-IV switch is not covered under the present scope of tender. |
| 284 | General | Please specify the quantity of 1G and 10G SFP modules to be supplied with Type-I, Type-II and Type-III switches on day1 | For Scope Clarity | It will be as per site requirement and as per network architecture. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 285 | Aggregation Switch: The Aggression Switch specifications | The specifications of Aggregation switches does not have L3 functionality; however, as per the architectural design requirements and industry best practice, Aggregation device should have L3 features like VRRP, OSPF etc. Requesting you to include these L3 features in Aggregation switches | L3 features are required in Aggregation switches to meet design requirements | As per RDSO specification version-6. It is pointed that RDSO specify minimum specification only and bidder is free to provide better specifications than RDSO. |
| 286 | General - Type-II, III and IV Network switches and Router | It is understood that the quantities of switches and routers mentioned in schedule of requirement shall cater to the High availability requirements of network architecture. Please confirm if our understanding is correct | For Scope Clarity | It will be as per Network architecture given in the Tender document and as per field requirement. |
| 287 | Integration with existing VSS | It is understood that all the necessary support required for integration of new system with existing VSS shall be extended by Railtel including the hardware and software availability at existing VSS infra.<br><br>Please confirm if our understanding is correct | For Scope Clarity | The clauses on integration are clear. No further clarification required. As per RDSO specification revision-5, there was no provision of sharing the SDK/API. Accordingly SDK/API of VMS is not available and RailTel will not be able to provide the SDK/API of existing VMS installed at stations. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 288 | General | we understand that Coolling and raw Power arrangement at RPF/GRP/ThanaPost will be provided by railtel/railway | we understand that Coolling and raw Power arrangement at RPF/GRP/ThanaPost will be provided by railtel/railway | Cooling and power supply for operation of VSS system will be provide by Railways free of cost. |
| 289 | Broadly, the system functionality, technical requirement and hardware specifications shall be as per RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0or latest with all amendments for IP based CCTV at Stations. | We understand that RDSO/SPN/TC/65/2021 Revision 6.0 dated 20/5/2021 is the latest RDSO specification. Kindly confirm | Clarity required on latest applicable specification | Yes. As on date it is latest. However the contractor has to be aware of any changes / amendment to this at the time of bidding and bid as per latest revision / amendment. |
| 290 | As per Clause no. 18.5 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br>i. For Trains Coaches<br>a. Description of Event<br>b. Train number along with Coach Number<br>c. Date and Time of Event<br>d. Remarks | Our understanding is Web and Mobile app is required to view the stations camera only under the current scope of work. Kindly confirm. | For Scope Clarity | Clause Modified. Please refer the Tender document. It will be as per RDSO specification version 6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 291 | List of RPF Thana wise number of cameras for VMS & VA server sizing: Total Number of Cameras at Cluster stations for VMS server 6512 nos | As per SOR total number of camera are 4122, whereas 6512nos is mentioned in the Annexure-VII page 181. Kindly Share the exact breakup of 4122 with station Name and camera count. | For Scope Clarity | Bidder is required to offer the Server/Workstation/NVR for VMS & VA as per Annexure-VII of Chapter-7 for all Cameras. |
| 292 | General | Our Understanding is camera status will be monitoring by VMS and it is not required to be consider in EMS at DC & DR. Kindly confirm if our understanding is correct | For Scope Clarity | Not Agreed. Tender Clause is Clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 293 | RailTel shall facilitate the availability of point of presence to the successful bidder to connect with the RailTel's Network at each Railway Station. | It is understood that there will not be any requirement of ROW permission for laying of OFC / other network components from any external authorities at any station for the entire project. In case any such permission is required, the responsibility of securing the permission and paying the related charges will be with Railtel. Also, the delay in availability of such permissions shall be treated a hindrance and bidder shall be provided equivalent Extension of Time. Please confirm. | It is understood that there will not be any requirement of ROW permission for laying of OFC / other network components from any external authorities at any station for the entire project. In case any such permission is required, the responsibility of securing the permission and paying the related charges will be with Railtel. Also, the delay in availability of such permissions shall be treated a hindrance and bidder shall be provided equivalent Extension of Time. Please confirm. | Permissions will be taken by Railtel. However necessary drawings to be prepared by successful bidder. Factors beyond control of contractors will be considered while deciding on extentions. |
| 294 | Remote operation and monitoring of a cluster of stations from RPF Thana/Post, Divisional HQ and Zonal HQ through the RailTel/Railways TCP/IP/MPLS network | It is understood that any delay due to the non-availability of backhaul / media will be excluded from the execution timeline for the project and bidder shall be provided equivalent Extension of Time.<br>Kindly confirm the same. | | For factors beyond the control of contractor, decision would be taken for case to case and as per tender conditions. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 295 | The Railway will provide free access to Railway premises in connection with carrying out the project related activities. However, prior permission/valid temporary ID card may be issued to the concerned persons by the Project Coordinator of RAILTEL and duly counter signed by concerned Railway officer. | It is understood that access to Railway premises shall be on 24X7x365 basis to the authorized persons from bidder's organization and bidder's partner organization.<br>Kindly confirm. | Resource planning and viability of timelines dependent on the availability of working window | Yes. Access as per the project time lines needs will be provided |
| 296 | (iii) For VSS work at Railway Stations, RailTel's respective Territory Managers shall issue a Provisional Acceptance certificate (PAC) for RPF Thana/Chowki-wise cluster stations (including station where RPF/Than/Chowki is located and stations being recorded at that particular RPF Thana/Chowki)after receiving completion report from Railway (including attending all deficiencies mentioned in commissioning report of all concerned stations). Any major deficiency observed during Security Verification (Clause 8.3, Note Point iv) should be attended by the bidder before issue of PAC for first cluster of station. | It is understood that, under a particular RPF Thana, in case there is any issue in any station(s) which is beyond the control of the bidder, the same will be treated as a hindrance and PAC shall be issued.<br><br>Also, the Payment will be released for the work completed in all the respective stations falling within that RPF Thana/Chowki<br>Kindly confirm. | Free O&M and delayed payment for delays beyond Bidder's control can lead to increased prices for the Purchaser | For factors beyond the control of contractor, decision would be taken for case to case basis and accordingly payment can be considered for the work done by the contractor while safeguarding the interest of Railtel and Railways and as per tender conditions. |
| 297 | II. Completion of Installation, Testing and Commissioning of VSS at all stations - D + 6M | This is requested to increase the timeline to D + 12 Months (D=Date of issue of LOA) | Considering the geographical spread of the locations and the lead time of the material, it is proposed that the timeline for completion is extended to 12 months from the date of issue of LOA. | Completion time will be as per tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 298 | Training of Purchaser's Personnel and Change Management:<br>3 Continuous training and retraining during installation, warranty & AMC phase As and when required by RailTel/Railways | Please quantify the number of trainings, location of trainings, number of participant in each year so as to enable the bidders to bid competitively | This is required to enable bidders to estimate the effort correctly | The clause is clear and does not require further clarification. The need for retraining will depend on the quality of training imparted and the system performance. Bidder should take these factors into consideration. |
| 299 | The commissioning spare shall be arranged by the bidder to cater to the requirement during installation, commissioning, site acceptance testing, trial run and warranty period. | We understand that the Commissioning spares will be only required till Trial Run, post which maintenance spares shall be used. Please confirm | We understand that the Commissioning spares will be only required till Trial Run, post which maintenance spares shall be used. Please confirm | Necessary spares during Commissioning and Maintenance for the entire project duration (i.e. Upto AMC) is to be arranged by the bidder. Clause related to maintainenace spares has been modified. |
| 300 | 4.A.2.5.1 After issue of last provisional acceptance certificate {as mentioned in Clause 3.D.8 (iv)} is issued (including trial run period if any), the contractor shall be responsible for proper maintenance supervision of the | In order to prevent loading of the bid, we request that the Maintenance Supervision period is commenced immediately | Since the time lag between the first and last PAC might be significant and with delays impacting the release of | Not agreed. However for factors beyond control of contractor, decision will be taken on case to case basis. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | complete system free of cost for a period of twelve months. | after the PAC for a RPF Thana/Chowki has been issued and the FAC is issued at the end of 12 months of respective Maintenance supervision periods.<br><br>Alternately, we request that the period between issue of PAC of respective RPF Thana/Chowki and the issue of last PAC as mentioned in clause 3.D.8.iv, the bidder is paid on monthly basis for maintaining the system in working condition. A line item in SOR may please be included to discover this monthly charge. | PACs, this cost of maintenance shall be significant and hence the bidder should be suitable compensated for maintaining the system. | |
| 301 | The final acceptance of the complete work shall take effect from the date of successful completion of 12 months of Maintenance Supervision | | | Tender Clause is Clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 302 | 4.A.2.4.2 During the warranty period, the contractor shall be responsible to the extent expressed in this clause for any defects that may develop under the conditions provided for by the contract and under proper use, arising from faulty materials, design or workmanship in the plant, or from faulty execution of the work by the contractor but not otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser Engineer who shall state in writing in what respect the portion is faulty.<br>4.A.2.4.3 The bidder shall ensure that the downtime of the VSS infra installed at RPF Thana/Post shall not be more than 4 hours. Additional Manpower, if considered necessary, shall be provided by the bidder to stabilize the network at no additional cost to RailTel.<br>4.A.2.5.1.2 same clause in Maintenane Supervision period | We understand that the bidder shall only be responsible for providing Level-2 (L2) support whereas the Level 1 (L1) support shall be the responisibility of Purchaser.<br><br>Please confirm if the understanding is not correct. | We understand that the bidder shall only be responsible for providing Level-2 (L2) support whereas the Level 1 (L1) support shall be the respoonisibility of Purchaser.<br><br>Please confirm if the understanding is not correct. | Provison of suffcient L1 resources to be done by contractor as per relevant clauses of the tender |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 303 | In case of hardware failure the replacement must be given in next business day. | Given the geographical spread of the locations and the lead time of hardware parts, we request that the bidder is allowed atleast 07 business days to replace the spare part, which would be used to correct the failure. | Given the geographical spread of the locations and the lead time of hardware parts, we request that the bidder is allowed atleast 07 business days to replace the spare part, which would be used to correct the failure. | Not agreed. The contractor shall maintain sufficient sufficient Commissioning / Maintenance spares at site to meet the SLA requirement for the entire project duration i.e. Upto AMC. |
| 304 | Any planned application / System downtime would not be included in the calculation of application / System availability. However, the Successful Bidder should take at least 10 days prior approval from RailTel in writing for the planned outage, which should not be for more than 30 minutes, would be in lean period (nonmovement period) and limited to max. 4 outages in a year. | As per Industry standard, 8 hours downtime and 4 outages in a year should be permissible for proper preventive maintenance, software upgrade and other related maintenance purposes. Request you to consider and amend | Performing preventive maintenance within 30 mins is not pragmatic and hence a min. downtime of 8 hrs is needed for effective preventive maintenance which can greatly eradicate potential failure of hardware and software. | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 305 | Sr. No. - 3<br>SLA - Availability Centralized help desk. Parameter Two L2 Support engineer (for Network and VMS, System, server & storage system) 24x7 in RailTel Regional NOC | We understand that 02 L2 support engineers shall be available in general shift at NOC (9AM to 5 PM). Thereafter, they shall be available on call for any assistance that may be needed.<br><br>Please confirm. | This shall help reduce bid cost for the Purchaser since 24*7 availability of **L2** support will be an overkill. | Not agreed. It will be as per Tender. |
| 306 | Original clause to be pasted:During the free warranty maintenance period, contractor should stabilize the working of the system. Purchaser has the right to extend the period of supervi-sion of the maintenance free of cost till the system stabilizes and works satisfac-torily for a reasonable period of time. If during the time any equipment etc. is to be added or deficiencies are to be rectified to make the system work trouble free, the same also will have to be done by the contractor at no cost to RailTel as to make good all the deficiencies. The bidder shall ensure that the downtime of the VSS infra installed at RPF Thana/Post shall not be more than 4 hours. Additional Manpower, if considered necessary, shall be provided by the bidder to stabilize the network at no additional cost to RailTel. A penalty of Rs. 1000/- per hour of down time of network shall be imposed on the contractor for not meeting the down time prescribed. The Contractor's Engineer shall be responsible to identify the fault and advise corrective measures and ensure that defective cards are re-plenished. | Request you to kindly define "reasonable period of time". | It will help to remove any ambuiguity during execution | The reasonable time would be such time which would provide confidence to the purchaser regarding stable performance of the system. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 307 | Delay Payment clause | Request you to kindly insert the following clause:<br><br>**Due date of payment and Late payment surcharge**:<br><br>The purchaser shall release the payment within 60 days from the date on which the invoice has been submitted on achievement of milestone. In case of delay in payment beyond the stipulated 60 days, Bidder shall be eligible to charge interest of 1.5% p.m on the value of delayed invoice(s) value. | To ensure timely release of funds and control the Bidder's fund exposure during the contract | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 308 | Payment Terms for Supply Items | We request you to kindly allow the below payment terms:<br><br>**For supply of hardware:**<br><br>**a.** Advance - 10% upon submission of Advance Bank Guarantee of equivalent amount with a validity till supply of materials;<br><br>b. Upon Receipt of material and submission of documents – 65%;<br><br>c. Upon Installation & commissioning – 15%;<br><br>d. Upon issue of Provisional Acceptance Certificate (PAC) – 5%;<br><br>e. Upon issue of Final Acceptance Certificate (FAC) – 5% (can be claimed at the time of issue of Provisional Acceptance Certificate (PAC) by submission of PBG with a validity of 1 years);<br><br>**For supply of Software:**<br><br>**a.** Advance - 10% upon | To ensure control over Bidder's fund exposure during the contract | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | submission of Advance Bank Guarantee of equivalent amount with a validity till supply of materials;<br><br>b. UponReceipt of material and submission of documents – 40%;<br><br>c. Upon Installation & commissioning – 40%;<br><br>d. Upon issue of Provisional Acceptance Certificate (PAC) – 5%;<br><br>e. Upon issue of Final Acceptance Certificate (FAC) – 5% (can be claimed at the time of issue of Provisional Acceptance Certificate (PAC) by submission of PBG with a validity of 1 years); | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 309 | Payment of Service Items | We request you to kindly allow the below payment terms:<br><br>a. Advance - 10% upon submission of Advance Bank Guarantee of equivalent amount with a validity till supply of materials;<br><br>b. Upon Installation & commissioning – 80%;<br><br>c. Upon issue of Provisional Acceptance Certificate (PAC) – 5%;<br><br>d. Upon issue of Final Acceptance Certificate (FAC) – 5% (can be claimed at the time of issue of Provisional Acceptance Certificate (PAC) by submission of PBG with a validity of 1 years); | To ensure control over Bidder's fund exposure during the contract | Not agreed. It will be as per Tender. |
| 310 | Risk & Cost<br>If the contractor fails to deliver the equipment or honour the contractual commitment within the period fixed for such delivery in the contract, the Purchaser may terminate the LOA/contract in whole or in part, the Purchaser may proceed to purchase, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered at no risk and cost to contractor. However, Rolling | Request you to kindly consider and replace the existing point with the below mentioned clause: If the contractor fails to deliver the equipment or honour the contractual commitment within the period fixed for such delivery in the contract or | Bidder to get opportunity of being heard and discussed prior to action taken by Railtel. | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | Performance Bank Guarantee shall be encashed. The failed bidder shall not be permitted to take part in the tender for balance work.<br>The Maximum Liability of bidder to any Loss/Damages to RailTel including Liquidity Damages and Performance Guarantee shall be limited to 100% of Value of contract. | as mutually agreed between the Purchaser and the Bidder, the Purchaser may terminate the LOA/ contract in whole or in part, the Purchaser may proceed to purchase, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered at no risk and cost to contractor. However, Rolling Performance Bank Guarantee shall be encashed to the extent of the undelivered portion and balance if, any would be returned to the Bidder within 10 days. The failed bidder shall not be permitted to take part in the tender for balance work.<br>The Maximum Liability of bidder to any Loss/Damages to RailTel including Liquidity Damages and Performance Guarantee shall be limited to 100% of Value of contract. | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 311 | Liquidated Damages<br>The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order/LOA for any reason whatsoever attributed to failure of bidder. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above. | Since LD is provisioned more as a deterrent, request you to amend the clause as follows: "Liquidated damages will be applicable at the rate of 0.5% per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of the LOA/Purchase order **(excluding cost towards AMC, Spares and Training)** for any reason whatsoever directly attributed to failure of bidder. RailTel will have the right to cancel the order after giving the bidder an opportunity of being heard, place order on alternative source besides levying the liquidated damages as above . **Also, the LD shall only be levied only in case the final milestone is delayed.**" | To attribute liquidated damages only on the affected portion of PO. | Decission will be taken at appropriate time. Factors beyond control of contractors shall be taken into account as per Tender terms and conditions. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 312 | Liquidated Damages<br>The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order/LOA for any reason whatsoever attributed to failure of bidder. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above. | Since the delays in project deliverables can be attributable to parties other than bidder as well, request you to confirm that in case of delay in delivery of deliverables, for reasons not attributable to bidders, an equivalent extension of time shall be provided to the bidder without levying LD/penalty on the bidder.<br><br>Please confirm | Suitably extending timelines to adjust for delays for reasons not attributable to bidder such as delay in availability of CCC, FRS etc. | Decission will be taken at appropriate time. Factors beyond control of contractors shall be taken into account as per Tender terms and conditions. |
| 313 | The SLA metrics specifies performance parameters as baseline performance, lower performance and breach conditions. All station wise SLA calculations will be done on monthly basis and penalties will be recovered on quarterly basis during AMC period. | Since Penalties are meant to act as detterents and to keep the bidder's performance in check, request you to add the capping on the SLA penalty and make it consistent with the deduction period and amend the clause as follows: "The SLA metrics specifies performance parameters as baseline performance, lower performance and breach conditions. All station wise SLA calculations will be done on **quarterly** basis and penalties will be recovered on quarterly basis during AMC period. **However, the overall** | Since Penalties are meant to act as detterents and to keep the bidder's performance in check, request you to add the capping on the SLA penalty and make it consistent with the deduction period | Overall penalty due to SLA in a quarter shall not exceed 15% of the value of the quarterly AMC value. Please refer clause 4.A.8.6 of Chapter-4A |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | **penalty in a quarter shall not exceed 15% of the value of the quarterly AMC value**" | | |
| 314 | Additional | Since the project timelines are very stringent, equal support from the Purchaser and/or its agencies shall be required, hence, request you to introduce Deemed Acceptance of designs, permits, reports etc. in case the approval/sign off from Purchaser and/or its appointed agency is delayed for more than 10 business days. | | Not Agreed. Factors beond control of contractors shall be taken into account. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 315 | Purchaser's Right to Vary Quantities<br>(A) Upto maximum extent of +/- 50% subject to following<br>condition<br>i. Upto +25% with no rebate.<br>ii. From +25% to +40% with 2% rebate<br>iii. From +40% to +50% with 4% rebate<br>(B) For variation beyond +50% of the quantity mentioned in the SOR may be done after proper negotiation with the selected bidder. | We understand that in case of downward variation of quantities beyond 20%, Bidder shall have the right to negotiate the quoted unit rates since the OEMs and partners might not be able to support the project in case of de-scoping. | | Not agreed. It is as per Tender document. |
| 316 | Chairman Managing Director (CMD) of RailTel Corporation shall furnish a panel of three names to the contractor, out of which, contractor will recommend one name to be his nominee and then CMD/RailTel shall appoint one name as RailTel's nominee and these two arbitrators with mutual consent shall appoint a third arbitrator who shall act as the deciding arbitrator in terms of Arbitration and Conciliation Act | We understand in line with the recent amendments in Arbitration and Conciliation Act 1996, the bidder shall be allowed to independently nominate its Arbitrator, who inturn with the Railtel nominated Arbitrator shall select the Deciding Arbitrator. Please confirm | | Not agreed. It will be as per Tender. |
| 317 | Supply of 12 Core metal strengthened outdoor unarmored Optic Fiber Cable (ITU-T G.652.D) as defined in chapter 8 | Cable Specification not available in Chapter 8 of document.<br>Please provide cable specification. | | It will as per latest specification of TEC/BSNL as men-tioned in clause 17.2 of RDSO Specification no. RDSO/SPN/TC/65/2021 version 6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 318 | Consignee:- AS PER TENDER DOCUMENT | Please provide Consignee / Desitination details for freight calculation. | | List of Stations where VSS is to be installed is mentioned in the Annexure-III of Chapter-7. Freight charges may be calculated as per the stations. However, Bidders are required to supply the items as per Note-X of SOR, Chapter-2 and locations may vary as per the requirement of RailTel/Railway. |
| 319 | Completion of Installation, Testing and Commissioning of VSS at all stations is D+6M | Request you to kindly extend the completion of SITC of VSS at all stations to D+9M | Due to large no. of stations covered in the RFP & dependency on the individual stations infrastructure, Vendor needs more time for efficient completion of SITC. | Completion time will be as per tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 320 | Closing date for submission of E-bids | Request to kindly extend the date of submission by atleast 4 weeks | Vendors need to evaluate & prepare the bids as per the inputs of railtel after pre-bid meetings . Also due to covid scenario, we expect delay in response from varioud OEM's . | It will be as per Tender. |
| 321 | Payment of Service Items-90% payment of items (except those mentioned in paras below) shall be made by respective Executive Director/Regional General Manager of the Region on successful Installation, Testing and Commissioning of the stations/sites including at the concerned RPF Thana/Chowki of the cluster, 5% on issue of PAC and final 5% on issue of Final Acceptance Certificate. | Request to Kindly release the 90% payment of items on pro-rata basis on successful installation & Testing. | | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 322 | | 1.Ideally the penalty % should be AMC cost of the affected part/module. Penalty % is of AMC cost of the affected part/module or Supply cost of the affected part/module.Please clarify 2. Atleast 30 days SLA should be given as refer to many past tenders of Railtel since it is a standard clase of railtel comes in every tender. 3. 30 days will be calender days or Business Days.Please clairfy. | | Not agreed. It will be as per Tender. |
| 323 | Bidder has to offer only single make and model against each SOR Item. Offers without particulars of Make&Model or multiple OEMs of same itemare liable to REJECTED. Note: In case of cameras, different OEM is also permitted for different sensor size. | We understand for a particular SOR item, bidder can offer a product from one OEM only, however for different SOR items bidder has option to offer products from different OEMs for the same product. Pls clarify. | | Bidder has to offer only single make and model against each SOR Item other than Cameras, subject to Note, Clause-IV, Chapter-2 (Section-I). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 324 | Before quoting please see relevant para of Chapter 8 of Technical Specifications. | The tender is governed by Government of India (GOI) Rules and Regulations like General Financial Rules (GFR), DIIPT Policies etc. Bidders to ensure all GOI guidelines are followed. 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 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.<br>It is to be made clear to bidders that they have to ensure to check false claims by different OEMs.<br>Bidders should be responsible for any false claims submitted by OEMs. | Bidder has to offer his solution as per RDSO specification mentioned in the Tender document. All clause of RDSO specification version-6 are applicable on the Tender. Please refer Tender document clause 3.A.1.4.1, 4(i) of Chapter-3A. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 325 | The bidders are required to meet all eligibility criteria mentioned in this tender document and financial bid of eligible bidders will be opened. eRA will be conducted among the eligible bidders and LOA will be issued to the lowest bid after eRA. The selected bidder after issue of LOA will start roll-out of the VSS project as per the scope of Work. After completing installation at first station having existing VSS Infra, the bidder shall ensure VAPT test of VSS network from STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. PAC for first cluster station of RPF Thana/Chowki shall be issued after successful compliance of all critical points raised by the testing agency. All non-critical points raised by testing agency shall be complied by the bidder before issuance of Provisional Acceptance Certificate (PAC) for IT setup at RailTel Data centers at Gurugram/Secunderabad. Before issuance of FAC, sample test at a station randomly selected by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization to be performed. Any deficiency pointed out by the auditing agency shall be attended by the selected bidder without any additional cost to RailTel. For any deficiency pointed by auditing agency in the existing VSS infra, corrective action will be taken by RailTel. However, any deficiency pointed out by the auditing agency due to integration with existing VSS infra shall be | The bidders are required to meet all eligibility criteria mentioned in this tender document and financial bid of ONLY eligible bidders will be opened.<br>The bidders before submission of Bid are to ensure that they quote a working solution as the Proof of Concept (PoC) shall be initiated within 10-15 working days from the last date of submission of bids for all the bidders. In case of failure of POC, there would be no further technical evaluation of any bid.<br>The Bidder needs to submit the following samples for evaluation within 7-10 working days from submission of the bid<br>1.Each type of Camera (FHD Bullet, FHD Dome, FHD PTZ, 4K UHD Bullet<br>2.Software Package<br>i. Video Management & Recording Software<br>ii. AI based analytics<br>iii. Facial Recognition Software<br>iv. Client Software<br>3.Server/NVR for Video Management and | There is no point of evaluating bids for which OEMs do not clear testing by CERT-IN approved STQC labs? In present scenario, after award of LOA, if OEMs fail STQC, the entire tender process of evaluation and selection of bidder would go waste. No time should be wasted in evaluation of bids that do not clear the POC and do not clear the testing by STQC labs. Also, this would encourage bidders to conduct in house POC before submission of bids to ensure their bids are not rejected thereby creating an environment where working solutions are quoted v/s compilation of L1 products which may not work as an Integrated solution.<br><br>In alternate scenario, as if materials are cleared by STQC lab and the POC is cleared by Railtel and LOA is awarded, after award of contract if equipments fail RDSO | POC has been added in the Tender in which all the bidders are required to meet functional requirements as mentioned in Annexure-IX of Chapter-7. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | attended by the selected bidder without any additional cost to RailTel. | Recording<br>4.Server/Workstation AI Video Analytics and FRS<br>5.Workstation for Client<br>Make and Model of equipments to be submitted should be the same as proposed/quoted in the Technical and price bid by the bidder.<br>Note:<br>1. After the PoC is given, the samples of the hardware and software (of eligible bidders) will be submitted to CERT-IN certified lab STQC for testing Hardware &VMS/VA Software as per RDSO specification.<br>2. In case if multiple bidders quote with same OEM, the OEM is required to submit the samples (one set of the offered products) on behalf of bidder with a declaration that the samples are being submitted on behalf of following bidders.<br>3. Bidder needs to submit a declaration along with the samples mentioning the model no, serial no. and mac address ID (For Camera) that have been submitted as samples | inspection, the entire process would be wasted as well. Therefore it is best if.RDSO should conducts POC after which the materails are sent for inspection to STQC and only after that the financial bids should be opened for approved solutions ONLY. | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | within 7-10 days from date of opening of tender. Any product failing CERT-IN testing, will lead to bid being disqualified.<br>4. POC should be conducted in presence of RDSO official or by RDSO. | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 326 | Video Analytics should also include additional capabilities as detailed in clause 8.3 (xxii) in addition to the capabilities mentioned in RDSO Specification. | Delete | The Video Analytics which do not work in Indian Railways environment have been deleted by RDSO. | Clause Modified. VA to be provided as per RDSO specification, version-6. |
| 327 | Successful bidder of other Region will be required to share API of their quoted VMS & VA and ensure their integration with Central Command and Control center & FRS (to be installed by RailTel). | Successful bidder of all Region will be required to share SDK/API of their quoted VMS & VA and ensure their integration with Central Command and Control center & FRS. | As per RDSO specification. | Tender for Northern Region includes integration of VSS infra including VA, VMS, FRS & CCC. Selected bidders of other 3 regions are required to share SDK/API of VA, VMS & FRS for their integration with CCC (Provisioned under Northern Region tender) as per RDSO specification verion 6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 328 | ….<br>Note: 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. | ….<br>Note: 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 any other Foreign Stock exchange like Dow Jones, Nasdaq, Kospi, FTSE etc, 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. | When performance is permitted in India or globally, then it is not advisable that performance restricted to companies listed in India?<br>It FMSis in contradiction with above mentioned performance requirements in India or abroad. | Technical Eligibility Clause, Point-5, Clause 4.A.14.1 of Chapter-4 (Section-I) has been modifed. Please read the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 329 | Intellectual Property Rights of Hardware and Source Code of Software: 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. | Intellectual Property Rights of Hardware and Source Code of Software: 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 Government Document of where IPR and Source Code reside. | As per RDSO specifications, the proof of IPR and Source Code is required for all Hardware and Software. Self- declaration could be false and would lead to unnecessary complaints and representations from industry bodies etc.as the VSS industry in India has huge no. of importers of Chinese Technology. | Unambiguous self declaration to be submitted to this effect. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 330 | 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. | 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. 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 any other international Stock exchange like Dow Jones, Nasdaq, Kospi, FTSE etc, 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. | The equipments are going to be installed in 2021-22 and are expected to work for the next 7-8 years. Therefore OEMs MUST be allowed to quote their latest models.<br>Established OEMs can be verified by checking year of incorporation of company and setting parameter found suitable like 10-15 years to ensure that OEMs have been operational for 1-2 lifecycles of similar products. | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 331 | 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. 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 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.<br>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 any other Foreign Stock exchange like Dow Jones, Nasdaq, Kospi, FTSE etc, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered | Explained above. Clause for eligibility should be uniform. | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | 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 | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 332 | OEMs should have a positive Net Worth for the last financial year. (Net Worth of the company would be computed as the summation of share capital, reserves and surpluses less accumulated losses held by the company) | Delete | Several Domestic and Global OEM have faced losses due to corona pandemic. Their participation MUST not be restricted due to such losses.<br>Also, in the 21st Century, the business models have changed. Best example is of Amazon India, and companies with similar business models which have been declaring losses for over 4-5 years now. Several eligible Domestic companies, especially Software developers and R&D companies may not be able to participate due to this clause. | Clause Deleted. Please refer Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 333 | 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. 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. | 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. 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. for the items quoted in the tender. | Prama Hikvision is registered in ROC as furniture importer. Such companies may get registration from DPIIT for items other than VSS items which are sensitive to National security of India.<br>Therefore is important to mention that OEMs from China etc. MUST be registered in DPIIT for items being quoted in the tender. | It will as per DPIIT & MOF Guidelines. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 334 | Source code of software of camera shall have to be supplied to RailTel by supplier/OEM. | Source code of software of camera can be verified by RailTel/STQC lab/RDSO at any time for verification at the HQ/authorized office of OEM/supplier. Any cost of visiting premises of OEM/supplier shall be bourne by the OEM/supplier. | Source Code is an Intellectual Property Right and based on World Trade Organization (WTO) Guidelines and International Copyright Laws, railtel may not ask an OEM/supplier to submit their Source Code. OEM/supplier can get Source Code verified for any malicious code, etc. from authorized lab/organization appointed by Railtel. | Clause deleted. Please refer Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 335 | Item no. 24 of Table-A of DoT Notification dated 29-08-2018, i.e. Security and Surveillance Communication Systems (video and sensors based) including Perimeter Security Systems, has not been defined by DoT. The item shall include, for the purpose of this tender/RFP, following sub-items:<br>a) Cameras (of all types),<br>b) Application software VMS<br>c) Application software VA<br>d) Application software FR.<br>e) Any other Application software such as AI etc. offered as part of above sub-items to improve the performance of the system | DELETE | The entire tender is a surveillance communication system and therefore every item used to achieve the functional working of this surveillance communication system like Cables, UPS, Racks, Cameras, VMS, etc. should be part of the calculation of the local content.<br><br>**As said by Railtel, the DOT has not defined it, so we suggest that let us go for the way it is as per DOT circular.** | The Tender Clause is Clear and Deviation form DOT guidelines is not agreed. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 336 | The Video Surveillance System shall be based on non-proprietary open architecture where the Video Management Software, Video Recording Software, Video Analytics Software and Face Recognition Software can work and integrate with any make of IT hardware like Server, Storage, Workstation, Network Video Recorder and Switches etc. | The Video Surveillance System shall be based on non-proprietary open architecture where the Video Management Software, Video Recording Software, Video Analytics Software and Face Recognition Software can work and integrate with any make of IT hardware like Server, Storage, Workstation, Network Video Recorder and Switches etc which comply to latest RDSO specification Ver. 6 | Has to be applicable to products which comply to latest RDSO specifications.<br>OEMs cannot commit to work with any make of equipment ever made. **It is an unrealistic requirement,** therefore the scope should be restricted to equipments which comply to RDSO specifications only. | The clause has been deleted and it will be as per RDSO specification, version-6. |
| 337 | The System i.e. IP Cameras, Network Video Recorders and Software (Video Management and Video Recording) shall be compliant to global standards ONVIF Profile‘S’&‘G’fortheinterfaceofnetworkvideoproduct(ONVIF–OpenNetwork VideoInterfaceForum).Thequotedmodelsshould appearontheONVIFwebsite and a confirmation certificate for the offered models should be available at the time of supply. | Software Development Kit (SDK) of all Hardware is to be shared with the purchaser for integration purposes. The System i.e. IP Cameras, Network Video Recorders and Software (Video Management and Video Recording) shall be compliant to global standards ONVIF Profile „S" & „G" for the interface of network video product (ONVIF – Open Network Video Interface Forum). The quoted camera models should appear on the ONVIF conformant products under Device | As per RDSO specifications | The clause has been deleted and it will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | List & quoted Video Management Software/NVR should appear under conformant Client List on the ONVIF website and a confirmation certificate for the offered models should be available at the time of supply. It should be confirmed from ONVIF Website at the time of supply while offered for inspection. In case ONVIF „S" and / or „G" certifications are not available, then to fulfill requirement of interoperability between Video Management Software / NVR and Camera and interoperability between Video Management Software / NVR and SD (memory) Card in the Camera, certification from Indian bodies i.e. TEC / TSEC, STQC, BIS or any accredited lab by them or any other Government / NABLaccredited lab, is a mandatory requirement to be submitted by the OEM / Vendor at the time of supply while offered for inspection. | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 338 | Bidder is required to study the existing VSS Infra deployed at many stations before planning their solution. Proposed solution to be integrated with existing VSS System deployed at Stations. Bidder may use existing Servers, Storage at RPF Thana/ Post as per their solution. | Bidder is required to study the existing VSS Infra deployed at many stations before planning their solution. Proposed solution to be integrated with existing VSS System deployed at Stations. Bidder may use existing Servers, Storage at RPF Thana/ Post as per their solution.<br>However, this is not applicable to any Hardware or Software in existing VSS system that has not been cleared by CERT-IN approved STQC lab as “safe” and has IPR or Source Code residing in any country sharing land border with India. | If existing Hardware or Software is from China, it should not be integrated with new VSS deployment and SOP’s should be issued on how to phase wise replace such equipment which is a threat to the National Security of the Nation. Kindly note Letter No. PM/6350/46/1 dated 7th May, 2021 from Southern Naval Command of India at Kochi attached as annexure-2 (SNC). The Department has issued instructions to ensure no new VSS is integrated with technology from China and also planning to replace all such deployments. | Any deficiency pointed out by the auditing agency shall be attended by the selected bidder without any additional cost to RailTel. For any deficiency pointed by auditing agency in the existing VSS infra, corrective action will be taken by RailTel. However, any deficiency pointed out by the auditing agency due to integration with existing VSS infra shall be attended by the selected bidder without any additional cost to RailTel {part of Note, Point XIII of SOR (Chapter-2)}. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 339 | Anywhere in the tender it is mentioned as VA, FRS Servers | Must be replaced as VA, FRS Servers/Workstations | | Server/Workstation/NVR for VMS and Server/Workstation for VA & FRS are to be supplied as per RDSO Specification version 6 and the requirements of this tender. |
| 340 | ….<br>Note: The bidder is allowed to further reduce the above mentioned indicative storage capacity per Camera at 25 FPS with applicable resolution by using non-proprietary compression. | ….<br>In case higher compression protocol is offered, it is permitted that the requirement of minimum storage is reduced in proportion to improvement due to compression. Purchaser may specify the minimum number of days for which the recording is to be stored and accordingly the storage capacity shall be provided | As per RDSO specifications.<br><br>SDK is shared and Camera, VMS, NVR etc. are ONVIF S and G compliant | Clause modified. It will be as per RDSO Specification version-6. |
| 341 | Artificial Inelegance (AI) enabled Video Analytics Software:<br>As per Clause no. 18.4 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. Moreover, Performance Indicators for the Video Analytics should be as per below mentioned KPI's: • Detection Rate (> 99%) • True Positive Rate + True Negative Rate (>95%) • False Positive Rate ( | Artificial Inelegance (AI) enabled Video Analytics Software:<br>As per Clause no. 18.4 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. | | Clause modified. It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 342 | Remote viewing on Web and Mobile App: As per Clause no. 18.5 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. In addition to remote viewing, mobile application shall also support uploading of Video clips and Images from authorized users on VMS server of concerned RPF thana by using either RailTel WiFi or mobile data. While uploading data, user should be able to tag the following details: i. For Trains Coaches a. Description of Event b. Train number along with Coach Number c. Date and Time of Event d. Remarks Above details are only indicative in nature and RailTel reserves the right to add/delete/modify these details. For retrieval of uploaded content, there shall be a separate page on web and mobile app for access of video clips and images by authorized users. User should be able to select different options for viewing uploaded content based on description/train/station/time & date. On web page and mobile app, there should be provision to search video clips and images based on the description, location, sta- tion/train, date, time, remarks etc. | Remote viewing on Web and Mobile App: As per Clause no. 18.5 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. | | Clause Modified. Please refer the Tender document. It will be as per RDSO specification version 6. |
| 343 | Face Recognition Software deleted | FRS must be included as part of Integrated Solution. | | FRS has been included in the scope of work. Please read the tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 344 | The items in table like: Switches, SFP, UPS, FMS, Patch Chords, Racks, EMS, CCC, ACDB and Earthing, VA, CCC, FRS etc. | Wherever RDSO specifications are defined, the same are to be strictly followed. | The 14 page specifications defined from page 182- page 216 are not as per RDSO specifications. Only RDSO specifications MUST be followed. Railtel may define specifications for items not covered by RDSO. For Type IV switch, the 14 page specifications are not as per RDSO. Railtel MUST ensure that the specifications defined do not restrict the participation of domestic OEMs and limit to participation of the Gartner QUAD of Cisco, Juniper, Dell and HP only. This would be against GFR, CVC and PMO guidelines. | Where ever available, items are asked as per RDSO specifications. Hence no change is agreed in the specifications of items. |
| 345 | ….<br>All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per “Appendix C: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2. | ….<br>All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per relevant clauses / paras | Many Clause in OWASP Appendix C are not for relevant for CCTV, NVR, VMS, VA, FRS etc. only the relevant clause need to be verified and relevant or equivalent safeguards are to be | Not agreed. The technical bid evaluation will based on various documents as required in this tender.<br><br>Please read Note, Point-XIII, Chapter-2 |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | Note:<br>The selected bidder after issue of LOA will offer its VSS solution to STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empaneled Information Security Auditing Organization for arranging security verification certification after installation of first station having existing VSS Infra. Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security verification certification by the bidder. | mutually decided by Purchaser & STQC (or other Govt. agency as per note below) regarding "Appendix C of OWASP: Internet of Things Verification Requirements" of OWASP Application Security Verification Standard version 4.0 - Level 2 for Hardware and Software with relevant and equivalent safeguards.<br><br>Note:<br>POC to be initiated within 10-15 working days of submission of final bid. Hardware and Software to be sent to CERT-In approved STQC labs for testing immediately after POC. No technical evaluation of bids that do not clear POC or STQC testing. | verified.<br>POC explained above | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 346 | Timelines for Training and Development | | | Requirement of training would depend on the quality of training imparted and reliability of systems. The contractor has to design the training and system accordingly. |
| 347 | 1. Preparation of training material, course etc. for IT awareness, role/function based training of CCTV monitoring room operators, system technicians and supervisors etc. --- Timelines - D+2 Months<br>2. Completion of IT awareness training - Timelines - D+3 Months | Request the Dept to change the Timelines from Date of LoA to Date after completion of Installations | As the entire setup should be in place for training, hence timeline for training after completion of installations is requested. | The time lines are indicative. However the completion period is binding. The contractor has to plan to complete the work in the completion period. |
| 348 | Phase-wise Delivery / Implementation timelines: | | | Query is not clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 349 | Phase-I - Stations & associated RPF Thana/ Post - Submission of Initial Design documents for all stations after doing site survey - Timelines - D+10 days | Request the Dept to change the Timelines from D+10 days to D+30 days | As stations are spread across various states of the region, timeline of D+10 days would not suffice for submission of design documents after site survey. Hence, requested for extension of timeline to D+30 days. | Clause Modified. The time lines are indicative. However the completion period is binding. The Bidder has to plan to complete the work in the completion period. |
| 350 | Supply and Inspection plan along with destination(s) for delivery to RailTel - Timelines - D+15 days | Request the Dept to change the Timelines from D+15 days to D+35 days | As this is related to above timeline after site survey, hence requested to extension of timeline to D+35 days. | Clause Modified. The time lines are indicative. However the completion period is binding. The Bidder has to plan to complete the work in the completion period. |
| 351 | Last date of Submission of Pre-bid Clarifications Date: 07.06.2021 | Request the Dept to give us some more time to submit the clarifications. | As we need some more time to read the RFP and its specifications, requested for extension of time. | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 352 | Last Date of Submission of Offer (Online)<br>Date: 01.07.2021<br>Time: 15:00 hours | Request the Dept to extend the bid submission time to 15/07/2021. | Due to covid the work process is slow across PAN India because of lockdowns throughout the country and many are not in reach. As more OEMs are involved in this project, it may take time for coordination with them and submit a cost effective solution. Hence, extension of time for submission of offer requested. | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 353 | XI. VMS Application should be based on the open software platform and industry standards, a system that can connect and integrate with other VMS Applications using Software Development Kit (SDK) which offers easy to use Application Programming Interface (API) and support most commonly used programming languages. VMS application should have open standard architecture (no proprietary database) and interoperability with other VMS applications to meet the desired functional requirement of the project. | We request you to kindly change the clause to "XI. VMS Application should be based on the open software platform and industry standards, a system that can connect and integrate with other VMS Applications using Software Development Kit (SDK) ***/* API** which offers easy to use Application Programming Interface (API) and support most commonly used programming languages ***/* Protocols**. VMS application should have open standard architecture (no proprietary database) and interoperability with other VMS applications to meet the desired functional requirement of the project. | The integration is also possible through published Application Programming Interface (API) calls based on the standard protocols such as JSON/XML etc. The VMS may not require Software Development Kit for integration. | Tender condition is clear. Bidder is required to integrate other VMS applications as per RDSO specifcation version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 354 | Note2:<br>XII. Bidder to ensure that proposed system is protected from malicious attacks, malware etc. during complete project duration and suitable measures havebeen taken in the system. Declaration should be given as per performa given in Form-7, Chapter-6(Section-I). | Information security is important and Video Management Software is the heart of the system. In order to ascertain the information security aspects of the VMS system, we request you to kindly mandate that the VMS application should have been tested for Vulnerability Assessment and Penetration Testing (VAPT) by the CERT-IN empaneled auditors. This will ensure the application is safe from information security and secured data transmission related threats. | CERT-IN undertakes the VAPT testing and certification through its empaneled auditors. We request you to make it manadatory for the applications. | Security audit by CERT-IN emapanelled goverment agency will be done as per RDSO specification version-6 and testing parameters will be defined by the audit agency. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 355 | This VSS infrastructure (existing) is required to be integrated with the proposed VSS infrastructure covered under the scope of present tender. | Kindly mention the Integration scope in clear terms so that there is no ambiguity in the system design. | The clarity is required in terms of<br>1. Integration Expectation<br>2. What is the primary system which will be used for monitoring - Existing System or New System<br>3. In case of Storage requirements, existing system storage would continue or the new system will start recording the existing cameras?<br>4. For Video Surveillance - does the integration expect streaming of live videos of existing system on the new system? If yes, the streams would be handled from the existing system servers or from the existing cameras directly?<br>5. Video Analytics alerts handling will be separate or it has to be integrated on the new system? In case the new system will receive the alerts, what are the assumptions to consider for events related storage of images and / or video clips? | 1. The bidders system should integrate with existing VSS systems at stations so as to provide full functionality of VMS, VA, FRS, EMS & CCC (including all alerts etc) and other requirements as defined in the RDSO Specification for VSS Revision 6, through unified user interface for the camera feeds (Unified user interface implies there has to be one interface for the existing VSS system and bidder's VSS system and separate user interfaces are not to be provided) . If bidder is not able to integrate, then in that case he has to replace existing system with his own system to achieve objectives of integration.<br>2. Both the system to be integrated to appear as one system for user. For user there wont be any primary system or secondary system.<br>3. The bidder is free to integrate present storage with its final integrated solution to achive the functionality of RDSO specification version 6.<br>4 Live streaming as per RDSO Specification version 6 and tender document requirement. Bidder has to design the system.<br>5. At present there is no video analytics. Bidder is required to integrate required number of existing VSS cameras on their video analytics software. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 356 | This VSS infrastructure (existing) is required to be integrated with the proposed VSS infrastructure covered under the scope of present tender. | Kindly clarify - in case additional hardware is required for the integration the same needs to be factored in the sizing under the present scope of the tender or not. | The integration, at minimum, will require handling of alerts and video feeds from the existing system to new system. This additional media handling load will require compute and some storage. | The additional hardware required for integration, if any, should be factored in the sizing of hardware for the scope of work in this tender |
| 357 | This VSS infrastructure (existing) is required to be integrated with the proposed VSS infrastructure covered under the scope of present tender. | In case the existing system requires additional resources for supporting the integration with the new proposed system, please clarify if sufficient compute / storage infrastructure is available to achieve the integration objectives. | The integration, at minimum, will require handling of alerts and video feeds from the existing system to new system. This additional media handling load will require compute and some storage for the existing system as well. | The additional hardware required for integration, if any, should be factored in the sizing of hardware for the scope of work in this tender |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 358 | RailTel has already provided the large format display, workstation and GUI (VMS) at some of the Divisional and Headquarter Offices, list of which is mentioned in BDS (Chapter-5, Section-I). | Please clarify the following:<br>1. What happens to the existing VMS (GUI)? Is it replaced with the new VMS GUI or new VMS GUI will co-exist on the same infrastructure. | This clarity is required in order to design the system properly. | The new VMS shall be integrated with existing VMS and there will be only one GUI |
| 359 | It is pointed out that the bidder is required to integrate these locations also with the proposed VSS infra under the scope of this tender. | Kindly mention the Integration scope in clear terms so that there is no ambiguity in the system design. | A detailed functional expectation of the integration is highly appreciated | 1. The bidders system should integrate with existing VSS systems at stations so as to provide full functionality of VMS, VA, FRS, EMS & CCC (including all alterts etc) and other requirements as defined in the RDSO Specification for VSS Revision 6, through unified user interface for the camera feeds ( Unified user interface implies there has to be one interface for the existing VSS system and bidder's VSS system and separate user interfaces are not to be provided) . If bidder is not able to integrate, then in that case he has to replace existing system with his own system to achieve objectives of integration.<br>2. Both the system to be integrated to appear as one system for user. For user there wont be any primary system or secondary system. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 360 | The recording of the video feeds from CCTV cameras of these D & E category stations will be stored at their controlling RPF Thana/Posts which are presently covered in this tender | we hope the additional servers required for this future scope would be covered under the future RFPs. | | Clause modifed. Server and Storage for D & E category stations has now been covered under the scope of the work. |
| 361 | i) The system shall comply with RDSO Specification RDSO/SPN/TC/65/2019 Rev. 5.0 with latest Amendment.However, in case of any conflict on the solution design parameters, system functional requirements and technical specification of a system/item between RDSO specification and the tender conditions, the tender conditions will prevail over above mentioned RDSO specification. | As we gahter, there is RDSO Rev. 6.0 published by RDSO. Please clarify if RDSO specification Rev 6.0 needs to be followed or not. | | RDSO version 6.0 or latest to be followed in this tender. Relevant clauses amended |
| 362 | viii) Remote operation and monitoring of a cluster of stations from RPF Thana/Post, Divisional HQ and Zonal HQ through the RailTel/Railways TCP/IP/MPLS network. | Remote operation and monitoring of the installed system at Divisional HQ and Zonal HQ can be achieved with the help of providing VMS client software application. Please confirm if our understanding is clear. | The confirmation on this query will help design the system properly. | Yes. Remote operation from Divisional and HQ will be achieved through VMS client software |
| 363 | ix) Integration of CCC application & FRS application (Both applications will be provided by RailTel separately) with existing VMS, proposed VMS, VA and EMS at API/SDK and application level | Kindly let us know the FRS application integration expectations in the proposed VMS system. | Please elaborate the FRS integration scope in terms of 1. VMS system will provide video stream of 4K UHD FRS cameras to the FRS application OR | Clause modified. Bidder is required to provide API/SDK of VMS/VA application to CCC OEM (Included in the scope of Northern Region Tender only) and integration is required to be done as per RDSO specifcation version-6. This is the solution based tender and bidder is required |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | the FRS Application will receive the 4K UHD video feeds from the FRS camera directly? 2. FRS alerts to be received and stored under VMS - if this is the expectation, how many number of days and what kind of alerts and alert size needs to be considered in the design of the solution under the scope of this RFP. 3. If FRS alerts will be sent to the CCC application from VMS or FRS application will send the alerts directly to ICCC. | to offer solution while meeting terms and coniditon of tender and RDSO sepcification version-6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 364 | Integration of CCC application & FRS application (Both applications will be provided by RailTel separately) with existing VMS, proposed VMS, VA and EMS at API/SDK and application level | Kindly let us know the existing VMS and VA application integration expectations in the proposed VMS system. | Please elaborate the existing VMS and VA integration scope in terms of:<br>1. The existing VMS system will be treated as a separate system running in parallel to the proposed VMS system<br>2. How will the video surveillance data from existing VMS will be handled? Will the proposed VMS system handle the data of existing VMS system?<br>3. How the alerts from existing VA system be handled ? through existing VMS or through proposed VMS? | 1. & 2. Bidder is required to integrate the existing VMS or has to replace the existing VMS software at no additional cost to RailTel. The Existing VMS system and proposed VMS system should run as a unifed platform for camera feeds with availability of full funtionality as per RDSO sepcification versio-6.<br><br>3. VA is to be installed in this tender. There is no existing VA application at present. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 365 | xv) Integration of new and existing VMS with Video Analytics and Facial Recognition system | We request you to provide the details of the OEM solutions for FRS which are deployed / being deployed for us to assess the integration possibilities and to assess the effort of integration. | Please also let us know what will happen to the existing FRS solutions deployed? Will it be the responsibility under the new project? The new project does not mention FRS as part of the scope. | There is no existing FRS installed at stations. Details of Existing Hardware is mentioned in clause 8.2 of Chapter-8. |
| 366 | Annexure-VII - List of RPF Thana wise number of cameras for VMS & VA server sizing | The quantity of VA is mentioned, however, which video analytics to consider and what is the bifurcation to consider is not mentioned. Kindly let us know which VA to consider for 1526. Depending on the VA type, the compute requirements may change. | | All features of Video analytics are required on all the 20% cameras. Please read the Tender document, Clause 8.1.3.1.3, Point-2 (vi). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 367 | DC-DR:<br>6)VMS Cum VA Server with Redundancy | As we understand from the clause, a centralised solution is required which will aggregate the video feeds (on-demand) and VA alerts at this server and the server needs to be provided in 1+1 redundant configuration. Such solution would be installed in DC and DR separately.<br>Redundant VMS and VA configuration is not required for the servers installed at RPF / Thana. Kindly confirm the understanding. | | Clause Modified. In DC and DR and at RPF thanas, the redundancy is N:1 The details of requiremnt of servers in data center are given in tender |
| 368 | DC-DR:<br>i) Bidder to propose server(s) as Video Management cum Analytic servers with 1:1 redundancy (HA mode) in RailTel Datacenter for centralized management of such multiple clusters | Please elaborate on the requirement of the centralised management of multiple clusters. | The elaborated scope will help us provide the optimum solution. | Clause modifed. Servers/Workstation/NVR to be provided in N:1 configuration at DC & DR and at RPF Thana/Post. |
| 369 | iii) The VMS system shall also provide live streaming of at least 4 to 5 Cameras per station covering platform, circulating area, ticketing area, entry/exit point or other important location on eDrishti Portal of Indian Railways. Bidder shall provision sufficient no. of Streaming Servers in their bid. | Please confirm if the eDrishti Portal will handle the media streaming on the website by taking ONLY one stream of each camera from each station. | | The requirement of the tender clause is clear |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 370 | (i) The bidder to propose Servers/NVRs as Video Management cum Analytic servers 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 as per RDSO specification) as per total number of cameras installed at cluster stations - details given in Annexure-VII (Chapter-7). | RDSO version 6 mentions separate video analytics server for Artificial Intelligence based VA. The RFP mentions Video Management cum Analytic Servers. Kindly provide the specifications to consider for such a server. | | Clause modified. Seperate SOR items for VMS Server/Workstation/NVR and Server/Workstation for VA have been created.<br>Bidder to provide these hardware as per RDSO specification version-6. |
| 371 | xiv) Integration of the proposed VSS system with existing VSS system at Stations and existing LAN infra (at RPF Thana/Post location, where VMS is already available. The selected bidder shall integrate the proposed VSS infra with the existing VMS infra (including software, server, storage etc.) without any additional cost to RailTel including installation, configuration & commissioning with existing VMS, of any additional video recording server supplied under the scope of the work.However, the selected bidder shall ensure that integration of existing VSS infra and the proposed VSS infra is seamlessly working at that RPF Thana/Post as per the terms and condition of the tender documents. | We understand that the warranty and AMC of existing system is not under scope of this RFP. | | Warranty and AMC of the Existing VSS system is not under the scope of this tender. |
| 372 | 9U Rack: Front Door | Rack should have Front Door Tough and Transparent Glass fitted | Instead of Glass door MS door is recommended as requirement calls for IP54 | Tender Clause is Clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | on MS/CRCA sheet on sides with Lock | | |
| 373 | 9U Rack: Fan Module | Compact fan module of 90 CFM working on 230V AC 2 nos. with each rack properly fitted at top of the Rack | It is required to mention the life of the fans with running hours as 35000 running hours which is as per industry standards . By mentioning this point it will be made mandatory to supply the best product to Railways . Also as the fans will be placed below the top cover which is open from top there are chances of dust/water & rodents entry to cabinets from Fans slots , it is recommended to have a small canopy to cover the fan area so that no foreign bodies will get access to enter the cabinet from fans vent slots | The bidder will be responsible for maintenance of VSS system for the entire project duration. Penalty will be imposed on breach of SLA's. Bidder is expected to design the system keeping with all these factors in mind. |
| 374 | OEM should have a valid ISO 9001 certification on the date of opening of bid. | | Certificates of ISO 9001, 14001, 27001, 45001, UL, CE RoHS Compliant | Not Agreed. Tender Clause is Clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 375 | Rack should be minimum IP54 certified. Rack should also comply with EIA 310/DIN 41494 standards. | | It is known that the racks will be placed indoors on the platforms or the foot over bridges hence it is recommended to use MS door instead of Glass door on the front to avoid vandalism | Not Agreed. Tender Clause is Clear. |
| 376 | 42U Rack: Dimension | As per requirement | It is recommended to use 800mm x 1000mm which is universal size | It will be as per site requirement and offered solution. |
| 377 | Front Door | Rack should have Front Door Tough and Transparent Glass fitted on MS/CRCA sheet on sides with Lock | It is recommended to use reveits to fix the glass door on the frames this gives more sturdyness to the product and can handle long transit time | The bidder will be responsible for maintenance of VSS system for the entire project duration. Bidder is expected to design the system keeping with these factors in mind. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 378 | Fan Module | Compact fan module of 90 CFM working on AC power supply 4 Nos with each rack properly fitted | It is required to mention the life of the fans with running hours as 35000 running hours which is as per industry standards . By mentioning this point it will be made mandatory to supply the best product to Railways . Also as the fans will be placed below the top cover which is open from top there are chances of dust/water & rodents entry to cabinets from Fans slots , it is recommended to have a small canopy to cover the fan area so that no foreign bodies will get access to enter the cabinet from fans vent slots | The bidder will be responsible for maintenance of VSS system for the entire project duration. Penalty will be imposed on breach of SLA's. Bidder is expected to design the system keeping with these factors in mind. |
| 379 | Schedule of Requirement (SOR) Supplyof various Cables/PVC pipe/GI pipe/HDPE at Stations as per specification as defined in chapter 8 Sno. 34 - Supply of 12 Core metal strengthened outdoor unarmored Optic Fiber Cable (ITU-T G.652.D) as defined in chapter 8 | Specifications of 12 core metal strengthened armored outdoor Optic Fiber Cables (ITU-T G.652.D) are not given and detailed out in Chapter 8.<br><br>Kindly provide | Details required for OEM's to ensure compliance & quality. | It will as per latest specification of TEC/BSNL as men-tioned in clause 17.2 of RDSO Specification no. RDSO/SPN/TC/65/2021 version 6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 380 | Schedule of Requirement (SOR) Supplyof various Cables/PVC pipe/GI pipe/HDPE at Stations as per specification as defined in chapter 8 Sno. 33 - Supply of STP CAT-6 as defined in chapter 8 | Specifications of STP CAT - 6 cable are not given and detailed out in Chapter 8.<br><br>Kindly provide | Details required for OEM's to ensure compliance & quality. | STP CAT-6 cable is to be provided as per Clause 17.1 of RDSO specification version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 381 | 4.A.2.4.4 Replacement Services<br>If the Bidder fails to replace /Equipment card/Part in next business day, the following penalties will be imposed | The penalties to be imposed needs to be revised and amended. The present levy % of penalties given are very High.<br><br>Request to kindly amend to as under:-<br>All Modules and accessories - Duration of repair more than 1 days and upto 7 days - Deduction / Penalties to be imposed 0.5% of the cost of affected equipment.<br>All Modules and accessories - Duration of repair more than 7 days and upto 15 days - Deduction / Penalties to be imposed 2% of the cost of affected equipment.<br>All Modules and accessories - Duration of repair more than 16 days and upto 30 days - Deduction / Penalties to be imposed 5% of the cost of affected equipment.<br>All Modules and accessories - Duration of repair more 30 days - Deduction / Penalties to be imposed 12% of the | Major locations are Tier - 2 or Tier -3 stations i.e. in City, Towns etc. where-in replacement if faulty shall a considerate time for delivery and re-installation & commissioning. | Not Agreed. The bidder has to maintain sufficient Commissioning/Maintenance spares & L-1 support to meet this requirement for the entire project duration i.e. Upto AMC. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | cost of affected equipment. | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 382 | 4.A.14.1 Eligibility Criteria Requirements for Bidders<br>Technical Capability<br>5) The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: Three similar works# each costing not less than the amount equal as mentioned in BDS (Chapter-5,Section-I), or Two similar works# each costing not less than the amount as mentioned in BDS (Chapter-5, Section-I),or One similar work# each costing not less than the amount as mentioned in BDS (Chapter-5, Section-I).<br>Note:<br>In case of Consortium/JV, only Lead bidder experience shall be considered against the above mentioned criteria of similar work experience<br># Similar Work: Works entailing completion of Supply, Installation, Testing and Commissioning of a project in the field of CCTV/VSS/Security Surveillance/IT/ICT/Telecom for any Government department or Public Sector Units or public listed companies (as per note below). | We request you to please amend the same as under:-<br><br>In case of Consortium/JV, Lead bidder or any member of consortium / JV experience shall be considered against the above mentioned criteria of similar work experience<br><br>Please consider | Consortium / JV is formed by prospective bidder's in order to bring in their expertise and experience ensuring their intent to successfully execute the project. In some scenarios, any of the consortium / JV may have capable and rich experience to participate, however due to their business model, roles & responsibilty defined may be restricted not to be a lead bidder | Not agreed |
| 383 | 4.A.14.1 Eligibility Criteria Requirements for Bidders<br>Technical Capability<br>5) The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: | We have executed Telecom projects in last 3 years for PSU / Govt department. However due to Pandemic few projects were completed around 90% or above. | The costing of Similar Work experience is above the minimum value specified in BDS (Chapter 5, Section-I) | Clause has been modified. Please read the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | Three similar works# each costing not less than the amount equal as mentioned in BDS (Chapter-5,Section-I), or Two similar works# each costing not less than the amount as mentioned in BDS (Chapter-5, Section-I),or One similar work# each costing not less than the amount as mentioned in BDS (Chapter-5, Section-I).<br>Note:<br>In case of Consortium/JV, only Lead bidder experience shall be considered against the above mentioned criteria of similar work experience<br># Similar Work: Works entailing completion of Supply, Installation, Testing and Commissioning of a project in the field of CCTV/VSS/Security Surveillance/IT/ICT/Telecom for any Government department or Public Sector Units or public listed companies (as per note below). | Kindly clarify if partial completion above the BDS required may be considered.<br><br>Please clarify if we are eligible to participate | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 384 | 4.A.14.1 Eligibility Criteria Requirements for Bidders<br>Technical Capability<br>8) Bidder Type<br>The bidder should be OEM or a System Integrator authorized by OEMs for supply of licenses/commercial support, solution implementation and maintenance support under warranty/AMC/commercial support, for the following products:<br>i) Camera,<br>ii) Switches,<br>iii) Servers<br>iv) Storages<br>v) Network Video Recorder (NVR)<br>vi) VMS<br>vii) VA | Is MAF required to be submitted for OEM's for :-<br><br>1. Optical Fiber Cables<br>2. Power Cables<br>3. CAT 6 STP Cables<br><br>Kindly clarify | The products i.e. Optic Fiber Cables, CAT 6 STP etc. are also critical. Hence MAF should be also submitted by Bidder's for them. | Not agreed. The quality has to be ensured by bidder to meet SLA requirement post commissioning. |
| 385 | 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. | we assume that the lease cost for land will be borned by purchaser. Kindly acknowledge | For considering non-SOR cost while bidding | 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 |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 386 | Planning, designing and drawing of VSS system at stations, Divisional & Zonal HQ. Preparation of Drawings & Plans clearly showing Active VSS infra (Cameras, Switches, UPS, Rack etc) and passive VSS infra (OFC, power cable, CAT etc) for railway's approval and their modifications as per railway requirements. (Note: In addition to the proposed VSS infra under this project, existing LAN infra and existing VSS infra shall be clearly visible in the drawings with different colors & plans prepared by the selected contractor for RailTel/Railways approval, showing the extent of their utilization in the proposed VSS system at stations). | We assume that necessary drawings & documentation of existing infrastructure is readily available with purchaser, in digital format, and it will be shared with Bidder to include in proposed solution drawings and documentations.<br><br>Please confirm. | Providing accurate & consolidated documentation. | All the Drawings are there with the Railways. It will be shared with the successfull bidder. |
| 387 | RailTel is already providing LAN Service at various Railway Stations and therefore have built robust LAN Set-up at few Type-A1 and A Category stations. Therefore to avoid duplicacy at few A1 and A category stations, existing LAN Infra will be used by bidder. | We assume that existing infrastructure utilization and available resources is readily available with purchaser, and it will be shared with Bidder to include in proposed solution.<br><br>Please confirm. | Providing accurate & consolidated solution. | Necessary details of existing VSS LAN Infra will be shared with the selected bidder. The bidders are required to include SOR items mentioned for LAN infra in their offered solution. |
| 388 | One similar work each costing not less than the amount<br>equal to Rs. 30,86,48,452.00 | can we submit one work order value 39 crore ongoing project | due to covid reason all smart city work is stopped by authority so we are unable to complete the project from pandemic lock down last yaers | Clause Modified. Please read Clause 4.A.14.1, Point-4 of the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 389 | Eligible MSEs are exempted from cost of tender document. However, MSEs are required to meet the eligibility criteria as specified in tender clause 4.A.14.1 and 4.A.14.2 above as the case may be. Further, the subject work being a works contract having scope of integrating various IT products and applications, the purchase preference criteria for MSME will also be not applicable in the tender. | we have valid MSME certficate can we claim for emd / form fee exemptions | as it is allowed in most of the central/ state gov bids is hsitory | Tender Clause is clear. Relaxation is given in Tender fees. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 390 | 6. If any product covered under protected list has not been offered as domestically manufactured product with requisite local content, total value of the offered product will not be considered as Local Content in the overall bid<br><br>7. Bidder is also required to declare against each SOR item, whether, the offered product is falling under domestic/foreign category. If the offered product is a notified domestic item then bidder has to submit all documents as mentioned in the notifications/guidelines of GoI regarding domestic product/s along with the bid to qualify offered product/s as a domestic product/s and consideration in evaluation of domestic bid. In case of nonsubmission of required documents, offered product will not be treated as domestic product. | Our understanding of the point is Bidders need to offer only Indian OEMs for items mentioned in the protected item list. In case a non Indian product is offered, preferential purchase clause for domestic products will not apply. Please confirm. | | Please refer Tender document, bidder can offer product either from Indian or Non-Indian OEM subject to terms and conditions mentioned in the Tender document. However, price preference will be given to bidders meeting criteria mentioned for Local content bidders only. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 391 | Point-5 - Technical Capability – Three similar works each costing not less than the amount equal to Rs. 17,77,73,490/- or Two similar works each costing not less than the amount equal to Rs. 23,70,31,320/- or One similar work each costing not less than the amount equal to Rs. 35,55,46,979/- | Bidder's original PO value should be enhanced to current date value by increasing minimum @ 7% per year from the date of issue of PO. | | Not agreed. |
| 392 | Point-5 - Technical Capability – Three similar works each costing not less than the amount equal to Rs. 17,77,73,490/- or Two similar works each costing not less than the amount equal to Rs. 23,70,31,320/- or One similar work each costing not less than the amount equal to Rs. 35,55,46,979/- | Technical eligibility for bidders : As per revised guidelines from Railways , one PO of 60% value or 2 PO of 40% value or 3 PO of 30% value are required for qualification. | | Technical Eligibility Clause, Point-4, Clause 4.A.14.1 of Chapter-4 (Section-I) has been modifed. Please read the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 393 | SOR #7: Supply of Storage System at RPF/GRP. Supply of Storage System at RPF/GRP Thana/Post sites for recording of cameras from cluster of stations along with all accessories required for installation purposes as defined in chapter 8<br><br>Note: Bidders are required to quote price for complete storage as per clause no.8.1.3.3 of chapter-8 (section-I) as a LOT for all types of cameras mentioned in SOR.<br><br>- 01 LOT | We understand that each RPF Post/ Thana will have storage capacity as calculated based upon the qty and type of cameras being connected and recorded from the associated stations. Total cost of all of these storage units to be quoted in this line item as 01 Lot. Kindly clarify if this understanding is correct. | | Yes |
| 394 | 8.6 The Digital Keyboard shall have BIS/UL/EN/CE/IEC certification for Safety and BIS/CE/FCC Certifications for EMC & Immunity. The Regulatory Approvals/ Certifications are to be provided from NABL/NABCB accredited Labs or internationally reputed and accredited Labs/Agencies. | Request to kindly modify the clause as under<br><br>The Digital Keyboard shall have BIS/UL/EN/CE/IEC/ IS 13252 ( Part1): 2010+ A1:2013+ A2:2015 Information Technology equipment certification for Safety and BIS/CE/FCC / IEC/EN Certifications for EMC & Immunity. The Regulatory Approvals/ Certifications are to be provided from NABL/NABCB accredited Labs or internationally reputed and accredited Labs/ Agencies. | IS Standards are applicable for safety and EN / IEC standards are applicable for EMC & Immunity. | It would be as per RDSO specification version 6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 395 | Supply of Type-III switches along with optics (SFP+ 40 Km) and all accessories required for installation purposes as defined in chapter 8 | As per requirement Type III Switch would be deployed at RPF thana locations and would be connected with Type-IV switches Locally. Kindly suggest 10 km SFP+ would be sufficient for this requirement | As per requirement Type III Switch would be deployed at RPF thana locations and would be connected with Type-IV switches Locally. Kindly suggest 10 km SFP+ would be sufficient for this requirement, instead of 40 km SFP+ | SFP+ 10 km is required. SOR description has been modified. Please see the SOR of the Tender document. |
| 396 | Supply of Type-II switches along with optics (SFP-BX (10KM) Single Fiber, SFP+ (10KM)) and other installation accessories as defined in chapter-8 | Kindly clarify Type-II Switches should be with 1G SFP BX and 2x10G SFP+ LR 10Km to be provided | Clarification on SFP types of 10G and 1G | Quantity of each type of SFP should be as per site requirement and as per network architecture (Clause 3.B.4.4 of Chapter-3). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 397 | xii) Type-I Switch (8 port Field Switch) : As per Clause no. 14.0(III) Clause no 10 of RDSO/SPN/TC/65/2021<br><br>Switch Should Support Security Features like Broadcast/Multicast/Unicast Storm Control, Traffic segmentation, TLS, DoS attack prevention, 802.1X Portbased Access Control , Port Security, ARP Spoofing Prevention, DHCP Server Screening, IP-MAC-Port Binding, ARP Inspection, DHCP Snooping, 802.1X Authentication local/RADIUS database (IPv4 & IPv6), port-based access control. | We understand Traffic Segmentation is in terms of different VLAN for types of traffic and Auto QoS. Kindly CLarify.<br><br>Kindly clarify DOS attack prevention or equivalent like Rate limiting , ACL and Storm control is acceptable.<br><br>TLS: TLS is an Transport Layer Security protocol cryptographic protocol, normally applicable to Firewall, and hence is not relevant to Layer 2 POE Switch. Kindly remove this requirement<br><br>DHCP Server Screening: Generally DHCP Security features are provided by DHCP snooping, which is a DHCP security feature that provides network security by filtering untrusted DHCP messages and by building and maintaining a DHCP snooping binding database, also referred to as a DHCP snooping binding table. Kindly allow to provide DHCP Server screening or equivalent | We understand Traffic Segmentation is in terms of different VLAN for types of traffic and Auto QoS. Kindly CLarify.<br><br>Kindly clarify DOS attack prevention or equivalent like Rate limiting , ACL and Storm control is acceptable.<br><br>TLS: TLS is an Transport Layer Security protocol cryptographic protocol, normally applicable to Firewall, and hence is not relevant to Layer 2 POE Switch. Kindly remove this requirement<br><br>DHCP Server Screening: Generally DHCP Security features are provided by DHCP snooping, which is a DHCP security feature that provides network security by filtering untrusted DHCP messages and by building and maintaining a DHCP snooping binding database, also referred to as a DHCP snooping binding table. Kindly allow to provide | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | like "DHCP Snooping"<br><br>Please change the clause to "Switch Should Support Security Features like *"Broadcast/Multicast/Unicast Storm Control, Traffic segmentation/Auto QoS/VLAN, DoS attack prevention/Rate Limiting, Storm Control, 802.1X Portbased Access Control , Port Security, ARP Spoofing Prevention, DHCP Server Screening/ DHCP snooping, IP-MAC-Port Binding, ARP Inspection, DHCP Snooping, 802.1X Authentication local/RADIUS database (IPv4 & IPv6), port-based access control"* | DHCP Server screening or equivalent like "DHCP Snooping"<br><br>Please change the clause to "Switch Should Support Security Features like *"Broadcast/Multicast/Unicast Storm Control, Traffic segmentation/Auto QoS/VLAN, DoS attack prevention/Rate Limiting, Storm Control, 802.1X Portbased Access Control , Port Security, ARP Spoofing Prevention, DHCP Server Screening/ DHCP snooping, IP-MAC-Port Binding, ARP Inspection, DHCP Snooping, 802.1X Authentication local/RADIUS database (IPv4 & IPv6), port-based access control"* | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 398 | Switch Should Support features IPv4 & IPv6 Inspection, SSH v2 feature, Flow Control governed by IEEE 802.3x. | IPv4 and IPv6 inspection is not clear. Kindly clarify whether IPv4 & IPv6 Inspection is Dynamic ARP Inspection | IPv4 and IPv6 inspection in Layer2 Switc are referred to DAI. Kindly clarify whether IPv4 & IPv6 Inspection is Dynamic ARP Inspection. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 399 | 14.0 (I) Aggregation Switch: The Aggression Switch shall have following minimum specifications | This is an Aggregation Switch. Aggregation Switch should have Layer 3 functionalities to do **Aggregation** from Type-1 Layer2 field Switches.<br><br>In addition to above, In case of TypeC, D and E stations, this Aggregation switches would be connected to MPLS network in other stations. So the Layer2 network design would be with lot of broadcast and we would recomend Layer3 functionalities in Aggregation switches to avoid large broadcast domain.<br><br>Kindly add features like IP/MPLS, OSPF, IS-IS, Layer 3 Multicast like PIM-SM, PIM-SSM, BGP, BFD, IP/MPLS, MPLS-TE, Layer3 VPN to reduce broadcast and use this Aggregation as CE Router | This is an Aggregation Switch. Aggregation Switch should have Layer 3 functionalities to do **Aggregation** from Type-1 Layer2 field Switches.<br><br>In addition to above, In case of TypeC, D and E stations, this Aggregation switches would be connected to MPLS network in other stations. So the Layer2 network design would be with lot of broadcast and we would recomend Layer3 functionalities in Aggregation switches to avoid large broadcast domain.<br><br>Kindly add features like IP/MPLS, OSPF, IS-IS, Layer 3 Multicast like PIM-SM, PIM-SSM, BGP, BFD, IP/MPLS, MPLS-TE, Layer3 VPN to reduce broadcast and use this Aggregation as CE Router | It will be as per RDSO specification, version-6. |
| 400 | 2.6(a) The Cameras of Station Platforms shall be connected to Field Ethernet Switch. The | "This is an Aggregation Switch. Aggregation | "This is an Aggregation Switch. Aggregation | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | Field Ethernet Switch shall stream Video data to a suitable location at Station such as CCTV Control Room through Aggregation Switch. CCTV Control Room may be connected to MPLS/ IP network through the Core Switch.<br><br>2.6(b) ii) The Cameras of Station Platforms shall be connected to Field Ethernet Switch. Field Ethernet Switch shall stream Video data to RPF/GRP Thana/Posts through Aggregation Switch. RPF/GRP Thana/Posts shall be connected to MPLS/ IP network through the Core Switch | Switch should have Layer 3 functionalities to do Aggregation from Type-1 Layer2 field Switches.<br><br>In addition to above, In case of TypeC, D and E stations, this Aggregation switches would be connected to MPLS network in other stations. So the Layer2 network design would be with lot of broadcast and we would recomend Layer3 functionalities in Aggregation switches to avoid large broadcast domain.<br><br>Kindly add features like IP/MPLS, OSPF, IS-IS, Layer 3 Multicast like PIM-SM, PIM-SSM, BGP, BFD, IP/MPLS, MPLS-TE, Layer3 VPN to reduce broadcast and use this Aggregation as CE Router"<br><br>Layer 3 Features including Layer3 Multicast is a must feature, as per network design described in the clause | Switch should have Layer 3 functionalities to do Aggregation from Type-1 Layer2 field Switches.<br><br>In addition to above, In case of TypeC, D and E stations, this Aggregation switches would be connected to MPLS network in other stations. So the Layer2 network design would be with lot of broadcast and we would recomend Layer3 functionalities in Aggregation switches to avoid large broadcast domain.<br><br>Kindly add features like IP/MPLS, OSPF, IS-IS, Layer 3 Multicast like PIM-SM, PIM-SSM, BGP, BFD, IP/MPLS, MPLS-TE, Layer3 VPN to reduce broadcast and use this Aggregation as CE Router"<br><br>Layer 3 Features including Layer3 Multicast is a must feature, as per network design described in the clause | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 401 | Diagram in Page no. 36-38 : Should have minimum 24 x GE SFP based ports | As per the network architecture (in RFP page no. 36-38), maximum 3 to 4 Field POE switches to be connected with these Aggregation Switches in the platform of Type-A&B stations and 4 port 1G SFP maximum in case of Type-C,D & E station are required maximum 4 numbers of 1G SFP ports. Asking 24x1G SFP ports for 4 port requirement is an overkill and unnecessary cost to the project. Kindly reduce to maximum 12x1GE SFP instead of 24x1GE SFP Ports.<br><br>Kindly change the port requirement from 24 to 12x 1GE SFP. | As per the network architecture (in RFP page no. 36-38), maximum 3 to 4 Field POE switches to be connected with these Aggregation Switches in the platform of Type-A&B stations and 4 port 1G SFP maximum in case of Type-C,D & E station are required maximum 4 numbers of 1G SFP ports. Asking 24x1G SFP ports for 4 port requirement is an overkill and unnecessary cost to the project. Kindly reduce to maximum 12x1GE SFP instead of 24x1GE SFP Ports.<br><br>Kindly change the port requirement from 24 to 12x 1GE SFP. | There is no change in tender specifications and Bidder is required to offer his solution as per RDSO specification version-6, which are minimum specifications for the required VSS solution. However, Bidder may offer additional features to meet the requirement of his offered solution. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 402 | Technical Specifications xiii) Type-II Switch (Aggregation Switches): Should have minimum 4 nos. SFP+ based 10 GE ports. | As per the network architecture (in RFP page no. 36-38), 2x10GE SFP would be sufficient instead of 4x10GE SFP+ Ports. Kindly change the port requirement to 2x 10GE SFP+. | As per the network architecture (in RFP page no. 36-38), 2x10GE SFP would be sufficient instead of 4x10GE SFP+ Ports. Kindly change the port requirement to 2x 10GE SFP+. | It will be as per RDSO specification, version-6. |
| 403 | Technical Specifications xiii) Type-II Switch (Aggregation Switches): Should support ITU-T G.8032 Ethernet Ring protection for Loop Protection and fast convergence time (Sub 50 ms) in ring topologies/ IEEE 802.1W RSTP for Sub Second failover. Industry Standard IEEE 802.1W RSTP is standard for Ring /STP topology. | ERPS is a must support Technology required for this kind of switches to achieve ring protection in less than 50 ms. ERPS is not be compared with RSTP which have protection switching time in seconds.<br><br>**Kindly claify that irrespective of Any technologies, Bidder to provide <50 ms converegence for ring topology in the network** | ERPS is a must support Technology required for this kind of switches to achieve ring protection in less than 50 ms. ERPS is not be compared with RSTP which have protection switching time in seconds.<br><br>**Kindly claify that irrespective of Any technologies, Bidder to provide <50 ms converegence for ring topology in the network** | There is no change in tender specifications and Bidder is required to offer his solution as per RDSO specification version-6, which are minimum specifications for the required VSS solution. However, Bidder may offer additional features to meet the requirement of his offered solution. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 404 | RDSO/SPN/TC/65/2021 Revision 6.0. 14.0 (II) Layer 2 Switches (24 ports) | The switches would be deployed in RPF Locations for Server connectivity, in redundant mode.<br>So, stacking is a must feature for the deployment perspective. Kindly Include The swicthes should have Stackable capability with 80 Gbps Stacking bandwidth from Day-1, | The switches would be deployed in RPF Locations for Server connectivity, in redundant mode.<br>So, stacking is a must feature for the deployment perspective. Kindly Include The swicthes should have Stackable capability with 80 Gbps Stacking bandwidth from Day-1, | There is no change in tender specifications and Bidder is required to offer his solution as per RDSO specification version-6, which are minimum specifications for the required VSS solution. However, Bidder may offer additional features to meet the requirement of his offered solution. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 405 | Technical Specifications xiii) Type-III Switch (24 Port Layer 2 Switch): As per Clause no. 14.0(II) of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/ TC/65/2021 Revision 6.0 or latest with all amendments<br><br>1. b. (Non PoE 24 x 10/100/1000 BASE-T ports - 4 x10 G (Minimum) SFP+ ports).<br><br>2. Switching capacity should be 56 Gbps or better; forwarding rate 41.7 MPPS or better | If we consider Switch configuration of 4x10GE+24x1GE, Swtching Bandwidth: = 64 *2 = 128 Gbps Forwarding rate should be 64x1.488 = 95.2 Mpps as per industry standard @ wired rate capacity<br><br>Kinly suggest whether switching bandwidth to be considered 128 Gbps and forwardimng rate to be considered 95.2 Mpps or better to have non-blocking capacity in the switch | If we consider Switch configuration of 4x10GE+24x1GE, Swtching Bandwidth: = 64 *2 = 128 Gbps Forwarding rate should be 64x1.488 = 95.2 Mpps as per industry standard @ wired rate capacity<br><br>Kinly suggest whether switching bandwidth to be considered 128 Gbps and forwardimng rate to be considered 95.2 Mpps or better to have non-blocking capacity in the switch | There is no change in tender specifications and Bidder is required to offer his solution as per RDSO specification version-6, which are minimum specifications for the required VSS solution. However, Bidder may offer additional features to meet the requirement of his offered solution. |
| 406 | Technical Specifications xiii) Type-III Switch (24 Port Layer 2 Switch): Minimum Operating Temperature 0 to 50ºC. | Kindly change the requirement as per Environmental condition<br><br>Minimum Operating Temperature 0 to 45ºC. | AsThis switch would be located at RPF DC Location, where server /NVR operating temperature asked below 30 DegreeC. We would request to revise requirement from 50 DegreeC to 45 DegreeC, as per field requirement | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 407 | Preference to Domestic Manufacturers | Please clarify if the OEM does not have a manufacturing Facility in India, what would be the level of preference given to such OEM's. | | Price preference will be given only to Bidders meeting minimum 70% local content criteria mentioned in the Tender Document. |
| 408 | Preference to Domestic Manufacturers | Can the OEM provide a Self declaration in this regard. | | Unambiguous self declaraion to be submitted to this effect. |
| 409 | Inspection/Factory Acceptance Test | Seeing the current global pandemic, where there are curbs on travelling and offices are not allowed to open, we request to waive off this clause and allow to submit test reports along with delivery of equipment or at the time of bidding | | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 410 | Undertaking regarding land border | We request you to remove the "**Competent Authority"** of providing evidence of Valid registration by the Competent Authority] | I have read the clause regarding restrictions on procurement from a bidder/OEMs of a country which shares a land border with India; I certify that this bidder/OEM is not from such a country or, if from such a country, has been registered with the Competent Authority, I hereby certify that this bidder/OEM fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the **Competent Authority** shall be attached.]". We request you to remove the "**Competent Authority"** of providing evidence of Valid registration by the Competent Authority] | Not Agreed. It will be as per Tender document and guidelines issued by MOF. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 411 | Undertaking regarding land border | On Land Border declaration, kindly clarify that whether below TEXT in the letter is acceptable as partt of self declarion.<br><br>**"We will provide reference to below:We refer the OM No. F.No.6/18/2019-PPD dated 23 July 2020 ("OM") issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division. This OM inserts Rule 144 (xi) in General Financial Rules 2017 imposing certain restrictions on procurement from a bidder of a country sharing land border with India. It is certified that We as OEM is an entity registered in India and does not share land border with India. "** | On Land Border declaration, kindly clarify that whether below TEXT in the letter is acceptable as partt of self declarion.<br><br>**We will provide reference to below:"We refer the OM No. F.No.6/18/2019-PPD dated 23 July 2020 ("OM") issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division. This OM inserts Rule 144 (xi) in General Financial Rules 2017 imposing certain restrictions on procurement from a bidder of a country sharing land border with India. It is certified that We as OEM is an entity registered in India and does not share land border with India. "** | Tender Clause is clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 412 | Unit rate quoted against SOR above should be CIP destination inclusive of basic rate, including GST, freight, insurance and any other charges or cost quoted by the tenderer. | Unit Rate should be CIP destination inclusive of basic rate, Freight , Insurance and any other charge.<br>The Unit rate should be excluding GST | GST understanding of various vendors may differ and same will result to non uniform competition. GST may be paid on actuals at the time of billing. | Tender clause is Clear. All incusive rates with applicable GST is to be provided. |
| 413 | SOR Item no. 1 under Schedule –'C':Bidder shall be paid @ 3.5% (minimum) of overall cost (excluding Taxes and Duties) of supply portion of Schedule (A) per annum towards Long Term Maintenance Support after completion of warranty period, to undertake maintenance, repairs and replacements of all type of equipment/ module/ card /assembly/ subassembly and update/upgrade of software released during this period and /or which may fail in the system after the warranty. | We request you to confirm whether value enetered in Commercial Format will be incremental to 3.5% or absolute value to be quoted | For example if one bidder wants to quote 4% of CAMC then in Commercial Format it should be entered as 0.5% or 4%. | Absolute AMC amount is to be quoted in INR. In case, bidder wants to quote 4% of AMC charge, than corresponding amount of 4% in INR is to be quoted. Please read clause 4.A.3 for better clarification. |
| 414 | Bidder has to offer only single make and model against each SOR Item. Offers without particulars of Make & Model or multiple OEMs of same items are liable to REJECTED. Note: In case of cameras, different OEM is also permitted for different sensor size. | Whether condition of Single Make/ Model is for major items like Camera, Switch, Server, Storage, Software and UPS only or it is for all components including cable, pole,conduit etc? | Generally passive items like cables, conduits , pole, panic button etc will depend of vendor capacity at the time of delivery. So Standard Make may be accepted for all these items from flexibity point of view. | Bidder has to offer only single make and model against each SOR Item other than Cameras, subject to Note, Clause-IV, Chapter-2 (Section-I). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 415 | Bidder must validate all the quantities quoted in their technical solution proposed supported by calculations, datasheets and design documents as same would be required for the technical evaluation of the offer. | Whether calculation is required for all items of for only items for whome quantities are mentioned in LOT. | The quantities for most of the items is part of tender and bidder has to decide quantity of few items only like storage etc only. | Calculation is required for all items of SOR in which Bidder is required to offer its solution based on parameters like number of cameras mentioned in the Tender document. |
| 416 | The Un-priced copy (with make & model) of the SOR along with the Breakup of individual itemized BOM (as per Format given below) should be submitted with the Technical Bid for evaluation. The above document should not include any prices, if found so, the bid may liable to be rejected | Whether really breakup in terms of Processor, Motherboard, RAM level required? | Generally OEMs are providing cost of Unit System only and not for the components level. Also Generally customer can not purchase component and assemple the same. | Note, Point-VI has been modified. Please see the Tender Document. |
| 417 | RailTel will provide Rack space at Gurugram and Secunderabad datacenter for hosting VSS infrastructure as defined in the tender. Bidders are requested to optimize the number of racks requirement in the datacenters. | Rack space will be chargeable basis or free of cost | It will impact the commercials of bidder | Rack space at Data center will be free of cost to the successfull bidder for required Hardware. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 418 | RailTel has provided (or in process of implementation) VSS system at railway stations. Details of existing VSS Stations/RPF Thanas having existing VSS Infra is mentioned in BDS (Chapter-5, Section-I). This VSS infrastructure (existing) is required to be integrated with the proposed VSS infrastructure covered under the scope of present tender. | Whether all existing systems need to be integrated or only selected ones? | As per the Government Guidelines existing Chinese Items should not be part of Integration. Also the existing system should be interoperable as per the standard protocol. | Existing VSS Infrastrucure (Camera & VMS) deployed by RailTel is as per RDSO specification and has been duly inspected by RDSO. For Existing VSS Infra details, clause 8.2 may be referred.<br><br>For integration with existing asset, please read Note, Point-XIII of Chapter-2. |
| 419 | In future, D & E Category Stations and Coaches are also to be covered for VSS Work by RailTel on behalf of Indian Railways. The recording of the video feeds from CCTV cameras of these D & E category stations will be stored at their controlling RPF Thana/Posts which are presently covered in this tender. | The processing and storage infra for D&E category stations and coaches need to be included as part of this bid or it has to be considered in future as per requirement (on chargeable basis) | If processing and storage infra is required as part of this bid then significant commercial impact will be there for each bidder | Clause modified. Server and Storage for D & E category stations has now been covered under the scope of the work. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 420 | The system shall comply with RDSO Specification RDSO/SPN/TC/65/2021 Rev. 6.0 with latest Amendment.However, in case of any conflict on the solution design parameters, system functional requirements and technical specification of a system/item between RDSO specification and the tender conditions, the tender conditions will prevail over above mentioned RDSO specification. | We request you to follow RDSO specs and guidelines for complete tender | Tender conditions may create conflict with RDSO specifications which will create unneccessary confusion. | Clause has been modified and it will be as per RDSO specification, version-6. |
| 421 | Integration of CCC application (will be provided by RailTel separately) with existing VMS, proposed VMS, VA and EMS at API/SDK and application level. | We request you to ensure interoperability of CCC application (which will be provided by RailTel) with VMS, VA and EMS and it should be devoid of any proprietary protocol | Without interoperability, integration will be extremely different | Clause modified for better clarity. Bidder is required to provide CCC (for Northern Region only), VMS, VA & FRS as per RDSO specification version-6 or latest and has to share API/SDK for integration. It is bidder's responsibility to ensure integration and operation of these applications as per RDSO sepcification version-6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 422 | Continuous online training during installation, warranty & AMC phase -As and when required by RailTel/Railways | We request you to cap the number of traing session | Unlimited training will be unviable for any bidder. | Requirement of training would depend on the quality of training imparted and reliability of systems. The contractor has to design the training and system accordingly. Moreover, over the project duration, staff of RailTel & Railways invlolved in Operation and Maintenance of VSS System will change and training will be needed for new staff. |
| 423 | All equipment shall be immune to EMI; RFI interference generated by any nearby source including traction overhead equipment & shall meet the latest international standards in this regard. | Please define the standards to be followed. | Not defining the standards will create non level playing field among the bidders. | These are generic requirements for system designing. Please refer RDSO specifications version-6 or latest for releavant hardware for meeting such generic requirements. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 424 | Note: It may be noted that bidder is permitted to quote only in Indian Rupees. Accordingly, all payments will be made in Indian Rupees only. | Quote in Indian Rupee is ok but Exchange Rate Variation impact and market pricing trends should be accessed and in exceptional circumstances prices should be increased during placement of orders | In Last one Year, As per general trend of market the prices of semiconductor, chip, steel, hdpe etc increased significantly due to dollar rate variation and short supply. These are making various projects and vendor quotes unviable for already existing project. Also if bidder is paying higher price then quality of work will be affected . | Bidder has to quote the Rates in INR keeping exchange rate variation into consideration. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 425 | DPIIT Make in India Orders | Please allow only Class 1 Local supplier for various items level as per DPIIT orders and not only for complete bid level. | As per DPIIT circulars , Nodal Agencies are being appointed and they are deciding 'Capacity' and 'Competition' level of a particular item in India and based on the same item will be notified as part of Make in India List. So basically Nodal agencies are notifying particular item and not complete bid | As per DOT policy the present tender is under the category of Works. The criteron for works is being followed to give purchase preference. |
| 426 | RailTel would also enter into Rate Contract with the firm to whom the contract is awarded for catering to additional requirement as per items covered in Schedule of requirements (SOR) as and when arise in future. Rate Contract on the successful tenderer would be placed separately and would be operative from the date of PAC of the first Station/RPF Chowki/Thana/Post and would be valid for a period of 12 months. The validity of rate contract may be extended for further 12 months with mutual agreement. | Rate Contract for further 12 Months on price quoted in bid is unrealistic. Please renegotiate the unit price for Rate Contract with successful bidder | Genrally the order will be placed approx after 4-6 Months from bid submission. Due to changin g market dynamics, even holding prices for 6 month is difficult . If bidder has to hold this price for further 12 Months than it may imapct financial viability of contract and it will be diffuclt for any bidder. | Tender Clause is Clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 427 | | Railtel has published tender for all 4 Reasons | where Northern & Southern region have the tender due date is 1st of July 201 . Request you to please keep the due dates as such with a Gap of Min 7 Days so that we can be able to participate in all the tender Published by RAILTEL. | It will be as per Tender. |
| 428 | Selection of vendors for RA shall be as under:<br>If the number of tenderers qualified for award of contract is less than 3, No RA shall be conducted and the tender shall be decided on the basis of initial price offer.<br><br>If the numbers of tenderers qualified are 3 to 6, only 3 tenderers shall be eligible for participating in RA.<br>If the numbers of tenderers qualified are more than 6, only 50% of tenderers shall be eligible for RA (rounded off to next higher integer). | Request you to please allow all the technically qualified Bidder to participate in the Reverse Auction in order to get the competitive price | As all the bidders are tecnhically Qualified . | Tender Clause is Clear. Only technically eligible bidders are allowed to go for the Reverse Auction. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 429 | Note XIII:<br>The selected bidder after issue of LOA will start roll-out of the VSS project as per the scope of Work. After completing installation at first station having existing VSS Infra, the bidder shall<br>ensure VAPT test of VSS network from STQC (Ministry of Electronics & Information Technology)<br>or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification.<br><br>&<br><br>To ensure security and network vulnerabilities & breaches and to discourage false undertaking from OEMs, Security auditing and testing shall be carried out from CERT-IN empanelled agencies as mentioned in Clause 8.3, Chapter-8, Note,<br>Point-iv after issuance of LOA as well as at the time of completion of project i.e. before issuance of FAC. | 1) For how many station the VAPT test / Security Auditwill be carried out ?<br><br>2) Who will bear the cost of Testing of the same VAPT Test as the same is not indicated in the tender i.e RAILTEL/RAILWAYS/ Bidder ?<br><br>3) If it is to be borne by the bidder please indicate the approximate cost? | | It will be as per RDSO Specification version-6. Cost will be borne by the contractor. Please contact CERT-IN emapnelled Government agencies for testing charges. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 430 | Regarding Internet of Things Verification Requirements" of OWASP Application Security Verification Standard version 4.0 - Level 2 for CCTV with relevant and equivalent safeguards.<br><br>And<br><br>Technical Specification…..... | As the OWASP application Security has to be done before the Supply of the material by the<br><br>1) Who will bear the cost of Testing of the same OWASP Test as the same is not indicated in the tender i.e RAILTEL/RAILWAYS/ Bidder ?<br><br>2) If it is to be borne by the bidder please indicate the approximate cost ?<br><br>3) | | The cost of testing has to be borne by Bidder. Bidder is required to get in touch with CERT-IN empanelled government agencies for the same. Please also refer Note 1(b) of SOR, Chapter-2 (Section-I). |
| 431 | 17.2.1 Underground Optic Fibre Cable shall be 24 / 48 Fibre Armoured Optic Fibre Cable as per latest RDSO specifications.<br><br>&<br><br>17.2.2 Overhead Optic Fibre cable shall be 6 / 12 / 24 fibre as per latest TEC/BSNL specification. | Please clarify which Specs to be followed . As per RDSO Specification or TEC/BSNL specification | | It will be as per RDSO Specification, TEC/BSNL specification to be followed. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 432 | Supply of PVC insulated 3 core 4 Sq. mm (1.1 KV grade) outdoor strengthened Copper Cable for UPS supply distribution (as per BIS/ISI standards) along with all accessories. Qty : 164507 | As all the cameras and and most of the Switches are on POE Switch and the power supplied to Switches and Cameras are by POE Ethernet Cable So Request you to clarify whether the quantity of Power Cable indicated is required. | | Power cable is required to extend the UPS supply from RPF Thana. to POE switches |
| 433 | Supply of ACDB for AC distribution Box with Lock and key arrangements and ISI mark MCBs of various ratings as per site requirements for installation at sites | Please clarify the Various rating to e considered for the Pricing | | The clause is clear. Ratings to be considered as per site requirement. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 434 | Supply of MFCE Earth with multiple pits complete with all accessories (less than 1 Ohm) as defined in Section- II, Chapter-5 | Please provide the Quantity and Specification of SPD to be installed in the project | In both Tender and RDSO Specification Rev 6.0 Specification and quantity is not mentioned | Bidder is required to maintain the earthing of less than 1 ohm for the entire project duration i.e. Upto AMC.<br><br>Moreover, Bidder to ensure appropriate Surge Protection Device (SPD) arrangement to protect IT infrastructure i.e. switches, server, storage, NGFW etc. system being installed at platforms and RPF Thana/Post. |
| 435 | Integration of Proposed VSS System…..without any Additional Cost to RILTEL | In order to integrate with the Existing VSS, API/SDK of the existing VSS at station will be shared by RAILTEL or Bidder need to co-ordinate with the OEM of Existing VSS | | The clause is clear. No further clarification is required. RailTel will not provide API for the existing VMS. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 436 | 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 | As per tender requirement, there are four types of capacity required i.e 500VA, 1KVA, 2KVA & 2x10KVA. But only specifications of 1KVA, 2KVA & 2x10KVA are there in tender document. 500VA Specification is not available. | Please arrange to provide the specification of 500 VA UPS /Please confirm about the 500VA Specification against which compliance and UPS model to be finalized. | 500 VA UPS to be provided by the bidder as per the requirement. |
| 437 | 1KVA .....In specification, operating temperature mentioned as 0 ~ 55 Deg C. | As per Indian conditions, 55 Deg C is very very high. No such conditions till date prevail as far as environmental temp is concerned. Moreover they will be place in the closed environment | So UPS being an electrical product and as per standard design conditions "Operating Temperature can be 0 ~ 45 Dg C without derating , 46 Deg C to 50 Deg Max with derating"<br><br>So either of 0~ 45Deg C or 0 ~ 50 Deg C can be taken for consideration | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 438 | 2KVA .....In specification, operating temperature mentioned as 0 ~ 55 Deg C | As per Indian conditions, 55 Deg C is very very high. No such conditions till date prevail as far as environmental temp is concerned. | So UPS being an electrical product and as per standard design conditions "Operating Temperature can be 0 ~ 45 Dg C without derating , 46Deg C to 50Deg Max with derating"<br><br>So either of 0~ 45Deg C or 0 ~ 50 Deg C can be taken for consideration. | Not agreed. It will be as per Tender. |
| 439 | Size for 2KVA mentioned as 2U+/- 0.5U. | Please consider the size of 2KVA as 3U as general practice of rack mountable UPS design. 2.5U might be smaller one. | | Not Agreed. It will be as per Tender. |
| 440 | 2x10KVA .....Certification mentioned as CE or Equivalent BIS/IS Standard | Is either one of above will be required or both certification to be required ? | | Only 1 type of certification is required. |
| 441 | 2x 10KVA .....Battery Back up mentioned as " 2 Hrs. on full load with each UPS System with 28800 VAH battery size | As general under parallel redundant configuration if 2Hrs backup for UPS system required, it is understood that 1Hr + 1Hr i.e. 1Hr backup for each individual UPS under parallel redundant configuration. | So as required 2Hrs backup for UPS system in PRS mode , so it is to be considered of 1Hr for each individual UPS with fulfilling 14400VAH. Please confirm this. | Each seperate chassis for 10KVA UPS should be able to provide 2 hour backup. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 442 | Supply of Server for Video Management, Video Recording and Video Analytics with redundancy along with all accessories required for installation purposes as defined in chapter 8.<br><br>or<br><br>Either Server based solution or Network Video Recorder based solution or combination of both can be accepted for Video Management and VideoRecording for the implementation schemes as per Schematic Diagram-2 of RDSO Specification.<br>Note: In case, Video Management and Video Recording is deployed on Network Video Recorders (NVRs), then NVRs shall integrate seamlessly with Video Analytics Software deployed on Servers or at Cloud. | Whether Quantiy required against the said line item includes quantity of redandunt/failover sever at thana level | | The contractor has to supply server with proper sizing and with N:1 redundancy against each set as per RDSO Specification version 6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 443 | Port Standards & Functions: IEEE 802.3 10BASE-T Ethernet, IEEE 802.3u 100BASE-TX Fast Ethernet, IEEE 802.3ab 1000BASE-T Gigabit Ethernet, 802.3ae 10 GbE, 802.3an 10GBASE-T, IEEE 802.3x Flow Control for Full-Duplex Mode, Auto-negotiation | Since the asked interfaces are 10G SFP+ interfaces and SFP+ ports support one backword compatibility i.e. 1000 Mbps. Hence IEEE 802.3 10BASE-T Ethernet, IEEE 802.3u 100BASE-TX Fast Ethernet are not relavent for core switch. Request you to kindly modify the clause as "**Port Standards & Functions: IEEE 802.3ab 1000BASE-T Gigabit Ethernet, 802.3ae 10 GbE, 802.3an 10GBASE-T, IEEE 802.3x Flow Control for Full-Duplex Mode, Auto-negotiation**" so that leading OEM canparticipate. | | Core switch is not covered in the SOR items. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 444 | MAC Address Table should be 48K or more. | 48K MAC address is very high for core Layer-3 switch switch. 32K MAC address is sufficient for Layer-3 Core switch. Request you to kindly relax and ammend the clause as " **MAC Address Table should be 32K or more.**" so that leading OEM can participate. | | Core switch is not covered in the SOR items. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 445 | Should support Port-based VLAN, 802.1v VLAN, Double VLAN (Q-in-Q), Voice VLAN, VLAN trunking, IEEE 802.1Q Tagged VLAN protocol | Since VXLAN, also called virtual extensible LAN , is designed to provide layer 2 overlay networks on top of a layer 3 network by using MAC address-in-user datagram protocol (MAC-in-UDP) encapsulation. In simple terms, VXLAN can offer the same services as VLAN does, but with greater extensibility and flexibility. It is similar to Q-in-Q. Request you to kindly modify the clause as "**Should support Port-based VLAN, 802.1v VLAN, Double VLAN (Q-in-Q) or VxLAN, Voice VLAN, VLAN trunking, IEEE 802.1Q Tagged VLAN protocol**." so that leading OEM can participate. | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 446 | Should support Queue Handling with Strict Priority Queue, Weighted Round Robin/ Shaped Round Robon/ Deficit Round Robin (DRR), SPQ + WRR/SRR and Weighted Deficit Round Robin (WDRR). | Since technology differs from OEM to OEMs. HPE Aruba supports DWRR instaed of SRR. Requesuest you to kindly ammend the clause as "**Should support Queue Handling with Strict Priority Queue, Weighted Round Robin/ Shaped Round Robon/ Deficit Round Robin (DRR), SPQ + WRR/SRR or DWRR and Weighted Deficit Round Robin (WDRR) or equivalent feature.**" | | Core switch is not covered in the SOR items. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 447 | Able to manage trough Web-GUI, Fully functional CLI interface and Telnet. | Telnet is the standard TCP/IP protocol for virtual terminal service, while SSH or Secure Shell is a program to log into another computer over a network to execute commands in a remote machine. Also Telnet is vulnerable to security attacks while SSH helps you to overcome many security issues of Telnet. Hence SSH is more secure for management. Request you to kindly ammend the clause as "**Able to manage trough Web-GUI, Fully functional CLI interface and Telnet or SSH.**" | | Core switch is not covered in the SOR items. |
| 448 | Operating Temp.: 0 °C to 50 °C. | Since this is Core switch which will be deployed in Control room. The environmental tempareture of control room will not be more than 45°C. Hence request you to kindly ammend the clause as "**Operating Temp.: 0 °C to 45°C.**" | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 449 | Should support console port and telnet-based management. | Telnet is the standard TCP/IP protocol for virtual terminal service, while SSH or Secure Shell is a program to log into another computer over a network to execute commands in a remote machine. Also Telnet is vulnerable to security attacks while SSH helps you to overcome many security issues of Telnet. Hence SSH is more secure for management. Request you to kindly ammend the clause as "**Should support console port and telnet or SSH-based management.**" so that leading OEM can participate. | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 450 | Should support Quality of Service (QoS) features viz. Priority Queue, Class of Service (CoS), Rate Limiting (Bandwidth Control), Strict Priority Queue (SPQ), Weighted Round Robin (WRR) or better, DOS attack prevention. | IEEE 802.1p is the standard of Strict Priority Queue (SPQ)/Traffic prioritization. Request you to kindly relax and ammend the clause as "**Should support Quality of Service (QoS) features viz. Priority Queue, Class of Service (CoS), Rate Limiting (Bandwidth Control), Strict Priority Queue (SPQ)/802.1p or equivalent, Weighted Round Robin (WRR) or better, DOS attack prevention.**" | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 451 | Minimum Operating Temperature 0 to 50 degree. | Since this is Aggregation switch. As per the solution these switches will be deployed in indoor environment. The environmental tempareture of indoor room will not be more than 45°C. Also the 45°C is industry standard for enterprise garade switches. Hence request you to kindly ammend the clause as "**Minimum Operating Temp.: 0 °C to 45°C.**" | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 452 | Should support Quality of Service (QoS) like Priority Queue, Class of Service (CoS), Rate Limiting (Bandwidth Control), Strict Priority Queue (SPQ), Weighted Round Robin (WRR)/ Shaped Round Robin (SRR). | IEEE 802.1p is the standard of Strict Priority Queue (SPQ)/Traffic prioritization. Request you to kindly relax and ammend the clause as "**Should support Quality of Service (QoS) like Priority Queue, Class of Service (CoS), Rate Limiting (Bandwidth Control), Strict Priority Queue (SPQ)/802.1p or equivalent, Weighted Round Robin (WRR)/ Shaped Round Robin (SRR).**" | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 453 | Minimum Operating Temperature 0 to 50ºC. | Since this is Layer-2 Access switch. As per the solution these switches will be deployed in indoor environment. The environmental tempareture of indoor room will not be more than 45°C. Also the 45°C is industry standard for enterprise garade switches. Hence request you to kindly ammend the clause as "**Minimum Operating Temp.: 0 °C to 45°C.**" | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 454 | Operating temperature/ Humidity: 0°C to 50°C, 10%-90% non-condensation. | Since this is 8 Ports Layer-2 Access switch. As per the solution these switches will be deployed in railway plateform. Even on a hottest day the covered Platform area the ambience temparature will not go above 45°C. Also the 45°C is industry standard for enterprise garade switches. Hence request you to kindly ammend the clause as "**Operating temperature/ Humidity: 0°C to 45°C, 15%-90% non-condensation.**" | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 455 | Specifications relating to Type IV Switch | The specification for Type IV switch has changed from the specifications published in previous tender dated 22.3.2019 tender no "RAILTEL/TENDER/OT/CO/P/2018-19/CCTV" page no 244 to 246 and corresponding Corrigendums. As there is no change in the solution and design requirements from the previous tenders, hence request you to kindly change the type IV switch specifications as it was in the previous tender. Curent specifications will ensure very limited participation for this large and prestigious RFP thereby clearly increrasing the cost of the project significantly.Hence request you to kindly change the specifications as per previous RFPs in order to ensure maximum participation so that Railtel can get the best of the breed solution at a very effective pricing. | | Type-IV switch is not covered under the present scope of tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 456 | RDSO/SPN/TC/65/2021 Version 6.0 (Type IV Switch): Minimum 8 Cores in Single Processor or 2 nos. of 4 Core Processor (Dual Socket) | Please confirm whether single socket 8 core machine as per RDSO Specifications meets Railtel requirement. | | It will be as per RDSO specification, version-6. |
| 457 | Minimum 16 Cores in Single Processor or 2 nos. of 8 Core Processor (Dual Socket) | Please confirm whether single socket 16 core machine as per RDSO Specifications meets Railtel requirement. | | It will be as per RDSO specification, version-6. |
| 458 | Aggregation Switch: Sl.No:17 Minimum Operating Temperature 0 to 50 degree | We request to kindly change the Operating Temp.: 0 °C to 45 °C. | As per industry standard operating temp is 0 °C to 45 °C. | Not Agreed. It will be as per RDSO specification version-6 |
| 459 | Layer 2 Switches (24 ports): Sl.No:20 Minimum Operating Temperature 0 to 50ºC. | We request to kindly change the Operating Temp.: 0 °C to 45 °C. | As per industry standard operating temp is 0 °C to 45 °C. | Not Agreed. It will be as per RDSO specification version-6 |
| 460 | SOR #7: Supply of Storage System at RPF/ GRP. Supply of Storage System at RPF/GRP Thana/Post sites for recording of cameras from cluster of stations along with all accessories required for installation purposes as defined in chapter 8<br><br>Note: Bidders are required to quote price for complete storage as per clause no.8.1.3.3 of chapter-8 (section-I) as a LOT for all types of cameras mentioned in SOR.<br><br>- 01 LOT | We understand that each RPF Post/ Thana will have storage capacity as calculated based upon the qty and type of cameras being connected and recorded from the associated stations. Total cost of all of these storage units to be quoted in this line item as 01 Lot. Kindly clarify if this understanding is correct. | | Yes |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 461 | xii) Type-I Switch (8 port Field Switch) xiii) Type-II Switch (Aggregation Switches) xiv) Type-III Switch (24 Port Layer 2 Switch) | All PoE Switches should have inbuilt Surge Protection on LAN Ports. | As per RDSO Specifications, Surge protection is enabled in 8 Port & 4 Port POE so please add 24 Port POE Switch also. | It will be as per RDSO specification, version-6. |
| 462 | Enterprise Management System (EMS) | **Point To be add:** Server Monitoring - The agents should be to set polling interval as low as 1 second with low overhead on target server infrastructre | 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: | There is no change in tender specifications and Bidder is required to offer his solution as per tender specification, which are minimum specifications for the required VSS solution. However, Bidder may offer additional features to meet the requirement of his offered solution. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 463 | Enterprise Management System (EMS) | **Point To be add: 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 averging any collected data point) upto one year to reduce the overall TCO.** | To analyze real time polling data very fast, time series based datbase is used to process millions of data everns. We request authority to add this clause in EMS section: | There is no change in tender specifications and Bidder is required to offer his solution as per RDSO specification version-6, which are minimum specifications for the required VSS solution. However, Bidder may offer additional features to meet the requirement of his offered solution. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 464 | (ix) Integration of CCC application & FRS application (Both applications will be provided by RailTel separately) with existing VMS, proposed VMS, VA and EMS at API/SDK and application level | Kindly let us know the FRS application integration expectations in the proposed VMS system. | Please elaborate the FRS integration scope in terms of<br>1. VMS system will provide video stream of 4K UHD FRS cameras to the FRS application OR the FRS Application will receive the 4K UHD video feeds from the FRS camera directly?<br>2. FRS alerts to be received and stored under VMS - if this is the expectation, how many number of days and what kind of alerts and alert size needs to be considered in the design of the solution under the scope of this RFP.<br>3. If FRS alerts will be sent to the CCC application from VMS or FRS application will send the alerts directly to ICCC. | Clause modified. Bidder is required to provide API/SDK of VMS/VA application to CCC OEM (Included in the scope of Northern Region Tender only) and integration is required to be done as per RDSO specifcation version-6. This is the solution based tender and bidder is required to offer solution while meeting terms and coniditon of tender and RDSO sepcification version-6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 465 | Point xv under detailed scope of work xv) Integration of new and existing VMS with Video Analytics and Facial Recognition system | We request you to provide the details of the OEM solutions for FRS which are deployed / being deployed for us to assess the integration possibilities and to assess the effort of integration. | Please also let us know what will happen to the existing FRS solutions deployed? Will it be the responsibility under the new project? The new project does not mention FRS as part of the scope. | There is no existing FRS. Bidder's FRS is required to be integrated with existing cameras and Cameras covered under the scope of this tender. |
| 466 | -clause 6) DC-DR for VSS: VMS Cum VA Server with Redundancy | As we understand from the clause, a centralised solution is required which will aggregate the video feeds (on-demand) and VA alerts at this server and the server needs to be provided in 1+1 redundant configuration. Such solution would be installed in DC and DR separately.<br>Redundant VMS and VA configuration is not required for the servers installed at RPF / Thana. Kindly confirm the understanding. | | Tender clause is modiifed. Server at DC-DR and RPF Thana/Post are required to be provided in N+1 redundancy. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 467 | Servers at DC-DR: iii) The VMS system shall also provide live streaming of at least 4 to 5 Cameras per station covering platform, circulating area, ticketing area, entry/exit point or other important location on eDrishti Portal of Indian Railways. Bidder shall provision sufficient no. of Streaming Servers in their bid. | As we understand, the streaming server can be part of the VMS server proposed at each RPF / Thana location (same server with additional compute for streaming or a separate streaming server). The eDrishti Portal of Indian Railways will receive the video feeds from the streaming server from each RPF/Thana location. Please confirm if our understanding is correct. | | Streaming server is required to be kept at Datacenter. Bidders may integrate streaming server with Video Management cum Analytic server at Datacener (DC-DR). |
| 468 | (i) Minimum Hardware for Video Management & Recording of 32/64/128 Cameras. Minimum Hardware requirements for Command Control Centre Software shall also be similar to following: Processor | Latest Generation x86 Intel / AMD Processor | Latest Generation x86_64 Intel 3rd Generation Xeon Scalable / AMD 7003 EPYC Processor | It will be as per RDSO specification, version-6. |
| 469 | (ii) No. of Cores & No. of Processors | Minimum 8 Cores in Single Processor or 2 nos. of 4 Core Processor (Dual Socket) | Minimum 1 nos of 8 Cores or higher if proposed platform is Single Socket or 2 nos. of 4 Core Processor or higher if proposed platform is Dual Socket. | It will be as per RDSO specification, version-6. |
| 470 | (iv) Frequency | 2.1 GHz or higher | Minimum 3 GHz or higher | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 471 | (v) Memory | 16 GB or higher DDR4 SDRAM or latest | 16 GB or higher DDR4 ECC RDIMM at 3200 MHz or latest. | It will be as per RDSO specification, version-6. |
| 472 | (viii) Interface type | FC or iSCSI or SAS or FCoE or Ethernet interface for connecting External Storage device | The proposed system should be with latest PCIe Gen4 and FC or iSCSI or SAS or FCoE or Ethernet interface for connecting External Storage device. The proposed system should have capability to accommodate a NVIDIA GP-GPU / AMD GP-GPU / Intel / Xilinx GP-GPU / FPGA. Suitable documentation need to be submitted in justification. | It will be as per RDSO specification, version-6. |
| 473 | (xvii) Minimum Hardware for Artificial Intelligence (AI) enabled Video Analytics (one each for 32 nos. of Cameras): Processor | Latest Generation x86 Intel / AMD Processor | Latest Generation x86_64 Intel 3rd Generation Xeon Scalable / AMD 7003 EPYC Processor | It will be as per RDSO specification, version-6. |
| 474 | (xviii) No. of Cores & No. of Processors | Minimum 4 Cores in Single Processor | Minimum 1 nos of 4 Cores or higher if proposed platform is Single Socket or 2 nos. of 2 Core Processor of higher if proposed platform is Dual Socket. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 475 | (xx) Frequency | 2.1 GHz or higher | Minimum 3 GHz or higher | It will be as per RDSO specification, version-6. |
| 476 | (xxi) Memory | 8 GB or higher DDR4 SDRAM or latest and recommended GPU card | 16 GB or higher DDR4 ECC RDIMM at 3200 MHz or latest and recommended GPU Card | It will be as per RDSO specification, version-6. |
| 477 | (xxiv) Interface type | FC or iSCSI or SAS or FCoE or Ethernet interface for connecting External Storage device | The proposed system should be with latest PCIe Gen4 and FC or iSCSI or SAS or FCoE or Ethernet interface for connecting External Storage device. The proposed system should have capability to accommodate a NVIDIA GP-GPU / AMD GP-GPU / Intel / Xilinx GP-GPU / FPGA. Suitable documentation need to be submitted in justification. | It will be as per RDSO specification, version-6. |
| 478 | (i) Minimum Hardware for FRS (One each for minimum 4 numbers of Cameras): Processor | Latest Generation x86 Intel / AMD Processor | Latest Generation x86_64 Intel 3rd Generation Xeon Scalable / AMD 7003 EPYC Processor | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 479 | Note:<br>(iv) Security Verification Certification for Hardware (all type of Cameras) and Software (Video Management Software, Graphical User Interface Client Software , Video Recording Software, Video Analytics Software, Remote viewing on Web & Mobile App Software): All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per “Appendix C: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2. | As per Clause no. 10.2 - NVR and Software Requirements (18.1;18.2;18.3) of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments requests the Vulnerability and Penetration tests along with the Static Code Analysis and Security Certificates from Cert-In Empanalled Auditing Agencies.<br>It does not state about the OWASP 4.0 - L2 verification requirement. | As per Clause no. 18.1;18.2;18.3 of RDSO Specification of IP Based Video Surveillance System Specification no RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments requires VAPT and Static Code Analysis considering the nature and technology of thik clients applications. OWASP 4.0 - L2 Verification is more suitable to IoT Devices nd Thin clients. | Clause Modified. Please see the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 480 | Note:<br>(iv) Security Verification Certification for Hardware (all type of Cameras) and Software (Video Management Software, Graphical User Interface Client Software , Video Recording Software, Video Analytics Software, Remote viewing on Web & Mobile App Software): All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per “Appendix C: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2. | Request for providing an extension of 6 Months as these clauses are recently added in RDSO 6.0 revision last month only. | OWASP 4.0 - Level 2 verification for IP cameras as per RDSO 6.0 Specifications and VAPT/ Static Code Analysis for VMS/ VRS/ GUI clients introduced in 6.0 Version last moth only.<br>Requesting the RAILTEL body to extend the time line of approx 6 Months to cater the mentioned verification and cetification processes at it also incorporates Dvelopment efforts as well as the Security Agencies regular approval times in it. | Completion period has been decided as per the scope of work. For submission of security verification certification, please refer Note, Point-XIII of Chapter-2. |
| 481 | General | We understand that the 4 zones shall be treated as 4 different tenders & there is no cumulative criteria for financial capability & similar work done criteria. Please clarify | | Yes. Each tender will be treated as different tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 482 | 3. Total throughput (Full duplex): Minimum 280 Gbps | In consideration of port density i.e 8 x 10G = 80G & 4 x100G = 400G. So, the total switch throughput will be 480Gbps. Which is contradicting the clause itself. Please clarify as the clause is indicating the requirement is to have 2x100G interface not 4x100G interface. | | Type-IV switch is not covered under the present scope of tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 483 | CHAPTER- 2, S.No 5 | Supply of Server for Video Management, Video Recording and Video Analytics with redundancy along with all accessories required for installation purposes as defined in chapter 8.-----102pcs<br>Is this NVR?or NVR with VA function?<br>Will deployed at which place ?<br>If this point need NVR,what's the quantity of different channel（32,64,128） NVR ? | | SOR item modified. Separate SOR items for Video Management Recording and Video Analytics Hardware have been created. As per RDSO specification version-6, bidder may supply server/workstation/NVR for Video Management & Recording and server/workstation for VA. These H/w will be installed at RPF Thana/Post.<br>Bidder is required to size these Hardwares as per details given in Annexure-VII of Chapter-7. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 484 | 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 External Storage Device/Server/NVR installed at respective Stations or RPF/GRP Thana/Post without any impact on the system operations. | The Video data shall automatically be transferred to the External Storage Device/Server/NVR . When NVR disconnect to VMS/IP storage, then network connect again. Does need recovery the data from NVR to IP storage ? Please clarify as per tender clause asked between IP Camera and External Storage Device/Server/NVR nothing mention if N/w is fail between NVR and IP Storage | | It will be as per RDSO specification, version-6. |
| 485 | In case implementation is done as per Schematic Diagram-3, Video and Alarm data shall be stored for at least 30 days in Cloud and for at least 7 days or as specified by the purchaser at RPF/GRP Thana/Posts. | For the remarked video, need to save how long ? | | It will be as per RDSO specifcation version-6 & bidder is required to offer solution based on schematic diagram-2 as mentioned in RDSO specification version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 486 | Full HD Fixed Dome type IP colour Cameras shall preferably be provided in indoor locations such as waiting halls, ticket counters, offices etc. or any other locations as decided by purchaser as per site requirement. | As in Railway stations lot of vehciles comes in parking , there is nothing mention about ANPR , please clarify for parking area does need ANPR function ? | | It will be as per RDSO specification, version-6. |
| 487 | There shall be provision of Panic Button/Buttons at various locations at Stations. Pressing Panic Button, alarm shall be sent to the central location through available network. Panic Button System shall utilize same network system provided for CCTV system at Stations. Number of Panic Buttons and location of Panic Buttons shall be decided by the purchaser as per site conditions. | The panic button alarm, does need send alarm to RPF and GRP ? or only send the alarm to station management device is ok ? | | It will be as per RDSO specification, version-6. |
| 488 | Server / Workstation Hardware and Network Video Recorders | Please confirm can OEM provide Embedded VMS , all in one single device as if complies all parameters of Hardware and Software both , no need to take hardware and software separate , | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 489 | The software shall detect signal loss and have the capability to alert the systems administrator. | Please clarify here signal loss required from what type of devices like Camera, Server , Network Failure , switch or what , and if is there any network fail of any device with VMS/Camera/ Storage then it will be show as Offline Mode or Not responding, Signal loss is seems to related to Analog device | | It will be as per RDSO specification, version-6. |
| 490 | The software shall create an audit trail of all events and user activities. | Please clarify here what actually require as VMS like Logs or what, please give more clarification here | | It will be as per RDSO specification, version-6. |
| 491 | Operator at centralized location should have ability to view these alarms and playback video, if required, from stations. Operator at centralized location shall be able to push the alarms to selected RPF/Thana and registered mobile phone of concerned security officer | It means the control center can push the alarm to the specific APP/user by mannually ? | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 492 | The GUI software shall support multicast and unicast video streaming. | VMS software should support multicast? what's the detail application ? from where or from which software to push multicast stream from VMS ? | | It will be as per RDSO sepcifcation version-6. Bidder is free to offer his solution as per RDSO specification by chossing suitable application/software. |
| 493 | View Camera in a video tile. | What's the video Tile ?, Please clarify here what require and how camera want to view in a video tile | | It will be as per RDSO specification, version-6. |
| 494 | View map or procedure in a video tile. | What's the details ? Please help with more details on video tile | | It will be as per RDSO specification, version-6. |
| 495 | The GUI software operator shall be able to view the Camera from a map into a video tile for live viewing in the same browser without opening a new browser. | It means click camera on software map and can go to brower to view camera ? Please give a detail description ? | | It will be as per RDSO specification, version-6. |
| 496 | The operator shall be able to click on an icon in a map to initiate PTZ Camera preset, run PTZ pattern, view Camera in an analog monitor or send an I/O stream. | view Camera in an analog monitor or send an I/O stream. what's the meaning ? What function here required what kind of analog monitor is discuss here, please clarify | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 497 | The software shall support multicasting. | Does meaning software support play view by multicasting? or others software push stream from server to support multicasting? | | It will be as per RDSO specification, version-6. |
| 498 | The Software shall be able to receive alarms of different types from equipment to start a recording. These alarms can be motion detection, video loss, unified picture and trigger input. | When IPC face signal loss, camera will be offline. can get offline alarm, but Will not recording to NVR. But camera can save recording to SD card, and send back it when connect again . And please elaborate Unified Picture | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 499 | The bidder should have received a minimum cumulative contract amount as mentioned in BDS(Chapter-5, Section-I) from the operations in the last three financial years plus current year upto the date of opening of tender. | In the light of the COVID-19 which originated during the last year, a nation wide lockdown was imposed which has severally impacted the business and cash flows in the last 15 months. As a result, the business receipts of majority of the firms were adversely squeezed. Considering this and in the best interest of the tender by increased participation of the bidders, please relax the requirement of the cumulative contract amount by 50%.<br><br>Further, the requirement also does not seem to be clear as it specifies both the "current year" and "upto the date of opening of tender" and creates confusion. In this regard, it is pertinent to clarify the meaning of current financial year which is intended to be FY 2020-21 as in FY 2021-22 only 2 months have lapsed and in these two months, the lockdown was imposed in various parts of the country and with | | Not agreed. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | limited/miniscule economic activities. In this light, please amend the clause as below:<br><br>"The bidder should have received a 50% of minimum cumulative contract amount as mentioned in BDS(Chapter-5, Section-I) from the operations in the last three financial years plus current year (i.e. FY 2020-21) and plus upto the date of opening of tender." | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 500 | L1 Support engineer in Field (for RPF Chowkis/Thanas) L2 Support engineer for Network and VMS, Server in RailTel Regional NOC | How many manpower required for L1 , L2 support? We understand only One NOC in East Zone. So L2 - 3 enginerrs for round the clock support. L1 also required to be posted round the clock? Request to mentioned the exact number of engineers. | | L-1 support engineer will be as per Field requirement as SLA has to be maintained by the bidder<br><br>2 no. of L2 Support engineer (for Network and VMS, Server/Workstation & Storage system) 24x7 in RailTel Regional NOC. |
| 501 | PVC insulated 3 core 4 Sq. mm (1.1 KV grade) outdoor strengthened Copper Cable for UPS supply distribution (as per BIS/ISI standards) | Is it armored or unarmored cable to be supplied? Please clarify | | 12 Core metal strengthened out- door unarmored Optic Fiber Cable to be supplied as mentioned in the SOR. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 502 | Supply of MFCE Earth with multiple pits complete with all accessories | The earthing requirement for each station is not matching with BOM. We assume that earthing exists at platform and can used for proposed system, if required. In case if any additional requirement will be there, it will be provided by bidder at additional cost quoted by bidder. Please clarify. | | Earthing arrangement is required to be provided as per quantity mentioned in the SOR. |
| 503 | CHAPTER- 2 SCHEDULE OF REQUIREMENT | No of various Switches indicated in BOM are not matching with the network diagram indicated in Tender. We are assuming that additional switch required if any are already available/ installed at platform. In case if any additional requirement will be there, it will be provided by bidder at additional cost quoted. Please clarify. | | Quantity of the switches is required to be provided as per quantity mentioned in the SOR.<br><br>However, Bidder is reqquired to prepare installation drawing as per network archtiecture given in the Tender document & installation is to be done as per the Railway's approved drawing.<br><br>Any additional quantity over & above SOR, if required, will be covered under variation clause. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 504 | Type II Switches- 2 Core out of 12 Core OFC cable<br>Another 2 core out of 12 core OFC cable will start from 1st Aggregation switch connecting all Field switches of 2nd platform and will terminate to the 2nd Aggregation switch and so on. By this way, all Type-I Switches (Access Switches) of a given platform will form a ring topology with two number of Type-II Switch (Aggregation Switch)at central location in Ring architecture with 12 core single mode fiber. | Do we need to install the Aggregation switch at every platform or a single aggregation switch at a station? Please Clarify. | | It will be as per Typical Network Architecture for different Stations, Clause 3.B.4.4 of Chapter-3B (Section-I). |
| 505 | Storage Requirement :All processed alerts will be stored at the data center where 240 TB of storage has been envisaged in the RFP. | As per RDSO specifications min size of Storage is 240 TB. Howevever for many post 240 TB may be not be required . it will depends on number of camera. Also we have to consider Storage for DR of other post. Existing VSS Stations/RPF Thanas having existing VSS Infra Server with 36TB usable Storage also can be use for as per RFP. Please clarify Bidder has to consider 36 TB usable Storage or 240 TB Row ? | | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 506 | The VMS should have the feature of mobile phones clients so that in case of any emergency, the authorized users can upload videos and snapshot to local VMS server from the registered mobile phones, which should include identification of location. A proper protocol for segregation, storage and retrieval shall also be available. | The VMS should have the feature of mobile phones clients. Is it required to provide with licence or it should be a feature of VMS? Mobile client licence is not part of BOM. We assume that it will be procured by Railway at additional cost. Please clarify. | | Mobile application and Remote viewing on web are part of VMS application. Please refer Clause no. 18.5, (i) of RDSO specification version-6 for number of licenses required. |
| 507 | DC with the redundant infrastructure configured in other Data Center as a DR, in case of failover. There will be a continuous data replication & synchronization from DC to DR site on daily basis to prevent a loss of configuration changes in the event of losing the production instance | Please clarify following:<br>1. SI has to create all DC in redundant mode with Other Post DC. Hence all H/W and server license costs will be double in all DC (102).<br>2. Location of each DR site of any post is not defined.. Hence Bidder can decid the location as per solution document to be proposed in bid document.<br>3.The dedicated B/W requirement will be proposed by bidder for DR activity which will be provided by Rail tel. | | Bidder is required to provide infrastructure for DC & DR in N:1 redundancy mode. RailTel Datacentres are located at Gurgaon and Secunderabad. Bidder is required to proivde the solution accordingly. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 508 | Video Management cum Analytic servers with 1:1 redundancy (HA mode) in RailTel Datacenter | AS per above point i.e. page 44 Bidder is required to creat DC of other Post in DR of nearest post which will act in HA mode for DR of that particular station. In that case exclusive H/w is not required for crating HA mode. Please Clarify. . | | Clause modified. Video Management server/workstation with N:1 redundancy (HA mode) to be provided at both DC & DR. |
| 509 | The selected bidder shall integrate the proposed VSS infra with the existing VSS infra (including Camera,workstation , VMS software, Server cum Storage etc.) without any additional cost to RailTel. | SI will provie all component as per BOM of Tender and use existing Infra . Railtel has to provide configuration details and support from existing Infra service provider agency. Please confirm. Further, if any additional quqntity (beyond the BOM) required after detailed surevy in the filed , bidder will supply it as per the quotated price at an additonal cost. Please clarify | | It will be as per Tender. |
| 510 | Output Power factor | 0.9 or better | Request to change 0.8 PF or better | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 511 | Monitoring software for | Battery, health of UPS, any critical parame- ter change | Request to change Monitoirng UPS Parameters | It will be as per Tender. |
| 512 | UPS Type | UPS Type for 10 KVA: Tower | Please confirm if Tower and Rack Convertible is required or only Tower Mount is OK | It will be as per Tender. |
| 513 | 2X 10KVA UPS | 2X 10KVA UPS connected in parallel redundant mode in separate chassis | Please confirm, if this refers to 1+1 configuration where load is 10 kVA i.e. Incase of one Module of 10 KVA failure, the other available 10 kVA shall be in operation with asked 2 hrs of battery backup. | Yes. Each seperate chassis for 10KVA UPS should be able to provide 2 hour backup. |
| 514 | viii. Analog Input | Analog Input, RGB/VGA/BNC | Analog port does not support UHD Technology as it is new technology . | It will be as per RDSO specification, version-6. |
| 515 | iii. Brightness | Brightness: 350 Nits | As they have required 24/7 running hours so need at least 500 Nits. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 516 | Material used | CRCA/MS with Thickness varying from 1.6 Mm to 2.0 mm | Request for change:- As per industry standard, Thickness of material used 1.5 mm to 2 mm. CRCA/ MS | It will be as per Tender. |
| 517 | The tool should provide complete cross-domain visibility of IT infra- structure issues | Request to amend with IT Infrastructure and Non-It Infrastructure like UPS, Cooling, Electrical Panel. Because these all inter-dependent. SLA need to be monitor for both IT device and Non-IT Device. | Each device is critical and has to be monitor because IT Device SLA depend on Non-IT Device performance. | It will be as per Tender. SLA has to be maintained by the bidder and bidder is free to offer additional requirements. |
| 518 | 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 | These certifiation are helping to specific OEM. Request to kindly amend with OEM letter for ITIL Compliance. | The proposed Helpdesk tool should be comply to 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. | Not agreed. However Clause has been modiifed. Please read the tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 519 | Mounting:<br>Rack should have wall/channel/beam mounting with heavy brackets and fasteners of required shape and size as per site condition. | Please share some drawing / input on the required channel / beam mounting with heavy brackets and fasteners of required shape and size. | The same will help for designing the appropriate solution for easy mounting at site. | It will be as per Tender. |
| 520 | Top & Bottom:<br>Rack top and bottom should be MS/CRCA steel made with cable entry provision with glands at both side. | 1. Providing Glands at Top is not recommended in IP Cabinet, the same should be at bottom or at sides.<br>2. Please share the No. of Gland required with size details.<br>3. The Glands need to be provided at the cabinet front side or rear side. | As being an IP cabinet, there is a possibility of something getting inside the cabinet, hence glands at top of the cabinet is not recommended, please eliminate the same from top. | It will be as per Tender. Gland to be provided as per site requirement. |
| 521 | Cable manager:<br>1no.horizontal and 1no.vertical cable manager with<br>cable loops to be provided with each rack. | Please confirm Vertical Cable Manager been asked is to be fixed at which side (Front / Rear). | | It will be as per Tender and bidder is required to provide as per field requirement and as per its offered solution. |
| 522 | Rack should be minimum IP54 certified. | Please confirm if the OEM can give a self declaration for the required IP, or any third party certification required to be done. | | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 523 | Dimension:<br>As per requirement | Please confirm cabinet width and depth. | | It will be as per Tender and as per site requirement and bidders solution. |
| 524 | Power Distribution Unit (PDU) | Kindly clarify on the PDU Amp Rating with Number and Type of socket required i.e. Indian Round Pin combination socket of 5/15 Amp or IEC Type Socket (C13 / C19). | | It will be as per Tender and as per site requirement and bidders solution. |
| 525 | The rack should be fitted with dual source power supply distribution board. | Please clarify does it relate to Power Distributor unit as asked in S. No. 9, or is it any other product. Please share the detailed inputs on the requirement if it is different from the PDU's asked. | | It will be as per Tender. |
| 526 | Rack should be minimum IP20 certified. | Please confirm if the OEM can give a self declaration for the required IP, or any third party certification required to be done. | | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 527 | Consolidated Dashboard | Integrate events from ALL domain managers | Need details of the Platforms / Software Tools for the expected Integration with EMS | Bidder is required to provide necessary software tools as per Tender specifications and should provide consolidated dashboard for such tools. |
| 528 | Network Performance Management | Should be able to schedule key reports for automated delivery<br>i) Distribute reports by email in HTML, Excel or pdf formats.<br>ii) Single station scalability up to 2,00,000 performance polled interfaces<br>iii) Store as-polled data for up to 12 months | Recommended Raw data storage is 1-3 months. 12 Months of Raw Data storage will require large volume of storage resources. | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 529 | i) Full HD Bullet type IP Colour Camera<br>As per Clause no. 5.4 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>ii) 4K UHD Bullet type IP Colour Camera<br>As per Clause no. 5.5 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>iii) Full HD Fixed Dome Type IP Colour Camera<br>As per Clause no. 6.0 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>iv) Full HD P, T, Z (Pan/Tilt/Zoom) IP Colour Camera<br>As per Clause no. 7.0 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. | 5.4 Full HD Bullet type IP Colour Camera:<br>5.5 4K UHD Bullet type IP Colour Camera:<br>xxxvi. MTBF: Mean Time Between Failure (MTBF) calculated at 40°C should not be less than 1,00,000 hours.<br><br>6.0 Full HD Fixed Dome Type IP Colour Camera:<br>xxxv. MTBF: Mean Time Between Failure (MTBF) calculated at 40°C should not be less than 1,00,000 hours.<br><br>7.0 Full HD PTZ (Pan, Tilt, Zoom) IP Colour Camera:<br>xlii. MTBF: Mean Time Between Failure (MTBF) calculated at 40°C should not be less than 1,00,000 hours. | As the surveillance industry is growing fast with the technology for maximizing the security and reducing the related parameters such as Bandwidth, Storage and much more. The existence of invented technology last for around 5~6 Years which turn around to be approx. 60,000 hours. Thus, the mentioned 100,000 Hours MTBF is a brand centric. We request you to kindly make it a healthy competition and reduce the MTBF hours to be updated and upgraded along with the technology. Also, the value of MTBF is generated by the software based on the formula, MTBF value is not calculated by Third party Lab test , hence requesting you to allow MTBF certificate or report can be provided by OEM with clarification and amend the clause as:<br>**Mean Time Between Failure (MTBF) calculated at 40°C for** | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | **each type of camera should not be less than 60,000 hours for which OEM shall submit test certificates or clarification or reports** | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 530 | 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. Supporting Document Required<br>• Supporting document of satisfactory working from the user for each offered model of equipment.<br><br>• An undertaking by the OEM has to be submitted in support in case of immediate predecessor | For a larger projects like Government projects OEM will supply through System Integrator only. Hence we request you to modify the clause as "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 **through any system Integrator** for at least 12 months as on date of opening of tender, in India or Abroad"<br><br>However looking at the size of this project, Rs.500Cr average annual turnover for the Public Listed company in OEM criteria is not relevant. These kind of Public Listed company average annual turnover clause was not prescribed in earlier tenders published by Railtel for Indian Railway VSS tenders Hence we request you to kindly remove this clause or modify this as average | In a normal fair business practice scenario OEM doesn't supply to any end customer including Government department / PSU etc directly in most of the large projects, and they will supply via any System integrator only.<br><br>Also Experience from Public Limited company having average annual turnover of Rs. 500Cr was not prescribed in earlier RFP issued by Railtel for Indian railway VSS. | OEM has to submit details of supplies directly or through any other vendor along with necessary certificate and necessary documents to establish this fact. End user certificate should clearly mentions the make/model no. of the supplied hardware/software.<br><br>Experience from Public listed company as mentioned in the tender document will be required. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | annual turnover of atleast 100 cr in last 3 financial years for a Public Listed company | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 531 | 3.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 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.<br><br>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. | As per chapter 5, section - I, OEM of camera should have supplied the equipment of the same series/family at least of the value Rs. 8.65Cr during last 3 financial years. Kindly clarify OEM supplied with different types of cameras like Bullet, Dome, PTZ, Box etc. can be considered together from the same make to match this criteria | Different types of cameras (like Bullet, Dome, PTZ, Box etc.) would be supplied in large projects like Smart city/Safe city. Hence kindly clarify | Camera OEM is required to meet eligibility criteria by submitting the required documents for all four type of cameras( same series/family). Bidders shall submit necessary proof of all four type of cameras,as required in SOR. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 532 | 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. | Most of the OEM would update their products every year based on upgradation in the hardware and software. So the camera proposed in this project would not be same as supplied earlier in previous projects. Hence kindly clarify if the same type (Bullet/PTZ/Dome/ 4K bullet) cameras are supplied in previous projects also can be considered as Same series / family from the same make with different model nos. | Camera products are upgraded in the hardware and software freequently by all OEMs. So consider Same series / family as same type of cameras from the same make with different model nos. | OEM has to submit details of supplies directly or through any other vendor along with necessary certificate and necessary documents to establish this fact. End user certificate should clearly mentions the make/model no. of the supplied hardware/software. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 533 | The selected bidder after issue of LOA will offer its VSS solution to STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification after installation of first station having existing VSS Infra. | There are multiple Agencies are empanelled with CERT-IN including Governement and Private agencies, But as per these tender clauses & RDSO specifications, asked for certification from Government agency from the list of CERT-IN empanelled organization.. Kindly allow the certifications from Private agenies aswell from the list of CERT-IN empanelled organization.<br><br>Also clarify when these certificates has to be submitted, during bid submission or at the time of LOA. These testing will take around 6 to 9 months time. Hence kindly consider accordingly. | As there are very few Government agencies are empanelled with CERT-IN and some of them are not doing certifications for 3rd Party Vendors. Hence kindly accept to conduct this certifications from any Governement or Private agency from the list of CERT-IN empanelled organization.<br>Also these testing process may take around 6 to 9 months time. | Not agreed. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 534 | Security Verification Certification: The Full HD Bullet Type IP Colour Camera shall have security features which can be deployed meeting the security assurance requirements as per relevant clauses / paras mutually decided by Purchaser & STQC (or other Govt. agency as per note below) regarding “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2 for CCTV with relevant and equivalent safeguards. Note: The Regulatory Approvals / Certifications are to be provided from STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization. | | | As per RDSO specification, Only Government empanelled agency are authorized. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 535 | The complete project consists of following phases:<br>1. Supply, Installation, Commissioning and **Integration with Existing VSS Infrastructure.** Planning, Design, Supply, Installation, Testing, Commissioning, Integration with Existing VSS Infra, Operation and Maintenance of theIP based video surveillance system at various Railway Stations of A1, A, B and C category of Indian Railways. | For VMS integration SDK level integration is not possible, Deep level integration is required, need support from existing vendor as well with more informations for such integration. Commercials for exising VMS channels has to be included in this bid. Kindly clarify | Deep level integration is required, need support from existing vendor as well with more informations for such integration. | Existing Cameras and VMS are ONVIF 'S' & 'G' compliant and are as per RDSO specifications. SDK/API will not provided by the RailTel. |
| 536 | Form No. 2 - PROFORMA FOR “SYSTEM PERFORMANCE GUARANTEE” (On Stamp Paper of Rs. One Hundred) (To be signed by the Bidder as well as the OEM’s) | 1) Request to make Form No. 2 applicable to principal OEMs only: OEM(s) of Camera, Switches, Servers, Storages, Network Video Recorder (NVR), VMS and VA | | Not Agreed. However, clause has been modified. Please refer Form No. 2 of Chapter-6 of Tender. |
| 537 | SECTION-I<br>Chapter-9<br>CHECK LIST (To be filled up & uploaded) Receipt of Earnest Money Deposit (EMD). | We understand that Form 19 "EMD Declaration Letter" is to be submitted against this requirement. Please confirm. | | Yes. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 538 | Documentary proof of equipment being proven and working for more than 12 months in India or outside India along with user certificate and Contact Details of user/firm | We understand that this is to be submitted against " eligibility criteria Requirements for OEMs ( Point No 2). Please confirm. | | Yes. |
| 539 | Pre-Bid Clarification Requests | Railtel has invited separate pre-bid queries for North, South, West and East Regions for its four separate tenders for VSS systems for respective regions. As the tender terms are common for all four regions, we understand that clarification issued for one region of Railtel shall apply to other regions too. | | Yes. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 540 | i) Full HD Bullet type IP Colour Camera<br>As per Clause no. 5.4 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>ii) 4K UHD Bullet type IP Colour Camera<br>As per Clause no. 5.5 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>iii) Full HD Fixed Dome Type IP Colour Camera<br>As per Clause no. 6.0 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>iv) Full HD P, T, Z (Pan/Tilt/Zoom) IP Colour Camera<br>As per Clause no. 7.0 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. | SPECIFICATION NO. RDSO/SPN/TC/65/2021 Version 6.0 5.4 Full HD Bullet type IP Colour Camera: 5.5 4K UHD Bullet type IP Colour Camera: 6.0 Full HD Fixed Dome Type IP Colour Camera: 7.0 Full HD PTZ (Pan, Tilt, Zoom) IP Colour Camera: iv. Streaming Capability: Four (4) H.265 or higher Streams | In CCTV systems, mainly 2 Streams are used i.e. main stream and Sub stream. Main-stream resolution is higher than sub-stream, for local video streaming, output high definition video to display on the local monitor, also record HD video on your local network, Network video recorder (NVR) or Recording server. Sub-stream offering low/standard definition video primarily for lower bandwidth situations, the sub-stream resolution are QCIF, CIF, 2CIF, DCIF, 4CIF (D1), which are used for remote monitoring. In addition, to these two common streams, cameras support 3 streams, which is mainly used for integration with 3rd party applications for live viewing. As third stream is an additional feature mainly used for integration, and sufficient enough to solve the purpose of 3rd integration requirement without any impact on the | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | overall system & solution performance.<br><br>Moreover, to fulfil the 4 streams, high end cameras with greater hardware decoding components will be required, which will increase the overall cost of the total solution. Thus, requesting you to please amend the clause as: **Minimum (3) H.265 or higher Streams**. | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 541 | i) Full HD Bullet type IP Colour Camera<br>As per Clause no. 5.4 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>ii) 4K UHD Bullet type IP Colour Camera<br>As per Clause no. 5.5 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>iii) Full HD Fixed Dome Type IP Colour Camera<br>As per Clause no. 6.0 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.<br><br>iv) Full HD P, T, Z (Pan/Tilt/Zoom) IP Colour Camera<br>As per Clause no. 7.0 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments. | SPECIFICATION NO. RDSO/SPN/TC/65/2021 Version 6.0<br>5.4 Full HD Bullet type IP Colour Camera:<br>6.0 Full HD Fixed Dome Type IP Colour Camera:<br>7.0 Full HD PTZ (Pan, Tilt, Zoom) IP Colour Camera:<br>v. Video resolutions:<br>a) For Main stream:<br>i)1920x1080 (Full HD).<br>ii)Configurable from Full HD to other HD/SD resolutions.<br>b) For Second Stream: Configurable from Full HD to other HD/SD resolutions<br>or<br>Configurable form HD to D1 resolution.<br>c) For Third & Fourth Stream: VGA or CIF or QVGA or QCIF resolutions.<br><br>5.5 4K UHD Bullet type IP Colour Camera:<br>v. Video resolutions:<br>a) For Main stream:<br>i) Ultra HD (3840x2160).<br>ii) Configurable from Ultra HD to other FHD/HD/SD resolutions.<br>b) For Second Stream: Configurable from Full HD | In CCTV systems, mainly 2 Streams are used i.e. main stream and Sub stream. Main-stream resolution is higher than sub-stream, for local video streaming, output high definition video to display on the local monitor, also record HD video on your local network, Network video recorder (NVR) or Recording server. Sub-stream offering low/standard definition video primarily for lower bandwidth situations, the sub-stream resolution are QCIF, CIF, 2CIF, DCIF, 4CIF (D1), which are used for remote monitoring. In addition, to these two common streams, cameras support 3 streams, which is mainly used for integration with 3rd party applications for live viewing. As third stream is an additional feature mainly used for integration, and sufficient enough to solve the purpose of 3rd integration requirement without any impact on the | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | to other HD/SD resolutions.<br>c) For Third & Fourth Stream: VGA or CIF or QVGA or QCIF resolutions. | overall system & solution performance.<br><br>Moreover, to fulfil the 4 streams, cameras with greater hardware decoding components will be required, which will increase the overall cost of the total solution. Thus, requesting you to please amend the clause as: **Minimum (3) H.265 or higher Streams**. | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 542 | Dimension :As per requirement | Please confirm the dimension | | It will be as per Tender and as per site requirement and bidders solution. |
| 543 | Material used: CRCA/MS with Thickness varying from 1.6 Mm to 2.0 mm | Please amend thickness to 1.2 Mm instead of 1.6 MM | 1.2 MM is more than sufficient with load bearing capacity of 1000 Kg | It will be as per Tender. |
| 544 | Front door: MS/CRCA door plain having ventilation holes bot- tom side with dust filters. | Since the cabinet should be suitable for wall mounting and pole mounting the rear of the cabinet should be closed [non removable] type. Air intake should also not be from the back side | | It will be as per Tender. |
| 545 | Top & Bottom: Rack top and bottom should be MS/CRCA steel made with cable entry provision with glands at both side. | No. Cable entry should be from the bottom only for meeting IP54 requirements. | | It will be as per Tender. |
| 546 | Communication SNMP V1/V2/V3 | Please Add V4 also | as per latest technology | Not Agreed. It will be as per Tender. |
| 547 | Power Factor : 0.9 or better | "0.8 or better" | Request please ammend this clause as"0.8 or better" as per industry practice & oblige. | It will be as per Tender. |
| 548 | AC Mode Efficiency: >90% | ">85% or better" | Request please ammend this clause as">85% or better" as per industry practice & oblige. | Not Agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 549 | Port: USB/RS-232,RJ45 | please ammend this clause as""USB & RS-232 & RJ45 with SNMP" | UPS comes with USB & S-232 port & RJ45 comes with SNMP card. It its requested to as per industry practice & oblige. | It is minimum requirement. Bidder can offer product with higher specifications as complete VSS solution is required to be maintained by the bidder for complete project (including AMC) duration. |
| 550 | | | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 551 | 8.3 Technical Specification-Note: | (iv) Security Verification Certification for Hardware (all type of Cameras) and Software (Video Management Software, Graphical User Interface Client Software , Video Recording Software, Video Analytics Software, Remote viewing on Web & Mobile App Software): All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per "Appendix C: Internet of Things Verification Requirements" of OWASP Application Security Verification Standard version 4.0 - Level 2.<br><br>Note: The selected bidder after issue of LOA will offer its VSS solution to STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization | We Understand that Internet of Things Verifications Requirements are Applicable for the iOT Sensors/iOT Devices & IP Cameras, however a VMS Software or Video Analytics Software is not an iOT Sensor or iOT Device that it should be tested for Security Verification Certification. However there are other Modules wherein the Software need to undergo the Applcation Security Verification as per OWASP Guidelines, but necessarily not the iOT Verification Requirements as per Appendix-C.<br><br>Please Confirm if our Understanding is Correct. | Clause modified. POC has to be done by all the bidder's immediately after closing of online bid. During POC, security audit has to be done by CERT-IN emapanelled government agency. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | for arranging security verification certification after installation of first station having existing VSS Infra.<br><br>Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security verification certification by the bidder | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 552 | 8.3 Technical Specification-Note: | (iv) Security Verification Certification for Hardware (all type of Cameras) and Software (Video Management Software, Graphical User Interface Client Software , Video Recording Software, Video Analytics Software, Remote viewing on Web & Mobile App Software): All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per "Appendix C: Internet of Things Verification Requirements" of OWASP Application Security Verification Standard version 4.0 - Level 2.<br><br>Note: The selected bidder after issue of LOA will offer its VSS solution to STQC<br>(Ministry of Electronics & Information Technology) or any other Government Agency<br>from the list of CERT-In empanelled Information Security Auditing Organization | We Hereby request you to please Allow Security Auditing to be done from any Cert-IN Empanelled Orgnaiation for Security Auditing Verification. | Clause modified. POC has to be done by all the bidder's immediately after closing of online bid. During POC, security audit has to be done by CERT-IN emapanelled government agency. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | for arranging security verification certification after installation of first station having existing VSS Infra.<br><br>Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security verification certification by the bidder | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 553 | II.4.14 FIBRE SPLICING<br>The procedure for splicing is same as described for straight joint closure in Clause 4.7 above. | 1. Request to include straight Joint Closure details in SOR line Item | | Bidder has to provide the Straight joint closure as per latest TEC specifications. It is the responsibility of the bidder to install VSS system as per their offered solution and bidder is required to maintain VSS network for entire project duration i.e. Upto AMC. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 554 | xv) Integration of new and existing VMS with Video Analytics and Facial Recognition system | Our understanding is maintaining the SLA , Warranty, AMC for the Existing System like FRS, VMS & VA is not in current scope of work. Kindly confirm if our understanding is correct | For Scope clarity | At present there is no existing VA & FRS application. Bidders have given option either to intergrate existing VMS apllication or replace existing VMS application without any additional cost to RailTel.<br><br>In case bidder chooses to replace existing VMS application, Bidder is required to maintain VMS application for Existing Cameras also. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 555 | General: Display- Clause 9.0 of RDSO/SPN/TC/65.2021 revision 6.0. | Analogue Input : RGB/VGA/BNC : It should be optional or allowed with using convertor Digital to Analogue à In India Display industry is already moved to higher Resolution and hence it does not have VGA /RGB /BNC connectivity in display | Specifications clarity | It will be as per RDSO specification, version-6. |
| 556 | PC Workstation As per Clause no. 11.0 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.: Operating System: Windows Operating System or Linux, latest | Request for taking confirmation on Which OS is required so that every bidder should be on same page. | For specification clarity | It will be as per RDSO specification, version-6. |
| 557 | PC Workstation As per Clause no. 11.0 of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0 or latest with all amendments.: RAID Controller: RAID Controller with RAID 0/1 configuration. | Request to change to HW RAID Card | For specification clarity | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 558 | The tenderer must have success fully completed any of the fol lowing during last 07 (seven) years, ending last day of month previous to the one in which ten der is invited: | Kindly help to clarify this clause with the example: if Bidder has the PO of INR 100 Cr. But the Bidder has the client certificate stated that completed similar work value is more than INR 60 Cr., on dated as per RFP requirement.<br>Kindly confirm if Bidder is qualify to participate as per above mentioned request | We request to allow the bidder with the client certificate to participate in the tender | As per eligibility criteria, bidder is required to submit completion certificate for morethan 80% of the total value of the work in accordance with eligibility criteria for similar work. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 559 | xi. DVD R/W Drive (internal) & USB Ports - Required | Please change this clause as follows:<br>xi. DVD R/W Drive (internal / External) & USB Ports - Required | Request to change to External DVD RW as in latest generation Rack server there is no possibility of internal DVD RW . | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 560 | ii. Video Resolution: Full HD (1920 x 1080) | Request to change to 3840 x 2160 UHD which is better and is as per latest technology | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 561 | iii. Brightness: 350cd/m2 or above | Request to change to 500 nits to bring every bidder on same lin e and to get best of the technology | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 562 | iv. Contrast Ratio : 1100:1 | **4000:1 ( Native ) is the current ratio which is as per latest norms and is available with every Good Oem** | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 563 | v. Viewing angle (H/V) : 170° | Request to change to 178°(H) , 178°(V) as it is better and latest | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 564 | | Need confirmation on Local content/ MII as per GoI notification 2 types of suppliers are there class 1 from 51% to 100% and Class II 20% to 49% , but as per the bid same is asked as 70% which for Hardware case such as server ,workstation storage , LFD it is not possible to have more local content as 70 % , request to reconsideration in the same as per Meity Guidelines. | | This is as per DOT notification dated 29.08.2018. Pls refer clause-6 of Annexure-4, chapter-7. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 565 | Eligibility Criteria Requirements for OEM's: | 8. 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. | This tender is in compliance to the make in india policy and follows the guidelines issued by GoI. The GoI guidelines issued by Department of Telecom, 29th August, 2018 (the same mentioned in the tender also) has notified conditions that **The intellectual property right (IPR) for hardware and Copyright for software must resides in India only.** However, the tender allows the IPR to be in any country other than land border sharing countries.<br>This is conractitory to the Make in India policy as issued by the Govt. of India. | As per DOT guideline, IPR of hardware or copyright for software is required to reside in India, only if bidder claims design of hardware/software as local content. Pls refere clause no 1 of table B ( page 7) of DOT notification dated 29.08.2018. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 566 | Security Considerations & Security Agreement | 4.A.18.5 .Source code of software of camera shall have to be supplied to RailTel by supplier/OEM. | Source code of software/hardware is OEM proprietary and highly confidential part. Moreover in some cases the cost of research and design of the source code is many cases is higher that the cost of the products to be supplied. Thus, **it is better suggested that RailTel/RDSO inspection body checks and performs the inspection of source code at OEM factory/premises itself**. This will help to ensure the privacy & confidentiality of the OEM technology, as the agenda to submit the source code is to check the vulnarability of it, which can anyways be done in the OEM place of third party as well. | Clause deleted. Please refer Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 567 | CALCULATION OF LOCAL CONTENT | 7. If the offered product is a notified domestic item then bidder has to submit all documents as mentioned in the notifications/guidelines of GoI regarding domestic product/s along with the bid to qualify offered product/s as a domestic product/s and consideration in evaluation of domestic bid. In case of non-submission of required documents, offered product will not be treated as domestic product. | The Department for Promotion of Industry and Internal Trade, in partial modification [Paras 2, 3, 5, 10 & 13] of Order No.P-45021/2/2017-B.E.-II dated 15.6.2017 as amended by Order No.P-45021/2/2017-B.E.-II dated 28.05.2018, Order No.P- 45021/2/2017-B.E.-II dated 29.05.2019 and Order No.P-45021/2/2017-B.E.-II dated 04.06.2020, states, In procurement of all 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, thus, under domestic item, requesting to consider 'Class-I local supplier'. The department of telecom, which is the nodal agency of the CCTV and other** | This is an Open Tender and all eligible bidder's as per eligibility criteria mentioned in tender document are allowed to participate. As per DPIIT guidelines, price advantage of 20% will be given to bidders qualifying local content criteira mentioned in the tender document. As per DOT guidelines dated 29-08-2018 (SN-36 of table-A-page-7), this bid has been considered as telecom work and bidder having more than 70% local content will be eligible for getting price advantage. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | **telecom products via the issue of the letter date 29th August 2018 (the same mentioend in the tender document also), have already notified there the local capacity for the products required for this tender. So it is understood that as per the department of telecom guideline for this tender only OEM who are manufacturing in india and value adding local content (class 1 ) are only allowed to bid. Pls clarify.** | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 568 | The offer should remain valid for a minimum period from the date of opening of tender including the date of opening as indicated in Bid Data Sheet (BDS) Chapter-5, Section-I. | Request you to extend the bid validity period from 90 days to 120 days as per major tender guidelines | In current padamic, Bid may not be concluded in 90 days and further extension of validity by OEMs may lead to cost escalation on later date. | Clause modified. Please see the Tender document. |
| 569 | Bidder shall provide maintenance support after successful completion of the warranty obligations for a minimum period of 5 years<br><br>Warranty<br>(i) 36 months (comprising of 12 months of Maintenance Supervision vide clause 4.A.2.5, between issue of last PAC {Clause 3.D.8 (iv)} and FAC, followed by 24 months of warranty support under clause 4.A.2 &4.A.2.4 ) . | Please confirm if our understanding is correct :- Once the product achieves go-live, there will be initial 36 months of warranty (12 months of Maintenance supervision followed by 24 months of warranty support). Post this, the product needs to have minimum 5 years of maintaneance support from the bidder backed by the OEM. In total, there will be support of 8 years post go-live of the product. | Product support for 8 years from OEMs of Serves, Storage and Camera may not be feasible. | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 570 | Bidder shall be paid @ 3.5% (minimum) of overall cost (excluding Taxes and Duties) of supply portion of Schedule (A) per annum towards Long Term Maintenance Support after completion of warranty period, to undertake maintenance, repairs and replacements of all type of equipment/module/ card/assembly/ subassembly and update/upgrade of software released during this period and /or which may fail in the system after the warranty. | This clause defines that the bidder needs to quote 3.5% of Supply portion as Long Term Maintenance Support per year. However , 36 months warranty cost will be quoted seperately and included in supply portion. Please confirm that our understanding is correct. | 3 years Product warranty against supply of items and 5 years post warranty support expected from the Bidder. | 2 years warranty support after issue of FAC is included in the unit prices quoted in the SOR. |
| 571 | The goods will be issued by purchaser to supplier and risk of goods shall remain with supplier until the issue of PAC by RailTel(RCIL). Insurance policy has to be kept valid by the contractor till issue of PAC by RailTel(RCIL) | We request you to exclude bidder's responsibilty for any kind of theft or burglary in railway station premises during implementation phase before release of PAC. RCIL needs to take the responsibility for any kind of theft incidents or delibrate damage in their premises and compensate the contractor with the same. | | It will be as per Tender. |
| 572 | Members of consortium should sign every sheet of price bid as a token of acceptance of all quoted prices by members, failing which the offer will stand summarily rejected. | Kindly remove this clause as this might be a cause of disputation among consortium members which might further be a hitch to the authenticity of | | Not Agreed. It will be as per Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | the bid from Lead bidder's perspective. | | |
| 573 | | | | |
| 574 | 2X 10KVA UPS connected in parallel redundant mode in separate chassis Battery backup: 2 Hrs. on full load with each UPS System with 28800 VAH battery size | Please confirm we will need one common battery bank of 2880 VAH or two separate Battery bank of 2880 VAH for 2X10 KVA UPS system. | Single Battery bank should be sufficient and will give 2 hours of back up on full load. | Each seperate chassis for 10KVA UPS should be able to provide 2 hour backup. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 575 | If needed, separate Work Order will be issued by RailTel for execution of some of the items against 'Schedule-D' as per rates indicated by RailTel. Bidder should Confirm your acceptance of the same by signing on Schedule-'D'. For execution of items against Schedule-D, no minimum work can be indicated, however, the maximum amount against Schedule-D shall normally be kept at 10% of tendered value | Please clarify the following:<br>1) These work will be allocated during project implementation phase. These rates will not be applicable during warranty and AMC Period.<br>2) The rate quote under 'Schedule-D' doesn't include any warranty and AMC support. Please confirm. | Cost escalation is expected during warranty and AMC period. Therefore, Schedule-D rate should be applicable. | This is the solution based tender and bidder is required to maintain the complete VSS system (including item for SOR-D) for project duration including AMC. Bidder may quote AMC prices accordingly. |
| 576 | Since, RailTel has provided LAN infra at railway stations, therefore, the existing available infrastructure may be utilized by the bidderfor implementation of VSS system and such items used may not be considered as a part of Supply orders. Decision regarding utilization of LAN infra<br>taken by RailTel will be final and binding. | We understand that connectivity among platforms and RPF/GRP Thana/Post are not in bidder scope. Bidder scope is limited to LAN cabling at respective platforms and RPF/GRP Thana/Post. | It will be difficult for bidder to create infrastructure to connect platforms through overhead/underground lines considering existing infrastructure. | For extending connectivity from nearest station to RPF post, fiber will be made available by RailTel, if available.<br><br>Requirement for any additional cable laying will be covered under SOR -D. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 577 | Along with the server, bidder is required to propose necessary hardware/software required for remote management of servers like IPMI Port with KVM over LAN or equivalent. Remote management functionalities includes remote OS/Software updation/installation, reboot, shutdown etc. | KVM switch will be required only at Gurugram and Secunderabad datacenter. Please confrm. | KVM switches required to manage large server farm. | It is required for RPF Thana/Post and Data centres. |
| 578 | Bidder(s) shall upload the complete SOR along with the price Breakup of individual itemized BOM for EACH ITEM (as per Format given below)along with per TB rate for storage along with the Financial bid. The Financial Bid submitted without itemized priced BOM may liable to be rejected. | Please confirm that payment and billing will be done only on overall ITEM wise rate. Also, clarify that Price Break up of EACH ITEM will be used for claiming quantity variations by Successful Bidder. | Order will be placed on complete SOR. Detailed bill of material are used for quantity variation and additional order. | Yes. |
| 579 | Final Acceptance<br>Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security verification certification by the bidder. | Cost of appointment of STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification will be borne to Bidder or Railtel. | Bidder will consider only cost of co-ordninaton with Security Auditing Organization. | Bidder has to borne all the necessary charges regarding the complete certification. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 580 | | | | |
| 581 | Prior to installation, all equipment shall be checked for completeness as per the specifications of equipment required for a particular station. Installation shall be carried out in accordance with the installation manuals and approved installation drawings& site plan in the best workmanship. | Please specify any RDSO guideline applicable for civil and electrical work e.g. ACDB installation, work under schedule-D, cable laying work, Earthing, etc. | Successful Bidder will have to work adharing to RFP Specification. If any additional requirements are there, Bidder need to factor the same during estimation stage. | Installation of ACDB is to be done as per standard practice & earthing is to be done as per RDSO specification mentioned in Tender document. |
| 582 | Power and Fiber Distribution Design for Railway Stations<br>A 4 sq.mm 3 core power cable shall be terminated to UPS System at each platform from AC Distribution Box (ACDB). 4 sq.mm 3 core power cables shall also be drawn from these UPS systems to each Type-1 Switch location. | Please clarify the following:<br>1) Power will be drawn from nearest source at platform. Local support will be provided by RailTel.<br>2) New electrical connection and electricity bill during warranty and AMC will not be in the scope of Bidder.<br>3) No electrical meter is | | Power supply shall not be provided free of cost.<br><br>Recurring charges of electricity shall be borne by Railways. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | required to be installed at Junction box. | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 583 | 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. | We understand that Railway will provide their own warehouse for delivery of Equipment and acceptance/inspection of material post delivery. Please confirm. | | There is no centralized RailTel warehouse available for VSS project. Bidder may supply equipments directly to the stations where these equipments are to be installed. However, RailTel can assist the bidders in arranging temporary space in station area, if available, as per existing lease charges of railways.<br>RailTel will accept the material depending on the status of project at the time of supply. PLease read Note-X of SOR, Chapter-2 (Section-I). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 584 | Almost all Items which are to be quoted in the tender is as per RDSO/SPN/TC/65/2021 Rev 6.0 and the same has to be supplied after the RDSO Inspection | Please clarify whether the Inspection Charges are borne by the Railways/Railtel/Bidder<br><br>If By Bidder please arrange to indicate the charges of the Inspection which is to be done by RDSO | | It will be as per the clause no.3.D.3.6. |
| 585 | TOOLS REQUIRED FOR TRENCHING, CABLE LAYING AND FILLING. TOOL'S NAME | The tools mentioned in this section are indicative and shall be made availble as per need, please confirm. | | Tools required will be as per the field requirement and are indicative. It is the responsibility of the bidder to do the planning as per approved drawing. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 586 | These aggregation switches on each platform will connect to MPLS Switch/Router (A1, A and B Type Stations) or Switch/OLT (C, D & E Type Stations) available on stations in a ring topology with 12 core single mode fiber. This ring topology will provide redundant path to aggregation switches in case of fiber cut happens incidentally. | Kinldy confirm if MPLS Switch/Router, laying of fibre in ring network is in scope of MSI | | Laying of Fibre in ring is the resposibility of the Bidder. |
| 587 | General Requirement | How many Video Analytics per camera and on how many cameras are required, please provide the list along with location details | | Please read clause 8.1.3.1.3, 2, vi. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 588 | **Tender Technical Specification S.No. i)** Full HD Bullet type IP Colour Camera Clause no. 5.4 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 5.4 , S.No-iv :** Streaming Capability: Four (4) H.265 or higher Streams | Kindly confirm the useability / requirment of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | Unnecessary features only increases the commercials for the cameras & in the current pandemic scenario which has affected economy too, it's a wastage of resources to ask for unnecessary features. Also, Quad stream is available only with few foreign brands. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 589 | **Tender Technical Specification S.No. ii)** 4K UHD Bullet type IP Colour Camera Clause no. 5.5 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 5.5 , S.No-iv :** Streaming Capability: Four (4) H.265 or higher Streams , | Kindly confirm the useability / requirment of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | Unnecessary features only increases the commercials for the cameras & in the current pandemic scenario which has affected economy too, it's a wastage of resources to ask for unnecessary features. Also, Quad stream is available only with few foreign brands. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 590 | **Tender Technical Specification S.No.iii)** Full HD Fixed Dome Type IP Colour Camera Clause no. 6.0 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 6.0 S.No-iv** Streaming Capability: Four (4) H.265 or higher Streams | Kindly confirm the useability / requirment of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | Unnecessary features only increases the commercials for the cameras & in the current pandemic scenario which has affected economy too, it's a wastage of resources to ask for unnecessary features. Also, Quad stream is available only with few foreign brands. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 591 | **Tender Technical Specification S.No.iv)** Full HD P, T, Z (Pan/Tilt/Zoom) IP Colour Camera Clause no. 7.0 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 7.0 S.No-iv** Streaming Capability: Four (4) H.265 or higher Streams | Kindly confirm the useability / requirement of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | Unnecessary features only increases the commercials for the cameras & in the current pandemic scenario which has affected economy too, it's a wastage of resources to ask for unnecessary features. Also, Quad stream is available only with few foreign brands. | It will be as per RDSO specification, version-6. |
| 592 | | | | Query is not clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 593 | **RDSO 6.0 content** | **Bidder Query** | | - |
| 594 | | | | Query is not clear. |
| 595 | **RDSO 6.0 content** | **Bidder Query** | | - |
| 596 | 1 Hrs. with full load with 3000 VAH battery size (Battery to be installed in separate wall mount cabinet) | Why wall mount battery rack are required? | For the safety & maintenance purpose floor based rack are more suitable. | 2 KVA is required to be installed in platform area, hence wall mounted rack is required. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 597 | Command Control Center (CCC) – Deleted | As per our understanding CCC infrastructure is not required to prepare under this project and Customer will provide the same at DC location for the monitoring at central location. | For clarity on scope | At present CCC has not been installed by RailTel. It is covered under this tender for Northern Region and It will be as per RDSO specification version-6. Bidder of other regions are required to provide API/SDK for integration of VA, VMS & FRS application as per RDSO specifiation version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 598 | Data Centre Core and Aggregation layer— Provides the high-speed packet switching backplane for all flows going in and out of the data center. Provide important functions such as Layer 2 domain definitions, spanning tree processing, and default gateway redundancy. Server-to-server multi-tier traffic flows through the aggregation layer and can use services, such as firewall, to optimize and secure applications. | Basic Security Components like anti-virus, HIPS, WAF & Firewalls are missing in the SOR Items. | In order to ensure the security of the DC these details are required. It is requested to add these components in the SOR items with quantities, specifications and design details. | The bidder has to design his system to meet the requirement of this tender and RDSO Specification. Also, Please read Note, Point-XII of SOR, Chapter-2 (Section-I). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 599 | Note: The bidder is allowed to further reduce the above mentioned indicative storage capacity per Camera at 25 FPS with applicable resolution by using non-proprietary compression. | Please remove this NOTE as this can create confusion to consider the storage requirement. The sizing mentioned for each type of recording in table will be thumb rule for storage consideration for all bidders. | | Clause modified. It will be as per RDSO Specification version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 600 | 2. Router should have support for 100G Interfaces (Excluding XFP/SFP/QSFP) :- 4 | Type IV Router is required to get connected on Railtel MPLS Core. The switching fabric of the Router stated is 280Gbps(Full Duplex). Please clarify mumber of interfaces requirements on Type IV Router as interfaces mentioned is not mapping the switching fabric requirement. Please clarify if nterface requirements are 2x100G or 4x100G. | | Type-IV switch is not covered under the present scope of tender. |
| 601 | Supply of 12 Fibre FMS (SC-APC Type) along with all installation accessories like patch chord, pigtails etc. as defined in chapter 8 | 12F FMS Specification details not available in RDSO document ,Request to Provide the Specficiation for 12F FMS | | Clause modified. FMS (12/24) to be quoted as per RDSO Specification no. RDSO/SPN/TC/37/2020 or latest with all amendments. |
| 602 | Operating Temperature Range 0-55 deg | Request you to consider Indian Standard Operating Temperature of 0-40Deg | | It will be as per Tender. |
| 603 | Capacity | 10000VA/9000W | 10000VA/10000W. Unity PF utilizes maximim output/usage of UPS and caters higher load pf equipments.i.e. Cctv, servers etc… | It will be as per tender. |
| 604 | Capacity- 2KVA/1800 W | Request to change 2KVA/1600 W | | Not Agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 605 | 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. 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 | Suggest to relax this clause to increase participation from OEM | | Tender Clause is Clear. |
| 606 | | To consider 2019-20 as financial year for net worth and turnover | | Clause related to positive networth is deleted for both Bidder as well as OEM. Please refer the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 607 | The tenderer must have success fully completed any of the fol lowing during last 07 (seven)<br>years, ending last day of month previous to the one in which ten der is invited: | Kindly help to amend the clause as "The tenderer must have success fully completed/**Partially Completed** any of the fol lowing during last 07 (seven)<br>years, ending last day of month<br>previous to the one in which ten er is invited: | During last 2 years, due to pendemic situtation we all know that project implemenation/execuation has been delayed due to which proper sign-off has been delayed from both ends, hence request to consider the ongoing/partical completed project experience | Clause modified. Please refer Clause 4.A.14.1, Point-4 of Tender document. |
| 608 | Please clarify whether the Inspection Charges are borne by the Railways/Railtel/Bidder | There are914 Nos mentioned in SOR,1250 Nos Required as per Solution Requirement. Kindly confirm and clarify on the same | A Category-81 Stations,5 Platforms,2No Panic Switch @Station = 810Nos<br>A1 Category-2 Stations,8 Platforms,2No Panic Switch @Station = 32Nos<br>B Category-68 Stations,3 Platforms,2No Panic Switch @Station = 408Nos<br>C Category-0 Stations,2 Platforms,2No Panic Switch @Station = 0Nos<br>Total Panic Button Qty Required- 1250No | Please refer to the updated SOR of the tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 609 | Switch should have SAFETY CERTIFICATE as per BIS/UL/ IEC/EN 60950 | Testing & issuance of certificates are severely impacted because of COVID-19 pandemic.<br><br>It is requested to allow submission of Safety certificate on or before supply of switches. OEM may submit an undertake for the same along with prooof of having applied for certification at the time of submission of bid. | | Specification of Switches will be as per RDSO specifcation version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 610 | Eligibility Criteria Requirements for Bidders, Sr. No. 3<br><br>The bidder should have received a minimum cumulative contract amount as mentioned in BDS (Chapter-5, Section-I) from the operations in the last three financial years plus current year upto the date of opening of tender.<br><br>Point-3 - Financial Eligibility – Rs. 97,20,19,336.59<br><br>Note: i) In case of Consortium/JV, each member's relevant turnover combined together shall be considered against the above mentioned financial capability criteria.<br><br>ii) For Startups* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) only 1/3 of minimum cumulative contract amount as mentioned in BDS (Chapter-5, Section-I) is required. Rs. 32,40,06,445.53 | We understand requirement is minimum cumulative turnover of Rs. 97,20,19,336.59/- from the last three financial years plus current year upto the date of opening of tender, Please confirm | | Yes |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 611 | Generic | Proposed EMS NMS solution must have deployment reference of monitoring & managing 10,000+ network nodes in at least 3 deployments across Govt./PSU | This clause is required as OEM tools must have capability to scalable to such huge requirement as mentioned in RFP. | Not Agreed. However, Tender Clause Modified. It will be as per Tender Document. |
| 612 | The Patch cords should be confirming to TEC NO.: TEC/GR/TX OFJ-01/05/NOV-09 with latest amendment No. TEC/T/OFC-OFJ/155/2013. However, the Patch cords should have the following:<br><br>v) The connectors must be make of reputed OEMs 3M, Huber-Shuner, R&M, TE Connectivity/Raychemany other CACT approved Manufacturer/s having a valid approval against specification number TEC/GR/TX/OFJ-01-NOV.09 for the tendered connected type. | Remove TEC Specification and Additional specifications and it should be as per Railway's Research Design and Standards Organisation drafted Specifications: -<br><br>**8.3.4 Patch Cords: - As per RDSO Specification no. RDSO/SPN/TC/69/2007 or latest with all amendments.** | Requested to add Preference for Make in India Product as per DPIIT, GOI Policy referring PPPMII Order dated 4th June 2020 (P - 45021/2/2017- PP(BE-II) dated 4 June 2020).<br><br>Preference should be given for Indian Made products and they should not be pushed for any foreign make for specifications.<br><br>Although in order to maintain quality we recommend allowing product to be as per Railway's RDSO_SPN_TC_69_2007 | Agreed. Clause modified. Patch chords to be quoted as per RDSO Specification no. RDSO/SPN/TC/69/2007 or latest with all amendments. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 613 | Specifications relating to Type IV Switch | The specification for Type IV switch has changed from the specifications published in previous tender dated 22.3.2019 tender no "RAILTEL/TENDER/OT/CO/P/2018-19/CCTV" page no 244 to 246 and corresponding Corrigendums. As there is no change in the solution and design requirements from the previous tenders, hence request you to kindly change the type IV switch specifications as it was in the previous tender. Curent specifications will ensure very limited participation for this large and prestigious RFP thereby clearly increrasing the cost of the project significantly.Hence request you to kindly change the specifications as per previous RFPs in order to ensure maximum participation so that Railtel can get the best of the breed solution at a very effective pricing. | | Type-IV switch is not covered under the present scope of tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 614 | Minimum 8 Cores in Single Processor or 2 nos. of 4 Core Processor (Dual Socket) | Please confirm whether single socket 8 core machine as per RDSO Specifications meets Railtel requirement. | | Type-IV switch is not covered under the present scope of tender. |
| 615 | Resolution : 1920x1080 ( Full HD) | Please upgrade to 3840x2160(4K) | Industry is already moved to Ultra HD resolution. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 616 | Brightness : Should increase to 500cd/m2 | All reputed make is coming with 500nit in 24x7 display and it is a current industry standard. | | It will be as per RDSO specification, version-6. |
| 617 | Digital Input : HDMI | It should HDMIx3, DVI-D, DP in out, USB2.0x 1, Audio in & Out | | It will be as per RDSO specification version-6 with 2 number of HDMI Ports. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 618 | Analogue Input : RGB/VGA/BNC | It should be optional or allowed with using convertor Digital to Analogue | In India Display industry is already moved to Ultra HD Resolution ( 3840x2160) and it does not have VGA /RGB /BNC connectivity in display | It will be as per RDSO specification, version-6. |
| 619 | Capacity: 1KVA/900 W, better as per actual requirement | This is specifica to a vendor. Industry standard is 1kVA= 800W. Hencec please amend the clause to 1KVA/800W. This will ensure participation from all enterprise class UPS providers. | product availibility more in market | Not Agreed. It will be as per Tender. |
| 620 | Output Power factor: 0.9 or better | This is specifica to a vendor. Industry standard is 0.8 pf. Hencec please amend the clause to 0.8 or better pf. This will ensure participation from all enterprise class UPS providers. | lower rating .8 pf recommended | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 621 | Operating Temperature Range- 0-55 deg | Industry standard Operating temperature range for UPS is : 0-45 deg.<br>Request you to please amend Operating temperature range for UPS is : 0-45 deg. | | It will be as per Tender. |
| 622 | Size- not more than 2U rack mountable | This is specific to an OEM. UPS are generally tower models. Please removev this clause. | | It will be as per Tender. |
| 623 | Capacity- 2KVA/1800 W | This is specifica to a vendor. Industry standard is 2kVA= 1600W. Hencec please amend the clause to 2KVA/1600W. This will ensure participation from all enterprise class UPS providers. | product availibility more in market | Not Agreed. It will be as per Tender. |
| 624 | Size- not more than (2U+/-0.5U) rack mountable | This is specific to an OEM. UPS are generally tower models. Please removev this clause. | | It will be as per Tender. |
| 625 | Output Voltage Rates- 208/220/230/240V(L-N) | Industry standard for UPS output voltage (L-N) is max +/- is 10% of 240 V. Please amend the clause 216/220/230/240V(L-N) | | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 626 | 4.A.14.1.2 Eligibility Criteria Requirements for OEM's: | additional | VMS & AI-VA is the heart of surveillance system and to ensure quality OEMs to maintain uptime and encryption along with proven track record , the prestigious project should have the below minimum criteria for the same :<br><br>1. The Software should support Camera to server Encryption , server to server encryption and encrption during export, with OEM of VMS should have VMS software should have the Encryption algorithm of 4096-bit RSA and hashing of SHA -512 for tamper proof data.<br>2. OEM of VMS & AI VA should have supplied in atleast 4 Project in India in last 3 Financial year with min 400 Cameras<br>3. OEM of VMS & VA-AI should be in business for more than 5 year and should comply to Make in india guidelines issued by DIPP | Not Agreed. It will be as per Tender document and as per RDSO specification version-6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 627 | 4.A.14.1.2 Eligibility Criteria Requirements for OEM's: | additional | To Comply to GDPR Guidelines, we recommend to add the following feature to be activated in all cameras on client side as well as on recording footage:<br>1. Face blurr<br>2. Object blurr<br>3. Privacy zone<br><br>The VMS software should have data encryption of 256 bit AES and video should export in SEF(Secured Export Format) with password protection of up to 20 alphanumeric characters. | Not Agreed. It will be as per Tender document and as per RDSO specification version-6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 628 | 4.A.14.1.2 Eligibility Criteria Requirements for OEM's: | additional | This includes Video Management Software, Video Recording Software, Video Analytic Software, GUI Client Software, Facial Recognition System (FRS) etc. for IP based Video Surveillance at stations. Also, the VMS & VA or AI should have same make and software platforms should be a certified partner of OS provider for last 3 years for tight integration and stability of the overall system. | Not Agreed. It will be as per Tender document and as per RDSO specification version-6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 629 | 4.A.14.1.2 Eligibility Criteria Requirements for OEM's: | additional | As Cyber security threat is common these days. We suggest to add the data encryption from server to server and server to client. The Most relevant and important requirement is bare minimum encryption of data which should be asked for the said tender to have a Cyber-Secured System. As per the Ministry of IT guideline 2018 also Software should have signature of 2048- BIT RSA and encryption Hashing of 512 SHA. | Not Agreed. It will be as per Tender document and as per RDSO specification version-6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 630 | Remote operation and monitoring of a cluster of stations from RPF Thana/Post, Divisional HQ and Zonal HQ through the RailTel/Railways TCP/IP/MPLS network. | Remote operation and monitoring of the installed system at Divisional HQ and Zonal HQ can be achieved with the help of providing VMS client software application. Please confirm if our understanding is clear. | The confirmation on this query will help design the system properly. | Yes. Remote operation from Divisional and HQ will be achieved through VMS client software. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 631 | Integration of CCC application & FRS application (Both applications will be provided by RailTel separately) with existing VMS, proposed VMS, VA and EMS at API/SDK and application level | Kindly let us know the FRS application integration expectations in the proposed VMS system. | Please elaborate the FRS integration scope in terms of<br>1. VMS system will provide video stream of 4K UHD FRS cameras to the FRS application OR the FRS Application will receive the 4K UHD video feeds from the FRS camera directly?<br>2. FRS alerts to be received and stored under VMS - if this is the expectation, how many number of days and what kind of alerts and alert size needs to be considered in the design of the solution under the scope of this RFP.<br>3. If FRS alerts will be sent to the CCC application from VMS or FRS application will send the alerts directly to ICCC. | FRS is required to be integrated with VMS system as per RDSO sepcification version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 632 | VMS Cum VA Server with Redundancy | As we understand from the clause, a centralised solution is required which will aggregate the video feeds (on-demand) and VA alerts at this server and the server needs to be provided in 1+1 redundant configuration. Such solution would be installed in DC and DR separately. Redundant VMS and VA configuration is not required for the servers installed at RPF / Thana. Kindly confirm the understanding. | | Clause modified for VMS Server/Workstation at DC & DR with redundacny. Please refer Tender document.<br><br>Redundacny of N:1 in Hardware for VMS and VA is required to be given as per detiled mentioned in Annexure-VII of Chapter-7. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 633 | 8.3 Technical Specification-Note: | (iv) Security Verification Certification for Hardware (all type of Cameras) and Software (Video Management Software, Graphical User Interface Client Software , Video Recording Software, Video Analytics Software, Remote viewing on Web & Mobile App Software): All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per "Appendix C: Internet of Things Verification Requirements" of OWASP Application Security Verification Standard version 4.0 - Level 2.<br><br>Note: The selected bidder after issue of LOA will offer its VSS solution to STQC<br>(Ministry of Electronics & Information Technology) or any other Government Agency<br>from the list of CERT-In empanelled Information Security Auditing Organization | We Understand that the Quoted Hardware & Software shall have security features as per of OWASP Application Security Verification Standard version 4.0 - Level 2 & that a Mandatory Certificate to it need not be provded during the Bidding Stage. But during the FAC Stage the Harware & Software needs to be Provided for Sample Testing to STQC or Cert-IN Empanelled Security Audit Organizations for Condudting Security Audit Tests.<br><br>Please Confirm is our Understanding is Correct. | Clause modified. Please refer tender document. Bidder is required to offer Hardware/Softwares in accordance with specifications mentioned in the Tender document. Necessary certification required in RDSO specifications are required to be produced during inspection of the material. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | for arranging security verification certification after installation of first station having existing VSS Infra.<br><br>Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security verification certification by the bidder | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 634 | 8.3 Technical Specification-Note: | (iv) Security Verification Certification for Hardware (all type of Cameras) and Software (Video Management Software, Graphical User Interface Client Software , Video Recording Software, Video Analytics Software, Remote viewing on Web & Mobile App Software): All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per "Appendix C: Internet of Things Verification Requirements" of OWASP Application Security Verification Standard version 4.0 - Level 2.<br><br>Note: The selected bidder after issue of LOA will offer its VSS solution to STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization | We Understand that Internet of Things Verifications Requirements are Applicable for the iOT Sensors/iOT Devices & IP Cameras, however a VMS Software or Video Analytics Software is not an iOT Sensor or iOT Device that it should be tested for Security Verification Certification. However there are other Modules wherein the Software need to undergo the Applcation Security Verification as per OWASP Guidelines, but necessarily not the iOT Verification Requirements as per Appendix-C.<br><br>Please Confirm if our Understanding is Correct. | Clause modified. POC has to be done by all the bidder's immediately after closing of online bid. During POC, security audit has to be done by CERT-IN emapanelled government agency. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | for arranging security verification certification after installation of first station having existing VSS Infra.<br><br>Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security verification certification by the bidder | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 635 | | (iv) Security Verification Certification for Hardware (all type of Cameras) and Software (Video Management Software, Graphical User Interface Client Software , Video Recording Software, Video Analytics Software, Remote viewing on Web & Mobile App Software): All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per "Appendix C: Internet of Things Verification Requirements" of OWASP Application Security Verification Standard version 4.0 - Level 2.<br><br>Note: The selected bidder after issue of LOA will offer its VSS solution to STQC<br>(Ministry of Electronics & Information Technology) or any other Government Agency<br>from the list of CERT-In empanelled Information Security Auditing Organization | We Hereby request you to please Allow Security Auditing to be done from any Cert-IN Empanelled Orgnaiation for Security Auditing Verification. | Clause modified. POC has to be done by all the bidder's immediately after closing of online bid. During POC, security audit has to be done by CERT-IN emapanelled government agency. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | for arranging security verification certification after installation of first station having existing VSS Infra.<br><br>Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security verification certification by the bidder | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 636 | Timelines for Training and Development | | | Requirement of training would depend on the quality of training imparted and reliability of systems. The contractor has to design the training and system accordingly. |
| 637 | Phase-wise Delivery / Implementation timelines: | | | Query is not clear. |
| 638 | Windows Operating System or Linux, latest with required no. of Client licenses as specified by the purchaser | Please get the OS name clarified | | It will be as per RDSO specification, version-6. |
| 639 | DVD R/W Drive (internal) & USB Ports | Kindly consider USB based External DVD RW & ok for USB ports | | It will be as per RDSO specification, version-6. |
| 640 | FC or iSCSI or SAS or FCoE or Ethernet interface for connecting External Storage device | Kindly consider PCIe slots are available for putting suitable Card | | It will be as per RDSO specification, version-6. |
| 641 | Windows Operating System or Linux, latest | Please get the OS name clarified | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 642 | Closing date for Submission of E-Bids Up to 15:00 hrs. of 01.07.2021(online) | We request you to kindly extend the submission timeline of e-bids for western region , since Northern & southern region have same timeline. And bidders wont get ample time to submit the quality techno-commercial bid. | | It will be as per Tender. |
| 643 | Total Number of Cameras mentioned is 7628 at<br>Cluster stations for VMS server | As per SOR total number of camera are 4012, whereas 7628 nos is mentioned in the Annexure-VII page 181. Kindly Share the exact breakup of 4012 with station Name and camera count. | For scope clarity | Clause modified. Bidder is required to offer VMS server/workstation/NVR sizing for Cameras to be supplied under this tender, existing cameras and for cameras at D & E category stations along with integration of existing Server cum storage for VMS. Cameras at D & E category stations were provided by RailTel separately. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 644 | **Tender Technical Specification S.No. iv)** Full HD P, T, Z (Pan/Tilt/Zoom) IP Colour Camera Clause no. 6.0 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 7.0 S.No-xi** Lens**:** a) Optical zoom 36x or better IR corrected lens suitable for Full HD PTZ Camera. b) Focal length of lens: Upper range shall be 125 mm or higher. | Kindly confirm the usability / requirement of specific 36X in the tender / RDSO functionality. As per the industry standard 30X available across the CCTV OEMs for long range view, This is the general standard being used in all the major project across India & in Railways too which have a limited or defined viewing area. Thus Request Railtel to consider a industry prevalent feature of 30X or better PTZ as Railtel requirements will supersede RDSO specs & here the buyer is Railtel. A more rational requirement should be to ask for 30X or better PTZ thus allowing OEMs to quote for whatever cameras as per the minimum requirement. Otherwise if Railtel/Railways wants to have more longer range than there are multiple OEMs which can also provide the longer 40X or more PTZ with larger field of view. | Avoiding oversized product and also increase OEM participation for the camera | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 645 | The Full HD Fixed Box Type IP Colour Camera shall have security features which can be deployed meeting the security assurance requirements as per relevant clauses / paras mutually decided by Purchaser & STQC (or other Govt. agency as per note below) regarding “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2 for CCTV with relevant and equivalent safeguards. | As per “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2. it is asked for that "sensitive data, are stored securely in a Secure Element, hardware chip or protected using strong cryptography." so can software security functions can be given to secure sensitive data instead of hardware chip because as per point 5.1 (xxxvii) relevant and equivalent safeguards can work (Need a firm clarification from Railtel & STQC on this to avoid any confusion during testing process) | For specification clarity | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 646 | The 4K UHD Fixed Box Type IP Colour Camera shall have security features which can be deployed meeting the security assurance requirements as per relevant clauses / paras mutually decided by Purchaser & STQC (or other Govt. agency as per note below) regarding “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2 for CCTV with relevant and equivalent safeguards | As per “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2. it is asked for that "sensitive data, are stored securely in a Secure Element, hardware chip or protected using strong cryptography." so can software security functions can be given to secure sensitive data instead of hardware chip because as per point 5.2 (xxxvi) relevant and equivalent safeguards can work (Need a firm clarification from Railtel & STQC on this to avoid any confusion during testing process) | For specification clarity | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 647 | Source code of software of camera shall have to be supplied to RailTel by supplier/OEM. | No genuine OEM will share the source code as their valuations are based on the same. Thus this clause is restrictive and will land Railtel up with small time non-serious players who will not stand to loose their codes. | | Clause deleted. Please refer Tender document. |
| 648 | Intellectual Property Rights of Hardware and Source Code of Software: 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. | Request you to list and share the final list of GOI notifications that are to complied to for selection of appropriate products and to remove confusion | | Guidelines issued by MOF in this regard will be followed. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 649 | General | Proposed EMS NMS solution must have deployment reference of monitoring & managing 10,000+ network nodes in at least 3 deployments across Govt./PSU | This clause is required as OEM tools must have capability to scalable to such huge requirement as mentioned in RFP. | Not Agreed. However, Tender Clause Modified. It will be as per Tender Document. |
| 650 | General | As per our understading the EMS software shall be compatible with Microsoft Windows and Linux/Unix operating systems Kindly confirm if our understading is correct | EMS should compatible with both Windows and Linux OS. | Yes. It should be compatible with both Windows and Linux. |
| 651 | The rack should be fitted with dual source power supply distribution board. | Please clarify | | It will be as per Tender. |
| 652 | Front door: Rack should have front door toughened transparent glass fitted on MS/CRCA sheet on sides with Lock and key. | Instead of MS/CRCA, Please change the material to GI which is usually meant for outdoor racks. | GI is usually meant for outdoor racks. | It will be as per Tender. |
| 653 | Unit(PDU): Havells or equivalent with 6Amp with switch. | But power rating shall be 5A in place of 6A. | | It will be as per Tender and as per site requirement & in accordance with bidder solution. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 654 | The rack should be fitted with one modem tray19". Back side of the rack should be closed with a removable panel. | Since the cabinet should be suitable for wall mounting and pole mounting the rear of the cabinet should be closed [non removable] type. Air intake should also not be from the back side | | It will be as per Tender. |
| 655 | Operating Temperature Range 0-55 deg | please ammend this clause as"0-40 deg" | Request please ammend this clause as"0-40 deg" as per industry practice & oblige. When the operating temperature is at 40~50°C, the UPS will be de-rated to 80% of its capacity. | It will be as per Tender. |
| 656 | Size: not more than 2U rack mountable | Please ammend this clause as"Tower/Rack Mountable with external battery rack" | Since to match 1500VAH we have to supply minimum 12V,45AH X 03nos SMF batteries & not advisable to fit inside UPS cabinet. It its requested to as per industry practice & oblige. | UPS is required to be provided at Platform and Batteries to be installed in separate wall mount cabinet as per site condition. |
| 657 | Operating Temperature Range: 0-55 deg | please ammend this clause as"0-40 deg" | Request please ammend this clause as"0-40 deg" as per industry clause & oblige. When the operating temperature is at 40~50°C, the UPS will be de-rated to 80% of its capacity. | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 658 | Size: not more than 2U rack mountable | please ammend this clause as"Tower/Rack Mountable with external battery rack" | Since to match 3000VAH we have to supply minimum 12V,45AH X 06nos SMF batteries & not advisable to fit inside UPS cabinet. It its requested to as per industry practice & oblige. | UPS is required to be provided at Platform and Batteries to be installed in separate wall mount cabinet as per site condition. |
| 659 | 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<br>Service Providers/ Public Listed Company for at least 12 months as on date of opening of tender, in India or Abroad.<br>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.<br>Supporting Document Required<br>• Supporting document of satisfactory working from the user for each offered model of equipment.<br><br>• An undertaking by the OEM has to be submitted in support in case of immediate predecessor | We request you to modify this clause as"Ongoing Projects may also pleased be considered | Order received in last 2 are years are still under implementation due to Corona pandemic scenario and nationwide lockdown. | No agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 660 | 3.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 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.<br><br>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. | As per chapter 5, section - I, OEM of camera should have supplied the equipment of the same series/family at least of the value Rs. 5.92 Cr during last 3 financial years. Kindly clarify OEM supplied with different types of cameras like Bullet, Dome, PTZ, Box etc. can be considered together from the same make to match this criteria | Different types of cameras (like Bullet, Dome, PTZ, Box etc.) would be supplied in large projects like Smart city/Safe city. Hence kindly clarify | Camera OEM is required to meet eligibility criteria by submitting the required documents for all four type of cameras( same series/family). Bidders shall submit necessary proof of all four type of cameras,as required in SOR. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 661 | Enterprise Management System (EMS)-General | **Point To be 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. | To analyze real time polling data very fast, time series based datbase is used to process millions of data events. We request authority to add this clause in EMS section. | It will be as per Tender. |
| 662 | (a)Smoke and Fire Detection AI based video analytics should be able to detect Smoke and Fire in defined area. | Request you to list and share the final list of GOI notifivations that are to complied to for slection of appropriate products and to remove confusion | This is a useless algorithm which does not function. It may be deleted. | Clause deleted. Please refer the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 663 | 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. 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 | Kindly raise this to 1000Cr so that top products only qualify | | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 664 | Para-2) A sum of Rs …… as “Earnest Money” has to be deposited online through IREPS portal. The full value of Earnest Money shall stand forfeited without prejudice to any other rights or remedies if, | As only EMD decleration is required to be submitted, please ammend the clause | No online payment of EMD as per Tender | Offer letter (Point-2) has been modified. Please refer Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 665 | Adequate power supply and space will be arranged by Indian Railways for Installation and Commissioning of the VSS system. | We understand that Railways will provide construction power supply for execution at free of cost. | For clarity | Power supply required for Installation shall not be provided free of cost. Recurring charges of electricity shall be borne by Railways. |
| 666 | SOR #7: Supply of Storage System at RPF/GRP. Supply of Storage System at RPF/GRP Thana/Post sites for recording of cameras from cluster of stations along with all accessories required for installation purposes as defined in chapter 8<br><br>Note: Bidders are required to quote price for complete storage as per clause no.8.1.3.3 of chapter-8 (section-I) as a LOT for all types of cameras mentioned in SOR.<br><br>- 01 LOT | We understand that each RPF Post/ Thana will have storage capacity as calculated based upon the qty and type of cameras being connected and recorded from the associated stations. Total cost of all of these storage units to be quoted in this line item as 01 Lot. Kindly clarify if this understanding is correct. | | Clause modified. Storage is required to be provided as per details of cameras given in Annexcure-VIII of Chapter-7. |
| 667 | Command Control Center (CCC) – Deleted | Command Control Center (CCC) – as per RDSO specifications | CCC is critical component of Integrated solution and part of RDSO specifications and required by RPF.<br>Simply viewing Cameras on few LCD does not | At present CCC has not been installed by RailTel. It is covered under this tender for Northern Region and It will be as per RDSO specification version-6. Bidder of other regions are required to provide API/SDK for integration of VA, VMS & FRS application as per RDSO specifiation version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | make it an integrated VSS. CCC is defined in detail in the RDSO specifications. | |
| 668 | Some of the critical aspects that need to be considered for operations of IT setup are | We assume DC to DR Bandwidth will be provided by Railtel , an Bidder scope is to Monitor the Log shipment | | Yes. Bandwidth for necessary connectivity will be provide by RailTel. |
| 669 | 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 | Please modify this clause , Software and Hardware will be from same OEM or different OEMs, having 100% compatibility and Intropability | | Query is not clear. However, Clause Modified. Please refer the Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 670 | (Video Management and Recording and Video Analytic Software) should have an CMMI Level-3 and ISO 9001:2008 (or latest) for its development & manufacturing process. | Deleted | Not required as per RDSO specifications. Additional certifications only restrict competition. | It will be as per RDSO specification, version-6. |
| 671 | The additional capacity is required to meet the compliance requirement of keeping the flagged/marked images/video footage as a evidence required by the RPF Appropriate authority<br>for investigation purpose and also to cater the requirements of provision of any new cameras on the station. | Additnal capacity planned for storage and Qty of New cameras Proposed for feature upgradation | | Additional stoarge is required for flagged/marked images as per RDSO specifcation version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 672 | 15- Supply of Type-III switches along with optics (SFP+ 40 Km) and all accessories required for installation purposes as defined in chapter 8, | When we refer PART 2 of the tender docs (Page 72/ xiv), it says Type-III Switch (24 Port Layer 2 Switch)- As per Clause no. 14.0(II) of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/ TC/65/2021 Revision 6.0 or latest with all amendments (Non PoE 24 x 10/100/1000 BASE-T ports - 4 x10 G (Minimum) SFP+ ports).<br><br>D-Link query- What is the final requirements? TENDER requirements mismatch against the RDSO SPECS wrt UPLINK port (highlighted in RED).<br><br>1. What category of switch RAILTEL is looking for this particular tender a. PoE/ b. Non-PoE<br>2. What is the uplink port requirement for this particular tender a. 1G/ b. 10G | As there are 02 categories for 24 Port switch<br>a. PoE<br>b. Non-PoE<br>a. 24 x 10/100/1000 BASE-T PoE ports • 4 x 1G (minimum) SFP+ ports with minimum PoE Power Budget of 370W or better.<br>or<br>b. Non-PoE 24 x 10/100/1000 BASE-T ports • 4 x 1G (minimum) SFP+ ports | Clause modified. Please refer clause 8.3 of Chapter-8. It will be as per RDSO specification version-6 & Non POE switch is required. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 673 | xii) Type-I Switch (8 port Field Switch) : As per Clause no. 14.0(III) Clause no 10 of RDSO/SPN/TC/65/2021<br><br>Switch Should Support Security Features like Broadcast/Multicast/Unicast Storm Control, Traffic segmentation, TLS, DoS attack prevention, 802.1X Portbased Access Control , Port Security, ARP Spoofing Prevention, DHCP Server Screening, IP-MAC-Port Binding, ARP Inspection, DHCP Snooping, 802.1X Authentication local/RADIUS database (IPv4 & IPv6), port-based access control. | We understand Traffic Segmentation is in terms of different VLAN for types of traffic and Auto QoS. Kindly CLarify.<br><br>Kindly clarify DOS attack prevention or equivalent like Rate limiting , ACL and Storm control is acceptable.<br><br>TLS: TLS is an Transport Layer Security protocol cryptographic protocol, normally applicable to Firewall, and hence is not relevant to Layer 2 POE Switch. Kindly remove this requirement<br><br>DHCP Server Screening: Generally DHCP Security features are provided by DHCP snooping, which is a DHCP security feature that provides network security by filtering untrusted DHCP messages and by building and maintaining a DHCP snooping binding database, also referred to as a DHCP snooping binding table. Kindly allow to provide DHCP Server screening or equivalent | We understand Traffic Segmentation is in terms of different VLAN for types of traffic and Auto QoS. Kindly CLarify.<br><br>Kindly clarify DOS attack prevention or equivalent like Rate limiting , ACL and Storm control is acceptable.<br><br>TLS: TLS is an Transport Layer Security protocol cryptographic protocol, normally applicable to Firewall, and hence is not relevant to Layer 2 POE Switch. Kindly remove this requirement<br><br>DHCP Server Screening: Generally DHCP Security features are provided by DHCP snooping, which is a DHCP security feature that provides network security by filtering untrusted DHCP messages and by building and maintaining a DHCP snooping binding database, also referred to as a DHCP snooping binding table. Kindly allow to provide | Not Agreed. It will be as per RDSO sepcification version-6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | like "DHCP Snooping"<br><br>Please change the clause to "Switch Should Support Security Features like *"Broadcast/Multicast/Unicast Storm Control, Traffic segmentation/Auto QoS/VLAN, DoS attack prevention/Rate Limiting, Storm Control, 802.1X Portbased Access Control , Port Security, ARP Spoofing Prevention, DHCP Server Screening/ DHCP snooping, IP-MAC-Port Binding, ARP Inspection, DHCP Snooping, 802.1X Authentication local/RADIUS database (IPv4 & IPv6), port-based access control"* | DHCP Server screening or equivalent like "DHCP Snooping"<br><br>Please change the clause to "Switch Should Support Security Features like *"Broadcast/Multicast/Unicast Storm Control, Traffic segmentation/Auto QoS/VLAN, DoS attack prevention/Rate Limiting, Storm Control, 802.1X Portbased Access Control , Port Security, ARP Spoofing Prevention, DHCP Server Screening/ DHCP snooping, IP-MAC-Port Binding, ARP Inspection, DHCP Snooping, 802.1X Authentication local/RADIUS database (IPv4 & IPv6), port-based access control"* | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 674 | 2.6(a) The Cameras of Station Platforms shall be connected to Field Ethernet Switch. The Field Ethernet Switch shall stream Video data to a suitable location at Station such as CCTV Control Room through Aggregation Switch. CCTV Control Room may be connected to MPLS/ IP network through the Core Switch.<br><br>2.6(b) ii) The Cameras of Station Platforms shall be connected to Field Ethernet Switch. Field Ethernet Switch shall stream Video data to RPF/GRP Thana/Posts through Aggregation Switch. RPF/GRP Thana/Posts shall be connected to MPLS/ IP network through the Core Switch | "This is an Aggregation Switch. Aggregation Switch should have Layer 3 functionalities to do Aggregation from Type-1 Layer2 field Switches.<br><br>In addition to above, In case of TypeC, D and E stations, this Aggregation switches would be connected to MPLS network in other stations. So the Layer2 network design would be with lot of broadcast and we would recomend Layer3 functionalities in Aggregation switches to avoid large broadcast domain.<br><br>Kindly add features like IP/MPLS, OSPF, IS-IS, Layer 3 Multicast like PIM-SM, PIM-SSM, BGP, BFD, IP/MPLS, MPLS-TE, Layer3 VPN to reduce broadcast and use this Aggregation as CE Router"<br><br>Layer 3 Features including Layer3 Multicast is a must feature, as per network design described in the clause | "This is an Aggregation Switch. Aggregation Switch should have Layer 3 functionalities to do Aggregation from Type-1 Layer2 field Switches.<br><br>In addition to above, In case of TypeC, D and E stations, this Aggregation switches would be connected to MPLS network in other stations. So the Layer2 network design would be with lot of broadcast and we would recomend Layer3 functionalities in Aggregation switches to avoid large broadcast domain.<br><br>Kindly add features like IP/MPLS, OSPF, IS-IS, Layer 3 Multicast like PIM-SM, PIM-SSM, BGP, BFD, IP/MPLS, MPLS-TE, Layer3 VPN to reduce broadcast and use this Aggregation as CE Router"<br><br>Layer 3 Features including Layer3 Multicast is a must feature, as per network | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | design described in the clause. | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 675 | Should have minimum 24 x GE SFP based ports | As per the network architecture (in RFP page no. 36-38), maximum 3 to 4 Field POE switches to be connected with these Aggregation Switches in the platform of Type-A&B stations and 4 port 1G SFP maximum in case of Type-C,D & E station are required maximum 4 numbers of 1G SFP ports. Asking 24x1G SFP ports for 4 port requirement is an overkill and unnecessary cost to the project. Kindly reduce to maximum 12x1GE SFP instead of 24x1GE SFP Ports.<br><br>Kindly change the port requirement from 24 to 12x 1GE SFP. | As per the network architecture (in RFP page no. 36-38), maximum 3 to 4 Field POE switches to be connected with these Aggregation Switches in the platform of Type-A&B stations and 4 port 1G SFP maximum in case of Type-C,D & E station are required maximum 4 numbers of 1G SFP ports. Asking 24x1G SFP ports for 4 port requirement is an overkill and unnecessary cost to the project. Kindly reduce to maximum 12x1GE SFP instead of 24x1GE SFP Ports.<br><br>Kindly change the port requirement from 24 to 12x 1GE SFP. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 676 | Should have minimum 4 nos. SFP+ based 10 GE ports. | As per the network architecture (in RFP page no. 36-38), 2x10GE SFP would be sufficient instead of 4x10GE SFP+ Ports. Kindly change the port requirement to 2x 10GE SFP+. | As per the network architecture (in RFP page no. 36-38), 2x10GE SFP would be sufficient instead of 4x10GE SFP+ Ports. Kindly change the port requirement to 2x 10GE SFP+. | Not Agreed. It will be as per RDSO specification version-6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 677 | Should support ITU-T G.8032 Ethernet Ring protection for Loop Protection and fast convergence time (Sub 50 ms) in ring topologies/ IEEE 802.1W RSTP for Sub Second failover. Industry Standard IEEE 802.1W RSTP is standard for Ring /STP topology. | ERPS is a must support Technology required for this kind of switches to achieve ring protection in less than 50 ms. ERPS is not be compared with RSTP which have protection switching time in seconds.<br><br>**Kindly claify that irrespective of Any technologies, Bidder to provide <50 ms converegence for ring topology in the network** | ERPS is a must support Technology required for this kind of switches to achieve ring protection in less than 50 ms. ERPS is not be compared with RSTP which have protection switching time in seconds.<br><br>**Kindly claify that irrespective of Any technologies, Bidder to provide <50 ms converegence for ring topology in the network** | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 678 | RDSO/SPN/TC/65/2021 Revision 6.0. 14.0 (II) Layer 2 Switches (24 ports) | The switches would be deployed in RPF Locations for Server connectivity, in redundant mode.<br>So, stacking is a must feature for the deployment perspective. Kindly Include The swicthes should have Stackable capability with 80 Gbps Stacking bandwidth from Day-1, | The switches would be deployed in RPF Locations for Server connectivity, in redundant mode.<br>So, stacking is a must feature for the deployment perspective. Kindly Include The swicthes should have Stackable capability with 80 Gbps Stacking bandwidth from Day-1, | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 679 | As per Clause no. 14.0(II) of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/ TC/65/2021 Revision 6.0 or latest with all amendments<br><br>1. b. (Non PoE 24 x 10/100/1000 BASE-T ports - 4 x10 G (Minimum) SFP+ ports).<br><br>2. Switching capacity should be 56 Gbps or better; forwarding rate 41.7 MPPS or better | If we consider Switch configuration of 4x10GE+24x1GE, Swtching Bandwidth: = 64 *2 = 128 Gbps Forwarding rate should be 64x1.488 = 95.2 Mpps as per industry standard @ wired rate capacity<br><br>Kinly suggest whether switching bandwidth to be considered 128 Gbps and forwardimng rate to be considered 95.2 Mpps or better to have non-blocking capacity in the switch | If we consider Switch configuration of 4x10GE+24x1GE, Swtching Bandwidth: = 64 *2 = 128 Gbps Forwarding rate should be 64x1.488 = 95.2 Mpps as per industry standard @ wired rate capacity<br><br>Kinly suggest whether switching bandwidth to be considered 128 Gbps and forwardimng rate to be considered 95.2 Mpps or better to have non-blocking capacity in the switch | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 680 | 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 / TelecomService Providers/ Public Listed Company for at least 12 months as on date of opening of tender, in India or Abroad. | Can Railtel please include private Sector companies also in this list? | | It will be as per Tender. |
| 681 | Undertaking regarding land border | I have read the clause regarding restrictions on procurement from a bidder/OEMs of a country which shares a land border with India; I certify that this bidder/OEM is not from such a country or, if from such a country, has been registered with the Competent Authority, I hereby certify that this bidder/OEM fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]". We request you to remove the clause of providing evidence of Valid | We will provide reference to below:We refer the OM No. F.No.6/18/2019-PPD dated 23 July 2020 ("OM") issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division. This OM inserts Rule 144 (xi) in General Financial Rules 2017 imposing certain restrictions on procurement from a bidder of a country sharing land border with India. It is certified that Cisco is an entity registered in India and does not share land border with India. | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | registration by the Competent Authority] | | |
| 682 | 1KVA/900 W, better as per actual requirement | Request to change 1KVA/800 W, better as per actual requirement | Most of the supplier have 0.8 PF load only. | Not agreed. It will be as per Tender. |
| 683 | 0.9 or better | Request to change 0.8 PF | Most of the supplier have 0.8 PF load only. | Not agreed. It will be as per Tender. |
| 684 | Battery, health of UPS, any critical parameter change | Request to change - To monitor UPS functions and critical parameters | Health of the product not monitoring in Electronic / Electrical circuits. Request to change as per our request | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 685 | 0-55 deg | Request to change 0 to 40 Deg C at full load, upto 50 Deg C derates to 80 % load | All UPS supplier have the product of 0 to 40 Deg C temp only. Above temp UPS will be derates to 10 to 30 %. Consider this point t change the operating temp | Not agreed. It will be as per Tender. |
| 686 | not more than 2U rack mountable | Request to change Tower model | Rack Mounted UPS is only for IT / Critical load in Server room space compact conditions within limited temp operation. Not for Outdoor application. Considering Outdoor application suitable for Tower Mounted Model with good air ventilation | It will be as per Tender. |
| 687 | 2KVA/1800 W | Request to change 2 kVA / 1600 Watts | Most of the supplier have 0.8 PF load only. | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 688 | Battery, health of UPS, any critical parameter change | Request to change - To monitor UPS functions and critical parameters | Health of the product not monitoring in Electronic / Electrical circuits. Request to change as per our request | Not agreed. It will be as per Tender. |
| 689 | 0-55 deg | Request to change 0 to 40 Deg C at full load, upto 50 Deg C derates to 80 % load | All UPS supplier have the product of 0 to 40 Deg C temp only. Above temp UPS will be derates to 10 to 30 %. Consider this point t change the operating temp | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 690 | not more than (2U+/-0.5U) rack mountable | Request to change Tower model | Rack Mounted UPS is only for IT / Critical load in Server room space compact conditions within limited temp operation. Not for Outdoor application. Considering Outdoor application suitable for Tower Mounted Model with good air ventilation | It will be as per Tender. |
| 691 | 50Hz +/-0.5Hz@50Hz system | Request to change 50 Hz +/- 2.5 Hz Mains Sync | for CVCF UPS will be derated for 20 to 40 % compared to all competitors ( without bypass ). Request to change in to Mains Sync. Then only any fault on UPS, load will transfer to bypass | Not Agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 692 | 50 Hz | request to change as an option for CVCF | under CVCF mode bypass is disable ( no bypass ). If any fault on UPS there is no load. | Not Agreed. It will be as per Tender. |
| 693 | IEC/EN61000-4-2 Level 4 or equivalent BIS/IS standard | Request to delete this line item | Saftey details of BIS already given in page 200<br>8.3.2.3 - xxxiv) Safety | Not agreed. It will be as per Tender. |
| 694 | | Plz confirm UPS required with inbuilt Isolation Transformer or not | Considering safety reason Isolation Transformer is recommended to offer to ensure earth connectivity if any fault happens on mains neutral | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 695 | 4.A.14.2<br>Eligibility Criteria Requirements for OEM's: | 3 OEM should have supplied the equipment/ software offered or equipment/<br>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.<br><br>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<br>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 | We being the OEM of the Equipment/Software, though the Equipment/Software Installation has been Successfully been done in Governement / PSU's / Telecome Service Providers / Public Listed Company with our Equipments/Software, however the Project has been Impelemented by the System Integrator (S) & that the Purchase Order from the respective Client (End User) is given by the Authrorites to the SI & in turn SI provides us with the Purchase order for our Components, thus in such Scenarios, the End User refuses or is Reluctant to offer any Completion Letter / Work Experience Certificate directly to the OEM's, stating that the Purchase Order /Work Order has not been diectly Awarded to the OEM.<br><br>Thus with respect to the same, we hereby equest you to please Accept the Work Experience | OEM has to submit details of supplies directly or through any other vendor along with necessary certificate and necessary documents to establish this fact. End user certificate should clearly mentions the make/model no. of the supplied hardware/software. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | authorized by the Public listed company to issue such certificates.<br><br>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. | Certificate that has been given to us by the respective SI who has Supplied & Commissioned our Components/Software to respective End User (Government / PSUs / Telecom Service Providers/ Public Listed Company).<br><br>Also we request you to please Accept the Self OEM Declaration, with complete details of the Project Deliverables along with the End Customer Contact Details, so that the Self Declaration can be Verified from the respective End User. | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 696 | 8.3 Technical Specification-Note: | (iv) Security Verification Certification for Hardware (all type of Cameras) and Software (Video Management Software, Graphical User Interface Client Software , Video Recording Software, Video Analytics Software, Remote viewing on Web & Mobile App Software): All type of quoted hardware and software shall have security features which can be deployed meeting the security assurance requirements as per "Appendix C: Internet of Things Verification Requirements" of OWASP Application Security Verification Standard version 4.0 - Level 2.<br><br>Note: The selected bidder after issue of LOA will offer its VSS solution to STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security | We Understand that the Quoted Hardware & Software shall have security features as per of OWASP Application Security Verification Standard version 4.0 - Level 2 & that a Mandatory Certificate to it need not be provded during the Bidding Stage. But during the FAC Stage the Harware & Software needs to be Provided for Sample Testing to STQC or Cert-IN Empanelled Security Audit Organizations for Condudting Security Audit Tests.<br><br>Please Confirm is our Understanding is Correct. | Clause modified. Please refer tender document. Bidder is required to offer Hardware/Softwares in accordance with specifications mentioned in the Tender document. Necessary certification required in RDSO specifications are required to be produced during inspection of the material. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | verification certification after installation of first station having existing VSS Infra. Before issue of FAC, the bidder will offer its complete VSS work for sample testing of any randomly selected station by STQC (Ministry of Electronics & Information Technology) or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization for arranging security verification certification. FAC shall be issued only after submission of security verification certification by the bidder | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 697 | Large Format Display Monitor: | Analog Input: RGB/VGA/BNC | Request you to please remove this clause. | It will be as per RDSO specification, version-6. |
| 698 | General | The EMS Solution (Hardware & Software) shall provide monitoring of 20,000 devices from day 1 with future scalability upto 50,000 devices without major architectural changes. Whenever required, the additional device licenses can be procured & added respectively. | Hardware Sizing for EMS should be considered for 50K devices or 20K devices - with option to enhance on need basis? | Clause modified. Please refer Tender document. |
| 699 | Network Automation | Scalability – The network configuration management solution should be highly scalable with the largest tier capable of supporting upto 100K devices and carrying out upto 400K tasks per day. | Need details of the exact scale of devices required in this project. This will help in identifying the license and server sizing. | Clause modified. Please refer document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 700 | Service Management (Help Desk) and SLA Management | 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 Management, Knowledge Management, Service Level Man- agement, Service Asset and Configuration management, Service Cata- logue and Request Fulfillment, etc. The certification copy to be submit- ted. | As the Helpdesk tool is expected to comply with atleast 11 ITIL processes, request for change in the requirement to<br><br>"*The proposed Helpdesk tool should be Axelos Gold level/Pink Elephant/ Service certified on at least **11** ITIL 2011 processes*"<br><br>instead of just 2 processes. | Not agreed. However Clause has been modiifed. Please read the tender document. |
| 701 | Network Fault Management | 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. | Need details of the exact scale of devices required in this project. This will help in identifying the license and server sizing. | Clause modified. Please refer document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 702 | Design Parameters | EMS will be installed at DC and DR for monitoring of VSS Equipment installed/planned to be installed at Railway Stations & RPF Thanas/DC-DR for all the Regions (Eastern, Northern Southern and Western). This centralized EMS will be common for Stations under scope of work (including for existing VSS infra). | 1. Need details for the existing and proposed VSS infrastructure for overall scale of EMS coverage that will help in identifying License and Server Sizing.<br><br>2. Is local HA in DC also required for EMS software? | For existing VSS Infra, please refer Annexure-II of Chapter-7 and Clause 8.2 of Tender document.<br><br>For proposed infra, please refer SOR. In addition, it is also pointed out that EMS should also cover VSS infra and D & E category stations also.<br><br>Accordingly requirement of EMS sizing has been revised. Please refere Clause 8.3.6 of Chapter-8. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 703 | Eligibility Criteria Requirements for OEM's: | The OEM shall ensure that Intellectual Property Rights of Hardware (including MAC address) and Source Code 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. 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. | Request for adding additional criteria of preference for "Make In India" Software to promote local OEMs as per Government guidelines.<br><br>This will automatically ensure the "Source Code / IP Rights" will not be dependent on any Country that shares a Land Border with India. | It will be as per RDSO specification, version-6. |
| 704 | Bidders seeking Purchase preference (linked with Local content) (PPP-MII) shall be required to meet/exceed the target of Local Content (LC) of _70%__%.Bidders meeting the criteria of 70% are called as LC Bidders and other will be called as Non-Local Content (NLC) bidders. | | We request for clarification for LC 70% on total BOQ | It will be as per Tender. |
| 705 | General | Proposed EMS NMS solution must have deployment reference of monitoring & managing 10,000+ network nodes in at least 3 deployments across Govt./PSU | This clause is required as OEM tools must have capability to scalable to such huge requirement as mentioned in RFP. | Not Agreed. However, Tender Clause Modified. It will be as per Tender Document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 706 | General | 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. Kindly confirm if our understading is correct. | 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. | Tender Clause is Clear. It will be as per Tender Document. |
| 707 | **Requested Changes** | | | Query is not clear |
| 708 | **Request your kindself for providing confirmation on which OS to be quoted so as to bring all bidders and OEM on same line** | | | It will be as per RDSO specification, version-6. |
| **709** | **Request to change it 2 X 1TB SATA 7200 rpm as same will be faster** | | | **It will be as per RDSO specification version-6.** |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 710 | **Request to change to HW RAID Card , with hardware raid card scalability will increase and it can work independtly of os whether it is windows or linux** | | | It will be as per RDSO specification, version-6. |
| 711 | | | | Query is not clear. |
| 712 | **Requested Changes** | | | Query is not clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 713 | **Request clarification on which os to be quoted so that all bidders are on same line during quoting** | | | It will be as per RDSO specification, version-6. |
| 714 | **Request to change to External DVD RW as in latest generation Rack server there is no possibility of internal DVD RW .** | | | It will be as per RDSO specification, version-6. |
| 715 | | | | Query is not clear. |
| 716 | **Requested changes** | | | Query is not clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 717 | **Request to change to 3840 x 2160 UHD which is better and is as per latest technology** | | | It will be as per RDSO specification, version-6. |
| 718 | **Request to change to 500 nits to bring every bidder on same line and to get best of the technology** | | | It will be as per RDSO specification, version-6. |
| 719 | **Contrast Ratio, 1100:1** | **4000:1 ( Native ) is the current ratio which is as per latest norms and is available with every Good Oem** | | It will be as per RDSO specification, version-6. |
| 720 | **Request to change to 178°(H) , 178°(V) as it is better and latest** | | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 721 | 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. Supporting Document Required<br>• Supporting document of satisfactory working from the user for each offered model of equipment.<br><br>• An undertaking by the OEM has to be submitted in support in case of immediate predecessor | For a larger projects like Government projects OEM will supply through System Integrator only. Hence we request you to modify the clause as "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 **through any system Integrator** for at least 12 months as on date of opening of tender, in India or Abroad"<br><br>However looking at the size of this project, Rs.500Cr average annual turnover for the Public Listed company in OEM criteria is not relevant. These kind of Public Listed company average annual turnover clause was not prescribed in earlier tenders pubished by Railtel for Indian Railway VSS tenders Hence we request you to kindly remove this clause or modify this as average | In a normal fair bussiness practise scenario OEM doesn't supply to any end customer including Government department / PSU etc directly in most of the large projects, and they will supply via any System integrator only.<br><br>Also Experience from Public Limited company having average annual turnover of Rs. 500Cr was not prescribed in earlier RFP issued by Railtel for Indian railway VSS. | NoT agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | annual turnover of atleast 100 cr in last 3 financial years for a Public Listed company | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 722 | 3.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 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.<br><br>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. | As per chapter 5, section - I, OEM of camera should have supplied the equipment of the same series/family at least of the value Rs. 4.41 Cr during last 3 financial years. Kindly clarify OEM supplied with different types of cameras like Bullet, Dome, PTZ, Box etc. can be considered together from the same make to match this criteria | Different types of cameras (like Bullet, Dome, PTZ, Box etc.) would be supplied in large projects like Smart city/Safe city. Hence kindly clarify | Camera OEM is required to meet eligibility criteria by submitting the required documents for all four type of cameras( same series/family). Bidders shall submit necessary proof of all four type of cameras,as required in SOR. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 723 | Detailed Bill of Material (BOM) against each Unit SOR Supply Items (Section-A) (Format-I) | Request to delete the detailed Bill of naterial from financial bid and same can be submitted as part of technical bid without price | It will be very difficult to claculate individual item price in a component, as OEMs and suppliers provide composite cost of an iten. | Not Agreed. However, Note, Point-VI has been modified. Please see the Tender Document. |
| 724 | RDSO Specification RDSO/SPN/TC/65/2019 Rev. 5.0 | For uniformity amog all bidders request to include RDSO specifications refered here as an addendum | | It will be as per Tender. |
| 725 | Provision of necessary man-power for maintaining VSS as per SLA during Maintenance supervision period of 12 months, warranty period of 24 months and AMC period of 5 years without any additional cost to RailTel. | Request to clarify minimum number of resources to be deployed. | | Bidder has to decide the required number of resources required at RPF Thana/Post to maintain SLA during project duration (i.e. Upto AMC). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 726 | Remaining 5% payment shall be made by RailTel on successful completion of Warranty Period after deduction of penalty, if any, as per clause 4.A.2.4 and 4.A.8. | Request to release this 5% payment after 12 months of Maintenance Supervision | | No agreed. It will be as per Tender. |
| 727 | Scanned/Receipt copy of Transaction Details | As only EMD decleration is required to be submitted, please ammend the clause | | Clause modifed. Please read the Tender Document. |
| 728 | The bidder should be a certified ISO 9000/9001 certified company | Kindly accept adecleration from bidder incase ISO 9000 is under renewal | | Clause deleted. Please read the Tender Document. |
| 729 | MAF/Authorization Letter by OEM | we understand that MAF and other declerations are required only for the items as describe in this clause,fa One similar work each costing not less than the amount equal to Rs. 30,86,48,452.00 not for all the items of SOR | | MAF and Other declaration/documents are required to be submitted by OEM's which are mentioned in Eligiblity criteria Clause 4.A.14.2. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 730 | 4.A.14.1.2 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, rated/registered atleast 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.<br><br>Supporting Document | Since the end clients like Railways, Airport etc. generally not give any declaration directly to OEMs as they interact with System integrators as there main contractor is System Integrators and not OEMs. Kindly accept satisfactory letters from SI with supply inspection certificate/Factory acceptance test from RDSO/AAI etc. | Satisfactory Working certificate from end user clearly mentioning the make & model number (version in case of Software) of the offered Hardware & Software is to be submitted. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | Required<br><br>· Supporting document of satisfactory working from the user for each offered model of equipment.<br>· An undertaking by the OEM has to be submitted in support in case of immediate predecessor | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 731 | 4.A.14.1.2 Eligibility Criteria Requirements for OEM's: | 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.<br>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<br>the work experience certificate has been issued by a person | Since the end clients like Railways, Airport etc. generally not give any declaration directly to OEMs as they interact with System integrators as there main contractor is System Integrators and not OEMs. Kindly accept satisfactory letters from SI with supply inspection certificate/Factory acceptance test from RDSO/AAI etc. | Satisfactory Working certificate from end user clearly mentioning the make & model number (version in case of Software) of the offered Hardware & Software is to be submitted. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | authorized by the Public listed company to issue such certificates.<br>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.<br><br>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. | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 732 | 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} 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. | There are technically compliant Indian OEMs who do not have the requisite value of supply asked in the tender and those OEMs shall be deprived of quoting their products.<br><br>In order to encourage "Make in India", It is requested to ask for Company turnover in place of past supply experience for PMA compliant OEMs. | As per PMA Circular No. P-45021 /2/2017-PP (BE-II) Dated: 15th September, 2020 Para 10b<br>Procuring entities shall endeavour to see that eligibility conditions, including on matters like turnover, production capability and financial strength do not result in unreasonable exclusion of 'Class-I local supplier'/ 'Class-II local supplier' who would otherwise be eligible, beyond what is essential for ensuring quality or creditworthiness of the supplier. | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 733 | Eligibility Criteria Requirements for Bidders: (5) Technical Capability | SIs/ Bidders often have fully owned subsidiary for niche businesses and as a business practice technical experience of such fully owned subsidiary is accepted for qualifying requirements. It is requested to accept the experience of subsidiary of the bidder for meeting qualifying requirements. | Subsidiary units are created to cater for niche business requirements of the Principal and their businesses are to supplement the business of the Principal. Therefore, technical experience/ expertise of subsidiary is counted as that of the Principal. | Not Agreed. It will be as per Tender. |
| 734 | Enterprise Management System (EMS)- **General** | **Point To be 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. | To analyze real time polling data very fast, time series based datbase is used to process millions of data events. We request authority to add this clause in EMS section. | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 735 | The bidder is allowed to further reduce the above mentioned indicative storage capacity per Camera at 25 FPS with applicable resolution by using non-proprietary compression. | Kindly explain the defination of Non Propriotary in this, as all streams that are coming from the camera are ONVF S compliant and interoperatable. Anything within the camera is an IPR of the manufacturer. Request to clarify the same. | | Clause modified. Please refer the Tender document. |
| 736 | The items in table like: Switches, SFP, UPS, FMS, Patch Chords, Racks, EMS, CCC, ACDB and Earthing, VA, CCC, FRS etc. | Kindly change the specs to RDSO specs, so that the testing agency can be one, saving cost and time to bidder and oem | | All specification will be as per RDSO specification. For items, where RDSO specification is not there, RailTel has provided its own specification. |
| 737 | | | | Query is not clear. |
| 738 | | | | Query is not clear. |
| 739 | | | | Query is not clear. |
| 740 | | | | Query is not clear. |
| 741 | Eligibility Criteria Requirements for Bidders, Sr. No. 3 | The bidder should have received a minimum cumulative contract amount as mentioned in BDS (Chapter-5, Section-I) from the operations in the last three financial years plus current year upto the date of opening of tender. | We understand requirement is minimum cumulative turnover of Rs. 88,88,67,449/- from the last three financial years plus current year upto the date of opening of tender. Please confirm | Yes |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | Point-3 - Financial Eligibility – Rs. 88,88,67,449/-<br><br>Note: i) In case of Consortium/JV, each member's relevant turnover combined together shall be considered against the above mentioned financial capability criteria.<br><br>ii) For Startups* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) only 1/3 of minimum cumulative contract amount as mentioned in BDS (Chapter-5, Section-I) is required.<br>Rs. 29,62,89,150/- | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 742 | Technical Specification, sr. no. (x) | For external storage as per referenced RDSO specs, storage to be supplied with SAS HDD with 7200 or higher RPM is asked however NLSAS disks with 7200 RPM HDDs are not being accepted.<br>We request you to please allow the external storage with NLSAS drives as well | External storage specs requires external san storage, which comes high availability and reliability and NLSAS drives used in these systems has higher reliability, protection, perfromance and availability as comapred to server disks.<br><br>Further for NVR as per the specifications mentioned, even SATA drives, which is 6 Gbps are allowewed,even though as compared to NLSAS, which has 12Gbps, and has better perfromance.<br><br>Therefore our submission is to allow NLSAS drives as well in external storage. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 743 | Since, RailTel has provided LAN infra at railway stations, therefore, **the existing available infrastructure may be utilized by the bidder for implementation of VSS system** and such items used may not be considered as a part of Supply orders. Decision regarding utilization of LAN infra taken by RailTel will be final and binding. | Kindly confirm that who will be responsible for the maintenance of existing infrastructure which will be utilized by SI for VSS system.<br><br>In case existing infrastructure maintenance support required from bidder, then it should be added in "SCHEDULE OF REQUIREMENT", So that bidder can quote for the same.<br><br>Also confirm that the existing VSS infra and VMS will be handed over in working conditions to bidder. Kindly confirm. | SLA, Troubleshooting/Fixing responsibility with existing vendor or CCTV contractor will become a challenge during the tenure of contract. | Existing infrastructure will be maintained by existing contractors. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 744 | Any deficiency pointed out by the auditing agency shall be attended by the selected bidder without any additional cost to RailTel. For any deficiency pointed by auditing agency in the existing VSS infra, corrective action will be taken by RailTel. **However, any deficiency pointed out by the auditing agency due to integration with existing VSS infra shall be attended by the selected bidder without any additional cost to RailTel.** | Kindly confirm that who will attend the deficiency due to integration with existing infra, wherein the deficiency occurs due to existing infra. | Fixing of defiencienies occuring in existing VSS Infra due to integration should be in scope of RAILTEL / Existing Contractor. | It is the responsibility of the bidder to integrate the existing VSS infra with the proposed VSS Infra. Any deficiency occurring due to integration is required to be attended by the bidder. However any deficiency pertaining to existing VSS infra will be attended by existing contractor. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 745 | Integration of the proposed VSS system with existing VSS system at Stations and existing LAN infra (at RPF Thana/Post location, where VMS is already available. The selected bidder shall integrate the proposed VSS infra with the existing VMS infra (including software, server, storage etc.) without any additional cost to Rail-Tel including installation, configuration & commissioning with existing VMS, of any additional video recording server supplied under the scope of the work. The selected bidder is free to use both existing and new VMS at any particular RPF Thana/Post or to use either of them. However, the selected bidder shall ensure that integration of existing VSS infra and the proposed VSS infra is seamlessly working at that RPF Thana/Post as per the terms and condition of the tender documents. In case bidder decides to use only one of the VMS system, then it is the responsibility of the selected bidder to shift existing VMS licenses at the required RPF Thana/Post (as per his plan) without any additional cost to RailTel. The selected bidder is also at his liberty to replace the existing VMS system completely at all RPF Thanas/Posts with his own VMS system without any additional cost to RailTel. | This clause will favor the existing contractor and any other party who has complete knowledge of the existing VMS infrastructure deployed across locations. It is requested to do the evaluation purely on the basis of new offering and usage of existing VMS may be decided once the selected bidder does a detailed study of existing VMS/VSS after LOA.<br><br>If existing VMS supposed to be utilized by bidder, You are requested to kindly share the existing VMS sizing/capacity and other technical deetails to evaluate the integration efforts and compatibility with proposed VSS infra. | This clause may give undue leverage to existing vendor/OEM on overall costing offer. | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 746 | On successful visual and functional tests as above, the equipment may be considered to be in conformance with RDSO specification. **However, the vendor shall submit special bank guarantee equivalent to 10% of the value of the equipment inspected by third party abroad & valid for a period of one year (in addition to Performance Guarantee)** and undertaking to the purchaser that the equipment supplied shall meet all the requisite parameters of the specification and shall work satisfactorily failing which bank guarantee may be encashed. Firm shall also submit suitable undertaking regarding satisfactory repair /service support to the purchaser. | You are requested to kindly relax the Special bank gurantee. Kindly confirm. | Special bank guarantee equivalent to 10% is over and above the PBG and it will be an additional burden on bidders. You are requested to kindly relax the bidders from this additional bank gurantee. | Not Agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 747 | RailTel will provide CCC & FRS Solution. Its Bidder's responsibility to integrate the planned CCC & **FRS solutions with existing** and bidder's VSS Solution. FAC will be issued after integration of CCC & FRS solution. FAC will not hold on account of unavailability of CCC/FRS Solution. | Proposed integration of CCC & FRS with proposed VSS requires more details of supporting integration stnadards and API's. You are requested to share the Specificatoins, API and other STANDARD details of CCC & FRS, So that bidders can evaluate the enterporability of provided solution. | Required details for integration of existing & proposed VSS solution need to evaluate the feasiblity of solution. So that bidder can propose the solution meet the expected results. | FRS & CCC is to be supplied in the present scope of this tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 748 | R-PBG shall be furnished with-in 30 (thirty) days of issue of LOA and it should be valid for a period of three years initially and shall be renewed on annual basis. RPBG shall remain valid for a period of 90 (ninety) days beyond the date of completion of all contractual obligations of the Bidder including warranty and AMC obligations. | PBG should be reduced to annual AMC value instead of complete AMC tenure. Kindly relax the PBG value on AMC. | PBG should be valid for warranty period is understandable, but AMC charges are already on percentage basis and overall AMC period value will be too high. PBG should be reduced to annual AMC value instead of complete AMC tenure. Kindly relax in PBG value on AMC. | Not Agreed. It will be as per Tender document. |
| 749 | 5% of the payment after expiry of three year from the date of delivery, if installation is not included in LOA. In case installation is included, the terms will remain same as in clause 5 of this Chapter-4. | You are requested to kindly release the payment on deliverables considering the PBG in place. | Release of 10% (5% + 5%) payment after completion of warranty (1 year and 3 years) period is too long. | Not Agreed. It will be as per Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 750 | 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/NVR installed at respective RPF Thana/Post without any impact on the system operations. | Kindly provide the maximum duration / storage capacity for recording with in the Camera. | It's necessary to plan the desired capacity of storage within the camera as no one knows the duration of network outage/failure which may occur. | As per RDSO specification version-6, bidder is required to supply minimum 128 Gb storage card. |
| 751 | The selected bidder is free is either use both existing and new VMS at any particular RPF Thana/ Post or use either of them. However, the selected bidder shall ensure that integration of existing VSS infra and the proposed VSS infra is seamless at that RPF Thana/ Post as per the terms and condition of the tender document. In case bidder decides to use only one of the VMS system, then it is the responsibility of the selected bidder to shift existing VMS licenses at the required RPF Thana/ Post (as per his plan) without any additional cost to RailTel. The selected bidder is also at his liberty to replace the existing VMS system completely at all RPF Thanas/Posts with his own VMS system without any additional cost to RailTel. At RPF Thana/ Post locations, where new VMS is required to be installed as per the scope of work, the selected bidder shall configure the existing VSS infra (including cameras, servers, storage etc.) with supplied VMS by him without any additional cost to RailTel. | This clause will favor the existing contractor and any other party who has complete knowledge of the existing VMS infrastructure deployed across locations. It is requested to do the evaluation purely on the basis of new offering and usage of existing VMS may be decided once the selected bidder does a detailed study of existing VMS/VSS after LOA.<br><br>In case of integration requried with existing VSS or VMS, then kindly share the API's, Standards and other technical detail, so that bidder can evaluate the feasibility of solution integration.<br><br>The responsibility of the | This clause may give undue leverage to existing vendor/OEM on overall costing offer. | It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | opening up / provisioning of the required interfaces and API's on with existing VMS should be with RAILTEL/Existing Contractor/OEM. Kindly confirm. | | |
| 752 | 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.** | The some or the other component of any hardware like Various Chipset and PBC and other integrated part of hardware is manufactured in Country that shares land border with India.<br><br>The Various OEM uses such component irrespective OEM registered office or place of manufacturing.<br><br>So we like to know that OEM are not allowed to procure use or source any sub-component or chipset PBC from country that shares land border with India. | Kindly confirm is OEM are not allowed to procure any subcomponent, PCB, Chipset, IC. Sensor from country that sharing land border in India? | It will be as per MOF Guidelines issued on 08-02-2021. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 753 | The bidder should have received a minimum cumulative contract amount as mentioned in BDS(Chapter-5, Section-I) from the operations in the last three financial years plus current year upto the date of opening of tender. | The requirement does not seem to be clear as it specifies both the "current year" and "upto the date of opening of tender" and creates confusion. In this regard, it is pertinent to clarify the meaning of current financial year which is intended to be FY 2020-21 as in FY 2021-22 only 2 months have lapsed and in these two months, the lockdown was imposed in various parts of the country and with limited/miniscule economic activities. In this light, please amend the clause as below:<br><br>"The bidder should have received a minimum cumulative contract amount as mentioned in BDS(Chapter-5, Section-I) from the operations in the last three financial years plus current year (i.e. FY 2020-21) and plus upto the date of opening of tender." | | Not Agreed. It will be as per Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 754 | 3.B.6.1 : At RailTel Datacenters (Gurugram and Secunderabad) | Network Security is required to be provided as part of scope of work. However, Firewall and Antivirus is not included in BoM., so we assume that Firewall & Antivirus will be provided by Railtel . Please confirm | | The bidder has to design his system to meet the requirement of this tender and RDSO Specification. Also, Please read Note, Point-XII of SOR, Chapter-2 (Section-I). |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 755 | the bidder shall ensure VAPT test of VSS network from STQC or any other Government Agency from the list of CERT-In empanelled Information Security Auditing Organization | VAPT Test is required to be carried out from Govt agency. Howevever it is not included in BOM. We assume that all charges will be borne by Railway. Please clarify | | Clause modified. Please refer Tender document. Now bidders are required to ensure security of VSS system as per Note, Point-XII & XIII of SOR, Chapter-2. Inspection/Audit charges, if applicable i.e. for RDSO, CERT-IN empanelled Government agency etc. will be borne by the bidder. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 756 | Storage Requirement :All processed alerts will be stored at the data center where 240 TB of storage has been envisaged in the RFP. | As per RDSO specifications min size of Storage is 240 TB. Howevever for many post 240 TB may be not be required . it will depends on number of camera. Also we have to consider Storage for DR of other post. Existing VSS Stations/RPF Thanas having existing VSS Infra Server with 36TB usable Storage also can be use for as per RFP. Please clarify Bidder has to consider 36 TB usable Storage or 240 TB Row ? | | For storage at DC & DR, it will be as per tender condition and as per RDSO specification version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 757 | DC with the redundant infrastructure configured in other Data Center as a DR, in case of failover. There will be a continuous data replication & synchronization from DC to DR site on daily basis to prevent a loss of configuration changes in the event of losing the production instance<br><br>* AS per BOM Supply of Server for Video Management, Video Record- ing and Video Analytics with redundancy along with all accessories required for installation purposes as defined in chapter 8. Set 126 | Please clarify following:<br>1. SI has to create all DC in redundant mode with Other Post DC. Hence all H/W and server license costs will be double in all DC(126).<br>2. Location of each DR site of any post is not defined.. Hence Bidder can decid the location as per solution document to be proposed in bid document.<br>3.The dedicated B/W requirement will be proposed by bidder for DR activity which will be provided by Rail tel.<br><br>4. Bidder will have to provide 126 Set wih HA Mode (126 X 2 set for HA)? | | 1. Bidder has to provide the H/w in N:1 configuration at DC & DR.<br>2. DC & DR is at Gurugram & Secunderabad.<br>3. B/W requirement for connectivity of DC & DR site will be arranged by RailTel.<br>4. Please refer item no. 5 of Schedule 'A' of SOR as per quantity mentioned, Bidder is required to offer his solution at RPF Thana/Post locations. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 758 | The selected bidder shall integrate the proposed VSS infra with the existing VSS infra (including Camera,workstation , VMS software, Server cum Storage etc.) without any additional cost to RailTel. | SI will provie all component as per BOM of Tender and use existing Infra . Railtel has to provide configuration details and support from existing Infra service provider agency. Please confirm. Further, if any additional quqntity (beyond the BOM) required after detailed surevy in the filed , bidder will supply it as per the quotated price at an additonal cost. Please clarify | | For integration of existing VSS Infra with proposed VSS Infra, no additional payment beyond SOR will be made. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 759 | OS & S/W CentOS 7.0 Enterprise Linux (64-bit)-<br>SN Component Product Code Qty<br>1) CPU Intel® Xeon® E5-2620 v4 (8-Cores, 2.1GHz,<br>20MB Cache, 85W)-2<br>2) Memory 32GB DDR4 ECC RDIMM (Total Memory)-1<br>3) Drives 1 TB SAS 7200 RPM (3.5")- 4<br>6TB SAS 3.0 12.0Gb/s 7200RPM – 3.5" -3<br>4 ) OS & S/W CentOS 7.0 Enterprise Linux (64-bit)- 1<br>5) Storage 36 TB Usable Storage 1 | Please Clarify following:<br>1.Bidder to provide OS & S/W CentOS 7.0 Enterprise Linux (64-bit). Can bidder provide free version of OS? If yes than upgarde can not be provided.<br>2. As per server specification, 22Tb (1TB*4 + 6TB*3) disk space is required. In addition storage of 36 TB Usable space is also to be provided. Now as per RDSO specifications 240 TB is required in server. We would like to know how much storage is required to be provided in server 240 TB or 22TB and 36TB usable ? | | This clause pertains to existing VSS infra available at Railway station which is required to be integrated by the bidder with the proposed VSS infra.<br><br>1. Bidder is free to provide OS as mentioned in RDSO specification version-6.<br><br>2. 36 TB is a usable space in the existing Server cum storage unit. Bidder is required to offer Storage at RPF Thana/Post in accordance with details given in Annexure-VIII of Chapter-7, after integrating the existing VSS infra.<br><br>Internal/External storage is required to be provided as per RDSO specification version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 760 | Capacity | 1KVA/900 W, better as per actual require- ment | Request to change 1KVA/800 W, better as per actual requirement | Not Agreed. It will be as per Tender. |
| 761 | Operating Temperature Range | 0-55 deg | Request to change 0 to 40 Deg C. | It will be as per Tender. |
| 762 | Size | not more than 2U rack mountable | Request to change Tower Mounted UPS | Not agreed. It will be as per Tender. |
| 763 | Size | not more than (2U+/-0.5U) rack mountable | Request to change Tower Mounted UPS | Not agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 764 | viii. Analog Input | Analog Input, RGB/VGA/BNC | Analog port does not support UHD Technology as it is new technology . | It will be as per RDSO specification, version-6. |
| 765 | Cable manager: 1no.horizontal and 1no.vertical cable manager with<br>cable loops to be provided with each rack. | Please confirm Vertical Cable Manager been asked is to be fixed at which side (Front / Rear). | | It will be as per Tender and bidder is required to provide as per field requirement and as per its offered solution. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 766 | Annexure-VII - List of RPF Thana wise number of cameras for VMS & VA server sizing - total number of cameras = 7628 | The quantity of total number of cameras does not match with the Schedule of Requirements on Page 13 of Section 1. Please clarify | | Bidder is required to propose VMS and VA Server sizing as per number of cameras mentioned in Annexure-VII of Chapter-7. This requirement includes number of Cameras mentioned in the SOR, Existing cameras & Cameras at D & E Category stations. Bidder is required to integrate existing Server cum storage for VMS.<br><br>Please note that cameras at D & E category stations will be provided separately by RailTel. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 767 | iii) The VMS system shall also provide live streaming of at least 4 to 5 Cameras per station covering platform, circulating area, ticketing area, entry/exit point or other important location on eDrishti Portal of Indian Railways. Bidder shall provision sufficient no. of Streaming Servers in their bid. | As we understand, the streaming server can be part of the VMS server proposed at each RPF / Thana location (same server with additional compute for streaming or a separate streaming server). The eDrishti Portal of Indian Railways will receive the video feeds from the streaming server from each RPF/Thana location. Please confirm if our understanding is correct. | | The requirement of the tender clause is clear |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 768 | 2 | Port Standards & Functions: IEEE 802.3 10BASE-T Ethernet, IEEE 802.3u 100BASE-TX Fast Ethernet, IEEE 802.3ab 1000BASE-T Gigabit Ethernet, 802.3ae 10 GbE, 802.3an 10GBASE-T, IEEE 802.3x Flow Control for Full-Duplex Mode, Auto-negotiation | Since the asked interfaces are 10G SFP+ interfaces and SFP+ ports support one backword compatibility i.e. 1000 Mbps. Hence IEEE 802.3 10BASE-T Ethernet, IEEE 802.3u 100BASE-TX Fast Ethernet are not relavent for core switch. Request you to kindly modify the clause as "**Port Standards & Functions: IEEE 802.3ab 1000BASE-T Gigabit Ethernet, 802.3ae 10 GbE, 802.3an 10GBASE-T, IEEE 802.3x Flow Control for Full-Duplex Mode, Auto-negotiation**" so that leading OEM canparticipate. | Core switch is not covered in the SOR items. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 769 | 8 | MAC Address Table should be 48K or more. | 48K MAC address is very high for core Layer-3 switch switch. 32K MAC address is sufficient for Layer-3 Core switch. Request you to kindly relax and ammend the clause as " **MAC Address Table should be 32K or more.**" so that leading OEM can participate. | Core switch is not covered in the SOR items. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 770 | 13 | Should support Port-based VLAN, 802.1v VLAN, Double VLAN (Q-in-Q), Voice VLAN, VLAN trunking, IEEE 802.1Q Tagged VLAN protocol | Since VXLAN, also called virtual extensible LAN , is designed to provide layer 2 overlay networks on top of a layer 3 network by using MAC address-in-user datagram protocol (MAC-in-UDP) encapsulation. In simple terms, VXLAN can offer the same services as VLAN does, but with greater extensibility and flexibility. It is similar to Q-in-Q. Request you to kindly modify the clause as "**Should support Port-based VLAN, 802.1v VLAN, Double VLAN (Q-in-Q) or VxLAN, Voice VLAN, VLAN trunking, IEEE 802.1Q Tagged VLAN protocol**." so that leading OEM can participate. | Core switch is not covered in the SOR items. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 771 | 20 | Should support Queue Handling with Strict Priority Queue, Weighted Round Robin/ Shaped Round Robon/ Deficit Round Robin (DRR), SPQ + WRR/SRR and Weighted Deficit Round Robin (WDRR). | Since technology differs from OEM to OEMs. HPE Aruba supports DWRR instaed of SRR. Requesuest you to kindly ammend the clause as "**Should support Queue Handling with Strict Priority Queue, Weighted Round Robin/ Shaped Round Robon/ Deficit Round Robin (DRR), SPQ + WRR/SRR or DWRR and Weighted Deficit Round Robin (WDRR) or equivalent feature.**" | Core switch is not covered in the SOR items. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 772 | 31 | Able to manage trough Web-GUI, Fully functional CLI interface and Telnet. | Telnet is the standard TCP/IP protocol for virtual terminal service, while SSH or Secure Shell is a program to log into another computer over a network to execute commands in a remote machine. Also Telnet is vulnerable to security attacks while SSH helps you to overcome many security issues of Telnet. Hence SSH is more secure for management. Request you to kindly ammend the clause as "**Able to manage trough Web-GUI, Fully functional CLI interface and Telnet or SSH.**" | Core switch is not covered in the SOR items. |
| 773 | 32 | Operating Temp.: 0 °C to 50 °C. | Since this is Core switch which will be deployed in Control room. The environmental tempareture of control room will not be more than 45°C. Hence request you to kindly ammend the clause as "**Operating Temp.: 0 °C to 45°C.**" | Core switch is not covered in the SOR items. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 774 | 10 | Should support console port and telnet-based management. | Telnet is the standard TCP/IP protocol for virtual terminal service, while SSH or Secure Shell is a program to log into another computer over a network to execute commands in a remote machine. Also Telnet is vulnerable to security attacks while SSH helps you to overcome many security issues of Telnet. Hence SSH is more secure for management. Request you to kindly ammend the clause as "**Should support console port and telnet or SSH-based management.**" so that leading OEM can participate. | Not Agreed. It will be as per RDSO specification version-6 |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 775 | 15 | Should support Quality of Service (QoS) features viz. Priority Queue, Class of Service (CoS), Rate Limiting (Bandwidth Control), Strict Priority Queue (SPQ), Weighted Round Robin (WRR) or better, DOS attack prevention. | IEEE 802.1p is the standard of Strict Priority Queue (SPQ)/Traffic prioritization. Request you to kindly relax and ammend the clause as "**Should support Quality of Service (QoS) features viz. Priority Queue, Class of Service (CoS), Rate Limiting (Bandwidth Control), Strict Priority Queue (SPQ)/802.1p or equivalent, Weighted Round Robin (WRR) or better, DOS attack prevention.**" | Not Agreed. It will be as per RDSO specification version-6 |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 776 | 17 | Minimum Operating Temperature 0 to 50 degree. | Since this is Aggregation switch. As per the solution these switches will be deployed in indoor environment. The environmental tempareture of indoor room will not be more than 45°C. Also the 45°C is industry standard for enterprise garade switches. Hence request you to kindly ammend the clause as "**Minimum Operating Temp.: 0 °C to 45°C.**" | Not Agreed. It will be as per RDSO specification version-6 |
| 777 | 17 | Should support Quality of Service (QoS) like Priority Queue, Class of Service (CoS), Rate Limiting (Bandwidth Control), Strict Priority Queue (SPQ), Weighted Round Robin (WRR)/ Shaped Round Robin (SRR). | IEEE 802.1p is the standard of Strict Priority Queue (SPQ)/Traffic prioritization. Request you to kindly relax and ammend the clause as "**Should support Quality of Service (QoS) like Priority Queue, Class of Service (CoS), Rate Limiting (Bandwidth Control), Strict Priority Queue (SPQ)/802.1p or equivalent, Weighted Round Robin (WRR)/ Shaped Round Robin (SRR).**" | Not Agreed. It will be as per RDSO specification version-6 |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 778 | 20 | Minimum Operating Temperature 0 to 50ºC. | Since this is Layer-2 Access switch. As per the solution these switches will be deployed in indoor environment. The environmental tempareture of indoor room will not be more than 45°C. Also the 45°C is industry standard for enterprise garade switches. Hence request you to kindly ammend the clause as "**Minimum Operating Temp.: 0 °C to 45°C.**" | Not Agreed. It will be as per RDSO specification version-6 |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 779 | 15 | Operating temperature/ Humidity: 0°C to 50°C, 10%-90% non-condensation. | Since this is 8 Ports Layer-2 Access switch. As per the solution these switches will be deployed in railway plateform. Even on a hottest day the covered Platform area the ambience temparature will not go above 45°C. Also the 45°C is industry standard for enterprise garade switches. Hence request you to kindly ammend the clause as "**Operating temperature/ Humidity: 0°C to 45°C, 15%-90% non-condensation.**" | Not Agreed. It will be as per RDSO specification version-6 |
| 780 | 1 to 69 | Specifications relating to Type IV Switch | The specification for Type IV switch has changed from the specifications published in previous tender dated 22.3.2019 tender no "RAILTEL/TENDER/OT/ CO/P/2018-19/CCTV" page no 244 to 246 and corresponding Corrigendums. As there is no change in the solution and design requirements from the previous tenders, hence request you to kindly | Type-IV switch is not covered under the present scope of tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | change the type IV switch specifications as it was in the previous tender. Curent specifications will ensure very limited participation for this large and prestigious RFP thereby clearly increrasing the cost of the project significantly.Hence request you to kindly change the specifications as per previous RFPs in order to ensure maximum participation so that Railtel can get the best of the breed solution at a very effective pricing. | |
| 781 | 10.1.1.1 (iii) | Minimum 8 Cores in Single Processor or 2 nos. of 4 Core Processor (Dual Socket) | Please confirm whether single socket 8 core machine as per RDSO Specifications meets Railtel requirement. | Type-IV switch is not covered under the present scope of tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 782 | 10.1.1.3 (ii) | Minimum 16 Cores in Single Processor or 2 nos. of 8 Core Processor (Dual Socket) | Please confirm whether single socket 16 core machine as per RDSO Specifications meets Railtel requirement. | Type-IV switch is not covered under the present scope of tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 783 | **Tender Technical Specification S.No. i)** Full HD Bullet type IP Colour Camera Clause no. 5.4 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 5.4 , S.No-iv :** Streaming Capability: Four (4) H.265 or higher Streams | Kindly confirm the useability / requirment of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | Unnecessary features only increases the commercials for the cameras & in the current pandemic scenario which has affected economy too, it's a wastage of resources to ask for unnecessary features. Also, Quad stream is available only with few foreign brands. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 784 | **Tender Technical Specification S.No. ii)** 4K UHD Bullet type IP Colour Camera Clause no. 5.5 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 5.5 , S.No-iv :** Streaming Capability: Four (4) H.265 or higher Streams , | Kindly confirm the useability / requirment of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | Unnecessary features only increases the commercials for the cameras & in the current pandemic scenario which has affected economy too, it's a wastage of resources to ask for unnecessary features. Also, Quad stream is available only with few foreign brands. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 785 | **Tender Technical Specification S.No.iii)** Full HD Fixed Dome Type IP Colour Camera Clause no. 6.0 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 6.0 S.No-iv** Streaming Capability: Four (4) H.265 or higher Streams | Kindly confirm the useability / requirment of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | Unnecessary features only increases the commercials for the cameras & in the current pandemic scenario which has affected economy too, it's a wastage of resources to ask for unnecessary features. Also, Quad stream is available only with few foreign brands. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 786 | **Tender Technical Specification S.No.iv)** Full HD P, T, Z (Pan/Tilt/Zoom) IP Colour Camera Clause no. 7.0 of RDSO/SPN/TC/65/2021 Revision 6.0 **RDSO clause reference : Clause 7.0 S.No-iv** Streaming Capability: Four (4) H.265 or higher Streams | Kindly confirm the useability / requirement of Quad stream in the tender / RDSO functionality. As per the industry standard triple streams are sufficient & available across the CCTV OEMs for Recording, Live View and remote access of Cameras, This is the general standard being used in all the major project across India, moreover all the switches as per RDSO are also required to support Multicasting thus quad stream will not be needed & will only increase commercials of the cameras. Thus Request Railtel to consider a more industry prevelant feature of triple stream as Railtel requirments will superceed RDSO specs & here the buyer is Railtel. A more rational requirment should be to ask for **Triple Stream or more** thus allowing OEMs to qupte for whatever cameras as per the minimum requirment. | Unnecessary features only increases the commercials for the cameras & in the current pandemic scenario which has affected economy too, it's a wastage of resources to ask for unnecessary features. Also, Quad stream is available only with few foreign brands. | It will be as per RDSO specification, version-6. |
| 787 | | | | Query is not clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 788 | The Full HD Bullet Type IP Colour Camera shall have security features which can be deployed meeting the security assurance requirements as per relevant clauses / paras mutually decided by Purchaser & STQC (or other Govt. agency as per note below) regarding “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2 for CCTV with relevant and equivalent safeguards. | As per “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2. it is asked for that "sensitive data, are stored securely in a Secure Element, hardware chip or protected using strong cryptography." so can software security functions can be given to secure senstive data instead of hardware chip because as per point 5.4 (xxxix) relevant and quivalent safeguards can work (Need a firm clarification from Railtel & STQC on this to avoid any confusion during testing process) | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 789 | The 4K UHD Bullet Type IP Colour Camera shall have security features which can be deployed meeting the security assurance requirements as per relevant clauses / paras mutually decided by Purchaser & STQC (or other Govt. agency as per note below) regarding “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2 for CCTV with relevant and equivalent safeguards. | As per “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2. it is asked for that "sensitive data, are stored securely in a Secure Element, hardware chip or protected using strong cryptography." so can software security functions can be given to secure senstive data instead of hardware chip because as per point 5.5 (xxxix) relevant and quivalent safeguards can work (Need a firm clarification from Railtel & STQC on this to avoid any confusion during testing process) | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 790 | The Full HD Fixed Dome Type IP Colour Camera shall have security features which can be deployed meeting the security assurance requirements as per relevant clauses / paras mutually decided by Purchaser & STQC (or other Govt. agency as per note below) regarding “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2 for CCTV with relevant and equivalent safeguards. | As per “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2. it is asked for that "sensitive data, are stored securely in a Secure Element, hardware chip or protected using strong cryptography." so can software security functions can be given to secure senstive data instead of hardware chip because as per point 6.0 (xxxviii) relevant and quivalent safeguards can work (Need a firm clarification from Railtel & STQC on this to avoid any confusion during testing process) | | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 791 | The Full HD PTZ (Pan,Tilt,Zoom) IP Colour Camera shall have security features which can be deployed meeting the security assurance requirements as per relevant clauses / paras mutually decided by Purchaser & STQC (or other Govt. agency as per note below) regarding “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2 for CCTV with relevant and equivalent safeguards. | As per “Appendix C of OWASP: Internet of Things Verification Requirements” of OWASP Application Security Verification Standard version 4.0 - Level 2. it is asked for that "sensitive data, are stored securely in a Secure Element, hardware chip or protected using strong cryptography." so can software security functions can be given to secure senstive data instead of hardware chip because as per point 7.0 (xliv) relevant and quivalent safeguards can work (Need a firm clarification from Railtel & STQC on this to avoid any confusion during testing process) | | It will be as per RDSO specification, version-6. |
| 792 | Buyer reserves the right to enter into AMC @ 3.5% of ordered value of equipment before 30 days of expiry of warranty period. In case bidder refuses to enter into AMC, PBG will be forfeited. | | 3.5% AMC rate on UPS part only or on battery part also?As per the industry standards no Battery OEM takes AMC for Batteries | AMC to be provided on UPS including batteries. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 793 | Phase | 3phase in/1phase out | Pl amend as 3phase in/1phase out OR 1 phase in/1phase out | It will be as per Tender. |
| 794 | Power factor | 0.9 or better | Pl amend as Unity power factor or 1.0 | It will be as per Tender. |
| 795 | Input Nominal Voltage | 3 x 400 V AC ( 3PH+N) | Pl amend as Input Nominal Voltage - 3 x 400 V AC ( 3PH+N) OR 208/220/230/240 V (L - N) | It will be as per Tender. |
| 796 | AC mode efficiency | >90% | >93% | Not Agreed. It will be as per Tender. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 797 | Monitoring Software support | Battery, health of UPS, change in any critical parameter | Does it mean, all UPS's to be monitored and controlled centrally on a single user interface and on real time basis for battery, health of UPS, change in any critical parameter? | Yes. All IP devices needs to be monitored centrally through EMS. |
| 798 | Battery Type | SMF Preferred | Since the warranty/ AMC is 8 years we recommend using LIB ( Lithium Ion batteries) for same as an option | Not Agreed. It will be as per Tender. |
| 799 | | | | Query is not clear. |
| 800 | | | | Query is not clear. |
| 801 | | | | Query is not clear. |
| 802 | | | | Query is not clear. |
| 803 | | | | Query is not clear. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 804 | | **Clarification sought/ Change Request** | | Query is not clear. |
| 805 | | Request you to consider Indian Standard Operating Temperature of 0-40Deg | | It will be as per Tender. |
| 806 | | Request you to consider Indian Standard Operating Temperature of 0-40Deg | | It will be as per Tender. |
| 807 | xii) Type-I Switch (8 port Field Switch) : As per Clause no. 14.0(III) Clause no 10 of RDSO/SPN/TC/65/2021<br><br>Switch Should Support Security Features like Broadcast/Multicast/Unicast Storm Control, Traffic segmentation, TLS, DoS attack prevention, 802.1X Portbased Access Control , Port Security, ARP Spoofing Prevention, DHCP Server Screening, IP-MAC-Port Binding, ARP Inspection, DHCP Snooping, 802.1X Authentication local/RADIUS database (IPv4 & IPv6), port-based access control. | We understand Traffic Segmentation is in terms of different VLAN for types of traffic and Auto QoS. Kindly CLarify.<br><br>Kindly clarify DOS attack prevention or equivalent like Rate limiting , ACL and Storm control is acceptable.<br><br>TLS: TLS is an Transport Layer Security protocol cryptographic protocol, | We understand Traffic Segmentation is in terms of different VLAN for types of traffic and Auto QoS. Kindly CLarify.<br><br>Kindly clarify DOS attack prevention or equivalent like Rate limiting , ACL and Storm control is acceptable.<br><br>TLS: TLS is an Transport Layer Security protocol cryptographic protocol, | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | normally applicable to Firewall, and hence is not relevant to Layer 2 POE Switch. Kindly remove this requirement<br><br>DHCP Server Screening: Generally DHCP Security features are provided by DHCP snooping, which is a DHCP security feature that provides network security by filtering untrusted DHCP messages and by building and maintaining a DHCP snooping binding database, also referred to as a DHCP snooping binding table. Kindly allow to provide DHCP Server screening or equivalent like "DHCP Snooping"<br><br>Please change the clause to "Switch Should Support Security Features like *"Broadcast/Multicast/Unicast Storm Control, Traffic segmentation/Auto QoS/VLAN, DoS attack prevention/Rate Limiting, Storm Control, 802.1X Portbased Access Control, Port Security, ARP Spoofing Prevention, DHCP Server Screening/* | normally applicable to Firewall, and hence is not relevant to Layer 2 POE Switch. Kindly remove this requirement<br><br>DHCP Server Screening: Generally DHCP Security features are provided by DHCP snooping, which is a DHCP security feature that provides network security by filtering untrusted DHCP messages and by building and maintaining a DHCP snooping binding database, also referred to as a DHCP snooping binding table. Kindly allow to provide DHCP Server screening or equivalent like "DHCP Snooping"<br><br>Please change the clause to "Switch Should Support Security Features like *"Broadcast/Multicast/Unicast Storm Control, Traffic segmentation/Auto QoS/VLAN, DoS attack prevention/Rate Limiting, Storm Control, 802.1X* | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | *DHCP snooping, IP-MAC-Port Binding, ARP Inspection, DHCP Snooping, 802.1X Authentication local/RADIUS database (IPv4 & IPv6), port-based access control"* | *Portbased Access Control , Port Security, ARP Spoofing Prevention, DHCP Server Screening/ DHCP snooping, IP-MAC-Port Binding, ARP Inspection, DHCP Snooping, 802.1X Authentication local/RADIUS database (IPv4 & IPv6), port-based access control"* | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 808 | Should support ITU-T G.8032 Ethernet Ring protection for Loop Protection and fast convergence time (Sub 50 ms) in ring topologies/ IEEE 802.1W RSTP for Sub Second failover. Industry Standard IEEE 802.1W RSTP is standard for Ring /STP topology. | ERPS is a must support Technology required for this kind of switches to achieve ring protection in less than 50 ms. ERPS is not be compared with RSTP which have protection switching time in seconds.<br><br>**Kindly clarify that irrespective of Any technologies, Bidder to provide <50 ms converegence for ring topology in the network** | ERPS is a must support Technology required for this kind of switches to achieve ring protection in less than 50 ms. ERPS is not be compared with RSTP which have protection switching time in seconds.<br><br>**Kindly claify that irrespective of Any technologies, Bidder to provide <50 ms converegence for ring topology in the network** | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 809 | As per Clause no. 14.0(II) of RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/ TC/65/2021 Revision 6.0 or latest with all amendments<br><br>1. b. (Non PoE 24 x 10/100/1000 BASE-T ports - 4 x10 G (Minimum) SFP+ ports).<br><br>2. Switching capacity should be 56 Gbps or better; forwarding rate 41.7 MPPS or better | If we consider Switch configuration of 4x10GE+24x1GE, Swtching Bandwidth: = 64 *2 = 128 Gbps Forwarding rate should be 64x1.488 = 95.2 Mpps as per industry standard @ wired rate capacity<br><br>Kinly suggest whether switching bandwidth to be considered 128 Gbps and forwardimng rate to be considered 95.2 Mpps or better to have non-blocking capacity in the switch | If we consider Switch configuration of 4x10GE+24x1GE, Swtching Bandwidth: = 64 *2 = 128 Gbps Forwarding rate should be 64x1.488 = 95.2 Mpps as per industry standard @ wired rate capacity<br><br>Kinly suggest whether switching bandwidth to be considered 128 Gbps and forwardimng rate to be considered 95.2 Mpps or better to have non-blocking capacity in the switch | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 810 | 4.A.14.1.2 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.<br>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, rated/registered atleast 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.<br><br>Supporting Document | Since the end clients do not give any declaration directly to OEMs as they interact with System integrators as there main contractor is System Integrators and not OEMs.<br>Kindly accept RDSO certificate/UAT certificate/FAT Certificate. | Satisfactory Working certificate from end user clearly mentioning the make & model number (version in case of Software) of the offered Hardware & Software is to be submitted. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | Required<br><br>· Supporting document of satisfactory working from the user for each offered model of equipment.<br>· An undertaking by the OEM has to be submitted in support in case of immediate predecessor | | |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 811 | 4.A.14.1.2 Eligibility Criteria Requirements for OEM's: | 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.<br>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<br>the work experience certificate has been issued by a person | Since the end clients do not give any declaration directly to OEMs as they interact with System integrators as there main contractor is System Integrators and not OEMs.<br>Kindly accept RDSO certificate/UAT certificate/FAT Certificate. | Satisfactory Working certificate from end user clearly mentioning the make & model number (version in case of Software) of the offered Hardware & Software is to be submitted. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | authorized by the Public listed company to issue such certificates.<br>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.<br><br>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. | | |
| 812 | | | 2. The latest generation is subjective and depends upon the product availability of the OEMs. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 813 | | | 3. Included the latest generation numbers of the Server grade processors of both types of x86_64 processors available in present day market. | It will be as per RDSO specification, version-6. |
| 814 | | | 2. Thus if two socket platform is proposed both the processors need to be installed for a fully operable system. | It will be as per RDSO specification, version-6. |
| 815 | | | 2. 8 GB DDR4 memory modules are no longer available. | It will be as per RDSO specification, version-6. |
| 816 | | | 2. The system will be used at edge stations with a minimum period of 8 years , the software framework are working out to be way more efficient then ever and can improve performance significantly with accelerators such as GP-GPU and FPGAs. The requested configuration will allow to have a system which can accommodate a GPU / FPGA during upgrade in few years. | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 817 | 8. 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<br>from any Country that shares a Land Border with India | Format not found in Tender Document | You are requested to please provide the Self Declaration format | Tender Clause 4.A.14.2, Point-6, for OEM's has been revised as per RDSO specification. |
| 818 | The item description in above format for BOM is indicative in Nature only and Bidder is required to submit the detailed BOM covering all important components of the supplied items. | Providing detailed unpriced BOM for items proposed is possible but providing component level pricing is not possible. | Providing unprice BOM is possible, however system integrator is providing the warranty and going to take care through O & M. The pricing is always provided for a composite product i.e servers, switches, storage, Workstations etc and component level pricing is not possible. For services purpose, OEM will provide prices of the components which will be affected and not covered under the | Note, Point-VI has been modified. Please see the Tender Document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| | | | warranty.<br>Hence kindly permit us to offer the price details breakup that the best OEM is offering to us. | |
| 819 | Point No.II : Completion of Installation, Testing and Commissioning<br>of VSS at all stations - D + 6M | Due to COVID 19 Pendemic, there is shortage of component and supply chain also affected. | Requesting to allow System Integrator for "Completion of Installation, Testing and Commissioning<br>of VSS at all stations - D + 12M | Completion period will be as per tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 820 | CALCULATION OF LOCAL CONTENT | Security and Surveillance Communication Systems (video and sensors based) including Perimeter Security Systems (PMI -100%, LC -40%) | This Clause is applicable only for CCTV Cameras, kindly clarify PMI and LC for<br>a. VMS<br>b. Video Analytics<br>c. Mobile Application | Please refer to DOT notification which mentions security and surveillance security systems (Video and Sensor based) including perimeter security systems. This system doesn't include only CCTV cameras but associated software also, combination of which have been taken as security and surveillance communication system for this tender. Accordingly 40% LC has been taken for items (including mobile application, which is a part of VMS application) described under Point no. 2 of Annexure-IV of Chapter-7. |
| 821 | Minimum Operating Temperature 0 to 50 degree | As per industry standard operating temp is 0 °C to 45 °C.kindly amend this clause as 0 °C to 45 °C or better | Requesting to amend this clause accordingly | It will be as per RDSO specification, version-6. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 822 | Minimum Operating Temperature 0 to 50ºC. | As per industry standard operating temp is 0 °C to 45 °C.kindly amend this clause as 0 °C to 45 °C or better | Requesting to amend this clause accordingly | It will be as per RDSO specification, version-6. |
| 823 | security auditing and testing of equipment including source code of camera | The source code of camera has many open source libraries and these open source libraries has known vulenrabiliries which should be consider as false positive. | | As per requirement of RDSO Specification version-6, security assurance requirements must be met with approval/ certifications from STQC or any other govt agency from the list of CERT-IN empanelled information security auditing agency.<br><br>Final decision regarding impact of such vulnerabilities on VSS system will be taken by the audit agencies. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 824 | CHAPTER- 2 | The IP camera and IP PTZ total number is 4012 nos. | At 36 page,has 6 types station, at 56,57 page every station has the detail cameras number info. The total number of IP camera and PTZ is 1242 nos or having some changes on quantity 。 Please clarify as there is a huge gap | Bidder is required to supply number of cameras as mentioned in the SOR. |
| 825 | Inspection/Factory Acceptance Test<br><br>Testing Procedure for VSS equipment for which requisite testing facility is not available in India: | It has been observed that RDSO take sufficient time for Type Test approval and other procedure / departmental approval so once the equipment offered to RDSO or other test agency the time taken for completing giving the approval should not be consider in Delivery Schedule. | They time taken by the Approval Agency / Inspection Agency shall be consider extra above and beyond mentioned delivery time. | Not agreed. The bidder has to factor in the reasonable time for all dependencies. However, any factors beyond control of contractor shall be considered. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 826 | (Video Management and Recording and Video Analytic Software) should have an CMMI Level-3 and ISO 9001:2008 (or latest) for its development & manufacturing process. | Recommend to delete this clause as Indian OEM will be left out | | Clause Deleted. Please refer Tender document. |
| 827 | Source code of software of camera shall have to be supplied to RailTel by supplier/OEM. | Suggest to remove this clause as no OEM will share source code | | Clause deleted. Please refer Tender document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 828 | Enterprise Management System (EMS): Generic | Proposed EMS NMS solution must have deployment reference of monitoring & managing 10,000+ network nodes in at least 3 deployments across Govt./PSU | This clause is required as OEM tools must have capability to scalable to such huge requirement as mentioned in RFP. | Not Agreed. However, Tender Clause Modified. It will be as per Tender Document. |
| 829 | Generic | As per our understading the EMS software shall be compatible with Microsoft Windows and Linux/Unix operating systems<br><br>Kindly confirm if our understading is correct | EMS should compatible with both Windows and Linux OS. | Yes. It should be compatible with both Windows and Linux. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 830 | Generic | 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.<br>Kindly confirm if our understading is correct. | 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. | Tender Clause is Clear. It will be as per Tender Document. |
| 831 | 18) Supply of Server for Video Management, Video Record ing and Video Analytics with redundancy along with all accessories required for installation purposes as defined in chapter 8. | As per our understanding the 1 SET of the servers means 1 no. of server along with its accessories and software like operating system. So, total 126 quantity of servers need to supply. Please confirm. | It is required for better designing of the solution with clarity. | VSS Server Hardware for Video Management (including streaming server) to be provided in DC & DR in N+1 redundancy. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 832 | 18) Supply of Server for Video Management, Video Record ing and Video Analytics with redundancy along with all accessories required for installation purposes as defined in chapter 8. | Our understanding is Video Management, Video recording and Video Analytics will run on single server and the accessories like power supply, processor, fan should be in redundancy. Please confirm. | It is required for better designing of the solution with clarity. | VSS Server Hardware for Video Management (including streaming server) to be provided in DC & DR in N+1 redundancy. |
| 833 | General | As per our understanding the sheet metal thickness will be of 1.2 mm for side, top & bottom section while 2 mm for support structure. Kindly confirm. | For clarity on specifications | Tender Clause is Clear. It will be as per Tender Document. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 834 | AC Distribution BOX with Required number of MCB's (as per site condition), AC SPD, Enclosure with IP67 rating and lock & key arrangement. | Please provide complete specification of switchgears & panel requirements | For clarity on specifications | The description is clear. The bidder should supply good quality material to meet tender requirement keeping in view the life cycle of project including 5 years AMC where SLA are required to be maintained by bidder. |
| 835 | xxii) Environmental Parameter<br>A Operating Temperature Range : 0-55 deg | Requesting to modify the operating temp upto 45 Deg C for 1 kVA instead of 55 Deg C as above 45 Deg C and derating factor will increase the size to 2 KVA.<br>Kindly amend the clause to 0-45 Deg C | Cost benefits as UPS will be supplied with battery which is recommended to run below 30 Deg C. To meet the operating temp, UPS capacity will increase to 2 kVA so the project cost will increase. | In view of enviromental conditions likely to be encountered at stations, no change is agreed. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 836 | xx) 2KVA UPS: Battery backup 1 Hrs. with full load with 3000 VAH battery<br>size (Battery to be installed in separate wall mount cabinet) | As per calculation, the mentioned 3000 VAH is not able to provide 1 hr of battery back on full load of UPS hence requesting to change 4680 VAH for battery back up on full load of 2 KVA UPS. Kindly confirm | To meet the battery back up time on full load | Clause modified. PLease read the Tender document. Bidder is required to provide the battery as per UPS sepecification. |
| 837 | General | It is understood that all types of media i.e. MPLS, Internet required for inter-station connectivity shall be provisioned by Railtel. Please confirm if our understanding is correct | For Scope Clarity | Yes. The switches supply asked in this tender may be used for the connectivity |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 838 | General | Please specify the quantity of 1G and 10G SFP modules to be supplied with Type-I, Type-II and Type-III switches on day1 | For Scope Clarity | It will be as per site requirement and as per network architecture. |
| 839 | Broadly, the system functionality, technical requirement and hardware specifications shall be as per RDSO Specification of IP Based Video Surveillance System Specification no. RDSO/SPN/TC/65/2021 Revision 6.0or latest with all amendments for IP based CCTV at Stations. | We understand that RDSO/SPN/TC/65/2021 Revision 6.0 dated 20/5/2021 is the latest RDSO specification. Kindly confirm | Clarity required on latest applicable specification | Yes. As on date it is latest. However the contractor has to be aware of any changes / amendment to this at the time of bidding and bid as per latest revision / amendment. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 840 | Sr. No. - 3 SLA - Availability Centralized help desk. Parameter Two L2 Support engineer (for Network and VMS, System, server & storage system) 24x7 in RailTel Regional NOC | We understand that 02 L2 support engineers shall be available in general shift at NOC (9AM to 5 PM). Thereafter, they shall be available on call for any assistance that may be needed.<br><br>Please confirm. | This shall help reduce bid cost for the Purchaser since 24*7 availability of **L2** support will be an overkill. | Not agreed. It will be as per Tender. |
| 841 | Supply of 12 Core metal strengthened outdoor unarmored Optic Fiber Cable (ITU-T G.652.D) as defined in chapter 8 | Cable Specification not available in Chapter 8 of document.<br>Please provide cable specification. | | It will as per latest specification of TEC/BSNL as men-tioned in clause 17.2 of RDSO Specification no. RDSO/SPN/TC/65/2021 version 6 or latest. |

| S. N. | Tender Clause | Bidders Query | Justification/Reason | RailTel/CO |
|---|---|---|---|---|
| 842 | Video Analytics should also include additional capabilities as detailed in clause 8.3 (xxii) in addition to the capabilities mentioned in RDSO Specification. | Delete | The Video Analytics which do not work in Indian Railways environment have been deleted by RDSO. | Clause Modified. VA to be provided as per RDSO specification, version-6. |
| 843 | RailTel has already provided the large format display, workstation and GUI (VMS) at some of the Divisional and Headquarter Offices, list of which is mentioned in BDS (Chapter-5, Section-I). | Please clarify the following:<br>1. What happens to the existing VMS (GUI)? Is it replaced with the new VMS GUI or new VMS GUI will co-exist on the same infrastructure. | This clarity is required in order to design the system properly. | The new VMS shall be integrated with existing VMS and there will be only one GUI |