

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
1	4	11	Important Dates	<p>Online Price Bid Submission Date: 25.09.2018</p> <p>Technical Bid Submission: 01.10.2018</p>	<p>We are keen to participate in this opportunity and we are committed to offer you best proposal in terms of technology solution and optimized commercial. We have received the RFP today September 12th 2018. We request to extend the price bid submission up to October 05, 2018, and physical technical bid submission up to October 10, 2018.</p> <p>We would be highly obliged for considering our request as above. A line of confirmation from you is highly appreciated</p>	Please refer to Addendum & Corrigendum 2
2	14.15	134	Technical Compliance	Minimum 2 Combo 100/1000 BASE-X SFP/BASE T ports in addition to above ports	For uplinks, only SFP ports are used, so request you to consider switch with 4x1G SFP slots in place of 2 combp ports	No change. RFP terms and condition prevails.
3	14.15	134	Technical Compliance	IEEE 802.3af/ IEEE 802.3at	To ensure sufficient PoE budget for all CCTV cameras and other PoE devices, please consider switch with 240W poE budget with HPoE on at least one port.	No change. RFP terms and condition prevails.
4	14.15	134	Technical Compliance	<p>Protocols</p> <ul style="list-style-type: none"> <li>· IPV4, IPV6</li> <li>· Support 802.1Q VLAN</li> <li>· DHCP support</li> <li>· IGMP</li> <li>· SNMP Management</li> <li>· Should support Loop protection and Loop detection</li> <li>· Should support Ring protection</li> <li>· End point Authentication</li> </ul>	Request for addition: Along with IPv4 and IPv6 Static Routing, request you to consider PIM, OSPF for IPv4 and IPv6 to mitigate issues due to layer 2 loops at edge.	No change. RFP terms and condition prevails.

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				<ul style="list-style-type: none"> <li>Should support NTP</li> <li>Should have IPv4 and IPv6 Static Routing</li> </ul>		
5	14.15	135	Technical Compliance	Compliance: UL/EN/IEC	For reliability of product please consider NEMA-TS-2 certification on switch	Please refer to Addendum & Corrigendum 2
6	14.16	135	Technical Compliance	Minimum 2 Combo 100/1000 BASE-X SFP/BASE T ports in addition to above ports	For uplinks, only SFP ports are used, so request you to consider switch with 2x1G SFP slots in place of 2 combp ports	No change. RFP terms and condition prevails.
7	14.16	136	Technical Compliance	PoE Standard:IEEE 802.3af/ IEEE 802.3at	To ensure sufficient PoE budget for all CCTV cameras and other PoE devices, please consider switch with 120W PoE budget	No change. RFP terms and condition prevails.
8	14.16	136	Technical Compliance	Protocol	<b>Request for addition:</b> Switch should support SDN open flow v1.3 for ease of managementSDN open flow v1.3 is an open standard and being supported by all leading OEM's	No change. RFP terms and condition prevails.
9	14.17	137	Technical Compliance	Fully Managed & Advanced Layer 3 Core/Data Centre Switch & Non Chassis Based.	Required port density can only be achieved via chassis switch, it will ensure flexibility and scalability for future expansions as well. Please remove " Non Chassis Based" to ensure open competition.	No change. RFP terms and condition prevails.
10	14.17	137	Technical Compliance	Protocol	<b>Request for addition:</b> Switch should support SDN open flow v1.3 for ease of management  SDN open flow v1.3 is an open standard and being supported by all leading OEM's	No change. RFP terms and condition prevails.
11	8.1	62	EMD	3. The bidder should also pay EMD of Rs. 50, 00,000 (Rupees Fifty lakhs only)	1. Eligibility criteria for MSME enterprises ; whether any exception	No change. RFP terms and condition prevails.

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				whereby 50% amount shall be in the form of Demand Draft / Banker's Cheque in favour of "Surat Smart City Development Limited", from Nationalized or Scheduled bank and 50 % amount shall be 63   Page in the form of Bank guarantee (BG) of any nationalized / scheduled banks with validity of 180 days from the date of Bid opening.	for EMD is there for MSME enterprises ?	
12	NA	NA	Other	NA	2. If we want to quote only for selected items e.g. Rack/ HDD /Video mgt. software/ Local storage / CCTV cameras/ Cabling, what would be the procedure ;  The EMD would be applicable according to the items and its quotation ?	Bidder is required to quote for entire Bill of Material. Partly quoted Bill of Material will not be accepted.
13	4	11	Important Dates	Online Price Bid Submission Date: 25.09.2018 Technical Bid Submission: 01.10.2018	The tender documentation process along with the supporting documents / clarifications from OEM / brands are quite exhaustive and hence quite time consuming. Due to Ganesh Festive season, most of the OEMs are unable to communicate about the process. Hence, we request to kindly extend or allow 1 month more time for the preparation and to fulfill the	Please refer to Addendum & Corrigendum 2

**PREBID PROCEEDINGS**

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					necessary requirements of the tender.	
14	4	11	EMD	EMD Amount : EMD of Rs. 50,00,000/- whereby 50% amount shall be in the form of Demand Draft / Bankers Cheque in favor of Surat Smart City Development Corporation Ltd., from Nationalized or Scheduled Bank and 50% amount shall be in the form of Bank Guarantee of any nationalized / Scheduled Bank with validity of 180 days from the date of Bid opening	We request allowance of Bank Guarantee for the entire 100% EMD amount, instead of 50%.	No change. RFP terms and condition prevails.
15	7.1	51	Bidder's Eligibility Criteria	Bidder/ Primer Bidder should have a minimum average annual turnover of Rs. 25 crore from ICT business for last three financial years i.e. FY 2017-18, FY 2016-17, 2015-16  In case of Consortium, Consortium Partner should have a minimum average annual turnover of Rs. 5 crore from ICT business for last three financial years i.e. FY 2017-18, FY 2016-17, 2015-16	Please clarify 1- Clarification needed towards eligibility criteria of assignment of Prime Bidder whether on the basis of Financial compliance or Technical compliance. 2- If we proceed with Consortium Partner then please clarify Technical and Financial eligibility criteria in detail, for both partners. 3- In consortium case please clarify, the turnover eligibility of Prime Bidder and Consortium Partner. Whether combined turnover of 25 Crores is acceptable or not. 4- In case of Consortium partners, provision for Non- ICT Company to be part of consortium to be allowed.	No change. RFP terms and condition prevails. Please refer to section 7.1 point 2. The turnover of Prime bidder and Consortium Partner is clearly defined.

**PREBID PROCEEDINGS**

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16	7.2	54	OEM's Eligibility Criteria	<b>Presence in India</b> The OEM for CCTV Camera should have registered office and service center in India since last 3 years (i.e. If bidder wants to quote the “X” brand of CCTV Camera, then OEM of “X” brand of CCTV Camera should have registered office and service center in India since last 3 years).	From the Top 10 brands, as per the IHS report, few of the OEM's /Brands don't have their own office in India and the supporting documents for the same. OEMs are working in India through channel partners itself.Also, because the dealings are through Channel Partners, none of these OEMs / Brands undertake Government or City Surveillance projects directly, Hence supporting installation / work completion certificates can't be provided by them.Hence we request for further clarification in this.	No change. RFP terms and condition prevails.
17	7.2	54	OEM's Eligibility Criteria	Experience in Public Sector / Government OEM must have supplied minimum 3000 CCTV surveillance cameras in last 5 years as on bid start date for any PSU/State Govt./Central Govt./Police Department/ULB/Airport Authority .	From the Top 10 brands, as per the IHS report, few of the OEM's /Brands don't have their own office in India and the supporting documents for the same. OEMs are working in India through channel partners itself.  Also, because the dealings are through Channel Partners, none of these OEMs / Brands undertake Government or City Surveillance projects directly, Hence supporting installation / work completion certificates can't be provided by them.  Hence we request for further clarification in this.	Please refer to Addendum & Corrigendum 2
18	7.2	54	OEM's Eligibility Criteria	OEM must have supplied minimum 500 outdoor camera	From the Top 10 brands, as per the IHS report, few of the OEM's	Please refer to Addendum & Corrigendum 2

**PREBID PROCEEDINGS**

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				for at least one City Surveillance in last 5 years as on bid start date.	<p>/Brands don't have their own office in India and the supporting documents for the same. OEMs are working in India through channel partners itself.</p> <p>Also, because the dealings are through Channel Partners, none of these OEMs / Brands undertake Government or City Surveillance projects directly, Hence supporting installation / work completion certificates can't be provided by them.</p> <p>Hence we request for further clarification in this.</p>	
19	7.2	54	OEM's Eligibility Criteria	OEM must be one of the Top 10 as per Latest IHS World Report for Network Security Cameras.	From the Top 10 brands, as per the IHS report, few of the OEM's /Brands don't have their own office in India and the supporting documents for the same. OEMs are working in India through channel partners itself. Also, because the dealings are through Channel Partners, none of these OEMs / Brands undertake Government or City Surveillance projects directly, Hence supporting installation / work completion certificates can't be provided by them. Hence we request for further clarification in this.	No change. RFP terms and condition prevails.
20	8.11	63	Bid Submission	Part 2: Technical Bid along with Eligibility and soft copy in CD/DVD/ Pen drive/ USB stick with complete details as	If the soft copy provided in CD/DVD/ Pen drive/USB stick doesn't work (due to any technical issues) or gets corrupted, at	The bidder is required to submit the bid documents in hardcopy as well as in softcopy in the

**PREBID PROCEEDINGS**

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				mentioned in Section 10& Section 11 in “Envelop 2” super scribed with Tender No, Due Date and RFP Name “Selection of Implementing Agency for SUMAN Eye (CCTV Network) Project”. The proposal shall also consist with all supporting documents, RFP Copy, Addendum & Corrigendum, if any.	the time of Bid opening, then provision of submission of all technical bid documents in hard copies to be granted. Kindly clarify.	form of CD/DVD/Pen Drive/USB Stick.
21	9	74	SLA	3. Theft cases by default would not be considered as “beyond the control of Bidder”. However, certain cases, based on circumstances & certain locations, SSCDL may agree to qualify as “beyond the control of Bidder”. Damages due to any accident / mishap shall be considered as “beyond the control of Bidder”. However, Power shut down or deliberate damage to field devices such as Cameras, Network Switch Systems etc. would not be considered as “beyond the control of Bidder”.	Please clarify the term in detail “Beyond the control of bidder”. If products are purposely damaged or Theft happens, then please clarify the warranty terms and Insurance Terms for both Situations.	Please refer to Addendum & Corrigendum 2
22	10.1	81	Payment Terms	Payment terms.1- Here we are releasing 15% payment of order value as yearly 5% basis for 3 year warrantyperiod.2- As per tender process bidder have to submit 10 % Performance bank guarantee till Contract period.	In this term bidder is already submitting 10% performance bank Guarantee for the Contract Period (5 years), hence We request you to kindly change the payment terms,(point no 3 , 4, 5 , 6)as below:1. 40 % against Delivery of Material ofentire RO2. 20% against	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

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					installation of entire RO3. 40% against UAT & Go live of entire RO	
23	7.2	54	OEM's Eligibility Criteria	4. OEM must be one of the Top 10 as per Latest IHS World Report for Network Security Cameras.	Request to allow OEM from either "IHS India Top 10 for Network Security Cameras" or "IHS World Top 10 for Security Cameras". This will give Indian companies to participate and will give level playing field among competition which eventually result in competitive bidding	No change. RFP terms and condition prevails.
24	7.2	55	OEM's Eligibility Criteria	2. OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure or amongst the top 5 for World-wide Market share in terms of Revenue as per IDC for Ethernet Switch Market.	<p>2.Tender asks for industrial grade network switch to be Managed Outdoor Industrial grade switch . OEM to be in IDC / Gartner report. This report is not applicable for Industrial switches, but applicable for commercial Ethernet equipment.</p> <p>The applicable reports for industrial Switches are ARC /IHS reports. None of the top manufacturers of Industrial Ethernet equipment do fall in the IDC / Gartner report.</p> <p>Such specs do not allow the top global Industrial Ethernet companies to participate in this prestigious tender.</p> <p><a href="https://www.arcweb.com/">https://www.arcweb.com/</a>  <a href="https://ihsmarkit.com/">https://ihsmarkit.com/</a></p> <p>We request to please consider Industrial Edge Level Switch OEM</p>	Please refer to Addendum & Corrigendum 2



**PREBID PROCEEDINGS**

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					market share by means of ARC/IHS report. ALSO NOTE DURING the SURAT SMART CITY RFP there was Gartner Clause but later it was removed and mention the below, request to maintain same for this RFP for Neutral bidding,	
25	7.2	55	OEM's Eligibility Criteria		<b>Request for addition:</b> Minimum installation base of 5000 switches across globe as on 31.03.2016 and should have been operational for at least 2 City/outdoor CCTV Surveillance projects (globally) for supporting minimum 1000 city /outdoor network device (such as camera, controller etc.) each in last 3 years.	Please refer to Addendum & Corrigendum 2
26	6.1	18	Scope	i. SI shall be responsible to integrate the CCTV system implemented under the scope of "Suman Eye (CCTV Network) Project" with existing video wall available at SMAC Center	Please provide the OEM details of the Video wall provider and the available software and hardware of Video wall. This will enable us to propose the appropriate BOQ needed for this integration	The bidder is required to ensure that all CCTV camera feeds from the client system can be projected on Video wall. The existing Video wall is of Delta. For ICCC which is under implementation the video wall details shall be shared with successful bidder. Necessary connectivity from client system to video wall will be provisioned by SSCDL.
27	6.1	18	Scope	ii. SI shall be responsible to provide the feeds, if required to Police Command Control Center. The cameras feed shall be on demand or on real time basis.	Please clarify how many no of camera feeds to be provisioned to Police command control center and whose scope would be the H/ W provisioning at police command control center for demand or real	The storage and footage shall be stored at SMC DC only. If required the feed shall be made available to the Police Command Control Center and additional client licenses (if

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					time viewing. Also clarify if any storage of footage to be provisioned, if yes whose scope this would be	any) will be procured as per the approved rate for viewing the feed on realtime or on demand basis from the Police Command Control Center.
28	6.1	18	Scope	iv. SI shall ensure to integrate existing cameras, if any at any locations wherever it is possible. The integration solution shall be clearly highlighted in feasibility report	Please provide the details of the existing cameras deployed.	The details will be shared with successful bidder.
29	6.1	18	Scope	V. SMC has implemented CCTV system at some of the municipal board schools, Suman High schools, Water Works, etc. If the existing system is ONVIF compliant, the same should be integrated with Suman Eye (CCTV Network) Project. If any upgradation/replacement is required for integration, the SI has to mention the same in the feasibility study report. Further, the bidder shall have to design their solution after considering the re-usability of existing available infrastructure.	Does these existing cameras are already taken in the current considered VMS channel 's if not should we be including these as additional channels? Please clarify and for many additional licenses should we provision.	No the existing cameras are not considered under VMS channel. Selected bidder is required to carry out the feasibility survey and submit the details as part of feasibility report. In case if the cameras can be configured under VMS then at that time the additional licenses will be procured based on approved rate .
30	6.1	18	Scope	11. Provision shall be made to monitor the real time feeds as well as playback of CCTV cameras implemented under the scope of "Suman Eye (CCTV Network) Project" from	How many simultaneous feeds to be made available ? Please clarify based on this we can propose the appropriate HW sizing and also clarify if this provisioning to be only made available at the Central command & Control center.	Based on the requirement, the feeds will be viewed from one or multiple locations using VMS client software. The proposed solution should have provision for monitoring of realtime as well as playback of CCTV feeds

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				multiple locations at the same time on demand.		from multiple locations in this regard.
31	6.1	20	Scope	26. SI shall be responsible to integrate the CCTV system with the EMS and helpdesk software for SLA monitoring.	Model enterprise level VMS systems provide such SLA measurement tools in built in to VMS and please advise if such tools are available with in VMS can we as bidder propose solution with VMS and avoid another EMS software as an additional layer.	No change. RFP terms and condition prevails.
32	6.1.3	23	Functional	14. The system shall act as an SNMP agent which can generate an SNMP trap as a result of rule activation in addition to other existing rule actions.	Our understanding is the proposed cameras to support SNMP as open standard protocols to provide the necessary traps ? Please advise. Also advise what are the SNMP traps which must be provisioned to check the feasibility of the support in the cameras and choose appropriate make of cameras.	There should be provision to trap critical health parameters for the respective component. Necessary parameter shall also be captured to ensure monitoring of the KPIs.
33	6.1.3	24	Functional	19. The web-based remote client shall offer live view of up to 16 cameras, including PTZ control and event / output activation. The Playback function shall give the user concurrent playback of multiple recorded videos with date, alert sequence or time searching.	The industry best practice for Web monitoring is 9 cameras in single web page for a reliable solution and supported in 2 web pages with 18 cameras. This is the recommended browser limits for a reliable video viewing and play back. Please advise if the proposed solution would be acceptable to propose.	Please refer to Addendum & Corrigendum 2
34	7.1	52	Bidder's Eligibility Criteria	Bidder should have supplied and installed any of the following in last 7 years from the date of publishing this RFP as below: At least one project covering	The Eligibility criteria to be amended as - At least One project covering minimum 600 CCTV Cameras in Outdoor Location of a City OR Two Projects each covering minimum 400 CCTV Cameras	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

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				minimum 800 CCTV Cameras OR Two Projects each covering minimum 500 CCTV Cameras OR Three Projects each covering minimum 400 CCTV Cameras	(One in indoor and One in Outdoor Location of a City) OR Three Projects each covering minimum of 250 CCTV Camares (One in indoor and Two in Outdoor Location of a City). This is because this RFP has Scope is of Surveillance at SMC's Indoor and City Wide Outdoor locations	
35	14.38	183	Functional	25. All CCTV cameras locations shall be overlaid in graphical map in the VMS Graphical User Interface (GUI) or VMS Software shall have capability to integrate with GIS maps (Google or Open Street). The cameras selection for viewing shall be possible via clicking on the camera location on the graphical map. The graphical map shall be of high resolution enabling operator to zoom-in for specific location while selecting a camera for viewing.	Our understanding is the GIS Map is support only for future scalability. Graphical map means offline location map like JPEG / PDF format. Please advise.	Please refer to Addendum & Corrigendum 2
36	14.38	185	Functional	VMS shall have the ability to integrate NVR (offered make) and fetch the CCTV viewing from the NVR.	It is recommended to provide a choice to the bidder to propose an unified open platform based solution with Federated architecture instead of an NVR based solution to avoid the proprietary NVR based solution and have more robust / reliable design.	No change. RFP terms and condition prevails.

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37	14.38	185	Functional	VMS shall have the ability to integrate NVR (offered make) and fetch the CCTV viewing from the NVR.	It is recommended to consider ONVIG Profile G IN / OUT open standard based integration with NVR and please consider to include ONVIF Profile G IN / OUT as the standards needed in the NVR ' s to have a seamless integration for all the functionalities supported by mentioned ONVIF standards.	Bidder shall provide solution to meet the requirement.
38	14.40	193	Functional	The video of each camera is required to be stored for 30 days at Full HD (1920X1080) resolution at H.265 High quality compression at minimum 25 fps with 5 mbps bit rate of each camera	Please advise for how many cameras the storage sizing to be done? As per the BOQ outlined in commercial format section15.3 the no of cameras channels to be provisioned are for 1476 Channels and our understanding is the provisioning of HW and storage is needed for these no' s only. Please advise if our understanding is correct.	Centralized storage at data centre shall be considered for 1476 cameras. Local storage within the NVR at respective locations to be provisioned for the maximum number of camera supported by respective NVR.
39	6.2.1	45	Functional	Ensuring the resolution of the complaints in the shortest possible time. To escalate call internally if the same is not redressed by respective field representative of the vendor or requires intervention of higher official.	To resolve problem in shortest possible time help desk MUST support features like Chatbots,smart email and web based self-service portal. We suggest to add following clause in helpdesk section to make it more effective which can fulfil the purpose <b>"Help desk must have next gen helpdesk features like Chatbots,smart email, smart search , smart ticket &amp; self service portal"</b>	No change. RFP terms and condition prevails.
40	6.2.1	45	Functional	Incident Management	Just incident management will not be able to solve the purpose of a	No change. RFP terms and condition prevails.

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					project at this scale. We strongly record to add " <b>Proposed helpdesk solution must be certified for 10+ ITIL processed like incident, problem, changes, knowledge and other process</b> "	
41	6.2.2	48	Onsite Support Engineer	<b>Server Management</b> V. Managing asset register for all server equipment. Record information such as serial number, asset code, warranty, AMC details etc. for in-scope applications	Managing Asset Register is part of IT Asset Management and not part of server management. Please put this clause with Asset Management. We would suggest to add one clause " <b>Proposed helpdesk solution must have integrated CMDB and Asset Management solution</b> "	No change. RFP terms and condition prevails.
42	6.2.2	48	Onsite Support Engineer	Vi. Planning for patch release and upgrades	Please advice list and type of servers required for patch management	Bidder is required provide the solution.
43	14.37	167	OEM's Eligibility Criteria		<b>Request for addition:</b>  Certified ITSM Solution  It's necessary to get a certified ESM (Enterprise Service Management) solution to make helpdesk process most efficient. We recommend to add clause " <b>Proposed ESM should be named as Leader in Forrester Enterprise Service Management (ESM) Wave at least once in last 2 years</b> "	No change. RFP terms and condition prevails.
44	14.37	167	OEM's Eligibility Criteria		<b>Request for addition:</b> Proposed EMS/NMS solution must be ISO 27001 certified to ensure security compliances. EMS should be a	No change. RFP terms and condition prevails.

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					secured solution... hence this certification should be tagged to EMS to ensure there are no lapse in terms of security.	
45	14.37	167	Functional		<p><b>Request for addition:</b></p> <p>Proposed EMS/NMS solution must be an industry standard, enterprise grade solution recognized by leading analysts. A proven and scalable solution is required to manage the scale of IT Infra of a city... it should be recognized by some leading analyst to ensure that the citizens have a positive experience towards the services offered under smart city.</p>	No change. RFP terms and condition prevails.
46	14.37	167	OEM's Eligibility Criteria		<p><b>Request for addition:</b></p> <p>Proposed EMS/NMS solution must be among the top 10 market share vendors globally. Substantiate with the relevant document/ report. The EMS solution proposed by the SI should be enterprise grade and it should be used and accepted globally... basically a proven and a scalable solution is required to manage the IT Infra to a scale of a smart city</p>	Please refer to Addendum & Corrigendum 2
47	14.37	167	Functional		<p><b>Request for addition:</b></p> <p>Specifications towards a robust Helpdesk tool which integrates and acts like a pro-active alarm is missing, hence suggest - Proposed</p>	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

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					Helpdesk must be ITIL Goldlevel certified on at least 10+ processes. Helpdesk tool should be verified and proven... hence to manage the load of incidents and tickets across the city... it should be a scalable and a robust solution.	
48	7.2	54	OEM's Eligibility Criteria	From any of Top 10 OEM from Latest IHS World Report for Video Management Software. In this regard OEM shall have to submit the latest IHS report	OEMs (Make in India ) may not have listed in IHS report. Therefore, this clause should not become / made a limiting factor for them to participate in upcoming bids (especially the Make in India OEMs), <b>So it is request to delete this clause.</b>	No change. RFP terms and condition prevails.
49	3	10	Commercial	EMD of Rs. 50,00,000 (Rupees Fifty lakhs only) whereby 50% amount shall be in the form of Demand Draft / Banker's Cheque in favour of "Surat Smart City Development Limited", from a list of approved banks as per the format given in this Bid Document, in favour of Surat Smart City Development Ltd. with validity of 180 days from the date of Bid opening.	As per General Financial Rules EMD exemption is provided to MSME bidder as per the procurement guidelines. Attach is the GFR guidelines with chapter-6 ,Rule-170. We request you to consider the same & give us exemption for the same.	No change. RFP terms and condition prevails.
50	5.7.3	15	Scope	As part of Smart City project, SMC is creating network infrastructure across various SMC facilities. The bandwidth for these connectivity ranges from 2 Mbps to 100 Mbps depending on the site requirement. The SI will be	SI scope local will be specific to local LAN, not related to WAN. Some location there are 32 ch NVR with 32 cameras so over all bandwidth requirement might go beyond 100 MBPS. So same need to be taken care by SSCDL.	Provisioning of requisite bandwidth for WAN will be provided by SSCDL/SMC.



**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				required to utilize the network infrastructure that is available or will be made available as part of this project.		
51	6	16	Scope	The SI shall also be responsible to integrate the CCTV system which is being implemented under the scope of “Suman Eye (CCTV Network) Project” with the multiple Command Control Centre including a centralized video management platform as per SLA requirements. The scope of work under this RFP is broadly divided into two parts.	Can we have list of multiple location with which system need to integrate along with present hardware available. ? It is possible through additional client license	Based on the requirement, the feeds will be viewed from one or multiple locations using VMS client software. The proposed solution should have provision for monitoring of realtime as well as playback of CCTV feeds from multiple locations in this regard.
52	6.1	16	Scope	2. Setup 24 X 7 surveillance of day to day activity with minimum 30 days backup/retention of video feeds at Full HD (1920 x 1080P) resolution at minimum 25 Frames Per Second (FPS).Bidder shall have to design their solution for CCTV system considering the bit rate of minimum 5 Mbps for each camera.	Motion detection to be considered? Parameters shall be defined. You have mentioned minimum 5mbps for each camera.What if the camera is delivering the resolution and consuming lower bandwidth?	Please refer to Addendum & Corrigendum 2
53	6.1	17	Scope	5. Conduct detailed feasibility study and site survey in accordance with scope of work as mentioned in this RFP document for implementing CCTV System. The feasibility report shall clearly highlight following:	It has to be submitted during detail engineering after LOI ?  What will be the time limit to submit feasibility report? Will SMC/SSCDL decide the solution architecture during technical evaluation of bidders?	Bidder is required to carry out the feasibility survey and submit the report in 30 days from date of issuance of LOI. The timeline is mentioned in section 10.2.  Please refer 6.1.5 Key

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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				i. Type and quantity of CCTV cameras at each Location ii. Video Management Software (VMS) including License requirements iii. Source of power supply iv. Storage requirements v. Bandwidth Requirements at each Location etc. vi. List of existing infrastructure (Cameras, make & model, technology, storage etc.) if any at each location. In this regard if any upgradation/replacement is required, the SI shall mention the same in the feasibility study report. Further, the bidder shall have to design their solution after considering the re-usability of existing available infrastructure. vii. Cabling, Trenching and last mile connectivity requirements with detailed drawings to be submitted as part of feasibility report	There might be possibilities, bidder will submit the low cost of product but overall solution architecture may not be up to mark.	Consideration for IT Infrastructure for Suman Eye, as per which if bidder misses to factor the cost of any item required to deliver the solution successfully or undersizes the solution, then the bidder has to provide that without any additional cost.
54	6.1	17	Scope	6. The SI shall prepare and submit the detailed feasibility study report including final Bill of Quantity (BoQ) within the time limit from the date of issuance of LoI. Any discrepancies noticed in the BOQ or sites, or if there is any requirement of extra items, or if there is a major excess of the	What will be the time limit to submit feasibility report? Will SMC/SSCDL decide the solution architecture during technical evaluation of bidders? There might be possibilities, bidder will submit the low cost of product but overall solution architecture may not be up to mark.	Bidder is required to carry out the feasibility survey and submit the report in 30 days from date of issuance of LOI. The timeline is mentioned in section 10.2. Please refer 6.1.5 Key Consideration for IT Infrastructure for Suman Eye, as per which if bidder misses to factor the cost of any item

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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				quantity, bidder should immediately bring it in the notice of the SSCDL/SMC in writing to take necessary action in time. Failing so, the bidder will not get any extra payment or extension in timeline for such instances. However, if authority suggest any work which is not included in the tender and to be executed as an extra item / excess item, agency has to carry out the work as per tender terms and conditions and SI cannot deny to execute the same.		required to deliver the solution successfully or undersizes the solution, then the bidder has to provide that without any additional cost.
55	6.1	17	Scope	7. Final Solution architecture design along with BoQ is required to be submitted for the approval from SSCDL. SI will commence the installation work only after SSCDL/SMC has approved the final design. Final design shall ensure high availability and maximum fault tolerance of the CCTV System.	What if design is not up to mark / approved by SMC/SSCDL after awarding LOI? Will there by any preference given to L2?	Please refer 6.1.5 Key Consideration for IT Infrastructure for Suman Eye, as per which if bidder misses to factor the cost of any item required to deliver the solution successfully or undersizes the solution, then the bidder has to provide that without any additional cost
56	6.1	17	Scope	8. SI to ensure centralized monitoring, playback and storage of video feeds coming from CCTV cameras, which is being implemented at different field locations of SMC premises as mentioned below: i. BRTS Bus Stopsii. Public Parksiii. Infrastructure Construction Siteiv. Water	For centralized camera recording, you had ask 1476 channel license but as per clause no 6.1 point no 8 all smc premises camera qty is not matching with channel license. So we need clarity that how many cameras going to be recorded centrally so based on that we can calculate exact storage for the same.	Centralized storage at data centre shall be considered for 1476 cameras and accordingly channel licenses have been asked for. For rest other loction the footage will be stored at respective NVR.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				Distribution Plantsv. Overloaded container spotsvi. Water logging spotsvii. Others locations as instructed by SSCDL/SMC		
57	6.1	18	Scope	i. SI shall be responsible to integrate the CCTV system implemented under the scope of “Suman Eye (CCTV Network) Project” with existing video wall available at SMAC Center.	Need details of hardware & software of existing Infra. It has to be integrate with existing VMS ?	The existing infrastructure details will be shared with the successful bidder. In case if the existing cameras can be configured under VMS then at that time the additional licenses will be procured based on approved rate.
58	6.1	18	Scope	9. SI to ensure local monitoring, playback and storage of video feeds coming from CCTV cameras, which is being implemented at below mentioned locations. The storage of video feeds should be made available locally. Provision shall also be made available for monitoring the live feeds as well as recorded videos of CCTV Systems implemented at below mentioned locations from Centralized Command Centre either in real time or on demand except for Municipal Board Schools and Suman High Schools.	Here, Municipal Board Schools and Suman High Schools are mentioned in exception, while in below list it is mentioned as to cover,	The Municipal Schools and Suman schools are mentioned exception for the provision to be made for monitoring the live feeds as well as recorded videos of CCTV Systems from Centralized Command Centre either in real time or on demand.  Only for below locations the prvision to be made for monitoring the live feeds as well as recorded videos of CCTV Systems from Centralized Command Centre either in real time or on demand by connecting local NVR: 1. Large Public Parks / recreation facility as decided by SSCDL/SMC 2. Water Works 3. Others locations as decided by SSCDL/SMC

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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59	6.1	18	Scope	10. Provision shall be made to integrate the CCTV system implement under Suman Eye Project with existing infrastructure/ Project of SMC/SSCDL /Police Department:	Detail of existing infrastructure?	The details of existing cameras shall be shared with successful bidder.
60	6.1	19	Scope	15. SI shall be responsible to coordinate with SSCDL/SMC or its appointed service provider for network connectivity at respective site. The SI shall be responsible to provide infrastructure i.e. civil work, space in Junction box, etc., at the identified location for housing the equipment provided by SSCDL/SMC or its appointed service provider for lease line/Dark Fiber connectivity. The provision of network connectivity is not in the scope of SI.	How much space in rack will be required by the service provider ?	Please refer to Addendum & Corrigendum 2
61	6.1	19	Scope	22. The CCTV system implemented at Construction site shall be temporary implemented. SI shall carry out shifting and or alignment of CCTV Cameras installed system implemented at construction site within same premise for better monitoring. SI shall also carry out the relocation of CCTV System at another construction sites without any extra cost if the work at existing site has been	As this removal & reinstallation of entire system is cost to SI. And it has to be done for 5 years. So request to fix up some charges for the same or atleast define maximum shifting per year. So same we can consider with our offer.	Please refer to Addendum & Corrigendum 2

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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				completed. In this regard, SI shall carry out above said activities only after intimation and written permission from SSCDL/SMC.		
62	6.1	20	Scope	26. SI shall be responsible to integrate the CCTV system with the EMS and helpdesk software for SLA monitoring.	EMS and Help desk software in SI scope or SMC already have ? If yes, what will be the supporting API ?	Bidder is required to propose the EMS as part of solution. Bidder can utilise their existing Helpdesk system for ticketing as per RFP requirement.
63	6.1	20	Scope	27. It is proposed that the SI shall provide the IT hardware infrastructure along with system software's at the Data Center for successful operations of the systems. The Primary DC will be at SMC, Muglisara Office where in space will be provided to the selected bidder to host the IT infrastructure pertaining to this project. Once the Integrated Command & Control Center (ICCC) in Surat is operational, then the SI, shall migrate DC components to the ICCC at no additional cost. SI has to ensure that redundancy is provided for all the key DC components to ensure that no single point of failure affects the performance of the overall system.	Request you to fix up the charges for the same. SSCDL has to provide end mile connectivity till ICCC same like SMAC center.	No change. RFP terms and condition prevails. Necessary connectivity till ICCC will be SMC's scope.
64	6.1.1	20	RoW/RI	5. For micro trenching SI is required to undertake the restoration at his cost. No	What are the considerations of Micro Trenching by SMC?	Bidder is required to proposed the solution.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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				reimbursement will be made in this regard by SSCDL. Depth of cable using Micro trenching should be in compliance with the specification of the RFP.		
65	6.1.1	20	RoW/RI	The SI shall inform all concerned authorities and obtain NOC or permissions as required before starting work	Will SMC share the list of concerned authorities to take approval during the bid submission?	Details of concerned officials within the pervue of SMC jurisdiction will be shared by SMC.
66	6.1.3	22	Functional	2. The Surveillance System shall not have any limit on the number of cameras to be connected for Surveillance, Monitoring and recording. The solution shall be scalable to accept any increase in no. of cameras by augmentation of Hardware components.	Software component, Server component may increase depends on no of channels added. SSCDL need to buy per channel licenses for each additional camera.	Please reffre section 6.4 (rate contact) and Section 15.3 (Point-31) of the RFP
67	6.1.3	22	Functional	8. The Recording Server / System shall support camera (analogue and IP cameras) devices from various manufacturers.	Analogue camera are connected to DVR. So need details of any such system you have. Need to check DVR integration with VMS software.	Please refer to Addendum & Corrigendum 2
68	6.1.3	22	Functional	9. The Recording Server / System shall support the PTZ protocols not limited to certain OEMs but in general all the PTZ cameras of the supported devices listed by the camera OEMs.	It should be ONVIF cameras to be integrated with VMS.	Please refer to Addendum & Corrigendum 2
69	6.1.3	22	Functional	10. The system shall support full two-way audio between Client systems and remote devices. (Audio from certain set of	SSCDL has ask audio functionality as mentioned in RFP, but not mention the qty of camera. Required qty of camera for recording purpose.	Please refer technical specification of camera in section 14 for audio Functionality and reffer the qty. of that camera in price bid.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				cameras can be recorded in future).		
70	6.1.3	23	Functional	12. The system shall support multiple failover servers for a group of recording servers.	Is there any count? i.e. up to 50% of server fail or 100% of server numbers fails.	VMS System server is asked to be configured in high-availability in n+n mode and other servers are asked to be configured in high-availability in n+1 mode.
71	6.1.5.2	27	Functional	5. It should be possible to configure data replication synchronously or asynchronously.	This is in regards to which component of the solution and do we need to consider replication license from day one ?	It is related to database and the proposed solution shall support the feature. If the bidder's proposed solution requires to have the requisit licenses, the same shall be provided as part of solution.
72	6.1.5.3	29	Scope	15. The System Integrator shall provide monitoring and management services during the contract period. The scope of the services shall include Monitoring, Administration and Management of the entire DC infrastructure together with other SSCDL/SMC's offices. The entire stack of monitoring and management services shall include the following: i. Infrastructure Monitoring, Administration & Management Services ii. Database Administration & Management Services iii. Storage Administration & Management Services iv. Backup & Restore Services v. Production Control and Job	Any Management and Monitoring Services needs device based licenses which SSCDL may have to procure.	Enterprise Management System is in the scope of selected bidder.



**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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				Scheduling vi. Security, Patch and antivirus management		
73	6.1.5.4	30	SLA	4. The selected System Integrator shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met. To provide this service it is important for the selected System Integrator to have back to back arrangement with the OEMs.	There is no BOQ for onsite / offsite quantity for spare. Can you specify the same ?	Bidder need to consider as part of their bid inorder to maintain the SLA.
74	6.1.8	38	Make and Model	1. Bidders are required to specify only one specific make and model of each item and provide the details in the Technical bid. Providing more than one option shall not be allowed.	As time line is very short so might be some of the items we might have to mention multiple brands. Please allow the same.	No change. RFP terms and condition prevails.
75	6.1.8	38	MAF	2. Bidder must be authorized by the OEM by submission of MAF in original or notarized copy (No photocopy accepted) to quote on behalf of the manufacturer for supply, install and comprehensive onsite warranty and O&M support of the equipment that they offered. The MAF from OEM has to be as per format mentioned in section 13.9.	Notarized copy will be accepted for the same ?	Yes, it will be accepted provided the notarised copy clearly displays stamp, number and name of the notary on notarized copy.
76	6.1.8	39	Technical Compliance	5. The bidder shall furnish undertaking confirming compliance to technical specifications and complete	Notarized copy will be accepted for the same ? If we didn't get compliance on time from OEM our SI compliance will be accepted ?	No change. RFP terms and condition prevails. Compliance is required from both the bidder (for all components) as well as

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				functional requirements as stated in the bid document for all equipment proposed from OEMs. Please refer to section 14 for Technical and functional specifications.		OEM (for components mentioned in TQ_10).
77	6.1.10	39	Scope	For those locations where the existing power supply is there in place, the SI will be required to lay necessary power cable with conduit to draw power upto the POE/Camera(s). For those locations, where power supply is required to be obtained to make the CCTV System functional, the SI will be responsible to apply and obtain the same on behalf of SSCDL/SMC by undergoing necessary formalities with electricity boards for provision of mains power supply at desired location. Necessary expense on actuals, based on the payment receipt from electricity board in terms of meter charge, connection charge, etc. will be reimbursed to the SI. The recurring electricity charges will be borne by SMC/SSCDL.	All cable, cabling & piping charges will be paid at actuals by SMC against any such additional work ?	Please refer to section 8.26, point 4 for more clarity.
78	6.1.14	41	Scope	SI will have to carry his own four-wheeler and a ladder of 15 feet length for carry out implementation and maintenance work (including transportation of items	It has to kept dedicated to this project or when ever required we have to provide it ?	As and when required for installation and maintenance selected bidder to ensure that such vehicles are available and there is no delay in work.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				required for Project) during the Contract Period. All the expenses pertaining to four wheeler such as driver's expense, fuel, lubricants, maintenance etc., will have to be borne by the SI. The SI will have to keep minimum 1 number of loaded 4 wheeler for maintenance work. SMC/SSCDL may ask bidder to arrange additional vehicle if required. The vehicle & related accessories should follow RTO norms of Government of Gujarat.		
79	6.2	42	Scope	x. The SI should perform all the tasks that need to be taken to upkeep the CCTV system in a 24 x 7 days environment. This includes but not limited to any component breakdowns, reworks; relay of cable/re-configure system that needed to perform / replacing the breakdown components etc. as per SLA.	Engineers will be available during 8 working hours at SSCDL. Will they get public holidays off ? During public holidays or after working hours SSCDL team will maintain the system. ? Need clarity for working hours & public holidays/sundays.	Please refer to clause no 6.2.2, point no ii-iv for more clarity.
80	6.2.2	45	Onsite Support Engineer	1. The successful SI shall depute 5 (five) trained and qualified on-site support engineers during Warranty and O&M support period i.e for the period of 5 years from the date of Go-Live of RO1. Support engineer must have mobile phones round the clock	Engineers will be available during 8 working hours at SSCDL. Will they get public holidays off ? During public holidays or after working hours SSCDL team will maintain the system. ? Need clarity for working hours & public holidays/sundays.	Please refer to clause no 6.2.2, point no ii-iv for more clarity. The working hours shall be SMC/SSCDL Business hours, however if required the SI will be required to extend support during office hours and beyond as well to attend the issues.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				and must have personal vehicle.		
81	6.2.2	46	Onsite Support Engineer	5. The support engineer will visit the installation site once quarterly with the provision that monthly/quarterly reports of the failures and health of the equipment is generated from the EMS and submitted to the Authority. The SI shall arrange the suitable replacement in case the assigned support engineer goes on leave or is unavailable due to any other reason to ensure uninterrupted support services. SI may also require to engage additional manpower on case to case basis for proper operation & support of the system	Engineer has to visit Monthly or quarterly to the installation site ?	Please refer to Addendum & Corrigendum 2
82	6.2.2	47	Onsite Support Engineer	The indicative list of functions through the engineers deputed at the SMC-site is as under:	Need clarity & understanding for the same.	Details are self-explanatory.
83	6.4	49	Rate Contract	The approved rate of the selected bidder shall be considered as the rates under rate contract and the same will be valid for the period of 5 years. SMC/SSCDL may ask SI for any additional work incorporating one or more items in one or more quantity and cost for these quantities shall be same as discovered as part of the commercial bid.	It is not possible to fix rates for 5 years. As present market scenario due to Fluctuation US \$ it can not be justified. Also technology is also upgrading very fast, hence can not fix product & prices.	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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84	7.1	51	Bidder's Eligibility Criteria	2. In case of Consortium, Consortium Partner should have a minimum average annual turnover of Rs. 5 crore from ICT business for last three financial years i.e. FY 2017-18, FY 2016-17, 2015-16	Request you to keep Consortium Partner minimum average annual turn over of Rs.20 cr	No change. RFP terms and condition prevails.
85	7.1	52	Bidder's Eligibility Criteria	4. Bidder should have supplied and installed any of the following in last 7 years from the date of publishing this RFP as below: At least one project covering minimum 800 CCTV Cameras OR Two Projects each covering minimum 500 CCTV Cameras OR Three Projects each covering minimum 400 CCTV Cameras	Total requirement is of approx 3000 cameras, so request you to consider at least 30% of camera as experience criteria. Experience is asked of 5 years, Turnover for 3 years than Installation reference should also be for 5 years instead of 7 years.	No change. RFP terms and condition prevails.
86	7.1	53	Bidder's Eligibility Criteria	7. Bidder should have a local office in Surat. Note: If bidder does not have the local presence, it should open a local office within 60 days from issuance of LOI / Work Order whichever is earlier.	Please also ask for office set up details with minimum man power for additional support.	No change. RFP terms and condition prevails.
87	8.13	66	Commercial	Bidder, while quoting against this tender, must take cognizance of all concessions permissible, if any, under the statutes and ensure the same is passed on to SSCDL, failing which it will have to bear extra cost. In case Bidder does not	SSCDL have custom duty exemption benefit ? If yes please share document for the same.	At present there is no custom duty exemption. The Bidder is required to quote as per prevailing duties and taxes. In future if SSCDL have any such exemption that will be intimated to selected bidder and

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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				avail concessional rates of levies like customs duty etc. SSCDL will not take responsibility towards this. However, SSCDL may provide necessary assistance, wherever possible, in this regard.		benefits will be passed on to SSCDL.
89	8.19	67	Evaluation	3. In the second stage, subsequent to technical evaluation stage, commercial bids of only shortlisted Bidders will be opened. It should be noted the bids shall be evaluated on the basis of price. However, if required SSCDL/SMC as per its own discretion may also consider other factors like technology, innovative solution, etc. There should be no mention of bid prices in any part of the Bid other than the Commercial Bids.	It means L2 bidder with better technology can also get chance to get the order ? Also if you got single BID then will that Bidder get the order ?	The statement is self explanatory.
90	8.23	68	Evaluation	1. SSCDL will award the Contract to the Bidder based on Lowest Quoted price (L1). No additional cost in any form will be entertained by SSCDL during the contract period. The L1 evaluation will be done exclusive of taxes. However, the bidder is expected to provide the tax components in commercials. The payment of taxes to the selected bidder will be done on actuals / prevailing rates. The L1 evaluation will be	It means L2 bidder with better technology can also get chance to get the order ? Also if you got single BID then will that Bidder get the order ?	The statement is self explanatory.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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				<p>done exclusive of taxes only. If any duties are applicable to the product the same will be considered for L1 evaluation. The bidder to quote the duties along with the rate of products proposed for L1 evaluation.</p> <p>Further, SSCDL shall be entitled to deduct tax at source or any other taxes/ cess as may be applicable.</p>		
91	8.23	69	Evaluation	6. The bidder achieving the L1 price will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same price, the bidder with higher turnover will be invited for negotiations and awarding of the contract.	It means L2 bidder with better technology can also get chance to get the order ? Also if you got single BID then will that Bidder get the order ?	The statement is self explanatory.
92	8.27	70	Commercial	This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.	Bank Guarantee time period need to specify.	Please refer to clause no 8.27, point no 3 for PBG validity.
93	9	74	SLA	1. There is a Force Majeure event effecting the SLA which is beyond the control of the Successful Bidder	Need clarity on same	Query not clear.
94	9.1	74	SLA	• “Uptime” shall mean the time period for the specified	Need clarity on same	The statement is self explanatory.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				<p>services / components with the specified technical service standards are available to the user department. Uptime, in percentage, of any component (Non IT &amp; IT) can be calculated as:</p> $\text{Uptime} = \{1 - [(\text{Downtime}) / (\text{Total Time} - \text{Maintenance Time})]\} * 100\%$		
95	9.1	74	SLA	<p>“Downtime” shall mean the time period for which the specified services / components with specified technical and service standards are not available to the user department and excludes downtime owing to Force Majeure &amp; Reasons beyond control of SI.</p>	Need clarity on same	The statement is self explanatory.
96	9.3	75	SLA	<p>Any delay in the delivery of the project (solely attributable to vendor) would attract a liquidated damage per day of 0.2% of the CAPEX value of that particular item. Total Liquidated Damages applicable under this clause shall be limited to 10% of the value of the equipment/device in software or hardware to be supplied, installed and commissioned for which Request Order is placed If the liquidated damage reaches 10% of the total</p>	LD should be maximum upto 5%. LD up to 10% is on very higher side. Also per day LD amount is also very higher side.	No change. RFP terms and condition prevails.



**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				contract value, Authority may invoke termination clause.		
97	9.3	76	SLA	Priority Level 1 (Critical) Incident Priority Level 2 (Medium) Incident Priority Level 3 (Low) Incident	Need clarity on same	All incidents will be defined under these categories in consultation with selected bidder.
98	10	80	Project Milestone	<b>Tentative lead time</b> for RO 1, RO2 and RO3: Supply, Installation and commissioning in 90 days post issuance of request order	As most of the items are imported. We need to supply, do the cabling, installation, server storage/data center set up in RO1/RO2/RO3 so need lead time of at least 6 months for the same for each order.	No change. RFP terms and condition prevails.
99	10	80	Project Milestone	For 25 camera site completed with 15 days and for 25 to 100 camera site completed with in 45 days	we required material procurement time for the same so need to emedment for 25 camera at least 40 days and 100 camera 70 daysLead time for specialized camera is around 4-6 weeks. So it may be 15/25/100 time will remain same. So what ever may be quantity of camera At least give 90 days time to finish the SITC work.	Please refer to Addendum & Corrigendum 2
100	10.1	81	Payment Terms	40% of total CAPEX of Request order	40% payment against Supply of materials is very low. It should be at least 70% on supply, 5% on installation & 10% on GO LIVE.	No change. RFP terms and condition prevails.
101	10.1	81	Payment Terms	UAT and Go Live of entire RO (Testing and Commissioning)	Need clarity on UAT & go live.	The statement is self explanatory.
102	10.1	81	Payment Terms	OPEX projected by SI in their commercial bid will be made equally on quarterly basis (20 quarters) at completion of each quarter.	We will get this fund after GO LIVE for each quarter form 1st year only ?	Please refer to Addendum & Corrigendum 2

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
103	10.1	81	Payment Terms	The contract period of 5 years are considered from the Go-Live date of 1st Request Order. The payment of subsequent Request Orders will be made from the Go-Live date of that request order till the remaining years of the Contract period i.e. 5 years	Need clarity on subsequent RO payment terms.	All request orders payment will be made as per payment terms mentioned in section 10.1.
104	11.2	85	Responsibility matrix	RACI (Responsibility, Accountability, Consult and Inform) Matrix	Need understanding on this TABLE.	The tables provides details about roles and responsibility of various stakeholders and vendors involved to carry our the project activities.
105	11.2	85	Responsibility matrix	Creation of detailed drawing for each identified location which contains 1. network architecture design 2. cable laying layout 3. Position of Pole and other equipment	We required auto cad drawing of smc premises at the time of Detail engineering.	No change. RFP terms and condition prevails.
106	12	89	Technical Proposal	Technical Proposal: Bidders have to submit a structured and organized technical proposal, which will be analyzed by SSCDL for different compliances with regards to the requirements of the project. Each point listed below must be provided in detail with the necessary supporting documents and assumptions. Information to be included by the bidders in their Technical Proposal is as follows:	Can we get your feasibility report for all sites for better prediction of technical document to be submitted with tender. ?	Bidder is required to carry out the feasibility survey at his own cost

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
107	12	89	Technical Proposal	The hardware sizing proposed for hosting the solution shall have to be certified by the authorized person of the respective OEM either on OEM's letterhead or on SI;s letter head with OEM's stamp and signature.	By Camera & VMS OEM it has to be provided or but storage OEM.	Please refer to Addendum & Corrigendum 2
108	13.8	102	Work Experience	Client Certificate giving present status of the project and view of the quality of services by the Bidder	As lot many client give only one certificate at the time of completion of project. They don't provide additional running project status certificate.	No change. RFP terms and condition prevails.
109	14.3	115	Technical Compliance	Minimum 25 frames per second (FPS) for both the Streams. Full HD (1080P) @ 25 FPS with H.265 compression on one stream & HD (720P) @ 25 FPS with H.265 compression on other stream.	But second stream support 4 CIF only. Please try to change second stream resolution.	Please refer to Addendum & Corrigendum 2
110	14.15	134	Technical Compliance	· 8 RJ-45 auto-negotiating 10/100/1000 PoE/PoE+ ports · Minimum 2 Combo 100/1000 BASE-X SFP/BASE T ports in addition to above ports · Transceivers and patch cord required must be provided/included with product from day 1.	Do we need to give SFP module of same make of Switches or LOCAL will be accepted ?	Please refer to Addendum & Corrigendum 2
111	14.16	135	Technical Compliance	· 8 RJ-45 auto-negotiating 10/100/1000 PoE/PoE+ ports · Minimum 2 Combo 100/1000 BASE-X SFP/BASE T ports in addition to above ports · Transceivers and patch cord	Do we need to give SFP module of same make of Switches or LOCAL will be accepted ?	Please refer to Addendum & Corrigendum 2

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				required must be provided/included with product from day 1.		
112	14.16	136	Technical Compliance	Operating Temperature 0 -50 C or better Industrial Grade Rating	Please remove industrial wording from this switch	Please refer to Addendum & Corrigendum 2
113	14.17	137	Technical Compliance	Core Switch/Top of the Rack Switch/DC Switch	Do we need to provide all required ports with 10G base T or 10 G SFP + ? Or 1G as per uplink / device available ?	All ports should be 10G. Bidder is required to propose the type of ports as per offered solution.
114	14.21	151	Technical Compliance	Minimum 4 nos. of 16 Gbps Fiber Channel Ports per Controller shall be available. Ports must be active and populated with SFP+ from day one.	Suggest to change to Minimum 2 nos of 8Gbps ports if possible remove Fiber port	No change. RFP terms and condition prevails.
115	14.21	151	Technical Compliance	System should support a minimum of 500 drives or more within the same set of controllers.	Cloud storage should be one system, should consider the Scalability of the whole system rather than per controller. So required remove “the same set of controllers”	The proposed solution should have inpremise storage rather than cloud based storage. Please refer to Addendum & Corrigendum 2 for revised specification. .
116	14.21	151	Technical Compliance	Bidder is required to offer corresponding ports both in server as well as storage controller based on the solution proposed (FC/iSCSI).	Try to remove because for CCTV storage required direct stream if suggest for same brand VMS and storage like for example Hik vision VMS and Hikvision cloud storage communication direct stream ..). Same Brand suggestion VMS and storage in that server hardware for recording stream will less ... iSCSI/FC port use for third party storage and Third party VMS, means VMS and storage are different brand (OEM).. they need	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
					addition Hardware for storage stream..	
117	14.21	153	Technical Compliance	System should have online expansion and shrinking of RAID Group or addition and deletion of new RAID Group. Must be able to add and delete additional disks on the fly to expand or reduce the RAID group capacity or create new RAID Group.	What is additional disks on the fly? Because Support online expansion or reduce RAID groups, after the RAID is created, the number of disks in the RAID cannot be changed.	No change. RFP terms and condition prevails.
118	14.29	163	Technical Compliance	Min. 10 cm diameter pole (bidder to choose larger diameter for higher height)	Can u share us design ? It is octagonal pole ?	Bidder to propose the solution.
119	14.35	167	Technical Compliance	Minimum 30 Mbps (read/write)	IN SD Card required Read And write speed different like 90 Mbps read and 20 mbps write ...means Read and write speed separate always read speed is higher and write speed 1 / 4.5 around then Read speed...	No change. RFP terms and condition prevails. Bidder may propose higher read/write speed if required by the proposed Camera.
120	14.38	182	Technical Compliance	The VMS shall have a flexible, open video, over IP architecture built on accepted industry standards that facilitate integration with IT infrastructures	Need clarify or brief in detail.	VMS software shall be open platform. The statement is self explanatory.
121	14.39	192	Functional	Video Management System Server is to be configured in high-availability mode and failure of one server shall not affect the operations (n+n)	Need understanding on the same.	Server for video management application shall be designed in N+N mode of redundancy and high availability.
122	14.39	193	Functional	VMS software shall act as a single management interface enabling efficient administration of the system,	VMS will be with specified channel & client. For additional camera it will be chargeable.	VMS application software shall support unlimited camera. Channel license cost for additional camera, Client licese

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				including all cameras irrespective of count and locations/sites.		for additional client and additional Mobile client license shall be paid as per rate contact mentioned in section 6.4 and 15.3 (point 31, 32, 33)
123	14.39	193	Functional	Upon reconnection, the VMS recorders shall be capable to retrieve video from a camera edge storage device (SD card) and bring it back to the recorder and in the recorder original file format.	Need Clarity	The statement is self explanatory.
124	14.39	193	Functional	The Media Gateway SERVER shall support bandwidth as low as 56 kb/s for remote viewing through VMS Web Review, and 256 kb/s through VMS Review.	Need Clarity	The statement is self explanatory.
125	14.40	193	Functional	Selected SI shall have to consider 50% scalability in storage requirement for future expansion	Do we need to provide 50% additional capacity from day one / product scalability capability ?	Storage solution shall be provisioned with the storage requirement specified in the RFP and must have support for the maximum no. disks specified there in. Please refer Addendum & Corrigendum - 2 for revised specification.
126	15.2	197	Commercial	Line items mentioned in the Commercial Formats are for representation purpose and SI may propose alternate technology / solution (with proper justification). Bidders are required to suitably add line items / merge the cost components depending upon their proposed solution.	This can change BOQ, solution & may vary or effect commercial also.	Please refer to Addendum & Corrigendum 2

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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127	15.3	199	Price Bid	Local Storage (MicroSD/SDHC/SDXC card) for CCTV Camera	Please specify size.	Minimum 128 GB. Please refer section 14.35 of RFP.
128	15.3	203	Price Bid	31. SI to ensure centralized monitoring, playback and storage of video feeds coming from CCTV cameras, which is being implemented at different field locations of SMC premises as mentioned below	For centralized camera recording, you had ask 1476 channel license but as per clause no 6.1 point no 8 all smc premises camera qty is not matching with channel license. So we need clarity that how many cameras going to be recorded centrally so based on that we can calculate exact storage for the same.	Centralized storage at data centre shall be considered for 1476 cameras and accordingly channel licenses have been asked for.  For rest other location the footage will be stored at respective NVR.
129	15.3	205	Price Bid	SITC of Field Junction Box with Complete mounting accessories as required	What all accessories need to consider ?	Bidder needs to provision all accessories required for commissioning and functioning of the solution. Necessary provision shall also be made to house the networking equipment.
130	15.3	205	Price Bid	SLTC of 3 core 1.5 sq. mm Power cable with complete accessories  SLTC of 3 core 1.5 sq. mm armored Power cable with complete accessories	First cable is un-armored ?	Yes
131	15.3	207	Price Bid		Line item Missing for HDD & cables.  In O & M hard disc, power cable, fiber or cat 6 is not mentioned. Need to consider & add line item for that also.	Please refer to Addendum & Corrigendum 2

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
132	16.1	213	Locations for CCTV	Proposed locations to implement CCTV surveillance system	In this proposed location we are getting total no of location & total camera. But we are not getting details like each location which NVR ( 4,8, 16, 32 ch ) to used. We have to consider it fully loaded & consider all ch recording or as per requirement recording has to be consider. If possible share us each location wise camera nos with type of NVR to used & confirm us how many camera in that NVR to be consider for recording purpose considering present need & future need.	Please refer technical specification of the NVR. Necessary HDD(s) to store CCTV feed from maximum supported cameras at Full HD (1080P) @ 25 FPS with H.265 – High Quality compression for minimum 30 days is to be considered.
133	16.4	225	MSA	Insurance during the Contract Period	Need clarity	The statement is self explanatory. Please refer Addendum & Corrigendum-2 for revised criteria.
134	16.4	231	MSA	In the event that any Damages to items due to Vandalism (physical Majeure attack by public, tampering of equipment by SMC / SSCDL staff or School staff and damage due to accidents) or due to Force Majeure events (such as earthquake, fire, natural calamities, war, act of God) of any kind during 5 years of comprehensive warranty( 3 years) and O&M support( 2 years) shall be the liability of SSCDL. In such case, SSCDL/Authority shall request the successful Bidder to repair/replace the damaged	Need clarity	The statement is self explanatory.



**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				unit and reinstall the same. All costs towards the same shall be reimbursed by SSCDL/Authority to the successful Bidder less of insurance proceeds if need of replacement so arise then replacement shall be on tender rates only.		
135					SSCDL had not consider UPS at remote location.  UPS or stabilizer not consider at remote location where Camera & NVR going to be installed for safety against power fluctuations. Also if UPS is installed with Minimum back up then we can have at least some period of recording of the system. Also SD card will also become useless if their is no power available to the camera. Then we will loss local recording in camera also. Request you to add the same for all the location.	No change. RFP terms and condition prevails.
136					Structure Cabling  There is no where structured or proper LAN is asked, i.e. I/O, Patch cord, etc	Please refer to section 6.1, point 1 ,iv.
137					OEM warranty 5 years has been asked. While project execution & commissioning will take at least 6-8 months. So request you to consider 5 years from date of supply.	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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138	14.18	144	Technical Compliance	<ul style="list-style-type: none"> <li>Virus, Worm, Trojan Detection and Removal, Automatic Virus signature database update, Real-Time blacklist, MIME header check, and Redirect spam mails to dedicated email address, image-spam filter, Spam Notification, Zero hour Virus outbreak protection.</li> </ul>	<ul style="list-style-type: none"> <li><b>Change:</b> Virus, Worm, Trojan Detection and Removal, Automatic Virus signature database update, Real-Time blacklist, MIME header check, and Spam Notification, Zero hour Virus outbreak protection.</li> </ul>	Please refer to Addendum & Corrigendum 2
139	10.1	81	Payment terms	Satisfactory delivery and acceptance of materials (as per the Request Order) and after submission of the invoice.	50% of total CAPEX of Request order	No change. RFP terms and condition prevails.
140	10.1		Payment terms	Satisfactory competition of Installation of respective items/ equipment and after, submission of the invoice.	25% of total CAPEX of Request order	No change. RFP terms and condition prevails.
141	10.1		Payment terms	UAT and Go Live of entire RO (Testing and Commissioning)	15% of total CAPEX of Request order	No change. RFP terms and condition prevails.
142	10.1		Payment terms	Successfully completion of 1st year of warranty period after Project "Go Live"	5% of total CAPEX of Request order	No change. RFP terms and condition prevails.
143	10.1		Payment terms	Successfully completion of 2nd year of warranty period after Project "Go Live"	2.5% of total CAPEX of Request order	No change. RFP terms and condition prevails.
144	10.1		Payment terms	Successfully completion of 3rd year of warranty period after Project "Go Live"	2.5% of total CAPEX of Request order	No change. RFP terms and condition prevails.
145	7.2	55	OEM's Eligibility Criteria	OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Wired and Wireless LAN Access Infrastructure or amongst the top 5 for World-wide Market share in terms of Revenue as	Gartner and IDC for Industrial Ethernet switches will result to compliance single OEM and in this situation direct benefit, favour or control of entire bid will remain in hand of single OEM, hence please	Please refer to Addendum & Corrigendum 2

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				per IDC for Ethernet Switch Market	remove Gartner and IDC report for industrial Ethernet switches.	
146	7.1	51	Bidder's Eligibility Criteria Section	2. Bidder/ Primer Bidder should have a minimum average annual turnover of Rs. 25 crore from ICT business for last three financial years i.e. FY 2017-18, FY 2016-17, 2015-16	Bidder/ Primer Bidder should have a minimum average annual turnover of Rs. <b>45</b> crore from ICT business for last three financial years i.e. FY 2017-18, FY 2016-17, 2015-16	No change. RFP terms and condition prevails.
147				Note	This is sizeable project hence bidder should have expertise in networking and server storage deployment too	No change. RFP terms and condition prevails.
148	14.15	134	Technical Compliance	Should have IPv4 and IPv6 Static Routing	Industrial grade switches are deployed at the edge. The application connecting to these switches will be cameras. L3 features are not required to be deployed at the access layer. This feature gives edge to particular vendor. To have a level playing field kindly remove this point.	No change. RFP terms and condition prevails.
149	14.16	136	Technical Compliance	Should have IPv4 and IPv6 Static Routing	Industrial grade switches are deployed at the edge. The application connecting to these switches will be cameras. L3 features are not required to be deployed at the access layer. This feature gives edge to particular vendor. To have a level playing field kindly remove this point.	No change. RFP terms and condition prevails.
150		10		Online Price Bid End Date: Till 25.09.2018 up to 18:00 hrs	Request to extend upto 3 weeks	Please refer to Addendum & Corrigendum 2
151	7.1	51	Bidder's Eligibility Criteria	2. Bidder/ Primer Bidder should have a minimum average annual turnover of Rs. 25 crore from ICT business for	Please remove the ICT turnover clause for the consortium member, all technical competence can be fulfilled with the lead	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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				last three financial years i.e. FY 2017-18, FY 2016-17, 2015-16 In case of Consortium, Consortium Partner should have a minimum average annual turnover of Rs. 5 crore from ICT business for last three financial years i.e. FY 2017-18, FY 2016-17, 2015-16 The copies of Audited Annual Accounts for last three years to be submitted along with the bid [Financial Years of 2015-16, 2016-17 and 2017-18]. If 2017-18 Financial Statements of any bidder is unaudited then the Audited Financial Statements of 2014-15 along with an undertaking letter from the bidder that the 2017-18 Statements are not audited is to be submitted.	bidder. Thus request you to demand only minimum average annual turnover of Rs. 5 crore for consortium partner	
152	14.32	115	Megapixel IR IP Vandal proof Bullet Camera with built-in 4G supported SIM Card Slot	4G SIM Card Slot : built-in 4G supported SIM Card Slot	Request to modify of this camera requirement of without 4G Supported slim slot or Intergrate External 4G sim based Router	No change. RFP terms and condition prevails.
153	14.7	289	PTZ Joystick Controller	CE, FCC and UL certification		Query not clear.
154	14.6	119	2 Megapixel IR IP PTZ Camera with 30X optical zooming		Request to Add Advanced Intelligent Functions : Tripwire, Intrusion, Object Abandoned/Missing , Face Detection, Auto Tracking	No change. RFP terms and condition prevails.
155	14.1	110	2 Megapixel Full HD IR IP Vandal proof Dome		Request to Add Advanced Intelligent Functions : Tripwire, Intrusion, Object	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
			Camera with Varifocal Lens		Abandoned/Missing , Face Detection	
156	14.2	112	2 Megapixel Full HD IR IP Vandal proof Bullet Camera with Varifocal Lens		Request to Add Advanced Intelligent Functions : Tripwire, Intrusion, Object Abandoned/Missing , Face Detection	No change. RFP terms and condition prevails.
157	14.3	114	2 Megapixel IR IP Vandal proof Bullet Camera with built-in 4G supported SIM Card Slot		Request to Add Advanced Intelligent Functions : Tripwire, Intrusion, Object Abandoned/Missing , Face Detection	No change. RFP terms and condition prevails.
158		54	Selection criteria for the OEM	Presence in India	Kindly make the relaxation in National distributor to participate 'coz very few companies have direct presence & set up in India	No change. RFP terms and condition prevails.
159		54	Selection criteria for the OEM	OEM must have supplied minimum 500 outdoor camera for at least one City Surveillance in last 5 years as on bid start date.	Kindly consider & allow for Global PO also.	Please refer to Addendum & Corrigendum 2
160		54	Selection criteria for the OEM	OEM must be one of the Top 10 as per Latest IHS World Report for Network Security Cameras.		Query not clear.
161		91	Checklist for Technical Qualification Document	Declaration letter that the firm is not blacklisted by Central Government or any State Government organization / PSU in India at the time of submission of the Bid, in the format given in the RFP (Form TQ_5). In case of consortium, all members to submit.	Firm <b>i.e.</b> We should consider OEM & Bidder. Pls consider the Blacklist in Defense segment too.	Please refer to Addendum & Corrigendum 2
162	7.2	54	OEM criteria	4. OEM must be one of the Top 10 as per latest IHS world	Request to allow OEM from either "IHS India Top 10 for Network	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				report for Network Security Cameras	Security Cameras” or “IHS World Top 10 for Security Cameras”. This will give Indian companies to participate and will give level playing field among competition which eventually result in competitive bidding	
163	7.1	51	Eligibility Criteria	Bidder/ Primer Bidder should have a minimum average annual turnover of Rs. 25crore from ICT business for last three financial years i.e. FY2017-18,FY 2016-17, 2015-16 In case of Consortium, Consortium Partner should have a minimum average annual turnover of Rs. 5 crore from ICT business for last three financial years i.e. FY 2017- 18,FY 2016-17, 2015-16.	Please clarify 1- If we proceed with Consortium Partner then please clarify Technical and Financial eligibility criteria in detail, for both partners. 2- In consortium case please clarify, the turnover eligibility of Prime Bidder and Consortium Partner. Whether combined turnover of 25 Crore is acceptable or not. 3- In consortium case we request you to please allow to take Non-ICT partner as consortium partner.	Please refer to Addendum & Corrigendum 2
164	6.1	18	Scope	9. Provision shall also be made available for monitoring the live feeds as well as recorded videos of CCTV Systems implemented at below mentioned locations from Centralized Command Centre either in real time or on demand except for Municipal Board Schools and Suman High Schools.	Here, Municipal Board Schools and Suman High Schools are mentioned in exception, while in below list it is mentioned as to cover,	The Municipal Schools and Suman schools are mentioned exception for the provision to be made for monitoring the live feeds as well as recorded videos of CCTV Systems from Centralized Command Centre either in real time or on demand.  Only for below locations the prvision to be made for monitoring the live feeds as well as recorded videos of CCTV Systems from Centralized Command Centre either in real

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
						time or on demand by connecting local NVR: 1. Large Public Parks / recreation facility as decided by SSCDL/SMC 2. Water Works 3. Others locations as decided by SSCDL/SMC
165	6.1	18	Scope	10. Provision shall be made to integrate the CCTV system implement under Suman Eye Project with existing infrastructure/ Project of SMC/SSCDL /Police Department:	Need existing infrastructure details , so that can be studied prior to submitting the tender.	The existing infrastructure details will be shared with the successful bidder.
166	4	52	Eligibility Criteria	Bidder should have supplied and installed any of the following in last 7 years from the date of publishing this RFP as below: 1 Project of 800 Cameras 2 Project of 500 Cameras 3 Project of 400 Cameras	Here, we request you to please also ask for the experience in IT components; i.e. Servers, Storage setup done for atleast 30% of this project in 5 years.	No change. RFP terms and condition prevails.
167	14.21	151	Technical Specifications	6. Back End Front Ports are asked with support of 8/16Gbps on FC Connect SAN Switch	Here, we request you to please incorporate 32Gbps FC Connectivity support as well to meet upcoming technology.	The specifications mentioned are minimum specifications. The bidder is free to propose better specifications as per their solution requirements.
168	14.21	151	Technical Specifications	7. Scalability of the storage system is asked for minimum 500 drives within same set of controllers.	Use of 6TB NL SAS Disks with asked RAID configuration to deliver 2 Petabyte and 1.2TB Disks to deliver 15TB Storage, from day one it will be accommodated with almost 90-95%. If SMC is looking for	Storage solution shall be provisioned with the storage requirement specified in the RFP and must have support for the maximum no. disks specifed there in. Please refer Addendum & Corrigendum - 2 for revised specification.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
					another 50% scalability than it won't be possible.	
169	14.18	142	Technical Specifications	Enterprise Next Generation Firewall -	Here, SMC has asked single firewall appliance. No redundancy is maintained here. We request you to please consider 2 x firewall appliance with load balancing and auto fail over feature to get availability.	No change. RFP terms and condition prevails.
170				Consortium is allowed.	Order placement will be made on Primary bidder or separate consortium partner?	Work Order will be in the name of Prime Bidder
171	7.1	52	Bidder's Eligibility Criteria	Bidder should have supplied and installed any of the following in last 7 years from the date of publishing this RFP as below: At least one project covering minimum 800 CCTV Cameras OR Two Projects each covering minimum 500 CCTV Cameras OR Three Projects each covering minimum 400 CCTV Cameras	Bidder should have supplied OR installed any of the following in last 7 years from date of publishing this RFP as below A project covering minimum 800 CCTV Cameras from single customer OR Two Projects from 2 customer covering minimum 500 CCTV Cameras OR Three Projects from 3 customer covering minimum 400 CCTV Cameras	No change. RFP terms and condition prevails.
172		153	Technical Specifications	System should have online expansion and shrinking of RAID Group or addition and deletion of new RAID Group. Must be able to add and delete additional disks on the fly to expand or reduce the RAID group capacity or create new RAID Group.	What is additional disks on the fly? Because Support online expansion or reduce RAID groups, after the RAID is created, the number of disks in the RAID cannot be changed.	No change. RFP terms and condition prevails.



**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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173	14.38	182	Video Management Software (VMS)	The VMS shall have a flexible, open video, over IP architecture built on accepted industry standards that facilitate	Not understand, need clarify or brief in detail.	VMS should have open platform to integrate cameras of multiple OEM's
174	14.3	115	2 Megapixel IR IP Vandal proof Bullet Camera with built-in 4G supported SIM Card Slot	Minimum 25 frames per second (FPS) for both the Streams. Full HD (1080P) @ 25 FPS with H.265 compression on one stream & HD (720P) @ 25 FPS with H.265 compression on other stream.	But second stream support 4 CIF only. Please try to change second stream resolution.	Please refer to Addendum & Corrigendum 2
175	14.35	167	Local storage (MicroSD/SDHC/SDXC) for CCTV Camera	Transfer Speed (Read/Write) Minimum 30 Mbps (read/write)	IN SD Card required Read And write speed different like 90 Mbps read and 20 mbps write ...means Read and write speed separate always read speed is higher and write speed 1 / 4.5 around then Read speed...	No change. RFP terms and condition prevails.
176	6.1	17		5. Cabling, Trenching and last mile connectivity requirements with detailed drawings to be submitted as part of feasibility report	Please clarified Last Mile Connetivtiy scope	Please refer section 6.1, point-14
177	6.1	18		10. SI shall also be responsible to integrate the video feeds with Video Wall to be supplied under Integrated Command Control Center (ICCC) in future. The ICCC is currently under construction	Please Elaborate ICCC Software.	This will be centralised software which will used to monitor the KPIs by means of interacting various end devices and applications. The s/w will run on analytic platform and provide dashboards for different services as per requirements.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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				and soon it will be operational. Moreover, SI is also responsible to provide support to ICCC service provider for the integration of Suman Eye (CCTV Network) Project with ICCC software for incidents and event monitoring.		
178	6.1	19		19. SI is responsible to carry out Civil Work (Supply, Erection and commissioning) of Non-IT infrastructure like poles/frames/fixtures/housing etc. with proper electrical earthing (as per IS-3043) wherever required based on the feasibility study report.	Do we need to consider for every rack / JB ? Please confirm. Also which earthing need to consider chemical earthing or Charcoal Earthing ? Please confirm.	Please refer to Addendum & Corrigendum 2
179	7.1	53		7. Bidder should have a local office in Surat. Note: If bidder does not have the local presence, it should open a local office within 60 days from issuance of LOI / Work Order whichever is earlier.	In this scenario , main bidder does not have local office but consortium partner has local office. Should it acceptable ? Please clarified.	Please refer to Addendum & Corrigendum 2
180	8.1	62		Bid Fee and EMD and Amount	We request you consider EMD Exemption for MSME / NSIC Certified Company.	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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181	10	80		Payment schedule and Milestone	Please elaborate of Request order 1 , Request order 2 and Request order 3.	Entire scope of work shall be divided in three request order. The BoQ of each request order will be shared with the selected bidder based on feasibility report.
182	10.1	81		UAT and Go Live of entire RO (Testing and Commissioning)	Please elaborate the Milestone Payment Terms.	Please refer to section 10 for details
183	15.3	201		23. SITC of Blade/Rack Servers with Complete mounting accessories as required. Server for Suman eye (CCTV Network) project should have no single point of failover	In BOQ , Already consider NVR for Recording then what is needs of server ? Please clarified.	Server is required for centralised recording of 1476 camera.  Please refer to section 6 for detailed scope of work.
184	15.3	202		24. SITC for Blade Chassis for Blade Server for above mentioned Blade Servers	Where it is going to installed ? Please Clarified.	Blade/Rack Servers are to be installed in SMC DC.
185	15.3	202		25. SITC of Storage with Complete mounting accessories	In BOQ , Already consider NVR for Recording then Where we need to installed Storage ? Please Clarified.	Storage is required to be installed at SMC DC.
186			Extention		We need some time for document preparation and most comparative offer for subjected tender. Request you to kindly extend tender with 20 days so we can submit tender at most comparative price.	Please refer to Addendum & Corrigendum 2
187	7.2	54	OEM's Eligibility Criteria	Experience in Public Sector / Government OEM must have supplied minimum 3000 CCTV surveillance cameras in last 5 years as on bid start date for any PSU/State	From the Top 10 brands, as per the IHS report, few of the OEM's /Brands don't have their own office in India and the supporting documents for the same. OEMs are working in India through channel	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				Govt./Central Govt./Police Department/ULB/Airport Authority .	partners itself.	
188	7.2	54	OEM's Eligibility Criteria	The OEM for CCTV Camera should have registered office and service center in India since last 3 years (i.e. If bidder wants to quote the “X” brand of CCTV Camera, then OEM of “X” brand of CCTV Camera should have registered office and service center in India since last 3 years).	Also, because the dealings are through Channel Partners, none of these OEMs / Brands undertake Government or City Surveillance projects directly, Hence supporting installation / work completion certificates can’t be provided by them.  We request you to please clarify the same.	No change. RFP terms and condition prevails.
189	7.2	54	OEM's Eligibility Criteria	OEM must have supplied minimum 500 outdoor camera for at least one City Surveillance in last 5 years as on bid start date.		No change. RFP terms and condition prevails.
190	7.2	54	OEM's Eligibility Criteria	OEM must be one of the Top 10 as per Latest IHS World Report for Network Security Cameras.		No change. RFP terms and condition prevails.
191	7.1	51	Bidder's Eligibility Criteria	Bidder/ Primer Bidder should have a minimum average annual turnover of Rs. 25 crore from ICT business for last three financial years i.e. FY 2017-18,FY 2016-17, 2015-16  In case of Consortium, Consortium Partner should have a minimum average annual turnover of Rs. 5 crore from ICT business for last three financial years i.e. FY 2017-18,FY 2016-17, 2015-16	Please Clarify - 1. In Consortium case please clarify that can allow to qualify 25 crore turnover criteria by considering the turnover of both the parties. 2. If we proceed with consotium partner then please clarify Technical and Financial Eligibility Criteria in details for both the partners. 3. Criteria to Assign prime bidder whether for technical terms complied bidder of financial terms complied bidder.	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



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192	8.11	63	Bid Submission	Part 2: Technical Bid along with Eligibility and soft copy in CD/DVD/ Pen drive/ USB stick with complete details as mentioned in Section 10& Section 11 in “Envelop 2” super scribed with Tender No, Due Date and RFP Name “Selection of Implementing Agency for SUMAN Eye (CCTV Network) Project”. The proposal shall also consist with all supporting documents, RFP Copy, Addendum & Corrigendum, if any.	Please Clarify If the soft copy provided in CD/DVD/ Pen drive/USB stick doesn't work (due to any technical issues) or gets corrupted, at the time of Bid opening, then provision of submission of all technical bid documents in hard copies to be granted.	The bidder is required to submit the bid documents in hardcopy as well as in softcopy in the form of CD/DVD/Pen Drive/USB Stick.
193	9	74	SLA	3. Theft cases by default would not be considered as “beyond the control of Bidder”. However, certain cases, based on circumstances & certain locations, SSCDL may agree to qualify as “beyond the control of Bidder”. Damages due to any accident / mishap shall be considered as “beyond the control of Bidder”. However, Power shut down or deliberate damage to field devices such as Cameras, Network Switch Systems etc. would not be considered as “beyond the control of Bidder”.	Please clarify the term in detail “Beyond the control of bidder”. If products are purposely damaged or Theft happens, then please clarify the warranty terms and Insurance Terms for both conditions.	Please refer to Addendum & Corrigendum 2
194	10.1	81	Payment Terms	Payment terms. 1- Here we are releasing 15% payment of order value as yearly 5% basis for 3 year warranty	In this term bidder is already submitting 10% performance bank Guarantee then we request you to kindly change the payment terms, (point no 3 , 4, 5 , 6) i.e	No change. RFP terms and condition prevails.

**PREBID PROCEEDINGS**

RFP for Selection of Implementing Agency for SUMAN EYE (CCTV network) Project [RFP No.: SSCDL-SumanEye-RFP-01-2018]



#	RFP Section	RFP Page No.	Category	Content in the RFP Requiring Clarification	Clarification Sought	Clarification by SMC
				period. 2- As per tender process bidder have to submit 10 % Performance bank guarantee till Contract period.	remaining 40 % payment against successful Go-Live and Commissioning of Request Order	