

Pre-Bid Responses - 2nd Pre-Bid - for E-Tender no. RailTel/OT/NR/O&M/2021-22/VSS/02, Dated: 28.05.2021

| S. No. | Tender Para, Clause No. | Tender Clause | Change in Clause / Suggested Clause | Bidders Query | Justification/Reason | Railtel CO |
|--------|--|---|--|--|--|---|
| 1 | 8.1.3.2.3 (i) | The bidder to propose Servers/Workstations/NVRs as Video Management servers/workstation and servers/workstation as Video Analytic at RPF Thana/Post for all cluster stations with N:1 redundancy (value of N will be decided by the bidder based on the configuration of Server/Workstation/NVRs as per RDSO specification) as per total number of cameras installed at cluster stations. Details are given in Annexure-VII (Chapter-7). Sizing for hardware requirement for Servers/Workstations/NVRs for D & E category stations are also included. | The bidder to propose Servers/Workstations /NVRs as Video Management servers/workstation at RPF Thana/Post for all cluster stations with N:1 redundancy (value of N will be decided by the bidder based on the configuration of Server/Workstation/NVRs as per RDSO specification) as per total number of cameras installed at cluster stations. Details are given in Annexure-VII (Chapter-7). Sizing for hardware requirement for Servers/Workstations/NVRs for D & E category stations are also included. | This is different from RDSO requirement. Please check. | As per the RDSO only VMS at RPF/Thana Post require N:1 configuration. FRS image database in redundancy is required at DC/DR. Please correct. | Not Agreed. As per clause no. 25 (SN-xii) of RDSO specification version-6, information regarding redundancy for workstation/servers covered under clause no. 10.1 needs to be specified by the purchaser. Clause 10.1 covers Server/workstations hardware requirement for Video management and recording, CCC, AI based VA & FRS. Accordingly, RailTel has considered N:1 configuration for the required server/workstation. |
| 2 | 8.1.3.2.3 (ii) | Bidder to propose FRS servers/workstations at RPF Thana/Post for all cluster stations with N:1 redundancy (value of N will be decided by the bidder based on the configuration of Server/Workstation as per RDSO specification and number of 4K cameras installed at cluster stations as per details given in Annexure-VII, Chapter-7). Sizing for hardware requirement for Servers/Workstations/NVRs for D & E category stations are also included. | Bidder to propose FRS servers/workstations at RPF Thana/Post for all cluster stations as per RDSO specification and number of 4K cameras installed at cluster stations as per details given in Annexure-VII, Chapter-7). Sizing for hardware requirement for Servers/Workstations/NVRs for D & E category stations are also included. | This is different from RDSO requirement. Please check. | As per the RDSO only VMS at RPF/Thana Post require N:1 configuration. FRS image database in redundancy is required at DC/DR. Please correct. | Not Agreed. As per clause no. 25 (SN-xii) of RDSO specification version-6, information regarding redundancy for workstation/servers covered under clause no. 10.1 needs to be specified by the purchaser. Clause 10.1 covers Server/workstations hardware requirement for Video management and recording, CCC, AI based VA & FRS. Accordingly, RailTel has considered N:1 configuration for the required server/workstation. |
| 3 | 8.1.3.2.9 | If any Software OEM/Vendor can accommodate more nos. of Full HD Cameras or 4K UHD Cameras or a mix of both on pro-rata basis for Video Management, Video Recording, Video Analytics and Face Recognition Software on a single Server/Workstation without any compromise on system performance and functionality, the same may be acceptable as an equivalent solution with less number of servers/workstations. However, Bidder is required to supply such servers/workstation in N:2 redundancy configuration at RPF Thana/Post. | | Scenario-1: if VMS, VA and FRS are accommodated on a single server/workstation then redundancy should be provisioned as per N:2 configuration at RPF Thana/Post. However, in case of Scenario-2: if VMS, VA and FRS are configured in different machines (not one) and can accommodated with more numbers of cameras/channels in their individual machines then redundancy should be provisioned as per N:1 as original SOR /RDSO requirement. - Please confirm we can load more channels without affecting to performance with N:1 redundancy subject to the VMS, VA and FRS are configured in their individual machines (not on a single machine) | Need clarification as there are possibly two scenarios since tender allows to accommodate more channels. In Scenario-2, if all applications are loaded in separate machines so N:2 is not appropriate. | In case bidder is offering single server/workstation (N:2 configuration) for VMS/VA/FRS, then as per clause no. 8.1.3.2.9 of tender document, bidder is allowed to accommodate more number of full HD/4K cameras. In case bidder is offering separate server/workstation (N:1) for VMS/VA/FRS, then bidder is required to accommodate number of cameras as mentioned in RDSO specification. |
| 4 | | Supply Confirmation Certificate from the End User clearly mentioning the Date of supply and make& model of Hardware/Software. | Delete or modify to accept OEM self-certificate | Since there is no direct engagement of OEM with end user. And system integrator do no disclose their end user contacts and do no share their customer PO which is directly or indirectly required to satisfy tender clause. It is against business standards to mandate vendors to their end user details and their PO. | As mentioned above the End User don't provide the certificate with precise make and model mentioned. They give completion and performance on demand for the project. During the last pre-bid conference, it was mentioned that PO from Direct supplies or through vendor are acceptable. Please confirm if our understanding is correct. | Clause modified. Please refer corrigendum. |
| 5 | 4.A.14.3 Eligibility Credentials and Verification | 4.A.14.3.2 For client credentials where NDA has been signed, the bidder may submit the corresponding NDA document along with a self-declaration confirming the requirements of the eligibility criteria for which the NDA is being submitted. | | | As a World leading FRS and AI OEM, all our installations are done for sensitive and critical Government sites globally. Since we are under NDA or under secrecy clauses, we are unable to share NDAs, customer contact points, or customer details and amount. All bidders are demanding us to share the above critical information, which by laws we cannot. As per tender conditions, bidders have also demanded to share NDA copy however the NDA is signed to protect the critical information and sharing the NDA will directly or indirectly is legal offence as it would amount to information leakage. Thus, you are requested to provide alternate methods/documents to meet the eligibility requirements, as the tender will be bereft of class defining technology. | Not agreed. It will be as per Tender document. |
| 6 | 8.1.3.2.3 Servers/Workstation/NVRs at RPF Thana/Post | (i) The bidder to propose Servers/Workstations/NVRs as Video Management servers/workstation and servers/workstation as Video Analytic at RPF Thana/Post for all cluster stations with N:1 redundancy (value of N will be decided by the bidder based on the configuration of Server/Workstation/NVRs as per RDSO specification) as per total number of cameras installed at cluster stations. Details are given in Annexure-VII (Chapter-7). Sizing for hardware requirement for Servers/Workstations/NVRs for D & E category stations are also included. | | Need to Delete N:1 for Video Analytics Server/Workstation at RPF thana. As RDSO there is no redundancy for VA server/workstations at RPF. The alarms logs will anyway be recorded on VMS/External Storages. This will double the requirement of hardware, software, and so the local infrastructure including UPS requirement will increase. In most the cases the the VA may be loaded in a single machine with lower number of VA cameras requirement, the cost will double unnecessary. | | Not Agreed. As per clause no. 25 (SN-xii) of RDSO specification version-6, information regarding redundancy for workstation/servers covered under clause no. 10.1 needs to be specified by the purchaser. Clause 10.1 covers Server/workstations hardware requirement for Video management and recording, CCC, AI based VA & FRS. Accordingly, RailTel has considered N:1 configuration for the required server/workstation. |
| 7 | 8.1.3.2.3 Servers/Workstation/NVRs at RPF Thana/Post | (i) The bidder to propose Servers/Workstations/NVRs as Video Management servers/workstation and servers/workstation as Video Analytic at RPF Thana/Post for all cluster stations with N:1 redundancy (value of N will be decided by the bidder based on the configuration of Server/Workstation/NVRs as per RDSO specification) as per total number of cameras installed at cluster stations. Details are given in Annexure-VII (Chapter-7). Sizing for hardware requirement for Servers/Workstations/NVRs for D & E category stations are also included. | | Need to Delete N:1 for Video Analytics Server/Workstation at RPF thana. As RDSO there is no redundancy for VA server/workstations at RPF. The alarms logs will anyway be recorded on VMS/External Storages. This will double the requirement of hardware, software, and so the local infrastructure including UPS requirement will increase. In most the cases the the VA may be loaded in a single machine with lower number of VA cameras requirement, the cost will double unnecessary. | | Not Agreed. As per clause no. 25 (SN-xii) of RDSO specification version-6, information regarding redundancy for workstation/servers covered under clause no. 10.1 needs to be specified by the purchaser. Clause 10.1 covers Server/workstations hardware requirement for Video management and recording, CCC, AI based VA & FRS. Accordingly, RailTel has considered N:1 configuration for the required server/workstation. |
| 8 | 8.1.3.2.3 Servers/Workstation/NVRs at RPF Thana/Post | (ii) Bidder to propose FRS servers/workstations at RPF Thana/Post for all cluster stations with N:1 redundancy (value of N will be decided by the bidder based on the configuration of Server/Workstation as per RDSO specification and number of 4K cameras installed at cluster stations as per details given in Annexure-VII, Chapter-7). Sizing for hardware requirement for Servers/Workstations/NVRs for D & E category stations are also included. | | | Need to Delete N:1 for FRS Server/Workstation at RPF thana. As RDSO has asked for N:1 redundancy at the datacenter for database servers only. It may be noted that in case N:1 redundancy is asked for FRS server/workstation at RPF thana, it will double the cost of licenses as well impact the server qty. Due to Technical Limitation the FRS at RPF Thana will not work in N:1 configuration therefore the RDSO also has not asked for the same. The N:1 or 1:1 redundancy can be configured for Database used for FRS however the FRS processes loaded on multiple machines cannot be configured with N:1 configuration. The FRS image Database server at DC/DR is already provisioned with Redundancy. Thus the requirement raised is technically incorrect. Please correct as per RDSO requirement. | Not Agreed. As per clause no. 25 (SN-xii) of RDSO specification version-6, information regarding redundancy for workstation/servers covered under clause no. 10.1 needs to be specified by the purchaser. Clause 10.1 covers Server/workstations hardware requirement for Video management and recording, CCC, AI based VA & FRS. Accordingly, RailTel has considered N:1 configuration for the required server/workstation. |
| 9 | Annexure-VII | List of RPF Thana wise number of cameras for VMS, VA & FRS server/workstation sizing | | | As per Annexure-VII, 4K Cameras are being provisioned for FRS, kindly confirm if the FRS is to be carried out on 4K (3840 x 2160) or FHD (1920x1080) resolutions, as the clause 19.16 for FRS in RDSO specification version 6.0 mentions both the resolutions. i.e. "The system shall be able to work on full HD or Ultra HD Cameras.". Kindly clarify the same. | It will be as per Tender document and RDSO specification version-6 or latest. |

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| 10 | Annexure-IX | Alarm Generation - FRS: i. Setup 4K UHD Bullet Camera at 3840x2160 resolution, @ 25 FPS or more with H.265 or higher compression on one stream for each camera. The cameras should be mounted and the field of view should be simulated as real scenario. | | | We'll request to configure a 4- 4K UHD camera for PoC as this will help to check the performance parameters of the quoted solution from the stability & performance point. Ideally, the resource consumption of FRS systems is very high, this step will make sure the bidder has quoted the adequate system for FRS processing. | It will be as per Tender document. |
| 11 | SOR Item-5b | Supply of Server/Workstation for Video Analytics with redundancy along with all accessories required for installation purposes as defined in chapter 8. | | Supply of Server/Workstation for Video Analytics along with all accessories required for installation purposes as defined in chapter 8. | Redundancy for VA at RPF Thana/Post should be deleted. As per RDSO N:1 redundancy at RPF Thana/Post is only required for VMS server/Workstation/NVR. The Redundancy for VA should be deleted. This would ONLY increase the sales of Sever/Workstation(s) OEM with no functional benefit to the Indian Railways. The cost increase would go into 10's of crores with no benefit. Since there are 96 RPF Posts/Main Controlling Stations, assuming each controlling station has minimum one VA server/workstation then bidder/OEM will have to provision N:1 which will become 96 VA + 96 VA Failover. the total server/workstation(s) required 192 against the requirement of only 96 VA server/workstation. i.e. extra 96 server/workstation(s) i.e. and extra 2% cost or more for the single zone of eastern region. Also note that irrespective of the load on system the minimum configuration as per RDSO has to be supplied. There are approximate 36 controlling stations with below 20 VA Camera/Channels. There will be a huge waste of resources with N:1 for VA. | Not Agreed. As per clause no. 25 (SN-xii) of RDSO specification version-6, information regarding redundancy for workstation/servers covered under clause no. 10.1 needs to be specified by the purchaser. Clause 10.1 covers Server/workstations hardware requirement for Video management and recording, CCC, AI based VA & FRS. Accordingly, RailTel has considered N:1 configuration for the required server/workstation. |
| 12 | SOR Item-6 | Supply of Server/Workstation for Facial Recognition System with redundancy along with all accessories required for installation purposes as defined in chapter 8. | | Supply of Server/Workstation for Facial Recognition System along with all accessories required for installation purposes as defined in chapter 8. | Redundancy for FRS at RPF Thana/Post should be deleted. As per RDSO N:1 redundancy at RPF Thana/Post is only asked for VMS server/Workstation/NVR. The Redundancy for FRS should be deleted. This would ONLY increase the sales of Sever/Workstation(s) OEM with no functional benefit to the Indian Railways. The cost increase would go into 10's of crores with no benefit. Since there are 96 RPF Posts/Main Controlling Stations, assuming each controlling station has minimum one FRS server/workstation then bidder/OEM will have to provision N:1 which will become 96 FRS + 96 FRS Failover. the total server/workstation required 198 against the requirement of 96 FRS server/workstation i.e. extra 96 server/workstation(s) i.e. and extra 4% cost or more for the single zone of eastern region. Also note that irrespective of the load on system the minimum configuration as per RDSO has to be supplied. There are approximate 58 stations with below 10 FRS Camera/Channels. There will be A huge waste of resources. Also note that VMS is different from VA and FRS because if the VMS server/workstation/NVR breakdown the whole system at RPF Thana/post may crash. Therefore the optimized solution would be to have VMS with N:1 redundancy. THEREFORE THE REDUNDANCY IN VA AND FRS AT RPF/THANA POST IS ONLY INCREASING THE SALES OF SERVER/WORKSTATION(S) OEM'S AND INCREASING THE COST OF THE PROJECT UNNECESSARILY BY 6% OR MORE WHICH IS COMPLETELY AGAINST THE DESIGN BENEFITS OF RDSO SPECIFICATIONS VER. 6 AND THE VISION SET FORTH BY THE HON'BLE MINISTER OF RAILWAYS. | Not Agreed. As per clause no. 25 (SN-xii) of RDSO specification version-6, information regarding redundancy for workstation/servers covered under clause no. 10.1 needs to be specified by the purchaser. Clause 10.1 covers Server/workstations hardware requirement for Video management and recording, CCC, AI based VA & FRS. Accordingly, RailTel has considered N:1 configuration for the required server/workstation. |
| 13 | SOR Note XIX | All forms pertaining to OEMs as mentioned in Chapter-6 are to be submitted by OEMs of Hardware and Software mentioned in Eligibility Clause 4.A.14.2. | | All forms pertaining to OEMs as mentioned in Chapter-6 are to be submitted by OEMs of Hardware and Software mentioned in Eligibility Clause 4.A.14.2. "Bidders while selecting OEMs of equipments, Hardware and Software (proposed to be supplied against this tender) to ensure that OEM's: OEM Must be genuine and as per definition below: Definition of (Original Equipment Manufacturer) OEM for the purposes of this tender: (I) a. OEM is defined as a company that has its own manufacturing setup for the production of equipments (Not just Assembly) required in this tender and is currently manufacturing the offered models under their own brand in their own manufacturing setup with SMT machines. b. The OEM should have the IPR of technology being deployed in the offered models and the OEM should be able to prove the same in the offered models. Kindly refer to the applicable relevant DOT Notifications below: i. Department of Industrial Policy & Promotion (DIPP) Order No. P-45021/2/2017-B.E.-II dated 15.06.2017 ii. Department of Industrial Policy & Promotion (DIPP) Order No. P-45021/2/2017-PP (BE-II) dated 28.05.2018 iii. Gazette No. 18-10/2017-IP dated 31st August 2021 (please note that in the table mentioned where ONLY locally products are to be used, CCTV, NVR etc. do not appear due to insufficient local capacity and insufficient local competition) c. OEM getting 3rd party manufacturing for offered products will not be considered as genuine OEM. | This project shall be for approximately 7-8 years. Railtel MUST ensure that OEM's are genuine to ensure partnership and support from OEM's for the entire contract period. Distributors, importers, dealers are NOT genuine OEM's. | Bidder is responsible for any false claim submitted either by him or by OEM as per form no. 4, chapter-6 |
| 14 | | | | (II) OEM Must NOT be a. Blacklisted/Delisted/Debarred with any Government Entity in India or any other Country (including any/all sister/allied concerns). b. Getting 3rd party manufacturing/ OEM /ODM (which includes branding and reselling products manufactured by any 3rd party) from any company (including any/all sister/allied concerns) that is Blacklisted/Delisted/Debarred with any Government Entity in India or any other Country and sharing land border with India. c. Importing Equipment (in Semi Knocked Down Kits/Complete Knocked Down kits and re-assembling them under their brand) from any company (including any/all sister concerns) that is Blacklisted/Banned/Debarred with any Government Entity in India or any other Country and sharing land border with India. (IV) OEM MUST NOT be suspended by ONVIF, even though the products of the OEMs may still appear on the ONVIF website. The OEMs selected should also not get 3rd party manufacturing (like branding and reselling in India through importer/trader/domestic supplier etc.) done from any OEM's (including any/all sister concerns) that are suspended by ONVIF, even though the products of the OEMs may still appear on the ONVIF website. (V) To ensure the authenticity of OEMs claiming to be Class I or Class II local suppliers as per DIPT policy, All OEM claiming to be Class I / Class II local suppliers need to submit an AFFIDAVIT declaring: a. That the make and models quoted (in this tender) are already being manufactured in India and it should include the details of their local manufacturing location address and contact details. b. They should also include a declaration that the products are using the IPR cost claimed for calculating the Local Contents (LC) in the said product. c. The cost of R&D/IPR in calculating LC will only be considered if the same is incurred in the book of accounts of the OEM (a certified undertaking by Chartered Accountant of the OEM to be submitted). Third party R&D/IPR cost cannot be included in the calculation for calculating the Percentage of Local Content. | | It will be as per Tender document. |
| 15 | | | | Railtel may verify these details by visiting the manufacturing facility and collect necessary documents/samples to check and ensure that the make and models (quoted in this tender) are actually being manufactured in the facility and are not just being imported (especially from any country sharing land border with India) and being assembled in the said premises. False Representations shall lead to Strict and Immediate actions taken as per GOI guidelines and shall be referred to all relevant GOI Departments for further actions to be taken. | | It will be as per Tender document. |

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| 16 | 8.1.3.2.3 (1) | The bidder to propose Servers/Workstations/NVRs as Video Management servers/workstation and servers/workstation as Video Analytic at RPF Thana/Post for all cluster stations with N:1 redundancy (value of N will be decided by the bidder based on the configuration of Server/Workstation/NVRs as per RDSO specification) as per total number of cameras installed at cluster stations.Details are given in Annexure-VII (Chapter-7). Sizing for hardware requirement forServers/Workstations/NVRs for D & E category stations are also included. | | The bidder to propose Servers/Workstations/NVRs as Video Management servers/workstation at RPF Thana/Post for all cluster stations with N:1 redundancy (value of N will be decided by the bidder based on the configuration of Server/Workstation/NVRs as per RDSO specification) as per total number of cameras installed at cluster stations.Details are given in Annexure-VII (Chapter-7). Sizing for hardware requirement forServers/Workstations/NVRs for D & E category stations are also included. | N:1 for VA should be deleted. As per RDSO N:1 redundancy at RPF Thana/Post is only asked for VMS server/Workstation/NVR. The Redundancy for VA should be deleted. This will escalate the item and so the cost of it by 100%. Since there are 99 RPF Posts/Main Controlling Stations, assuming each controlling station has minimum one VA server/workstation then bidder/OEM will have to provision N:1 which will become 99 VA + 99 VA Failover, the total server/workstation required 198 against the requirement of 99 VA server/workstation | Not Agreed. As per clause no. 25 (SN-xii) of RDSO specification version-6, information regarding redundancy for workstation/servers covered under clause no. 10.1 needs to be specified by the purchaser. Clause 10.1 covers Server/workstations hardware requirement for Video management and recording, CCC, AI based VA & FRS. Accordingly, RailTel has considered N:1 configuration for the required server/workstation. |
| 17 | Annexure-IX Proof of Concept | Additional Point Table-2: Details of the Hardware/Software offered by the Bidder for POC | | Quantity of 4K UHD Camera should open and to be supplied by bidder as equal to number of cameras per FRS server proposed by bidder/OEM as solution/hardware sizing. | FRS is an application with limited cameras and require high processing power. To ensure proper functionality & performance of the FRS solution, it should be tested with a load equal to the maximum number of cameras proposed per server in the solution proposed by bidder. | Not Agreed. |
| 18 | Section-1 / Chapter-2 (XI) | VMS Application should be based on the open software platform and industry standards, ... | | Could you please precise the list of VMS Application that shall be integrated with the FRS systems ? | | It will be as per Tender document. |
| 19 | Section-1 / Chapter-3 (xiv) | ... The selected bidder shall integrate the proposed VSS infra with the existing VMS infra ... | | Could you please precise the existing VMS infra ? | | Details of Existing VSS infra is mentioned at Clause 8.2 of Chapter-8. |
| 20 | 8.0 Technical, functional requirements & specs (8.1.3.2.1) | ii) ... Face image database Server(s)/Workstation at Datacenters shall be in sync with each individual RPF Thana/Post FRS servers/workstation as and when any subject or alarm is generated/updated. Synchronization shall be done at least once daily. | | Could you please clarify the required FRS use cases in RailTel central Datacenters ? As per our understanding it is mainly about FRS database synchro (eg watchlist + alarms) with RPF Thana sites. | | It will be as per Tender document and as per RDSO specification version-6 or latest. |
| 21 | 4. Alarm Generation - FRS (I.) | i. Setup 4K UHD Bullet Camera at 3840x2160 resolution, @ 25 FPS or more with H.265 or higher compression on one stream for each camera. The cameras should be mounted and the field of view should be simulated as real scenario. | | As per our understanding, the test "Alarm Generation - FRS" is performed with one unique 4K UHD Bullet Camera. Could you please confirm our understanding is correct ? | | It will be as per POC conditions mentioned in Tender document. |
| 22 | 4. Alarm Generation - FRS (xii.) | ... the local FRS Database should automatically update to Central Master Database i) all local generated alarms ... | | Alarms synchronisation with central FRS system is not required in RDSO/SPN/TC/65/2021 document. This could be done by central VMS. We kindly request to remove this requirement from the POC. | | Not Agreed. Please refer clause 2.6 (b), (vi) of RDSO specification version-6 or latest |
| 23 | RDSO/SPN/TC/65/ 19.3 | ... It should have a 1:1 (one to one) verification feature for Access control systems at some locations as required by Indian Railways. | | Could you please confirm if this requirement is mandatory or optional ("should" could create confusion for bidders) ? | | It will be as per RDSO specification version-6 or latest. |
| 24 | RDSO/SPN/TC/65/ 19.3 | ... It should have a 1:1 (one to one) verification feature for Access control systems at some locations as required by Indian Railways. | | Could you please clarify the list of access control backend systems that shall be integrated with the FRS system ? | | It will be as per RDSO specification version-6 or latest. |
| 25 | RDSO/SPN/TC/65/ 19.7 | The system shall be able for matching suspect faces from pre-recorded video feeds obtained for CCTV deployed various identified locations. | | Could you please clarify the requirement for this feature : specially what is the number of users per site ? What are the site location(s) of these users : is it at central site or at RPF Thana locations ? | | It will be as per RDSO specification version-6 or latest. |
| 26 | RDSO/SPN/TC/65/ 19.11 | The system shall have in-built tool with capability to build partial faces and enhancement of quality of image before enrolment. | | Could you please clarify the requirement for the "build partial faces", in particular the detailed use case and the expected benefits ? | | It will be as per RDSO specification version-6 or latest. |
| 27 | RDSO/SPN/TC/65/ 19.25 a) | a) ... the performance efficiency of the algorithm shall be within the top 25 ranked algorithms of the FRVT (1-N) test results ... | | As per our understanding, the proposed algorithm shall be offered from a top 25 FRVT NIST vendor. Indeed, in the objective of unfair competition, some malicious vendors could publish several minor variations of the same algorithm. Could you please confirm our interpretation is correct ? | | It will be as per RDSO specification version-6 or latest. |
| 28 | RDSO/SPN/TC/65/ 19.28 | Security Verification Certification: ... for testing and issuing the certificate / clearance. | | Could you please clarify the detailed security requirements related to the FRS system ? | | It will be as per RDSO specification version-6 or latest. |
| 29 | | | | We request an extension of the submission date for at least 5-6 weeks in order to prepare a tender response that is competitive and beneficial for RailTel. | | It will be as per tender document. |
| 30 | Annexure-II | Annexure-II - Details of Existing VSS Stations/RPF Thanas having existing VSS Infra (either installed or under installation) | | Existing Cameras and VMS system details | | Query is not clear |
| 31 | 3.B.1 | 3.B.1 Architecture Overview | | Architecture with Failover understanding | | It will be as per Tender document. |
| 32 | At RPF Thana/Post | At RPF Thana/Post | | Servers Hosting at DC , DR , or local RPF/Thana or Station | | Servers Hosting at DC & DR and local RPF Thana/Post is to be done by the bidder as per requirement given in SOR |
| 33 | 3.B.8 | 3.B.8 Panic Push Buttons | | Which all integrations will happen like Panic Button , do we have an Existing system for the same ? | | At present, there are no panic buttons installed at Railway stations by RailTel. Panic buttons proposed under this tender are to be provided as per RailTel's requirement. |
| 34 | 8 | 7. All VMS (including existing VMS application, if required), VA & FRS applications of all the four regions (viz. NR, ER, WR & SR) should be integrated in CCC applications. If required, VMS, VA & FRS of Zonal Railways may also be required to be integrated on the same platform. | | For ICCCC , we will only extend the SDK/API license for the integration , no Efforts from OEM if not from Northern Zone | | Bidders of Eastern, Western and Southern region are responsible for integration of there offered VA, VMS & FRS software with CCC of Northern region as mentioned in Tender document. |
| 35 | 8 | | | Which all Data will be shown in ICCCC | | It will be as per RDSO specification version-6 or latest and as per tender document. |
| 36 | 8 | Security Perosnnel Mapping with Tracking at the Station /RPF Thana | | Do we also need to provide an Tool for Security Personnel on the Ground at Station/Cluster/Thana | | It will be as per RDSO specification version-6 or latest and as per tender document. |
| 37 | 8.1.3.2.2 | 8.1.3.2.2 Storage at DC-DR | | Storage Redundancy ? | | Storage to be provided as per Clause no. 12 of RDSO specification version-6 or latest. |
| 38 | | | | Existing Cameras are ONVIF and IP ? | | Details of existing camera hardware is mentioned in clause 8.2 of tender document. |
| 39 | 8 | Security Verification Certification for VSS Solution: It is required as per RDSO specification no. RDSO/SPN/TC/65/2021 version-6 or latest. | | Security Audit - how this is to be performed ? | | 1. STQC will issue compliance status report against OWASP ASVS version 4.0 [level 2 checklist] for Hardware and Software as per RDSO specification version-6. 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. 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 |
| 40 | New Query | New Query | | Can we offer Edge Analytics on the cameras ? | | It will be as per RDSO specification version-6 or latest and as per tender document. |
| 41 | New Query | New Query | | Are we local Storage on the cameras? | | It will be as per RDSO specification version-6 or latest and as per tender document. |
| 42 | 18.1.27 | 18.1.27 The software shall support at least 128 video streams concurrently. It shall support at least 8 monitors in one server/ workstation for displaying live video. | | Are we saying that 8 monitors shallbe supported with 1 Vms Server, it is very less ? Or if it is Workstaion , it should be 3 or 4 atleast , please clarify . | | It will be as per RDSO specification version-6 or latest. |

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| 43 | Point-9, Page-5 of Additional Pre-Bid queries responses for E-Tender No. RailTel/Tender/OT/NR/O&M/2021-22/VSS/02, Dated: 28.05.2021 | Please refer clause no. 18.4.1, 18.4.7 & 18.4.9 of RDSO specifications version-6 which covers human and colour search. In these clauses, RDSO specification doesn't distinguish between Live & playback mode and therefore, these clauses are applicable on both playback and Live mode. As RailTel has the requirement of both online & offline licenses, therefore this feature is required for both playback and live mode. | RDSO Clause: 18.4.7 Colour Search: 18.4.7.1 In the event when suspect face is not clearly visible, in such case a colour base detection and search should be available with Artificial Intelligence (AI) enabled video analytics. | The word 'SEARCH' is very much self explanatory. The search applies on EVENT, the event which already occurred. To understand it simple, When do you perform "SEARCH"? | There seems to be a misunderstanding with online and offline licenses Vs VA. The online & offline requirement applies on FRS, as the facial recognition is happening online while if required the an external video can also be processed for facial recognition is called offline. In case of VA, all videos are recorded locally in stroages in an encrypted format. While the alarms are generated in realtime and further the events can be searched from video recorded in local external storage. Please correct it as per RDSO given specification. | Anexure-IX, Clause 6, Sr. 6, E (ii) - Deleted Clause deleted for POC purpose only. However, bidder are required to offer AI based video analytic software as per RDSO specification only and its acceptance will subject to RDSO inspection. |
| 44 | VI - Financial Bid | iv. The Bidder should provide unit Rate for additional server/workstation (along with additional necessary hardware & software if any) for face image data base of FRS software (for database of size 1 Lakh, 5 Lakh and 10 Lakh) at RPF Thana/Post & Datacenters along with necessary licenses in detailed BOM. | Please clarify why additional database cost is required @ RPF Thana/Post. As per the RDSO database will remain in the data center only. | Please clarify why additional database cost is required @ RPF Thana/Post. As per the RDSO database will remain in the data center only. | | Cost of additional data base server for future expansion purpose. |
| 45 | 8.1.3.2.3 (ii) | Bidder to propose FRS servers/workstations at RPF Thana/Post for all cluster stations with N:1redundancy (value of N will be decided by the bidder based on the configuration of Server/Workstation as per RDSO specification and number of 4K cameras installed at cluster stations as per details given in Annexure-VII, Chapter-7).Sizing for hardware requirement for Servers/Workstations/NVRs for D & E category stations are also included. | | Not as per RDSO, please provide RDSO clause as reference to the same requirement. | FRS cannot run in N:1 as a technology. The architecture for the same is different and non supportive | As per Tender document, bidder is required to provide the server/workstation hardware at RPF thana/post in N:1 configuration. |
| 46 | 4.A.14.2 (S/N 2) | Satisfactory Working certificate from end user clearly mentioning the make & model number (version in case of Software) of the offered Hardware & Software. | Delete | | OEM are unable to provide this. Kindly allow alternate mechanism. Performance Certificate issue is solely subject to the contract between End User and contractual party also the performance certificate is not issued to a single product out of whole bunch of hardware and software involved. | Not Agreed. |
| 47 | 4.A.14.2 (S/N-3) | OEM should submit self-certificate with proper contact detail of clients along with PO reference and amount supplied (Details of End User - Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory. | | | OEM are unable to provide this. Kindly allow alternate mechanism. UNETHICAL DEMAND | The purpose of eligibility clause is to check capability of OEM to support the project for a duration of 8 years or more. Under this clause, OEM is required to submit the details regarding supply of same series/family of equipment/software. |
| 48 | | Supply Confirmation Certificate from the End User clearly mentioning the Date of supply and make& model of Hardware/Software. | Delete or modify to accept OEM self-certificate | No End-Customer documents can be accessed by OEM. In case of eligibility of a Bidder/MSI, these documents may be available since the projects are executed by them. However in general, the End Customer contracts or any project related documents which are limited between Customer and MSI cannot be accessed by an individual OEM. | OEM are unable to provide this. Kindly allow alternate mechanism. End Customer PO cannot be access by OEM. This is a contract between End custome and MSI. For the eligibility criteria, just one PO is not enough, Please accept OEM Self-Certificate with all details and if required Railtel may request to visit any of the customer site to validate the information. | Not Agreed. |
| 49 | 4.A.45 | Preference to Domestic Manufacturers | | Can bidder accept foreign OEM? | It is very unclear as there are multiple interpretations in the same regard. It is assumed that Foreign OEMs cannot be selected by any bidder. | It will be as per Tender document. |
| 50 | Note XIX | All forms pertaining to OEMs as mentioned in Chapter-6 are to be submitted by OEMs of Hardware and Software mentioned in Eligibility Clause 4.A.14.2. | All forms pertaining to OEMs as mentioned in Chapter-6 are to be submitted by OEMs of Hardware and Software mentioned in Eligibility Clause 4.A.14.2. *Bidders while selecting OEMs of equipments, Hardware and Software (proposed to be supplied against this tender) to ensure that OEM's: OEM Must be genuine and as per definition below: Definition of (Original Equipment Manufacturer) OEM for the purposes of this tender: (I) a. OEM is defined as a company that has its own manufacturing setup for the production of equipments (Not just Assembly) required in this tender and is currently manufacturing the offered models under their own brand in their own manufacturing setup with SMT machines. b. The OEM should have the IPR of technology being deployed in the offered models and the OEM should be able to prove the same in the offered models. Kindly refer to the applicable relevant DOT Notifications below: i. Department of Industrial Policy & Promotion (DIPP) Order No. P-45021/2/2017-B.E.-II dated 15.06.2017 ii. Department of Industrial Policy & Promotion (DIPP) Order No. P-45021/2/2017-PP (BE-II) dated 28.05.2018 iii. Gazette No. 18-10/2017-IP dated 31st August 2021 (please note that in the table mentioned where ONLY locally products are to be used, CCTV, NVR etc. do not appear due to insufficient local capacity and insufficient local competition) c. OEM getting 3rd party manufacturing for offered products will not be considered as genuine OEM. | This project shall be for approximately 7-8 years. Railtel MUST ensure that OEM's are genuine to ensure partnership and support from OEM's for the entire contract period. Distributors, importers, dealers are NOT genuine OEM's. | | Not Agreed. |
| 51 | | | (II) OEM Must NOT be a. Blacklisted/Delisted/Debarred with any Government Entity in India or any other Country (including any/all sister/allied concerns). b. Getting 3rd party manufacturing/ OEM /ODM (which includes branding and reselling products manufactured by any 3rd party) from any company (including any/all sister/allied concerns) that is Blacklisted/Delisted/Debarred with any Government Entity in India or any other Country and sharing land border with India. c. Importing Equipment (in Semi Knocked Down Kits/Complete Knocked Down kits and re-assembling them under their brand) from any company (including any/all sister concerns) that is Blacklisted/Banned/Debarred with any Government Entity in India or any other Country and sharing land border with India. (IV) OEM MUST NOT be suspended by ONVIF, even though the products of the OEMs may still appear on the ONVIF website. The OEMs selected should also not get 3rd party manufacturing (like branding and reselling in India through importer/trader/domestic supplier etc.) done from any OEM's (including any/all sister concerns) that are suspended by ONVIF, even though the products of the OEMs may still appear on the ONVIF website. (V) To ensure the authenticity of OEMs claiming to be Class I or Class II local suppliers as per DIPT policy, All OEM claiming to be Class I / Class II local suppliers need to submit an AFFIDAVIT declaring: a. That the make and models quoted (in this tender) are already being manufactured in India and it should include the details of their local manufacturing location address and contact details. b. They should also include a declaration that the products are using the IPR cost claimed for calculating the Local Contents (LC) in the said product. c. The cost of R&D/IPR in calculating LC will only be considered if the same is incurred in the book of accounts of the OEM (a certified undertaking by Chartered Accountant of the OEM to be submitted). Third party R&D/IPR cost cannot be included in the calculation for calculating the Percentage of Local Content. | | | Not Agreed. |
| 52 | | | Railtel may verify these details by visiting the manufacturing facility and collect necessary documents/samples to check and ensure that the make and models (quoted in this tender) are actually being manufactured in the facility and are not just being imported (especially from any country sharing land border with India) and being assembled in the said premises. False Representations shall lead to Strict and immediate actions taken as per the Government of India (GOI) guidelines and shall be referred to all relevant GOI Departments for further actions to be taken. | | | Not Agreed. |

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| 53 | 4.A.14.1 (S/N 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.Proof of IPR & source code residing in which country and requisite permission & registration with Competent Authority of Govt. of India, as applicable to comply with RDSO specification RDSO/SPN/TC/65/2021 version 6, shall be provided by the OEMs. | The OEM shall ensure that Intellectual Property Rights of Hardware (including MAC address) and Source Code and of Software must not reside in any Country that shares a Land Border with India. Moreover, OEM must ensure that they are not getting 3rd party manufacturing from any Country that shares a Land Border with India. Proof of IPR & source code residing in which country, as applicable to comply with RDSO specification RDSO/SPN/TC/65/2021 version 6, shall be provided by the OEMs. | This is a deviation from RDSO specification. Proof of IPR and source code is required to be submitted by all OEMs. Mac Address, IPR and source code cannot reside in any country sharing land border with India. Proof of IPR and Source Code required as per RDSO, even for any company registered with competent authority. IPR and Source code cannot reside in any country sharing land border with India, even if the company holding the IPR and Source Code is registered with the competent authority. | | Clause and description in pre-bid query doesn't match with Tender document. As per Clause 4.A.14.2 (SN-6), OEM will supply Proof of IPR & source code residing in which country and requisite permission & registration with Competent Authority of Govt. of India, as applicable to comply with RDSO specification RDSO/SPN/TC/65/2021 version 6. |
| 54 | | | | It has been noted that the tenders for different zones are falling on the same day. Usually in any private setup there is one representative authorized through the Power of Attorney by the Board to sign & submit the bid. Accordingly the digital certificate is issued at the name of the authorized signatory & login is created on the tender portal. Being a sensitive part of the job involving prices, a limited team is engaged in bidding process. As such it will be really difficult for the SI bidding for all the packages to quote different tenders on the same day. Also, for the Financial Bid bidder has to enter the prices line-item wise on the ireps portal which itself is a time taking process & completing 2 tenders simultaneously or back to back is very difficult for the bidder. It is therefore requested that a gap of atleast 1 or 2 days may be provided between the different packages to be quoted. | | RailTel has floated 8 different tender for VSS projects and bidders are required these projects in parallel without interlinking them with each other. As these are separate tenders with each having its own separate requirements. Bidders are advised to plan independently for each tender. |
| 55 | | 4.A.4 Phase-wise Delivery/Implementation timelines: Completion of Installation, Testing and Commissioning of VSS at all stations: D+6M | | The delivery timelines are too short for such extensive scope of work. It is requested to kindly amend the Delivery Schedule as: Completion of Installation, Testing and Commissioning of VSS at all stations: D+12M | | Not agreed. It will be as per Tender document. |
| 56 | | IVS Software | As per clause 4.A.L+2 Point no.3 Page no. 84/85, we IVS Software would like to apply for relaxation of Pre Qualification for the above mentioned tender. | VS Software has also been the winner of highly acclaimed and accredited " Secona Shield Awards 2019 for Innovative product of the year in Securiw Software and Shortlisted as Finalists for R&D effort of the year in Securiw Software " | | As per clause no. 4.A.14.2 (SN-3), relaxation in eligibility criteria for startups as OEM will be dealt on case to case basis only. Relaxation to M/s IVS Software as startup for VMS, VA, FRS and CCC will be conveyed separately for 4 Tenders floated by RailTel for VSS projects. |
| 57 | | New Query | | Can we offer Edge Analytics on the cameras ? | | All supplied hardware and software shall be as per RDSO specification version-6 or latest and as per tender document |
| 58 | | New Query | | Are we local Storage on the cameras? | | Query is not clear. However bidders are required to supply edge storage with cameras as per RDSO specification version-6 or latest |
| 59 | | 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. | EMS Solution | Please clarify the SOW of EMS because in the Northern Region tender document it is asked for monitoring of 20,000 devices from day 1 with future scalability upto 50,000 devices without major architectural changes But in the Revised tender document of Southern region it is asked for monitoring of 1,50,000 devices for Northern Region and 1,00,000 devices for Eastern/Western/Southern Region from day 1 with future scalability upto 100% additional devices without major architectural changes. Kindly clarify the actual requirement of EMS. If the requirement is of monitoring of 1,50,000 devices then please give the bifurcation of these devices like no. of switches, no. of Ip cameras etc. | | It will be as per tender document. EMS will manage following IP devices (This tender as well as for D/E category stations): (i) Camera (existing cameras + cameras to be supplied in this tender & for D/E tender), (ii) Switches (existing switches + switches to be supplied in this tender & for D/E tender), (iii) Server/Workstation/NVR at RPF Thana/Post & DC&DR (existing and proposed under this tender), (iv) LFD Monitor & (v) UPS |
| 60 | | | | DoT OM Dt. 27.09.2021 on Public Procurement (Preference to Make in India) Ministry of Communications, Department of Telecommunications, Notification Dt. 31.08.2021 Please advise which policy is applicable for this tender. | | Latest available guidelines issued by DPIIT & DOT (if applicable) will be applicable on this tender. |
| 61 | SECTION-I CHAPTER- 2 SOR | Note:2 (VI) Financial Bid - 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. Note: i. Detailed Un-Priced/Priced BOM is required to be submitted by the Bidders for all the Items which can be divided into logical units and which may be required by RailTel after installation phase. Some of the parts of the SOR items may be required by RailTel for Augmentation of VSS network. For SOR Items, which can't be divided into logical separate units for preparing detailed priced/un-priced BOM, only SOR price may be mentioned. | | Most OEMs quote the price of complete system. In most cases, it is not possible to provide quotation of sub assemblies/PCBs/modules as they are not field replaceable and OEMs are not forthcoming in providing such sub-divisions. Also the cost of complete system & components differ due to pricing structure of OEM and taxation. It is therefore requested that the module prices as required, should be made part of manufacturer recommended spares list to take care of future variation purchase/ replacement of parts. Kindly confirm. | Justification as mentioned in query. | Bidders are not required to quote for sub-assemblies/PCBs/Modules. In financial bid, bidders are required to provide the price breakup only for those items which can be divided into logical units. Therefore, details of such logical units have not been mentioned in the tender document and it has been left to the bidder to offer price of such logical unit as per their offered solution. The purpose of this requirement is for future variation and replacement of parts, if required. |
| 62 | SECTION-I CHAPTER- 2 SOR | Note:2 (VI) Financial Bid - 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. Note: | | It is very difficult to provide the price Breakup of individual itemized BOM for each item. OEMs are not forthcoming in providing the price Breakup of itemized BOM. Even if the OEMs provide pricing of any component, there might be some complimentary part or accessory required for the proper functioning of that component. For example- Per TB rate for storage also depends on how many controller cards are required to control that extra storage. Since we dont know how much extra storage (TB) Railtel might require in the future, hence the quantity of controller cards is also unknown which again leaves ambiguity in the pricing of per TB storage. It is therefore requested that the module prices as required, should be made part of manufacturer recommended spares list to take care of future variation purchase/ replacement of parts. Kindly confirm. | | Bidders are required to provide the price breakup individual itemized BOM for each item as per their offered solution. If extra requirement of storage needs extra controller cards, than bidder is required to include cost of controller cards also. Since it is a solution based tender, requirement of any such additional Hardware/Software should be quoted by the bidder in itemized detailed BOM. |
| 63 | SECTION-I Chapter-9 CHECK LIST (To be filled up & uploaded) B. List of Documents to be Submitted with Financial Bid | B. List of Documents to be Submitted with Financial Bid 1. Schedule of Requirements with quantities and priced filled up (this will be a replica of technical bid with prices). | | The SOR format and sequence of items is different in the ireps portal and SOR provided in the tender (SECTION-I CHAPTER- 2 SCHEDULE OF REQUIREMENT). It is required to upload an excel file of price bid, in addition to populating the price schedule given on the ireps portal. Kindly confirm which SOR format to use for the excel file to be uploaded. | | SOR format on IREPS portal to be followed. |

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| 64 | CHAPTER- 8 TECHNICAL, FUNCTIONAL REQUIREMENTS & SPECIFICATION 8.3 Technical Specification | xxxvii. 12 Core metal strengthened outdoor unarmored Optic Fiber Cable 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 6or latest. | | This clause states that cable shall be as per latest TEC GR as per mentioned in clause 17.2.2 of RDSO Specification no. RDSO/SPN/TC/65/2021. Clause 17.2.2 of RDSO specs states that " Overhead Optic Fibre cable shall be 6 / 12 / 24 fibre as per latest TEC/BSNL specification" . There are 6 types of Optical Fibre Cables (12 fibre)- Type-I A, Type-I B, Type-II A, Type-II B Type III A & Type III B for installation along the power line alignments. ADSS cable Type-I A is Wet core cable without ice loading, Type-I B is Wet core cable with ice loading, Type II A is Semi Dry core cable without ice loading, Type-II B is Semi Dry core cable with ice loading, Type III A is Dry Dry core cable without ice loading & Type III B is Dry Dry core cable with ice loading. Kindly confirm the GR of BSNL ADSS Cable as latest GR is having 6 designs as mentioned above | Please clarify the type and design of the Optical Fiber Cable as all the 6 designs have different usage, specification and inspection. | This is a solution based tender as per per RDSO specification clause 17.2.2, overhead optical fibre cable shall be as per latest TEC/BSNL specification. Accordingly bidder is free to offer any one of these cable based on their offered solution and requirement of tender conditions. |
| 65 | Section-1 / Chapter-2 6 | Supply of Server/Workstation for Facial Recognition System with redundancy along with all accessories required for installation purposes as defined in chapter8. / Set / 151 | | Our interpretation of this clause is the bidder shall deploy FRS systems at 151 different sites. Could you please confirm our interpretation is correct ? | | Bidder is required to deploy FRS system as mentioned in SOR. |
| 66 | Section-1 / Chapter-2 6 | Supply of Server/Workstation for Facial Recognition System with redundancy along with all accessories required for installation purposes as defined in chapter8. / Set / 151 | | Our interpretation of this clause is the bidder shall deploy FRS systems with server quantity of 151*2 at different sites with minimum 1+1 count at each site Could you please confirm our interpretation is correct ? | | FRS hardware is required to be provided with N:1 redundancy. |

Note:- Above pre-bid response should be read in continuation of pre-bid response issued on 28-09-2021