



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

// CLARIFICATION / CORRIGENDUM – 2 //

Sub:- The matter regarding to publish the clarification / reply of Pre-Bid meeting dated: 18th December, 2020 regarding tender for the supply, installation, commissioning & maintenance of *Integrated Video Surveillance System (MPHC-IVSS)* and *Courtroom Live Audio-visual Streaming System (MPHC-CLASS)* at District and Tehsil Courts in the State of Madhya Pradesh with reference to tender no. Reg(IT)(SA)/2020/1694, Dated:05.12.2020.

Ref:- Pre-Bid Meeting dated: 18th December, 2020 through video conferencing & **CORRIGENDUM-I** reference no. Reg(IT)(SA)/2021/71, Dated:18.01.2021.

Reply / clarification to the pre-bid queries

The Pre-bid meeting for the Tender for Supply, Installation, Commissioning & Maintenance of Integrated Video Surveillance System (MPHC-IVSS) at Subordinate Courts in the State of Madhya Pradesh was held on **18th December, 2020**. Following are the queries raised by the bidders, during the meeting & before the deadline for submission of queries on **24th December, 2020**, & the respective clarifications issued by the High Court of Madhya Pradesh.

The responses/clarifications supersede the respective clauses mentioned in the tender document, other terms/clauses remaining unchanged, please note.

General Instructions/ Clarifications:-

1. This Corrigendum shall now be a part of the main tender document and shall be submitted duly stamped and signed along-with the tender.
2. Section 2.18.1 of Part I of the tender document shall be read as **The bidder should be in the business of implementing electronic security systems / ICT solutions for at least seven years as on 31st**



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December, 2020.

3. The definition of Similar Work in Section 2.18.4 of Part I of the tender document shall be read as **“Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System or ICT System, carried out within seven years from the last day of the month previous to the one in which tender is invited.**
4. Section 2.18.4 of Part I of the tender document shall be read as **The bidder should have experience of executing projects for the implementation of Video Surveillance System of cumulative value more than Rs. 50.4 Crore (maximum 3 projects shall be considered) during the last 5 years from the date of publication of the tender.**

Bidder Queries & MP High Court Responses

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1	Page No.: 50; Lens	3.6 to 9 mm or better	FoV varies for different manufacturers based on their specification would request to kindly allow +/- 2 mm	1mm variation shall be acceptable.
2	Page No.: 51; Certification	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	ISO-14001 is more for related to sustainability , would request if compliance to IT security like ISO 27001 is requested	Tender terms shall prevail.
3	Page No.: 51; Quality Image	Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/ sensors.	our understanding is that the overall requirement is of 15 MP would request to allow required pixels using 4 lens system	Tender terms shall prevail.
4	Page No.: 51; PoE	It should be PoE enabled and outdoor ready with	Since cameras are being installed in a controlled environment would request if IP66 and IK10	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		IK10 enclosure	ratings are relaxed for internal applications	
5	Page No.: 52; Tilting range and speed	0 to 15 deg above horizontal to 90 deg down, max 120 deg per second	15 deg upward is usually required for application which wants to view above horizon , please allow 0-90 deg tilt angle	The requirement is compliant to the DoJ Specifications in this regard. Tender terms shall prevail.
6	Page No.: 54; Digital I/O (Audio I/O, Alarms)		Need clarification on requirement details	Digital Inputs/Outputs requirement is specified.
7	Page No.: 54; Lens	3-9 mm or better, DC-Iris/Auto Iris	FoV varies for different manufacturers based on their specification would request to kindly allow +/- 2 mm	Please refer to Sr. No. 1 in this regard
8	Page No.: 55; PoE & IK rating	It should be PoE enabled and outdoor ready with IK10 enclosure	Since cameras are being installed in a controlled environment would request if IP66 and IK10 ratings are relaxed for internal applications	Tender terms shall prevail.
9	Page No.: 55; Quality Image	Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	our understanding is that the overall requirement is of 15 MP would request to allow required pixels using 4 lens system	Tender terms shall prevail.
10	Page No.: 56; Lens	3 to 9 mm or better	FoV varies for different manufacturers based on their specification would request to kindly allow +/- 2 mm	Please refer to Sr. No. 1 in this regard
11	Page No.: 56; Minimum illumination /light sensitivity	Camera should be able to record the activity at a minimum illumination of 0.04 lux in	Request to change this to as per functional requirement	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		color mode and 0.01 lux in Black/White mode.		
12	Page No.: 56; POE Standard	Power over Ethernet (PoE) IEEE 802.3af Class 2	would request for class 4 POE	Tender terms shall prevail.
13	Page No.: 15; Deep Archive Storage (Tier-3 Storage)	All Servers, Storage Systems, Workstations & other IT hardware proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per Gartner / IDC latest published quarterly report, prior to the date of tender publication.	Gartner reports are issued for primary and critical Disk based storage ,Products, Storage Arrays ,Back up SW Servers and Networking etc . Cold Storage or Tape Library does not fall under this category . Hence Gartner does not currently recognise these products or OEM in its reports. Hence we recommend to adopt CE and BIS compliance certification at least for Cold storage Deep Archive Storage (Tier-3 Storage)	The PTR for Servers, Storage Systems, workstations & other IT hardware shall not be applicable for HDD based Storage Archival System.
14	Page No.: 111 To 116;		For 15000 users concurrently viewing we need a 15,000MBps(Megabytes line) is this assumption correct or should it be less. As 5 users per hearing seem to be on the higher side. This bandwidth is dedicatedly needed for the CMS	Bidders are advised to arrive at the bandwidth requirement & submit the same as a part of its technical bid.
15	Page No.: 111 To 116;		The tender talks about a VOD like CMS where they can view all court feeds as well as all archived data. Is our understanding	Yes. It is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
			correct ?	
16	Page No.: 111 To 116;		There is an assumption of 5 users per hearing, so does that mean that a live stream of a hearing can be seen by only 5-10 users at max per hearing? or should it be able to be viewed by all users (15000 users)	15000 concurrent users should be considered.
17	Page No.: 111 To 116;		During 1 hearing there will be multiple cameras. Do all these camera feeds become one master feed and come as a single 30 minutes H265 clip? If not then how is the assumption of 30 minutes coming from. Archive workflow begins after that 30 minutes clip lands in the surveillance storage.	30 mins is the average size.
18	Page No.: 111 To 116;		DR site means only a copy of the data is stored there. In case of a disaster there will be no business continuity but only data safety. Is this assumption right?	DR site shall have redundant storage.
19	Page No.: 111 To 116;		We Assume, The storage to which the surveillance media is being recorded is different from Archive workflow. And VMS system will push the content to Archive Manager to Archive the content and further process	Bidders are expected to propose the solution, please note.
20	Page No.: 111 To 116;		If a live stream has to be shown in the website, it has to be available as a RTMP/hls stream. Under whose scope will encoding these 1500 streams to RTMP/HLS in real time	Bidders' scope



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			be?	
21	Page No.: 111 To 116;		The streams of Every hearing would be Real Time stream to CMS through VMS application. Pls Confirm	Bidders are expected to propose the solution, please note.
22	Page No.: 111 To 116;		How many live stream for one Hearing.. Is it a Single Master Stream with Embedded Audio? If Its Multiple Stream per court room / per hearing Please let us know how many Live stream will relay by VMS to CMS	One live stream per courtroom proceeding/hearing.
23	Page No.: 111 To 116;		Will VMS provide Recorded File to Archive Manager as a File or Live Stream	Bidders are expected to propose the solution, please note.
24	Page No.: 111 To 116;		Does the Surveillance Setup will have Centralised VMS System?	Bidders are expected to propose the solution, please note.
25	Page No.: 111 To 116;		What is Bandwidth from All court rooms to DataCentre (Archive HQ Centre)	Bidders are advised to arrive at the bandwidth requirement & submit the same as a part of its technical bid.
26	Page No.: 111 To 116;		As SaaS model is acceptable for Streaming, Encoding & CMS part. Can we consider this CMS distribution part over the only Govt. Approved CDN Provider only? Its always recommend when the Video stream distribution for Anonymous access with the OTP / Some Credentials its should setup with very flexible and scalable Infra with some few click the manage the required throughput and Backbone.	Bidders may propose any solution that fulfills the functional requirement. However, the storage shall be on MPHC premises, please note.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
27	Page No.: 111 To 116;		As per our understanding VMS will record all the Camera Content on Different Location and Stream RTMP / HLS to CMS for Real time view to website for Users. Pls Confirm	Bidders are expected to propose the solution, please note.
28	Page No.: 111 To 116;		As VMS is already recording the content in their native storage.. Will VMS will transfer the file to Archive Manager or It will be also RTMP /HLS stream? We recommend to have File movement rather than real time stream to Archive workflow.	Bidders are expected to propose the solution, please note.
29	Clause No.: 2.19.2 C4i& VMS OEM; Page no.: 15 of 129	2. The Security Management System OEM should have installed the solution in at least one multi-site (at least 200 state or nation-wide locations) integrated project in India/globally.	Kindly consider The Security Management System OEM should have installed the solution in at least 200,000 VMS licenses and 30,000 VCA Licenses till date India/globally. Self declaration on letterhead of OEM to be submitted. If any declaration to be found false shall lead to blacklisting of the firm.	Tender terms shall prevail.
30	2.19.2 C4i& VMS OEM: 2.19.2 C4i& VMS OEM; 15 of 129: 15 of 129	5. VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a	Kindly consider VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS and VA OEM should have at least 5 successful references in India or Abroad for deployment with more than 250 CCTV cameras. All of these 5 references must be in Airport/High court/PSU/Railways/Smart cities/ Safe cities projects. PO copies or completion	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		single application server in High Availability mode in Government/Private customer.	certificate must have to submitted.	
31	2.19.2 C4i& VMS OEM: 2.19.5 FRS OEM; 15 of 129: 15 of 129	The FRS OEM should have supplied at least 500 no. of devices in India, through a single order, during last 3 years from the date of publication of the tender	Kindly Consider The FRS OEM should have supplied at least 500 FRS License deployed in India/globally, through a single order or during last 7 years from the date of publication of the tender.	Tender terms shall prevail.
32	2.19.5 FRS OEM: 6.16. VMS/ IVA Software; 15 of 129: 65 of 129	additional	VMS, VA OEM should have ISO latest certificates: ISO 9001, ISO 14001 and ISO 27001.	Tender terms shall prevail.
33	6.16. VMS/ IVA Software: 6.16. VMS/ IVA Software; 65 of 129: 65 of 129	additional	The VMS & VA Software should have OS partner certification from last 3 consecutive years for tight integration with operating system.	Tender terms shall prevail.
34	6.16. VMS/ IVA Software: 6.16. VMS/ IVA Software; 65 of 129: 66 of 129	additional	The VMS & VA - AI to meet the Domestic Value Addition criteria of 40% or more as required under Public Procurement (Preference to Make in India) order.	Tender terms shall prevail.
35	6.16. VMS/ IVA Software: 6.16. VMS/ IVA	additional	The VMS should have ONVIF Profile S & G compliance and OEM should have at least Contribution Level	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.	Software; 66 of 129: 66 of 129		member or full level membership.	
36	6.16. VMS/ IVA Software: 6.16. VMS/ IVA Software; 66 of 129: 67 of 129	additional	The VMS software should be third party ONVIF Profile S & G Conformant and independent of camera make and shall support at least 40 different makes of camera on Native Driver to showcase tight integration. (List of Supported Camera Make to be submitted)	Tender terms shall prevail.
37	6.16. VMS/ IVA Software: 6.16. VMS/ IVA Software; 67 of 129: 67 of 129	additional	The software should comply that all client to server and server to server communications are compressed and encrypted and connection specific key should be 256-bit AES and data encryption should be 256-bit AES. VMS software should have the Encryption algorithm of 4096-bit RSA and hashing of SHA -512 for tamper proof data. The exported video should be saved in SEF (Secure Export Format) for secure non tamper file system with Password key which can be set to 24 Characters. The Client application should support dual password mode for each user.	Tender terms shall prevail.
38	6.16. VMS/ IVA Software: 6.16. VMS/ IVA Software; 67 of 129: 68 of 129	additional	Face blurring & Moving object blurring Software should have all of the below features: 1) Privacy zones, 2) Facial blurring and 3) Moving object blurring should be configured in the same UI under System	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			configuration. 4) The privacy functionalities are available also in the exported clips.	
39	6.8 page number 57	Should support Static RIP, RIPv1 &v2	Layer 3 features support requested in Layer 2 Industrial grade specification, We request you kindly remove this clause or make this clause optional	L3 Features in L2 switch should be considered as deleted.
40	6.8 page number 58	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface is limited to few OEM's, Wey request to change USB/SDCARD for backup the software release files and configurations	USB/SD Card shall be acceptable.
41	6.9 page number 59	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface is limited to few OEM's, Wey request to change USB/SDCARD for backup the software release files and configurations	USB/SD Card shall be acceptable.
42	6.10 page number 60	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface is limited to few OEM's, Wey request to change USB/SDCARD for backup the software release files and configurations	USB/SD Card shall be acceptable.
43	6.11 page number 61	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface is limited to few OEM's, Wey request to change USB/SDCARD for backup the software release files and configurations	USB/SD Card shall be acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
44	6.34 page number 87	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface is limited to few OEM's, We request to change USB/SDCARD for backup the software release files and configurations	USB/SD Card shall be acceptable.
45	6.35 page number 88	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface is limited to few OEM's, We request to change USB/SDCARD for backup the software release files and configurations	USB/SD Card shall be acceptable.
46	6.13. Workstations	Intel Core i7 Processor, latest generation	Suggested Changes in corrigendum: Intel Core i7 Processor latest Generation or AMD Ryzen 7 or equivalent or better processor Minimum 8 Cores with 3.0Ghz; Justification: There are two company who make x86 based processors for PC's including workstation would recommend to Allow both Processor vendors to participate so that OEM have option to quote with either of the processors	The sentence "Intel Core i7 Processor latest Generation" in Section 6.13 shall be read as "Intel Core i7 Processor latest Generation or equivalent or better processor", other conditions of the clause remaining unchanged.
47	6.15. Recording, Archiving & Back-up & Management Servers	Two socket x86-64 architecture, E5-2600 Series Processor 2.4GHz with 1 populated CPU	Suggested Changes in corrigendum: Latest generation Dual Intel Xeon or AMD EPYC CPU with 8 C, 3.1GHz Base frequency and min 32MB cache or better. With 1 populated CPU; Justification: Intel Xeon E5 series is processor series released in Year 2012. please do refer to ark.intel.com; Justification: Mentioning the word "latest generation" is	The processor in Section 6.15 shall be read as Latest generation Intel Xeon Silver or or better Cache with at least 1 populated CPU, other conditions of the clause remaining unchanged.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			necessary to make sure old generation CPUs are not quoted and a safeguard measure. Currently AMD EPYC is one of the best server CPUs.	
48	RAM	Minimum 16 GB DDR 4 (in 8GB Modules) expandable to 128GB	Suggested Changes in corrigendum: Memory 16GB DDR4 2933MHz or better (in 8GB modules expandable upto 128GB); Justification: currently the best possible memory frequency is 3200MHz with memory. we can consider 2933MHz which is n-1. This is to avoid any obsolete technology products being quoted.	Tender terms shall prevail.
49	6.18. Decoders	Intel Core I-7 Processor, latest generation	Suggested Changes in corrigendum: Intel Core i7 Processor latest Generation or AMD Ryzen 7 Or equivalent or better processor Minimum 8 Cores with 3.0Ghz; Justification: There are two company who make x86 based processors for PC's including workstation would recommend to Allow both Processor vendors to participate so that OEM have option to quote with either of the processors	The sentence "Intel Core i7 Processor latest Generation" in Section 6.18 shall be read as "Intel Core i7 Processor latest Generation or equivalent or better processor", other conditions of the clause remaining unchanged.
50	6.33. Servers	Two socket x86-64 architecture, E5-2600 Series Processor 2.4GHz with 1 populated CPU	Suggested Changes in corrigendum: Latest generation Dual Intel Xeon or AMD EPYC CPU with 8 C, 3.1GHz Base frequency and min 32MB cache or better. With 1 populated CPU; Justification: Intel Xeon E5 series is processor series released in Year 2012.	Please refer to Sr. No. 47 in this regard



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.			please do refer to ark.intel.com; Justification: Mentioning the word "latest generation" is necessary to make sure old generation CPUs are not quoted and a safeguard measure. Currently AMD EPYC is one of the best server CPUs.	
51	RAM	Minimum 16 GB DDR 4 (in 8GB Modules) expandable to 128GB	Suggested Changes in corrigendum: Memory 16GB DDR4 2933MHz or better (in 8GB modules expandable upto 128GB); Justification: currently the best possible memory frequency is 3200MHz with memory. we can consider 2933MHz which is n-1. This is to avoid any obsolete technology products being quoted.	Please refer to Sr. No. 48 in this regard
52	6.45. HDD based Storage Archival System	Make: As per the PTR (Section 2.19) CPU: Dual Intel Xeon Silver 16C/32T or higher Motherboard: CPU compatible RAM: 128GB DDR4 HDD: 2 X 200GB 6Gbps SSD on Raid 1 OS: Linux based or Windows Server 2019 and above Network Adapter: Dual 10Gbps Power Supply: Dual hot plug	Suggested Changes in corrigendum: Make: As per the PTR (Section 2.19) CPU: Dual Intel Xeon Silver or AMD EPYC 16C/32T or higher Motherboard: CPU compatible RAM: 128GB 2933MHz DDR4 HDD: 2 X 200GB 6Gbps SSD on Raid 1 OS: Linux based or Windows Server 2019 and above Network Adapter: Dual 10Gbps Power Supply: Dual hot plug; Justification: currently the best possible memory frequency is 3200MHz with memory. we can consider 2933MHz which is n-1. This is to avoid any obsolete technology products being quote; Justification: AMD EPYC is latest generation server	The sentence "CPU: Dual Intel Xeon Silver 16C/32T or higher" in Section 6.45 shall be read as "CPU: Dual Intel Xeon Silver or equivalent or better", other conditions of the clause remaining unchanged.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			CPUs which surpass Intel in most of the performance parameter.	
53	6.49. Recording Server System	Two socket x86-64 architecture, E5-2600 Series Processor 2.4GHz with 1 populated CPU	Suggested Changes in corrigendum: Latest generation Dual Intel Xeon or AMD EPYC CPU with 8 C, 3.1GHz Base frequency and min 32MB cache or better. With 1 populated CPU; Justification: Intel Xeon E5 series is processor series released in Year 2012. please do refer to ark.intel.com ; Justification: Mentioning the word "latest generation" is necessary to make sure old generation CPUs are not quoted and a safeguard measure. Currently AMD EPYC is one of the best server CPUs.	Please refer to Sr. No. 47 in this regard
54	RAM	Minimum 16 GB DDR 4 (in 8GB Modules) expandable to 128GB	Suggested Changes in corrigendum: Memory 16GB DDR4 2933MHz or better (in 8GB modules expandable upto 128GB); Justification: currently the best possible memory frequency is 3200MHz with memory. we can consider 2933MHz which is n-1. This is to avoid any obsolete technology products being quoted.	Please refer to Sr. No. 48 in this regard
55			The processor specification of the Servers & workstations via the above referred RFP is one processor i.e. "Intel" and restricts competition. We would therefore, propose our processors with the comparison on all the relevant technical	Please refer to Sr. No. 50 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			parameters for your information, evaluation and necessary action and we would sincerely request you to evaluate and consider our submission to let us be incorporated in the technical specification as an option at the component level so that proper competition remains and the High Court gets a technically competitive product at an optimum price point.	
56	PQ	The bidder should be in the business of implementing electronic security systems / solutions for at least seven years as on 31st December, 2020.	Request you to please change the clause as "The bidder should be in the business of implementing electronic security systems / ICT solutions/System Integration for at least seven years as on 31st December, 2020. "	Please see General Instructions/ Clarifications included hereinabove in this regard.
57	PQ	The average annual turnover of the firm should be at least Rs. 126 Crore during the last three consecutive financial years. (i.e. 2019-20, 2018-19, 2017-2018).	The average annual turnover of the firm should be at least Rs. 100 Rs 126Crore during the last three consecutive financial years. (i.e. 2019-20, 2018-19, 2017-2018).	Tender terms shall prevail.



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58	PQ	<p>The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores</p> <p>“Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.</p>	<p>we request department to consider the following changes in the clause- The bidder shall have experience in successfully implementing at least One (1) completed/Ongoing similar work of the value of at least Rs. 100.8crores OR Two (2) completed/Ongoing similar works of at least Rs. 63 crores OR Three (3) completed/Ongoing similar works of at least Rs. 50.4 crores "Ongoing work " 80% of CAPEX value should have been supplied. Invoices of the same should be provided as a proof .</p>	<p>Ongoing work shall be considered, provided, the value of the completed work is clearly mentioned in the completion certificate from the end customer.</p>



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59	PQ	The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	Request for change "The bidder shall furnish purchase orders /work completion certificates/ Proof of 80% CAPEX value supplied with all details clearly mentioned "	Please refer to Sr. No. 58 in this regard.
60	Technical Specifications 6.1. Outdoor Fixed Camera:	Revolutions and frame rates (H.265): 960 X 544 @ 30fps	960 X 544 @ 30fps is not the standard resolution used for the surveillance, requesting to amend the clause to standard resolution as Resolutions and frame rates (H.265): 640 × 480 at 30fps	Each camera shall provide separate user-programmable streams for local monitoring (Full resolution, 25FPS, H.265), recording (Full HD resolution, 15 FPS, H.265) monitoring at District Court (HD Resolution, 15 FPS, H.265), monitoring & recording at CCC, Jabalpur (HD Resolution, 15 FPS, H.265) & live streaming (DH resolution, 12 FPS). Bidders may provide the required streams from the camera, switch or the VMS.
61	Technical Specifications 6.1. Outdoor Fixed Camera:	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP), Bonjour,	Class of Service (CoS) is a 3 bit field in an Ethernet frame header when a VLAN tag is present. Quality of Service uses the CoS value to differentiate and police network traffic. This field specifies a priority value between 0 and 7, inclusive, that can be used by Quality of Service (QoS) to differentiate traffic generally QoS is	Tender terms shall prevail.



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		SNMP, and Secure Shell (SSH). Differentiated service-code-point (DSCP) marking and class-of-service (CoS) marking	standard and is used in the industry, thus requesting to provide an option of using Qos and amend the clause to Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP), Bonjour, SNMP, and Secure Shell (SSH). Differentiated service-code-point (DSCP) marking and class-of-service (CoS) marking or Qos.	
62	Technical Specifications 6.2. Outdoor Panoramic Camera:	Lens: Fixed 6 mm, DC-Iris	For Panoramic view, varifocal lens is recommended, thus requesting to provide an option of proposing varifocal lens and help to amend the clause to Lens: Fixed 6 mm, DC-Iris or Varifocal lens 2.8-12mm	Bidders are free to select lens meeting the functional specifications of clear recognition of number plate & face at a radial distance of 25 meters at a camera height of 4 meter.
63	Technical Specifications 6.2. Outdoor Panoramic Camera:	Field of view: 180° (horizontal) 30° (vertical) and ~182° (diagonal)	As 3 lenses/sensors has been asked in the tender, each lens will have its own field of view, total three lens can provide panoramic view, thus, requesting to remove this clause as each lens cannot comply the mentioned field of view.	Tender terms shall prevail.
64	Technical Specifications 6.2. Outdoor Panoramic Camera:	Resolutions and frame rates (H.265): 30FPS at full Resolution	In, India, PAL video format is supported. PAL is the video standard which is popular in most of the European and Asian countries. PAL is an abbreviation for Phase Alternate Line. This is the video format standard used in many European countries. A PAL picture is made up of 625 interlaced	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			lines and is displayed at a rate of 25 frames per second, thus, requesting to keep the standard PAL fps of 25fps and amend the clause to Resolutions and frame rates (H.265): 25FPS at full Resolution	
65	Technical Specifications 6.2. Outdoor Panoramic Camera:	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant, It should be FCC, CE, UL certified	REACH certification is applicable to chemical products , not standard for CCTV cameras, thus, requesting to remove Reach certificate from the clause and amend to Certification: The system shall be ROHS, WEEE, ISO -14001 , It should be FCC, CE, UL certified	Tender terms shall prevail.
66	Technical Specifications 6.4. Indoor Fixed Dome Camera:	Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 5 streams.	Mostly three streams are used in the cameras <ul style="list-style-type: none"> • The first stream with high resolution and full frame rate can be used for main monitoring. • The second stream with lower resolution can be used for mobile monitoring. • The third stream with high, low, or dynamic resolution offers more flexible choices. Three streams are more than sufficient, thus , in order, to have economic solution, requesting to amend the clause All the cameras (sensors) shall have minimum 3 streams.	Please refer to Sr. No. 60 in this regard
67	Technical Specifications 6.5. Indoor Panoramic Camera :	Lens: Fixed 6 mm, DC-Iris	For Panoramic view, varifocal lens is recommended , thus requesting to provide an option of proposing varifocal lens and help to amend the clause to Lens:	Please refer to Sr. No. 62 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			Fixed 6 mm, DC-Iris or Varifocal lens 2.8-12mm	
68	Technical Specifications 6.5. Indoor Panoramic Camera :	Field of view: 180° (horizontal) 30° (vertical) and ~182° (diagonal)	As 3 lenses/sensors has been asked in the tender, each lens will have its own field of view, total three lens can provide panoramic view, thus, requesting to remove this clause as each lens cannot comply the mentioned field of view.	Tender terms shall prevail.
69	Technical Specifications 6.5. Indoor Panoramic Camera :	Resolutions and frame rates (H.265): 30FPS at full Resolution	In, India, PAL video format is supported. PAL is the video standard which is popular in most of the European and Asian countries. PAL is an abbreviation for Phase Alternate Line. This is the video format standard used in many European countries. A PAL picture is made up of 625 interlaced lines and is displayed at a rate of 25 frames per second, thus, requesting to keep the standard PAL fps of 25fps and amend the clause to Resolutions and frame rates (H.265): 25FPS at full Resolution	Tender terms shall prevail.
70	Technical Specifications 6.5. Indoor Panoramic Camera :	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant, It should be FCC, CE, UL certified	REACH certification is applicable to chemical products , not standard for CCTV cameras, thus, requesting to remove Reach certificate from the clause and amend to Certification: The system shall be ROHS, WEEE, ISO -14001 , It should be FCC, CE, UL certified	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
71	Technical Specifications 6.6. ANPR Camera:	POE Standard: Power over Ethernet (PoE) IEEE 802.3af Class 2	As varifocal lens are required for ANPR cameras, for ANPR functionality motorized lens are preferred, motorized lens requires more than 15 Watts , which is supplied by IEEE 802.3at, not by IEEE 802.3af thus, requesting to provide an option of using af or at anf amend the clause to POE Standard: Power over Ethernet (PoE) IEEE 802.3af / IEEE 802.3at Class 2	Tender terms shall prevail.
72		The bidder should be in the business of implementing electronic security systems /solutions for at least seven years as on 31st December, 2020.	OUR SUGGESTION – Option 01: The bidder/OEM should be in the business of implementing electronic security systems /solutions for at least seven years as on 31st December, 2020.; OUR SUGGESTION – Option 02: The bidder should be in the business of implementing electronic security systems /ICT BUSINESS Solutions for at least seven years as on 31st December, 2020	Tender terms shall prevail.
73		The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores	OUR SUGGESTION – Option 01: The bidder / OEM shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores; OUR SUGGESTION – Option 02: The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 30 crores	Tender terms shall prevail.



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74		Two (2) completed similar works of at least Rs. 63 crores	OUR SUGGESTION – Option 01: Two (2) completed similar works of at least Rs. 63 crores; OUR SUGGESTION – Option 02: Two (2) completed similar works of at least Rs. 10 crores	Tender terms shall prevail.
75		Three (3) completed similar works of at least Rs. 50.4 crores	OUR SUGGESTION – Option 01: Three (3) completed similar works of at least Rs. 50.4 crores; OUR SUGGESTION – Option 02: Three (3) completed similar works of at least Rs. 8 crores	Tender terms shall prevail.
76		“Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.	OUR SUGGESTION – Option 01: “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.; OUR SUGGESTION – Option 02: “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System/ICT/WIRELESS NETWORKING, carried out within seven years from the last date of the month previous to the one in which tender is invited, through a single work order.	Please see General Instructions/ Clarifications included hereinabove in this regard.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
77		The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	OUR SUGGESTION – Option 01: The bidder / OEM should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.; OUR SUGGESTION – Option 02: The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System/ICT/WIRELESS NETWORKING of value more than Rs.30 Crore during the last 3 years from the date of publication of the tender.	Tender terms shall prevail.
78	Clause No. 2.5 Page No. 10	The proposal should be submitted along with an application fee of Rs.10,000/- (Rupees ten thousand only), to be paid online. Earnest Money Deposit (EMD) of Rs. 1,26,00,000/- (Rupees One crore twenty six lakh only) in the form of a unconditional Bank Guarantee or Fixed Deposit Receipt, valid for a period of at least	We are requesting you please provide the Bank Details for the preparation of EMD bank guarantee	High Court is constitutional organization does not have any bank account & financial transaction is done through State Govt. Treasury.



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		6-months from the date of submission of the bid, drawn in favour of "Registrar General, High Court of Madhya Pradesh, Jabalpur" of any Nationalized / Scheduled bank payable at Jabalpur should be submitted in hard copy in sealed envelop before 05:00 P.M. The Bid submitted without EMD and/or the application fee shall be summarily rejected.		
79	Clause No.1 Page No. 7	Bidders can submit its tender online at www.mptenders.gov.in on or before the key dates given above. The Physical copy of the Technical Bid (submission of hardcopy of the technical bid is mandatory) along with original EMD	We request you to please accept the only Original EMD copy in physical format. Technical Bid submission should be in online only.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		should also be submitted at the address below latest by 06:00 P.M. on 28th January, 2021.		
80	Clause No. 2.18 (4) Page No. 13	The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores “Similar work” is defined as the supply, installation and commissioning	We request you to please consider the ongoing ICT project also & amend the clause as per below. The bidder shall have experience in successfully implementing / Ongoing at least One (1) completed / Ongoing similar work of the value of at least Rs. 80 crores OR Two (2) completed / Ongoing similar works of at least Rs.50 crores OR Three (3) completed / Ongoing similar works of at least Rs. 30 crores “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System or ICT Project carried out within seven years from the last day of	Please refer to Sr. No. 58 in this regard.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		<p>of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.</p> <p>The bidder shall furnish purchase orders & work completion certificates with all details clearly mentioned</p>	<p>the month previous to the one in which tender is invited, through a single work order.</p> <p>The bidder shall furnish purchase orders / work completion certificates with all details clearly mentioned</p>	
81	Clause No. 2.18 (5) Page No. 13	<p>The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.</p>	<p>We request you to please consider the ongoing ICT project also & amend the clause as per below.</p> <p>The bidder should have experience of executing / Ongoing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.</p> <p>The bidder shall furnish purchase orders /</p>	<p>Please see General Instructions/ Clarifications included hereinabove in this regard.</p>



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		The bidder shall furnish purchase orders & work completion certificates with all details clearly mentioned	work completion certificates with all details clearly mentioned	
82	1. SECTION I – Notice Inviting Tender, Page No. 7	EMD	Kindly confirm whether DPSU is exempted from paying EMD	Tender terms shall prevail.
83	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA, Page No. 13	SI no.5- The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	In SI No. 4 Already asked to submit similar completed Project details worth of Rs.100.8Cr in a single Project. 1. Whether bidder can submit same project for fulfilling SI No.4 and SI No.5 in Pre-Qualification Criteria? 2. If the project is big and it is on-going then it is request to consider partial completion certificate which is meeting the required criteria i.e " Video Surveillance System of Value more than Rs. 50.4Cr"...	1. Yes. Same project can be considered for Sr. No. 4 & 5 of the pre-qualification criteria, 2. The value of the completed work mentioned in the completion certificate from the end customer shall be considered, in case of ongoing projects.
84	2.19. Proven Track Record (PTR)	The OEMs participating in the bid along with the bidders shall possess the following proven track records. Documents to the effect will have to be submitted	Recently DPIIT (Department of Promotion of Industry and Internal Trade) has issued a revised Make in India Policy dated 4th June 2020. 1. Please confirm whether same is applicable on this tender or not? If yes, please provide us the list of items for which Make in	MPHC encourages "Make in India" initiative. The "Make in India" OEMs in Networking & Camera category shall be considered as approved for the tender - subject to the products meeting all the DoJ requirements & techno-functional specifications in toto, please note. The compliance shall be verified during the POC exercise as



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		along with the bidders' technical proposals.	India Preference will be considered as per DoT Notification dated 29th August 2018 and Meity Notification dated 14th September 2017 because as per the latest DPIIT notification it appears that in addition to total bid , individual products (as notified by Nodal agencies) should also comply Make in India Policy. 2. If Indian OEMs are not meeting the Proven Track Record (PTR) then whether they will be still considered based on the recent Govt guidelines for "Make in India" program?	a part of the technical evaluation.
85	2.19. Proven Track Record (PTR)	The OEMs participating in the bid along with the bidders shall possess the following proven track records. Documents to the effect will have to be submitted along with the bidders' technical proposals.	Our understanding is that this clause is applicable to only OEMs and Bidder need to meet this clause by OEM's supporting document. Pls confirm?	Yes. It is correct.
86	General Query		Ministry of Finance, Government of India has issued an OM dated 23rd July 2020. As per the same, an additional rule, Rule 144 (XI) , has been added in GFR (General Financial Rule) 2017. Please confirm whether same is applicable on this	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			tender or not? If the same is applicable on this tender, please provide undertaking format which may be a part of bid response	
87	General Query		Tender Processing fee amount is not mentioned in the RFP but mentioned in the portal kindly confirm the actual amount to be paid as tender registration fee?	Please refer to the portal for the same.
88	TENDER DOCUMENT , PAGE 28/POINT NO:9	All the system components are proposed to be powered using a centralized UPS of sufficient capacity for provisioning of clean, uninterrupted & conditioned power to the equipment.	Capacity of the UPS system is not defined.	Bidders are advised to propose the capacity based on its selected components & the design considerations mentioned in the tender document.
89	TENDER DOCUMENT , PAGE 28/POINT NO:13	Power supply source to the camera and other outdoor & indoor equipment should be UPS backed up and conditioned power supply. Successful bidder should offer relevant power conditioning equipment for the safety of the site equipment. Appropriate	Capacity of the UPS system is not define	Bidders are advised to propose the capacity based on its selected components & the design considerations mentioned in the tender document.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		IP66 outdoor casings and housings should be used for the outdoor. All power cabling from/to UPS/POE/other equipment shall be in bidder's scope. Power takeoff points for UPS's shall be provided by MPHC.		
90	TENDER DOCUMENT , PAGE 29/POINT NO:17	The electronics equipment, including the cameras & access control equipment, shall be powered through UPS of required capacity with 4-hours power back-up.	Capacity of the UPS system is not define	Please refer to Sr. No. 89 in this regard
91	TENDER DOCUMENT , PAGE 34/POINT NO:5.1.2.13	It is proposed to power all the network switches through a centralized UPS of sufficient size equipped with batteries for a power back up of 4 hrs. The edge equipment shall be powered using Power-over-Et	Capacity of the UPS system is not define	Bidders are advised to propose the capacity based on its selected components & the design considerations mentioned in the tender document.



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		hernet.		
92	TENDER DOCUMENT , PAGE 70/POINT NO:6.17	Typical recharge time: 3 hour(s)	As per Standard , SMF Battery require 8-10 Hrs. for Recharge.	Bidders to propose based on the selected component.
93	TENDER DOCUMENT , PAGE 106/POINT NO:6.39	Maintenance-free sealed Ni-Cd battery leak-proof. Complete with Battery Sizing shall be done by bidder for all electronics included in the Control Room with 50% spare capacity & distributions. All charging/ discharging/ other tests shall be in bidder's scope.	Please Modify as SMF Battery .	The battery should be 12 volts sealed maintenance free Hybrid Gel VRLA type . Further all the battery should be provided with interlink cables and rack and container should be FR type and battery should be warranted for 3 years.
94	TENDER DOCUMENT , PAGE 132/POINT NO:22	Modular UPS	Please provide Capacity and Technical Specification	Please refer to Sr. No. 89 in this regard
95	TENDER DOCUMENT , PAGE 134-169/POINT NO:25	UPS (10KVA)	Please confirm whether it is Modular or Floor Mounted UPS and please provide Technical Specification	It shall be a modular UPS.
96	TENDER DOCUMENT , PAGE 216/POINT	FIELD UPS	Capacity of the UPS system is not define also provide technical Specification.	Please refer to Sr. No. 89 in this regard



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.				
	NO:7.23			
97	2.19.2 C4i& VMS OEM, Point #5 Page No 15	VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	<p>The PQ clause for the VMS OEM is too specific and may lead to the thin competition. The large projects may have less than the video servers and application server combination mentioned in the PQ and at the same time may have higher number of cameras being managed on the application platform in the single project.</p> <p>The clause absolves the OEMs from global top 5 list as per the IHS report from proving the experience of 9000 cameras on the specified number of video servers and application server combination. The OEMs from this list may or may not qualify for the mentioned PQ requirement.</p> <p>The project is in India and IHS publishes separate statistics for the India or Asia separately. It would give justice to the companies which have a strong market share, wide installation base and strong investment in India.</p> <p>In view of the above, we request you to kindly amend the clause as "VMS should be a part of Top 5 VMS as per the latest IHS Report for India/Asia market OR the VMS OEM should have at least one successful installation with over 9000</p>	Tender terms shall prevail.



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			Cameras which are handled on the single application platform in a single project. The single project requirement of 9000 cameras, as mentioned above, also applies to the Top 5 VMS OEMs as per the latest IHS report for India/Asia market".	
98	5.1.2 Solution Overview, Point # 10, Page No 28	The proposed solution should allow MPHC to locally and centrally monitor its facilities from a remote location securely on a Portable/Fixed personal computer monitor using IP-based Cameras in a bandwidth efficient manner. The solution should also enable viewing of camera feeds on smart phones. The system shall be highly	Kindly let us know the number of smart phone clients to consider and also the concurrency to consider for the solution. The concurrency will ensure minimum basis for server sizing for all the Bidders.	System capability is asked for. Bidders need not consider the requirement for current sizing.



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		secure.		
99	5.1.2 Solution Overview, Point # 17, Bullet Point, Page No 29	The tehsil courts shall use a touch-screen monitor+workstation to monitor the video feeds whereas the district courts shall use a bank of monitors, connected to the network through decoders, and workstations for monitoring live video feeds of the local cameras as well as the feeds coming from respective tehsil courts.	We request you to kindly consider non-touch screen based workstation at the Tehsil courts and other locations. In the wake of the Covid 19 Pandemic, it would be easier to sanitize the keyboard and mouse than a touch-screen monitor.	Bidders should consider non-touch screen workstations.
100	5.1.2.2 Video Analytics, Page No 30	Indoor Dome Camera - 5 MP - Objective - Face identification	As we understand, the objective for Face Identification means Face Identification through Facial Recognition System. Kindly confirm if our understanding is correct.	Face Identification is not recognition.
101	5.1.2.3 Video Management System,	Various Video Analytic Requirements mentioned	Please let us know the Video Analytics licenses to consider and on how many cameras at each	Please refer to Section 5.2.37 in this regard.



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.	Page No 30		location	
10 2	5.1.2.3 Video Management System, Page No 31	The application also records the video on a unified SAN storage device configured in high availability mode	Kindly let us know if the High Availability is required for both SAN storage device and the Video Recorder Servers.	The application should record the video on a unified SAN storage device configured in high availability mode.
10 3	5.1.2.6 Storage and Recording, Page No 32	The application is the heart of the system and can integrate with other components such as sensors, access control, video analytics, and give user a single window solution to access and control other integrated sub-systems.	As per our understanding, the Security Management Software (C4i system) integrates Video Management System and other systems in the project and provides the users a unified window for operation in all the control rooms including CCC at Jabalpur. Please let us know if our understanding is correct.	Yes. It is correct.
10 4	5.1.2.6 Storage and Recording, Page No 32	In order to enable the system for live streaming as well as archiving of courtroom proceedings....	The clause mentions redundant recording of Court Room Proceedings. As we understand, the scope for redundant recording of the video feeds at the CCC, Jabalpur is required for all the cameras from all the courts in addition to the courtroom proceedings. Kindly confirm if our understanding is correct.	Yes. The understanding is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
105	5.1.2.6 Storage and Recording, Page No 32, 33	It is, therefore, proposed that redundant servers at each location shall be placed at CCC Jabalpur in physical/virtualized environment	As we understand the OEMs have the flexibility in proposing the required number of servers to achieve the recording redundancy for the video feeds being received from all the courts. Kindly confirm if our understanding is correct.	Bidders may propose a solution that meets all the techno-functional requirements of the tender. The rationale for each design/ assumption shall be made a part of its technical bid, please note.
106	5.1.2.6 Storage and Recording, Page No 33	CCC Jabalpur shall also have archiving servers & cold storage for archived courtroom recordings	We request you to kindly allow the OEMs flexibility to propose the appropriate architecture and compute requirements to fulfill the functional requirement.	Please refer to Sr. No. 105 in this regard
107	5.1.2.7 Video Management Workstation, Page No 33	A DR site is also decided to be set-up at Indore HC premises for storage of audio-visual recordings of courtroom proceedings.	Kindly clarify if the DR site will only have redundant storage or it will also have the redundant servers in case the DC site fails and/or inaccessible. Also, clarify if only courtroom proceedings with audio-visual data from the respective courtroom cameras needs to be stored in the DR	Please refer to Sr. No. 18 in this regard
108	5.1.2.8 Network Connectivity, Point #6, Page No 33	The workstation shall have an interactive & intuitive GUI with touchscreen monitor.	We request you to kindly consider non-touch screen based workstation at the Tehsil courts and other locations. In the wake of the Covid 19 Pandemic, it would be easier to sanitize the keyboard and mouse than a touch-screen monitor.	Please refer to Sr. No. 99 in this regard



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109	5.1.2.11 Control Room, Page No 34	Authorized personnel (within its individual user rights, specific to individual) should be able to rapidly zero in on video / images of specific locations, people, and events, anytime and anywhere, without reviewing countless hours of video recordings.	Kindly clarify the functional requirement for Video / images of people. Does the system require people search solution based on the people attributes?	Yes, the system should have the required capability.
110	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings, Page No 35	Control rooms are proposed to provide complete situational awareness with adequate redundancy at the district level.	Reference on Page 32 mentions N+N server architecture at 208 nos. of courts. We understand, N+N server architecture is the expectation for Management, Database and Recorder Servers. Kindly confirm if our understanding is correct.	Yes, redundancy at Management & recording server level is envisaged at the local + central level.
111	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings, Page No 35	In line with the above-mentioned functional requirements mandated by the Hon'ble Supreme Court of India, MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-dema	as we understand, the requirement is strictly on-demand to record the proceedings of the courtroom cameras at the discretion of Hon. Judge only. Kindly confirm if the understanding is correct. The live court proceedings will be sent to the CCC Jabalpur for redundant recording and simultaneous broadcasting through the MP HC Website. There may be some latency in broadcasting the videos due to the latency of the	All the proceedings shall be live-streamed with some exceptions. A delay of 2-min is required to be induced.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		nd through MPHC website and integration with MPHC's CIS (Case Information System) of audio-visual content (video, synchronised audio & VC content) associated with courtroom proceedings.	communication links which would be acceptable in the solution. Kindly confirm if the functional requirement is correctly understood.	
11 2	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings, Page No 35	In line with the above-mentioned functional requirements mandated by the Hon'ble Supreme Court of India, MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-demand through MPHC website and integration with MPHC's CIS (Case Information System) of audio-visual content (video, synchronised audio & VC content) associated with courtroom proceedings.	After the live-streaming of the proceedings is over, the Video Recordings would be available for historic viewing for 5 years on the website. Can we assume people watching the historic videos would not be more than 5% of the total concurrent users? Kindly clarify.	Please consider 20%, that is 3000 users for VoD of recorded video.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
113	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings, Page No 35	For the purpose of system sizing, following assumptions shall be made....Total concurrent users at any given time = 15000	We hope the required bandwidth would be available to stream the video content to 15000 concurrent users for video streams of 720P resolution and 12 FPS. The bandwidth requirement would be very high in this case. Kindly confirm.	The understanding is correct.
114	5.2. Mandatory Technical Requirements, point # 1,e, Page No 37	Integration of VC with the system shall also be included in the scope.	Kindly clarify the integration functional scope for the VC.	The Audio-visual courtroom recording shall also have recording of the existing/upcoming VC system integrated/ included in it. The integration shall be in the SI scope, please note.
115	5.2. Mandatory Technical Requirements, point # 1,m, Page No 37,38	The system should offer recorded video corresponding to any incident in primary storage disk for its presentation in the court of law without affecting the smooth functioning of the system (particularly, recording) OR any loss of data	The SAN/NAS storage offers storage location to the Operating System or to the VMS system in the form of Logical Unit Numbers (LUNs) or network storage location which may comprise of more than one underlying hard disks. It would be difficult to estimate the exact hard disk corresponding to the specific recorded video clip as this part is handled by the Storage OEM. The functional use case can be achieved when a particular incident is detected from the Video Analytics or marked by an operator and the video clip of such an incident is recorded separately on a particular storage location. We request you to kindly look into the challenges and clarify.	Bidders are advised to offer any alternate option to achieve the functional requirement of unaffected & smooth functioning of the system.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
116	5.2. Mandatory Technical Requirements, point # 2, Page No 38	Bidders should confirm that all recordings will be admissible as evidence in any court of law and should be able to demonstrate the following standard features: Image Quality, tamper-proof image recording and storage, tamper-proof export, digital certification, time & date stamps & full audit trail.	Kindly clarify if the digital certificates should be provided for each workstation / user by the Bidder.	It is the system requirement. You may consider any licensing policy.
117	5.2. Mandatory Technical Requirements, point # 37, Page No 40	The Video Surveillance system shall have intelligent video analytics software on any of selected cameras (individually & in parallel).	Kindly clarify the scope of analytics in terms of how many analytics to consider on each camera and total number of cameras.	Please refer to Sr. No. 101 in this regard
118	6.6. ANPR Camera, Page No 56	VMS software licenses are the sum total of camera quantity. However, IVA requirement is for select cameras. Bidders should assume the quantity to be 20% of the outdoor fixed & indoor dome cameras. The	Kindly clarify the following: 1. 20% of the cameras for Video Analytics would mean consideration of 1 analytic per camera for the system design and licensing purpose. 2. Analytic servers would be provisioned for each court. 3. Analytics such as No mask detection and social distancing compliance are Artificial Intelligence based analytics and may require GPU compute. We	1. Any 3 analytics rules per analytics camera shall be considered. 2. Bidders are advised to consider the required hardware at each site. 3. Bidders are advised to consider 25% of the total analytics cameras or 2 No., whichever is higher, for No mask detection/ social distancing analytics rules.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		IVA requirement is for general/basic analytics, such as Area/region wise loitering detection, multiple trip-wire, abandoned object, motion detection, camera tampering, cord-cut, no mask detection, social distancing compliance etc.	request you to kindly indicate the quantities for such analytics at each court. This will remove the ambiguity in considering the system sizing and licensing requirements.	
119	6.16. VMS/IVA Software, Page No 65	Video compression H.265 or better	The ANPR systems require H.264 compression for high accuracy considering non-standard number plates of the vehicles. H.265 compression is a lossy compression as compared to the H.264 compression. We request allowing H.264/H.265 compression for the ANPR cameras for better ANPR results.	For analytics, bidders are free to propose/ use any compression/ stream provided by the proposed camera. In any case, the camera should also comply with the H.265 compression requirement.
120	6.36. C4i Software, Page No 88	Automatic tracking and classification of objects such as cars and people and push content to security personnel over local LAN as required. Page 67:	Kindly clarify if the requirement of tracking and classification of objects is to be considered for 20% of the cameras (which are mentioned for Video Analytics)	Yes.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Software should be intelligent and capable of automatically discriminating between objects like people, animals, vehicles		
12 1	6.36. C4i Software, Collaboration, Page No 92	The C4I Software, VMS & IVA should work in an integrated manner as a single product & should preferably be from the same OEM.	Robust integration is possible among the C4i, VMS and IVA software. The VMS and VA solution integrated with C4i application is acceptable for the solution. Kindly confirm if our understanding is correct.	Yes. It is correct.
12 2	6.36. C4i Software, Page No 92	The C4I shall be a full 2 Dimensional geo-spatial GIS based system for managing and controlling routing operations and incidents. The C4I system shall maintain operational continuity and facility management, whilst addressing several key critical issues regarding security, safety and facility management, such as:	As we understand , the C4i software integrates with the VMS and other systems to receive alerts on the incidents automatically generated through analytics, receive live as well as archived video feeds as and when required and also receive and aggregate alerts from other systems and sensors. Kindly let us know if our understanding is correct.	Yes. It is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Fusion of information from different sensors, systems, data sources like CCTV, Fire Alarm Systems.		
12 3	6.36. C4i Software, Page No 98	The C4I shall seamlessly integrate with existing cameras, DVR's, access control and all other allocated devices and systems, in order to provide an on-line display of 2D / 3D geospatial situational awareness, live video streams and operational/decision support data, all in one unified C4I system located in the main Control Room, as well as in remote C4I system stations.	The capability of integrating with the VMS software is asked for the C4i system, we assume, the cameras, DVRs or NVRs are part of the VMS software and C4i integrates with the VMS system. Kindly let us know if our understanding is correct.	The system, C4i or VMS, should offer the mentioned functionality.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
124	6.36. C4i Software, Page No 90	<p>The C4I shall provide 3D object tracking - The ability to locate a moving object (human or vehicle), track its movement in a crowded environment and Display the suspect's movement and trail on the 3D GIS map at Real- Time. The C4I shall have the ability to locate and track suspects using recorded video from the CCTV DVR/NVR and display the suspect's movement and trail on the 3D GIS map. The C4I shall provide the ability to track suspects using DVR/NVR from a certain point forward or backward in various speeds. The C4I will support real time or recorded tracking by selecting and setting the cameras on screen based on the</p>	<p>As we understand, tracking of objects is to be done by the operator manually using the cameras which are seen on the GIS map. The tracking should be possible for live as well as recorded videos. Kindly let us know if our understanding is correct. Also, from the BoQ and the locations of the cameras, majority of the cameras are installed indoors and within the court premises. Having GIS map and live tracking of suspects will not work within the closed premises. We request clarity on the requirement. We also understand that the same use case should be acceptable from the VMS system. Kindly let us know if our understanding is correct.</p>	<p>The system should support the functionality. Automatic object Tracking capability is required..</p>



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		<p>advancing path of the tracked object. The C4I shall support a display of the suspect's presumed advancing ways and direction in case of a lost suspect event.</p> <p>Export all video clips from tracking report from a single command across a single or multiple video management C4I systems.</p>		
12 5	General Query	Modules - VMS, NVR, DVR, Video Display System,.....	Various modules mentioned under the C4i system could be from the same OEM or integrated from other OEMs. Kindly confirm if this understanding is correct.	Yes, the understanding is correct.
12 6	General Query		ANPR camera specifications are mentioned. There is no mention of the ANPR software specifications. We request you to kindly provide ANPR software specifications	Kindly see Annexure 2 to this document in this regard.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
127	36	Each camera shall provide separate user-program mable streams for local monitoring (Full resolution, 25FPS, H.265), recording (Full HD resolution, 15 FPS, H.265) monitoring at District Court (HD Resolution, 15 FPS, H.265), monitoring & recording at CCC, Jabalpur (HD Resolution, 12 FPS, H.265). All the cameras shall have in-built recording on SD card for recording & subsequently synchronizing of the (7-days) video with the local as well as remote recording setups in the event of network outage	to achieve mentioned functionality of SD card recording synchronizing of the (7-days) video with the local as well as remote recording setups in the event of network outage, we request you to kindly standardize recording parameters at all locations i.e. local recording, CCC Jabalpur recording it should be either 1080P@12/15fps or 720P@12/ 15fps.	Tender terms shall prevail.
128	page 32	Monitoring Full resolution @25fps and recording 2MP @15 fps	request department to kindly make Monitoring / recording parameter uniform at all the locations, as it is limiting us to participate in the	Tender terms shall prevail.



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			tender	
129	38	The Video Surveillance system shall have intelligent video analytics software on any of selected cameras (individually & in parallel).	request department to consider Video Analytics either at cameras level or Server Level, without change in Functional requirement	Both edge or server level processing shall be acceptable.
130	50	6.1. Outdoor Fixed Camera	request the department to allow to Bid with either Outdoor Dome camera or Bullet camera, without change in specification or functional requirement	Bidders may propose any form factor without affecting the specifications.
131	50	Image sensor-1/2.7" progressive scan HD CMOS	request you to consider "Sensor size of 1/3" or better" without affecting the specified light sensitivity, same was also approved in last Pre bid	Please see Section 5.2.35 of the tender document.
132	50	Field of view-- 38°~ 95°(horizontal) 22° ~53°(vertical) 43°~ 108°(diagonal)	The exact values shall be governed by the focal lengths of the lens proposed and same was accepted in last pre-bid also	Tender terms shall prevail.
133	50	IP67 and IK 10 rated housing,	request you to kindly generalize it as IP66 housing for this camera as well, in ANPR camera also IP66 is asked, in tender document also mentioned Part-1, Page No 28, point No 14:- The Outdoor cameras shall be housed in IP66/NEMA4 casings & shall be vandal-proof.	IP66 is acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
134	51	Fixed 6 mm, DC-Iris	Since all the cameras in tender asked varifocal lens cameras and it gives better flexibility in coverage area, distance hence request you to pls revise the same as 4-6 mm varifocal lens for Panoramic cameras as well	Please refer to Sr. No. 62 in this regard
135	55	Fixed 6 mm, DC-Iris	Since all the cameras in tender asked varifocal lens cameras and it gives better flexibility in coverage area, distance hence request you to pls revise the same as 4-6 mm varifocal lens for Panoramic cameras as well	Tender terms shall prevail.
136	54	All the cameras (sensors) shall have minimum 5 streams.--	request department to kindly generalize as Multistream	Please refer to Sr. No. 60 in this regard
137			request department to kindly generalize Lux Sensitivity value for all cameras as Color mode: 0.5 lux black and white mode: @0.03 lux	Tender terms shall prevail.
138		Camera should have micro SD/SDHC (128 GB)	tender asked for 7 days recording in SD card, @2MP@15 fps the SD card storage calculation is coming more than 128 GB, it is recommended to have some buffer in SD card considering the critical application of Court, hence kindly consider Higher capacity SD card in cameras	Tender terms shall prevail.
139		The system shall be ROHS, WEEE, ISO -14001	Request department to consider equivalent certification of ,WEEE, REACH as it is EU	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		and REACH compliant	regulation	
140		Protocols	Request department to mention as mentioned protocols or as per OEM equivalent to make it generalize	Tender terms shall prevail.
141	36	Sections, shall be equipped with audio recording facility. The microphones shall be connected to the audio-in of the cameras for this purpose.	1) It is recommended to have a local Audio recording feature in base station as well along with audio input to cameras. Considering critical application, in case of any connectivity issue, local audio recording at base station can be used as backup. Kindly consider the same. 2) It is recommended to use digital audio processing base station and Digital Discussion Mic Unit, to get a better audio quality also it must have digital feedback suppression to suppress the noise. Kindly consider the same.	The base station should have local audio-visual recording of at least 7 days. Also, Digitals Signal Processor shall be used to cancel the ambient noise & to provide better & clean audio output.
142	45	There are 1782 no. of courtrooms in total of 208 no. of court complex under MPHC. Each courtroom shall have four microphones installed in it. Two Microphones shall be wall mounted while 2 shall be table-top/ goose-neck (~450mm) type	1) Request Dept. to consider uni directional table top Microphones instead of Omni directions wall mount Mics...Omnidirectional mics are more prone to feedbacks and may induce unwanted noise and distortion in audio and hence would not be recommended for single element focused recording application. 2) Kindly consider audio line level output/Ethernet output.	Unidirectional microphones may not be useful in the courtroom environment. However, suitable noise cancellation functionality using a sophisticated Digital Signal Processor should be used for ambient noise cancellation. Any output can be considered for achieving the functionality.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		(final selection shall be as per the site conditions). The microphones shall be attached to a base station, which will encode the audio & provide an Ethernet output. A panoramic camera shall be installed in each courtroom to record video. The VMS shall synchronize audio with the video feed captured by the courtroom camera.		
14 3	45	The base station shall be equipped with buttons to start, pause or stop audio recording or to control live streaming. A trigger to bookmark 'Start' & 'Stop' events in the audio-visual recording shall also be provided by the base station.	Kindly consider this functionality to be incorporated either in Base Station / Main Unit of Hon'ble Judge Mic Unit	Bidders may provide the control functionality, including case selection feature, on any device - base station, microphone station, AIO Computer.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
144	50	<p>Audio surveillance using an Audio Monitoring Base Station with 4 Zone/channel high-quality noise cancelling microphones & best-in-class channel separation shall be implemented in courtrooms. The output of the base station can be connected to an audio-in port of the camera or it can be an IP device (Connected to a switch, with POE Power). The audio output should be properly synchronized with the video. Two Microphones shall be wall mounted while 2 shall be table-top/goose-neck (~450mm) type (final selection shall be as per the site-conditions) . The capability is required to be successfully demonstrated</p>	<p>1) Please clarify 4 zone/channel means 4 mic input connectivity required in base station. 2) Request Dept. to consider uni directional table top Microphones instead of Omni directions wall mount Mics. Omnidirectional mics are more prone to feedbacks and may induce unwanted noise and distortion in audio and hence would not be recommended for single element focused recording application.</p>	<p>Yes. 4 channel/ mic input is required. Unidirectional microphones may not be useful in the courtroom environment. However, suitable noise cancellation functionality using a sophisticated Digital Signal Processor should be used for ambient noise cancellation.</p>



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		during the proof of concept phase.		
14 5	67	BASE STATION : 4xAudio Ins for connecting upto 4 microphones; audio output OR Ethernet Port for connecting to Courtroom Camera Audio In or Switch. Built-in Speaker & headphone jack for monitoring live audio and playback. feature to disable any one or all the microphones; Best-in-class channel separation	1) Hon'ble Judge must have possibility to control individual or all Microphones via web browser using Tablet/PC . (2) Hon'able Judge mic must have highest priority compare to other microphones.	Yes, Hon'ble Judge / Presiding Officers should have the required controls.



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146		General : Wall/Table mounted omnidirectional , low impedance, built-in AGC, Mic/Line Level Output, high-quality noise cancelling Microphone; Should be able to pick up normal sounds within a radial distance of approx. 5m. Two Microphones shall be wall mounted while 2 shall be tabletop/ goose-neck (~450mm) type (final selection shall be as per the site-conditions)	1) Request Dept. to consider uni directional table top Microphones instead of Omni directions wall mount Mics. Omnidirectional mics are more prone to feedbacks and may induce unwanted noise and distortion in audio and hence would not be recommended for single element focused recording application.	Unidirectional microphones may not be useful in the courtroom environment. However, suitable noise cancellation functionality using a sophisticated Digital Signal Processor should be used for ambient noise cancellation.
147	138	Wall/Ceiling mounted omnidirectional , low impedance, built-in AGC, Mic/Line Level Output, high-quality Microphone; Should be able to pick up normal sounds within a radial distance of approx. 5m.	1) Request Dept. to consider uni directional table top Microphones instead of Omni directions wall mount Mics. Omnidirectional mics are more prone to feedbacks and may induce unwanted noise and distortion in audio and hence would not be recommended for single element focused recording application.	Please refer to Sr. No. 146 in this regard



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		Two		
148		Need clarity on quantity of Microphones	We understand that there are 1383 locations and Audio recording systems are required in each location, but the total quantity of Microphones as per BOM is only 464. Which means some locations would not have microphones. Please provide Microphone breakup for 1383 sets for Audio recording system. are this additional Microphones requires other than 4 nos of microphones in 1383 sets of audio recording system.	Please consider the BoQ quantity.
149		Audio recording system qnty	As per BOM there are 1383 audio recording system sets required, whereas as per specification there are total 1782 nos. of court rooms. Please clarify.	Please refer to Sr. No. 148 in this regard
150		Makes of Audio Solution	Request department to consider same makes of component for Audio Solution i.e. Base Station with recorder, Hon'ble Judge's Digital Microphone Units and other Microphones units for better Integration as a solution	Same make is not mandatory.



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15 1			<p>1. We would appreciate consideration of a video streaming solution to be cloud based, as against on-prem currently in the corrigendum to the tender RFP.</p> <p>Multiple advantages of cloud :</p> <p>a) RELIABILITY - SaaS (Software As a Service) Video Streaming platforms like Brightcove offer 99.5% Uptime SLAs. In fact last year the platform was down for only 5 minutes in the whole year.</p> <p>b) SCALABILITY with a multi tenanted cloud architecture offering the efficiency and economies of scale that a leading cloud provider can bring to the table supporting thousands of video customers globally. Managing and scaling to the load of multiple million concurrent users is done quickly and efficiently.</p> <p>c) SAVINGS Several cost savings as there are no maintenance, physical infrastructure and human resource costs, which would have been the case for hardware based servers.</p> <p>d) SECURITY Cloud solutions with live streaming capabilities offer cutting edge DRM (Digital Rights Management) security solutions & LIVE redundancy for back up streaming which together are not possible to achieve via non-cloud options</p>	Please refer to Sr. No. 26 in this regard



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15 2			2. Please clarify if the video feed for streaming will be given as a H.265 or can be provided as RTP/RTMP/SRT output to the streaming server as these are standards in the video streaming industry.	Bidders are required to provide a solution that answers all such questions. The camera shall provide H.265 stream. This same can be converted into any live-stream friendly format/protocol.
15 3			3. How does the authority take care of the security of the streams? We believe and would request from a best practices point of view to have a clear amendment and addition of DRM (Digital Rights Management solutions consisting of Widevine, Fairplay, & Playready to cover Android, iOS and Windows devices respectively) what this will do from a security point of view.	End-to-end security is required & should be considered by the bidders.
15 4			4. Security of VOD content @ local DC/DR. Alternately to ensure its secured, we propose for the VOD to be also on the cloud.	The storage shall be on MPHC premises, please note.
15 5			5. What is the plan for the system to include redundancy for live streaming? What kind of fail safe options are included in case a live stream goes down? Redundancy ensures that critical live sessions are set to high availability	Appropriate HA at CDN level shall be the responsibility of the bidders, please note.
15 6			6. Would the system require a 24x7 support team?	The support requirement is mentioned in the tender document.
15 7			7. Would your system require a fast HTML5 video player for the web?	All the latest video players, browsers & formats, including HTML5 should be



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				supported by the system.
158			8. How would you manage if users arrive late for a live stream? Would you require a DVR window for users to scrub back for convenience?	Virtual DVR functionality shall be supported. However, the data should be flushed out/ rewritten upon completion of the session.
159			9. LIVE - VOD clips - creating highlights of the events for ease of consumption	It shall be a desirable feature.
160	Page No. 63 85; Part I; Sub Section: 6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	Two socket x86-64 architecture, E5-2600 Series Processor 2.4GHz with 1 populated CPU	Change Request : "Two socket x86-64 architecture, Intel Skylake Series Processor 2.4GHz with 1 populated CPU" Justification : E5-2600 is older series for Intel CPU, request to mention the latest Intel CPU generation.	Please refer to Sr. No. 47 in this regard
161	Page No. 63 85; Part I; Sub Section: 6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	Minimum 4 x 1 Gbps NIC	Change Request : Minimum 2 x 10 Gbps NIC Justification : Current generation servers comes default with 10G ports which provides much higher bandwidth compared to 1G ports. Request to update else Bidders will have to provide additional 1G card which will come at a cost with no advantage.	10Gbps port with backward compatibility for 1 Gbps network shall be acceptable. Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
16 2	Page No. 63 85; Part I; Sub Section: 6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	RAID controller should support all HDD slots on the chassis; RAID controller should support RAID 1, 5, 6 HOT Pluggable	Change Request : RAID controller with 2GB cache should support all HDD slots on the chassis; RAID controller should support RAID 1, 5, 6. HOT Pluggable drives. Justification : Request to mention the minimum cache module required to support RAID 5, 6 functionalities.	Tender terms shall prevail.
16 3	Page No. 63 85; Part I; Sub Section: 6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	Dual redundant hot pluggable SMPS each capable of powering fully populated chassis, Redundant Fans, Sound Card & speakers, Internet+Antivirus Security packages, other Softwares as defined in this Tender & also those required to achieve the functional requirements & overall system integration. Mirrored on-board cache, Support for SATA drives. MIL-STD-1275 Surge & spike protection. To be free from EMI, RFI, VHF, Mobile	Change Request : Redundant hot pluggable power supply each capable of powering fully populated chassis, Redundant Fans, Internet+Antivirus Security packages, other Softwares as defined in this Tender & also those required to achieve the functional requirements & overall system integration. on-board cache, Support for SATA/NL-SAS drives. Surge & spike protection. To be free from EMI/ RFI /VHF/ Mobile disturbances. Justification : Sound card & Speakers does not comes along with the servers. Surge & spike protection are provided through cables & connectors out of which connectors are not a part of Server offering. Also, since Servers are free from EMI but since they are kept in DC area which is supposed to be free from other disturbances. Request to relax this point.	The requirement of Sound cards & speakers shall be considered as optional. The requirement of "To be free from EMI/ RFI /VHF/ Mobile disturbances" should be considered as optional.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		disturbances.		
16 4	Page No. 63 85; Part I; Sub Section: Suggestion	Suggestion	<p>Each court asked 1 Recording, Back-up Server + 1 Server + 1 Storage - Since Court is IT consumer department, we strongly recommending to go for Hyper converged Architecture.</p> <p>Hyper converged infrastructure (HCI) is a software-defined, unified system that combines all the elements of a traditional data center: storage, compute, networking and management. This integrated solution uses software and x86 servers to replace expensive, purpose-built hardware.</p> <p>The advantage of this solution :</p> <ol style="list-style-type: none"> 1. Less Management 2. Easy Management 3. Low Power, High performance 	Bidders are free to propose High Court infrastructure, provided all the associated capex as well as opex costs (5-years CAMC + 1 year warranty costs) are accounted for/ included in the solution cost.
16 5	Page No. 3; Part I; Sub Section: Command & Control Center	Servers: 1	<p>Change Request : Servers: As per requirement</p> <p>Justification : Only a single Server Qty as server requirement is not correct</p>	The quantity of Servers are required to be proposed by the bidders & quoted in lumpsum/ lot.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			since there are multiple applications which will require server support which will require higher quantity of servers.	
166	Page No. ; Part II; Sub Section: 2.19.3 IT Hardware OEM	All Servers, Storage Systems, Workstations & other IT hardware proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per Gartner / IDC latest published quarterly report, prior to the date of tender publication.	Change Request : All Servers, Storage Systems, Workstations & other IT hardware proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per Gartner / IDC latest published quarterly report, prior to the date of tender publication. OEM to supplies at least 10,000 switches, 5000 Servers in FY 18-19 or 19-20. Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network.	Tender terms shall prevail.
167	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest	Change Request : All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC quarterly report / presence in the latest leader and challenger Magic Quadrant by Gartner, published prior to the date of the tender publication. Justification : We understand that this one of the most prestigious project for judiciary system of MP. Requesting to provide	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Magic Quadrant by Gartner, published prior to the date of the tender publication.	more subjective report for OEMs. As per current clause we understand that OEM should can be from top 5 for World-wide Market any report. Our submission to provide the name of most widely use market intelligence firm. Like Gartner, IDC etc... This is also follow by MP HC LAN RC tender released in every year.	
16 8	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	Additional Clarification	<p>Requesting to add "All the networking component should be enterprise grade and same should be in product datasheet or public referable document."</p> <p>Justification : Also most of OEM have to offer two product for SMB segment which is for sub 100 user network and enterprise grade Ethernet Switches and report are also release according, hence requesting to specify that all the report should be followed for Enterprise Grade Managed switch.</p>	Tender terms shall prevail.
16 9	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication.	<p>For Industrial Grade Switches - switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC quarterly report / presence in the latest leader and challenger Magic Quadrant by Gartner, published prior to the date of the tender publication.</p> <p>Justification : IMS and HIS are not industry report</p>	For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ IHS / IDC/ Gartner World Report, published prior to the date of the tender publication.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			followed. Requesting hence requesting to provide more common. Our submission to provide the name of most widely use market intelligence firm. Like Gartner, IDC etc...	
170	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	Additional point for Proven Track Record (PTR)	To be added "The OEM of active network devices to be quoted by the bidder should have local Technical Assistance Centre (TAC) support in India through a toll free number and Returned Materials Authorization (RMA) depot in Madhya Pradesh." Justification : This is to ensure dependable and continuous local support and hence reduce the lead time for during RMA.	Tender terms shall prevail.
171	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	Additional Proven Track Record (PTR)	Point to be Added "The OEM of active network devices to be quoted by the bidder should be present in the country from at least past 10 years and must have posted profit at least as per last 7 years." Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 2	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	Additional Proven Track Record (PTR)	<p>Point to be Added "All material to be procured by the bidder should be from an OEM, which has not been acquired/ or likely to be acquired by any other business entities during the period of last 5 years till the last date of bid submission. This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network."</p> <p>Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network.</p>	Tender terms shall prevail.
17 3	Page No. 33; Part I; Sub Section: 5.1.2.8 Network Connectivity Point no. 4	The Civil Courts under the district shall be connected to the district CR through a 10MBPS leased line (Note: not part of this project) for viewing alarms & select cameras.	<p>Since All the locations will be connected over WAN requesting to add specification of Router and separate line items in price bid.</p> <p>Justification : Since there is a Statewide network asked as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of router as part of the rfp ask in Technical specs and Price bid.</p>	Bandwidth is not in the scope of the current tender. Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
174	Page No. 29; Part I; Sub Section: 5.1.2.8 Network Connectivity Point no. 6	The IP system should ensure highly secure and ready video access from virtually anywhere on MPHC Security Network. Authorized personnel (within its individual user rights, specific to individual) should be able to rapidly zero in on video / images of specific locations, people, and events, anytime and anywhere, without reviewing countless hours of video recordings.	Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location along with client based VPN. Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification AAA and VPN license in Firewall same as part of the rfp ask in Technical specs and Price bid.	Tender terms shall prevail.
175	Page No. 33; Part I; Sub Section: 5.1.2.8 Network Connectivity. Point No. 7	The system shall allow conditional access to the authorized users to the security system from MPHC LAN/WAN through the gateway UTM Firewall. It shall be Bidder's responsibility to configure such access mechanism in	Requesting to Put minimum specification for AAA and VPN. Justification : We understand from the mentioned clause that RFP bidder need to provide two separate Devices AAA and NGFW. AAA will provide conditional access to the authorized users to the security system from MPHC LAN/WAN. NGFW act as gateway level device to provide security at Gateway level. Also requesting to add	Please refer to Sr. No. 174 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
		Security Network.	separate line item in the price bid.	
17 6	Page No. 30; Part I; Sub Section: 5.1.2.8 Network Connectivity. Point No. 14	The bidder shall be responsible for configuring and fine-tuning of subsystems to achieve overall network performance with high-level physical & cyber security.	Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location. Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of Firewall & AAA same as part of the rfp ask in Technical specs and Price bid.	Please refer to Sr. No. 174 in this regard
17 7	Page No. 37; Part I; Sub Section: 5.2. Mandatory Technical Requirements	The system should provide facility using secure authentications for remote viewing to log on and view any camera/recordings/logs/alarms from anywhere on MPHCSecurity LAN/WAN.	Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location. Where AAA authenticate the user and posture the network according and Firewall will provide SSL VPN. Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of	Please refer to Sr. No. 174 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			Firewall same as part of the rfp ask in Technical specs and Price bid.	
178	Page No. 39; Part I; Sub Section: 5.2. Mandatory Technical Requirements	Authorization that the items quoted by the tenderer are in production and would be supported for service for at least 10 years from the date of the final commissioning	Change Request : "Authorization that the items quoted by the tenderer are in production and would be supported for service for at least 5 years from the date of the final commissioning." Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final commissioning.	Tender terms shall prevail.
179	Page No. 31; Part III; Sub Section: 7.14. MANUFACTURERS AUTHORIZATION FORM	We are aware of the model numbers of our products quoted for this tender "Integrated Video Surveillance System (IVSS) project" and assure you that these are meeting the specifications provided & also assure you that these products are not end-of-life products. These model numbers are (product name	We are aware of the model numbers of our products quoted for this tender "Integrated Video Surveillance System (IVSS) project" and assure you that these are meeting the specifications provided & also assure you that these products are not end-of-life products. These model numbers are (product name & model numbers). We also assure you that these models shall continue to be supported by us for a period of 5 years. Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		&model numbers). We also assure you that these models shall continue to be supported by us for a period of 10 years.	commissioning.	
180	Page No. 31; Part III; Sub Section: 7.14. MANUFACTURERS AUTHORIZATION FORM	We assure you the availability of spare parts for the above mentioned model numbers for a period of 10 years, from the date of supply. We further assure you that the products being supplied by us for this tender are ONVIF compliant.	We assure you the availability of spare parts for the above mentioned model numbers for a period of 5 years, from the date of supply. We further assure you that the products being supplied by us for this tender are ONVIF compliant. (Only Applicable to Camera Vendor) Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final commissioning. Also Requesting confirm that only Camera vendor need to provide ONVIF compliant & not the IT hardware OEMs.	Please refer to Sr. No. 179 in this regard
181	Page No. 31; Part III; Sub Section: 7.14. MANUFACTURERS AUTHORIZATION FORM	During the period of 10 years from the date of supply, in case the bidder fails to provide you the necessary service, we will be obliged to provide the same, at no	During the period of 5 years from the date of supply, in case the bidder fails to provide you the necessary service, we will be obliged to provide the same, at no extra cost. Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final	Please refer to Sr. No. 179 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		extra cost.	commissioning.	
18 2	Page No. ; Part I; Sub Section: 5.2. Mandatory Technical Requirement s	The work shall be executed to the highest standards using best quality material. The system design shall use state-of-the art techniques/tools. The contractor shall ensure that the entire specification is complied with the tender document. It shall be the responsibility of the contractor to demonstrate compliance of technical as well as functional specifications. Meeting individual requirements shall not be deemed as meeting the overall efficient functioning of the total system.	Requesting to quantify "Best Quality Materials" either via Product certification and OEM criteria and OEM past experience.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
183	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	Layer-2 Managed Industrial Switch with 4 Port 10/100/1000 Base-T GE Switch with 2 OFC, 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Change Request : Layer-2 Managed Industrial Switch with 4 Port 10/100/1000 Base-T GE Switch with 4 OFC, 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours. Justification : Requesting you to upgrade 4 OFC port and also we understand bidder need to quote minimum 8 port for spare.	Tender terms shall prevail.
184	Page No. 57, 58, 59, 60, 87; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.35. LAYER-2 SWITCH	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	Change Request : IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation. Also requesting to include UDLD - Unidirectional Link Detection is a data link layer protocol to monitor the physical configuration of the cables and detect unidirectional links	UDLD shall be considered as optional



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
18 5	Page No. 57 58 59 60 86 87; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.34. Layer- 3 Core Switch 6.35. LAYER-2 SWITCH	Should support RPR/IEEE 802.17/equival ent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Change Request : Should support RPR/IEEE 802.17/equivalent for sub 120ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	upto 200 ms is acceptable
18 6	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	Should support 8 priority queues with a hierarchy of high priority queues for real time traffic, and mixed scheduling, for each switch port	Change Request : Should support 4 egress queues per port Justification : We understand that at any point of time 8 priority queues will not be configured, also entire specification are not allowing leading OEM to participate. Hence requesting to modify the clause for wider OEM participation.	4 priority queues shall be acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
18 7	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.35. LAYER-2 SWITCH	Should support ACL based on L2/L3 headers, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop protection and loop detection,	Change Request : Should support ACL, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow/Netflow, Radius, TACACS+, LAG, Loop protection and loop detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Support for ACL shall be acceptable.
18 8	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	CLI, GUI, IEEE802.3az, RMON 4 groups, SNMPv3, LLDP	Change Request : CLI, GUI, RMON 4 groups, SNMPv3, LLDP Justification : IEEE802.3az or Energy- Efficient Ethernet is a set of enhancements to the switches that reduce power consumption during periods of low data activity. The intention is to reduce power. Where as we understand that 4 port field switches will be installed @ field location where camera will connected for 24*7*365 days. Hence there will be no low data activity any point of time. Also most of the leading Industrial Ethernet switch OEM don't support this features. Hence requesting to modify the clause for	IEEE802.3az should be considered as optional.



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			wider OEM participation.	
189	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	Change Request : USB/SD Slot interface for taking backup of software release files or configurations, SSLv2 / SSLv3. Justification : Different OEM have architecture. All OEM don't support USB drive. Hence requesting to modify the clause for wider OEM participation.	USB/SDCard & SSSLv2/SSLv3 shall be acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
190	Page No. 58 59 60 86 87; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.34. Layer- 3 Core Switch 6.35. LAYER-2 SWITCH	UL60950-1, CAN/CSA- C22.2 / No.60950-1- 03, EN60950- 1, EN60825-1, AS/NZS60950. 1, UL, cUL, ROHS	Change Request : UL60950-1, CAN/CSA- C22.2 / No.60950-1-03, EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for same Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Tender terms shall prevail.
191	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Change Request : We understand that "Switch should have a securely cover SD-Card field replaceable slot" Justification : This will reduce the ease of switch replacement	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
19 2	Page No. 58 60 86 87; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.11. CR Switch 6.34. Layer- 3 Core Switch 6.35. Layer- 2 Switch	Additional Clarification	Change Request : We understand that "Switch should be EAL/NDPP certified" Justification : This point will ensure that during Vulnerability Assessment and Penetration Testing / audit no malicious code is present on the hardware. This also release in various RFP released by MPHC and other government RFPs.	Tender terms shall prevail.
19 3	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Requesting to Add "Switches should be IP30 rate" Justification : Industrial Grade Switches are for field deployment where it should have some basic Industry standards, hence requesting to add IP30 rated device which will ensure that device are protected from tools and wires greater than 2.5 millimeters.	Tender terms shall prevail.
19 4	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Requesting to Add "Switches should be NEMA TS-2 certified" Justification : Industrial Grade Switches are for field deployment where it should have some basic Industry standards, hence requesting to add NEMA	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			TS-2.	
19 5	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.34. Layer- 3 Core Switch 6.35. LAYER-2 SWITCH	Additional Clarification	Requesting to Add "Switches should support 802.1x" Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.	Tender terms shall prevail.
19 6	Page No. 58; Part I; Sub Section: 6.9. Field Switch - 8 Port POE	Layer-2 Managed Switch with 8 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Change Request : Layer-2 Managed Switch with 8 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 3 lakh hours. Justification : 1 Lakh hours is too less for Reliability with higher Mean Time Between Failures hence requesting you to increase it to 3 lakh hours	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
197	Page No. 58; Part I; Sub Section: 6.9. Field Switch - 8 Port POE	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface for taking backup of software release files configurations, SSLv2 / SSLv3, Justification : Different OEM support different protocol. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 189 in this regard
198	Page No. 58 59 60 86 87; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.34. Layer-3 Core Switch 6.35. LAYER-2 SWITCH	Additional Clarification	Requesting to add "Switch should be IPv6 logo/USGv6 Certified." Justification : This is ensure that product quoted by Bidder / OEM should have IPv6 logo certified. This also release in various RFP released by MPHC and other government RFPs.	All equipment used in this system should support/be compliant to IPV6.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
199	Page No. 58; Part I; Sub Section: 6.9. Field Switch - 8 Port POE	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Justification : This ensure that products are enterprise grade.	All Switches (excluding Industrial) should be enterprise grade and same should reflect in the respective datasheets.
200	Page No. 59; Part I; Sub Section: 6.10. Field Switch - 24 Port	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 3 lakh hours. Justification : 1 Lakh hours is too less for Reliability with higher Mean Time Between Failures hence requesting you to increase it to 3 lakh hours	Tender terms shall prevail.
201	Page No. 59; Part I; Sub Section: 6.10. Field Switch - 24 Port	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface for taking backup of software release files configurations, SSLv2 / SSLv3, Justification : Different OEM support different protocol. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 189 in this regard
202	Page No. 59; Part I; Sub Section: 6.10. Field Switch - 24 Port	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Justification : This ensure that products are enterprise grade.	Please refer to Sr. No. 199 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
20 3	Page No. 60; Part I; Sub Section: 6.11. CR Switch	2 No. stacked Layer 3 Switches (set) with 24 No. of 10/100/1000 Base-T ports and additional 2*SFP slots. The switch should have dedicated stacking ports with required stacking cabled. Should work / connected in HA mode with no Single Point of Failure (SPOF).	2 No. stacked Layer 3 Switches (set) with 24 port which should have 8 port support 10G-Base-T and 16 port*10/100/1000 Base-T ports and additional 4*SFP/SFP+ 10G slots. The switch should have dedicated dual dedicated stacking port 80 GBPS; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of-Failure. Justification : Requesting to add 8 * 10G copper port for connecting servers in server teaming mode and rest of the ports for user and switch connectivity. This should ensure proper connectivity and bandwidth for high speed video data. Also requesting to add dedicated stacking port on an above uplink for redundancy.	Bidders are advised to propose the networking components based on its own design. The tender specifications are the basic minimum, kindly note. Bidders may quote components with better or higher specifications. The detailed design rationale should be made a part of the technical bid.
20 4	Page No. 60; Part I; Sub Section: 6.11. CR Switch	Should support Static RIP, RIPv1 &v2	Change request "Should support Static Routing, RIPv1 & 2, OSPF, PIM & PBR" Justification : We strongly suggest that Core Switch should support OSPF, PIM & PBR for L3 routing	Tender terms shall prevail.
20 5	Page No. 60; Part I; Sub Section: 6.11. CR Switch	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface for taking backup of software release files configurations, SSLv2 / SSLv3, Justification : Different OEM support different protocol. Hence	Please refer to Sr. No. 189 in this regard



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No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			requesting to modify the clause for wider OEM participation.	
206	Page No. 60; Part I; Sub Section: 6.11. CR Switch	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Requesting you to confirm on the same	Please refer to Sr. No. 199 in this regard
207	Page No. 60; Part I; Sub Section: 6.11. CR Switch	Additional Clarification	We understand that "Minimum Stacking throughput is 80 GBPS between two CR switch" Requesting you to confirm on the same	Tender terms shall prevail.
208	Page No. 84; Part I; Sub Section: 6.31. WIFI router	Dual Band and Dual Radio supporting IEEE 802.11 a/g/n AP, IPV6 Compliant	Dual Band and Dual Radio supporting IEEE 802.11 a/g/n and 802.11ac wave 2 AP, IPV6 Compliant Justification : Specification are very old, hence request to change	The clause should be read as "Dual Band and Dual Radio supporting IEEE 802.11 a/g/n and 802.11ac wave 2 AP, IPV6 Compliant"
209	Page No. 84; Part I; Sub Section: 6.31. WIFI router	Up to 100 Mbps with automatic rate adaptation	Up to 1000 Mbps with automatic rate adaptation Justification : Specification are very old, hence request to change	Please refer to Sr. No. 208 in this regard
210	Page No. 84; Part I; Sub Section: 6.31. WIFI router	Kensington lock	Kensington lock or equivalent Justification : OEM Specific	Kensington lock or equivalent shall be acceptable.
211	Page No. 84; Part I; Sub Section: 6.31. WIFI	Additional Point	Access point should be Wi-Fi Alliance Certified	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.	router			
21 2	Page No. 84; Part I; Sub Section: 6.31. WIFI router	Additional Point	OEM of the Access point should be in leader as per Gartner leader quadrant for wired and wireless	Tender terms shall prevail.
21 3	Page No. 86; Part I; Sub Section: 6.34. Layer- 3 Core Switch 6.34. Layer- 3 Core Switch	Recommendati on	<p>We understand that all the application servers and ICCC would be hosted in Jabalpur and Indore in DC & DR where, Link (Internet & Intranet) and Security components. In this scenario two Switches would a Flat network with all the devices(Firewalls, Servers, ADC/SLB, etc) would connect to these switches only. As our observation couple 1G 24 port copper switch wont solve the purpose. In this scenario we strongly suggest to have at least Two tier network (Collapsed core Architecture) with Core and Access Layer, where Core would be responsible to connect all the Link layer Access Layer would be connected with Servers and other devices. This would provide a ideal condition for load sharing across between network. Also uplink from Core to Access layer should be from 40/100G to cater future requirements and scalability.</p> <p>Hence our suggestion to change the specification of Core switch with Low Latency Data Center switches which should</p>	Bidders are advised to propose the networking components based on its own design. The tender specifications are the basic minimum, kindly note. Bidders should quote for products with better/ higher specifications.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			have 1/10/25G Fiber port.	
21 4	Page No. 86; Part I; Sub Section: 6.34. Layer- 3 Core Switch	Layer 3 Managed 24*10/100/100 0 Base-T ports and additional 4*SFP slots. The switch should have dedicated dual redundant HA ports with required; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of - Failure.	We understand that all the application servers and ICCC would be hosted in Jabalpur and Indore in DC & DR where, Link (Internet & Intranet) and Security components. In this scenario two Switches would a Flat network with all the devices(Firewalls, Servers, ADC/SLB, etc) would connect to these switches only. As our observation couple 1G 24 port copper switch wont solve the purpose. In this scenario we strongly suggest to have at least Two tier network (Collapsed core Architecture) with Spine (Core) and Leaf (Access) Layer, where Core would be responsible to connect all the Link layer Access. Access Layer would be connected with Servers and other devices. This would provide a ideal condition for load sharing across between network. Also uplink from Core to Access layer should be	Please refer to Sr. No. 213 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			<p>from 40/100G to cater future requirements and scalability.</p> <p>Hence our suggestion to change the specification of Core switch with Low Latency Data Center switches which should have minimum</p> <p>Change Request "Layer 3 Managed 32*40/100G ports. The switch should have dedicated dual redundant HA ports with required; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of-Failure."</p>	
21 5	Page No. 86; Part I; Sub Section: 6.34. Layer-3 Core Switch	IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	<p>IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent</p> <p>Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation.</p>	IEEE 802.3ac or equivalent VLAN tagging SHALL BE ACCEPTABLE
21 6	Page No. 86; Part I; Sub Section: 6.34. Layer-3 Core Switch	Static RIP	<p>We strongly recommended that core switch should support all advance Layer 3 functionality like Static routing, RIP, OSPF, BGP, IS-IS, BGPv4 & MPLS</p> <p>Justification : For flexible deployment kindly include</p>	Please refer to Sr. No. 187 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			all Layer 3 protocol	
217	Page No. 86; Part I; Sub Section: 6.34. Layer-3 Core Switch	· ACL based on L2/L3 headers, Dynamic VLAN assignment	Should support ACL, Dynamic VLAN assignment	Please refer to Sr. No. 187 in this regard
218	Page No. 86; Part I; Sub Section: 6.34. Layer-3 Core Switch	· Authentication (MAC, Web and IEEE 802.3x), sFlow,	Authentication (MAC, Web and IEEE 802.3x) Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	sFlow is multi-vendor standard. Bidders may propose sFlow/Netflow technology.
219	Page No. 86; Part I; Sub Section: 6.34. Layer-3 Core Switch	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Kindly confirm ?	Please refer to Sr. No. 199 in this regard
220	Page No. 86; Part I; Sub Section: 6.34. Layer-3 Core Switch	Additional Clarification	We understand that "Minimum Stacking throughput is 160 GBPS between two CORE switch" Kindly confirm ?	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
22 1	Page No. 87; Part I; Sub Section: 6.35. LAYER-2 SWITCH	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 4 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	<p>Change Request : "48 * 10/15G ports. The switch should have dedicated dual redundant HA ports with required; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of-Failure."</p> <p>Justification : We understand that all the application servers and ICCC would be hosted in Jabalpur and Indore in DC & DR where, Link (Internet & Intranet) and Security components. In this scenario two Switches would a Flat network with all the devices(Firewalls, Servers, ADC/SLB, etc) would connect to these switches only. As our observation couple 1G 24 port copper switch wont solve the purpose. In this scenario we strongly suggest to have at least Two tier network (Collapsed core Architecture) with Spine (Core) and Leaf (Access) Layer, where Core would be responsible to connect all the Link layer Access. Access Layer would be connected with Servers and other devices. This would provide a ideal condition for load sharing across between network. Also uplink from Core to Access layer should be from 40/100G to cater future requirements and scalability.</p> <p>Hence our suggestion to change the specification</p>	Please refer to Sr. No. 214 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			of Core switch with Low Latency Data Center switches which should have minimum	
22 2	Page No. 87; Part I; Sub Section: 6.35. LAYER-2 SWITCH	Should support 8 priority queues with a hierarchy of high priority queues for real time traffic, and mixed scheduling, for each switch port	Change Request : Should support 8 egress queues, supporting egress bandwidth control, shaping, and priority queuing so that high-priority packets are serviced ahead of other traffic. Justification : We understand that at any point of time 8 priority queues will not be configured, also entire specification are not allowing leading OEM to participate. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 186 in this regard
22 3	Page No. 87; Part I; Sub Section: 6.35. LAYER-2	USB interface for taking backup of software release files configurations,	Change Request :USB interface for taking backup of software release files configurations, SSLv2 / SSLv3,	Please refer to Sr. No. 189 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	SWITCH	SSLv2 and SSLv3,	Justification : Different OEM support different protocol. Hence requesting to modify the clause for wider OEM participation.	
22 4	Page No. 87; Part I; Sub Section: All type of Switches	Additional Clarification	<p>Requesting to add : All the switches / OS should have common criteria certification.</p> <p>Justification Common criteria ensure OS are tested & verified for vulnerability assessment. This is also widely accepted by Various government Department. Even in MP HC ask Common criteria in other RFPs. For Details visit : https://www.commoncriteria-india.gov.in/</p>	Tender terms shall prevail.
22 5	Page No. 107; Part I; Sub Section: 6.40 Network/ Element Management System	Shall support integration with NAC, IPS, SIEM and other third party security appliances to respond automatically and remediate threats in real-time	<p>Shall support integration with NAC, IPS, SIEM and other third party security appliances to respond automatically and remediate threats in real-time</p> <p>Justification : Request to remove the same as NMS is for management of Network devices and not Security devices</p>	Tender terms shall prevail.
22 6	Page No. 107; Part I; Sub Section: 6.40 Network/ Element Management System	Shall support optimizing network management and help desk troubleshooting with anywhere, anytime access to critical	<p>Shall support optimizing network management and help desk troubleshooting with anywhere, anytime access to critical information using popular mobile devices and tablets</p> <p>Justification : Help desk is a separate solution which integrated with NMS.</p>	Please refer to Sr. No. 225 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		information using popular mobile devices and tablets	Asking NMS and helpdesk is not available with all OEM hence request to remove.	
22 7	Page No. 107; Part I; Sub Section: 6.40 Network/Element Management System	Shall Transform complex network data into business-centric, actionable information and easily integrate with business apps with Software Defined Networking	Shall Transform complex network data into business-centric, actionable information and easily integrate with business apps with Software Defined Networking Justification : Request to remove the same for wider OEM participation.	Tender terms shall prevail.
22 8	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Entire Specification	Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other. In this scenario only couple of OEM qualify Also point in user management restrict wider OEM participation "The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution." Recommended MPHC	Please consider Cyber Security Software requirement under Section 6.42 & 6.43 as deleted/removed from the tender.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			<p>should go-ahead with Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format.</p> <p>Components of Cyber Security Solution :</p> <ol style="list-style-type: none"> 1. Next Firewall with IPS & Anti-Malware 2. APT 3. AAA 4. SIEM 5. NESS 6. APMM 7. Web security 	
22 9	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	The Firewall appliance should be a purpose-built appliance based solution with integrated functions like Firewall, VPN and User awareness. The product licensing should be device based and not user/IP based (should support unlimited users except for VPN). The hardware platform & Firewall with integrated SSL/IPSec VPN application has	<p>Change Request : The Firewall appliance should be a purpose-built appliance based solution with integrated functions like Firewall, VPN and User awareness. The product licensing should be device based and not user/IP based (should support unlimited users except for VPN). The hardware platform & Firewall with integrated SSL/IPSec VPN application has to be from the same OEM.</p> <p>Justification : NSS has shutdown there operations, So no longer valid. Requesting to replace with Forrester Wave Leader</p>	Any Equivalent reports shall be acceptable.



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		to be from the same OEM. The quoted NGFW OEM must have NSS Lab's Recommended rating as per latest NSS Labs NGFW Methodology testing with a minimum exploit blocking rate of 95%.		
230	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Throughput capacity of firewall under test conditions should not be less than 70 Gbps. Throughput capacity of VPN under test conditions should not be less than 15 Gbps. Appliance should support Max 25,000,000 concurrent sessions. Appliance should support at least 1,80,000 connections per second. Solution should be based on multi core processors and not on proprietary hardware	Change Request "NGFW Throughput capacity with FW + AVC + IPS (after enable all services) of firewall under test conditions should not be less than 10 Gbps. Throughput capacity of VPN under test conditions should not be less than 6 Gbps. Appliance should support Max 10,000,000 concurrent sessions. Appliance should support at least 85,000 connections per second. Solution should be based on multi core processors and not on proprietary hardware platforms like ASICs, Should have minimum 16 GB memory with option of upgradable up to 32 GB. Hardware should have field upgradable capabilities for upgrading components like network cards, power supplies, fan etc. Justification : Actual Firewall performance always determine after enable all services like	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		platforms like ASICs, Should have minimum 16 GB memory with option of upgradable up to 32 GB. Hardware should have field upgradable capabilities for upgrading components like network cards, RAM, power supplies, fan etc.	Firewall, IPS & AVC, hence requesting to mention the same. Also concurrent session and connection per second is way to high as per actual requirement.	
23 1	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Should support hardware fail open cards for critical interfaces. NGFW appliance should have inbuilt storage of 900 GB SSD / HDD.	Change Request : Should support hardware fail open cards for critical interfaces. NGFW appliance should have inbuilt storage of 400 GB SSD / HDD. Justification : Logs of the firewall storage in Firewall management which is already mentioned in Security Management. Hence request to reduce the same wider participation.	Tender terms shall prevail.
23 2	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Authentication: schemes must be supported by the security gateway and VPN module: tokens (i.e. -SecureID), TACACS, RADIUS and digital certificates. Should support Ethernet	Change Request : Authentication: schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS / RADIUS and digital certificates. Should support Ethernet Bonding functionality for Full Mesh deployment architecture. Must support user, client and session authentication methods.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Bonding functionality for Full Mesh deployment architecture. Must support user, client and session authentication methods.	Justification : Requesting change for wider OEM participation	
23 3	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	User authentication schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS, RADIUS and digital certificates. Firewall should support the system authentication with RADIUS and local authentication. Both should work simultaneously . Solution must support DCHP, server and relay. Solution must include the ability to work in Transparent/Br idge mode.	Change Request : User authentication schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS / RADIUS and digital certificates. Firewall should support the system authentication with RADIUS / local authentication. Both should work simultaneously. Solution must support DCHP, server and relay. Solution must include the ability to work in Transparent/Bridge mode. Justification : Requesting change for wider OEM participation	Tender terms shall prevail.
23 4	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security	User Identity / Awareness: Must be able to acquire user identity from Microsoft Active	Change Request : User Identity / Awareness: Must be able to acquire user identity from Microsoft Active Directory. Must be able to create rules and policies based on identity	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Solution	Directory without any type of agent installed on the domain controllers. Must support kerberos transparent authentication for single sign on. Must support the use of LDAP nested groups. Must be able to create rules and policies based on identity roles to be used across all security applications. The solution should have the inherent ability to detect multi-stage attacks. For the purpose of detecting multi stage attacks the solution should include static analysis technologies like antivirus, anti-malware/anti bot however in an integrate mode with the solution. The bidder or SI may use additional appliances (at max 2) for the solution but should be	roles to be used across all security applications. The solution should have the inherent ability to detect multi-stage attacks. For the purpose of detecting multi stage attacks the solution should include static analysis technologies like antivirus, anti-malware/anti bot however in an integrate mode with the solution. The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution. Justification : Requesting change for wider OEM participation	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		provided by the same OEM in the solution.		
23 5	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	The solution should inspect the web sessions (HTTP and HTTPS both) to detect and notify the malicious web activity including malicious file downloads through the internet. Third Party/Separate appliance for SSL offloading will not be accepted. The proposed solution should dynamically generate real-time malware intelligence for immediate local protection via integration with the separate Automated Management and Event Correlation System. This Automated Management and Event Correlation solution must be from the same OEM. Solution should have an ability to	<p>Change Request : The solution should inspect the web sessions (HTTP and HTTPS both) to detect and notify the malicious web activity including malicious file downloads through the internet. Third Party/Separate appliance for SSL offloading will not be accepted. The proposed solution should dynamically generate real-time malware intelligence for immediate local protection via integration with the separate Automated Management and Event Correlation System. This Automated Management and Event Correlation solution must be from the same OEM. Solution should have an ability to remove all the active content and macros sending only a clean document to the end user. Solution should be able to detect & Prevent the Bot communication with C&C.</p> <p>Justification : This breaks the data integrity and isn't scalable because on network files can not be hold to be processed action should be in real time.</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		remove all the active content and macros sending only a clean document to the end user. Solution should be able to detect & Prevent the Bot communication with C&C.		
23 6	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Security Management: A separate centralized management appliance/software needs to be provided for management and logging of NGFW appliance. In case other security components like APT solution etc. are from the same OEM then a single centralized management, logging (and not multiple management system) should manage all such security devices. Security management Hardware can be an OEM appliance or dedicated server with	Security Management: A separate centralized management appliance/software needs to be provided for management and logging of NGFW appliance. In case other security components like APT solution etc. are from the same OEM then a single centralized management, logging (and not multiple management system) should manage all such security devices. Security management Hardware can be an OEM appliance or dedicated server with software. In case of dedicated server, Server should be rack mounted with Intel based 8 core processor with min two nos. of 64-bit processor having 64 GB RAM or OEM recommended whichever is higher for these specifications. Minimum 900 GB Hard disk and minimum dual 10/100/1000 Mbps network port. The central management console and should be able to handle 5000 log/sec.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		software. In case of dedicated server, Server should be rack mounted with Intel based 8 core processor with min two nos. of 64-bit processor having 64 GB RAM or OEM recommended whichever is higher for these specifications. Minimum 2 TB Hard disk and minimum dual 10/100/1000 Mbps network port. The central management console and should be able to handle 5000 log/sec.	Justification : Requesting change for wider OEM participation	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
23 7	Page No. 118; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Should be bundled with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other software as part of the cyber security	<p>"Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other.</p> <p>In this scenario only couple of OEM qualify</p> <p>Also point in user management restrict wider OEM participation ""The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution.""</p> <p>Recommended MPHC should go-ahead with Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format.</p> <p>Components of Cyber Security Solution :</p> <ol style="list-style-type: none"> 1. Next Firewall with IPS & Anti-Malware 2. APT 3. AAA 4. SIEM 5. NESS 6. APMM 	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			7. Web security "	
23 8	Page No. 118; Part I; Sub Section: 6.47. Cyber security Software Suite	Security management application must support role based administrator accounts. Management must provide functionality to automatically save current state of Policy each time when any configuration changes in Security policy is enforced, and should have option to revert back to previous state stored state. It must be	Change Request : Security management application must support role based administrator accounts. Should have option to revert back to previous state stored state. It must be capable of storing at least last 5 policies. The management must provide a security rule hit counter in the security policy. Justification : Requesting change for wider OEM participation	Please refer to Sr. No. 228 in this regard



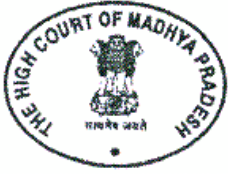
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PRINCIPAL SEAT – JABALPUR

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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		capable of storing at least last 5 policies. Management Solution must include a Certificate-based encrypted secure communication channel among all vendor distributed components belonging to a single management domain. The management must provide a security rule hit counter in the security policy.		
239	Page No. 118; Part I; Sub Section: 6.47. Cyber security Software Suite	Should be equipped by necessary licenses with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System	Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other. In this scenario only couple of OEM qualify Also point in user management restrict wider OEM participation "The bidder or SI may use additional appliances (at max 2) for the solution but	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		(NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other software as part of the cyber security	<p>should be provided by the same OEM in the solution."</p> <p>Recommended MPHC should go-ahead with Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format.</p> <p>Components of Cyber Security Solution :</p> <ol style="list-style-type: none"> 1. Next Firewall with IPS & Anti-Malware 2. APT 3. AAA 4. SIEM 5. NESS 6. APMM 7. Web security 	
240	Page No. General; Part I; Sub Section: Back-up Software	Back-up Software specification missing	<p>We understand DC at CCC, Jabalpur shall store the videos feeds from all the cameras of 208 courts at 12 FPS; HD resolution in primary storage for 7 days & in archival for 53 days (Totaling 60-days). The audio-visual recordings of courtroom proceedings shall be archived for 5 years at the DC. A back-up set-up shall be created at the DR site at Indore for creating back up of all the recordings of courtroom proceedings. - For back-up purpose a backup software is require. Requesting to put minimum specification of Backup Server</p>	The tender seeks a complete backup solution, including the complete hardware & software. Bidders are advised to propose/ include the same in its solution.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
24 1	Page No. 36; Part I; Sub Section: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The solution is expected to enable MPHC to live stream as well as archiving of the courtroom proceedings (in particular, cases involving recording of evidence) for 5 years. Integration of VC with the system shall also be included in the scope.	Please let us know which Video Conferencing are platform currently MP HC are using and on which protocol. Can current Video Conferencing platform support RTMP and RTSP to integrated with VMS. Please mention list of Protocol and list of steam can provided.	The requirement is stated clearly in the tender document. The VC solution is distributed in nature & is of Cisco Webex, Polycom, Logitech, Jitsi & Microsoft Teams.
24 2	Page No. 36; Part I; Sub Section: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	A video streaming set-up comprising encoding servers, streaming servers & web servers shall be created at DC Jabalpur for enabling live streaming of courtroom proceedings. The archived videos shall also be made available to users on demand.	For Public facing streaming following components are require 1. Public IP 2. High internet Bandwidth (512KBPS * number of concurrent viewer) 3. CDN We understand MP HC would take care of the above. (public IP, Internet bandwidth, CDN)	All components or services (except bandwidth) required shall be the responsibility of the vendor, please note. The CDN services should be considered from the Govt. approved service providers, please note.
24 3	Page No. 36; Part I; Sub Section: 5.1.2.14 Live Streaming & Archiving of Courtroom	A video streaming set-up comprising encoding servers, streaming servers & web	Sizing of streaming : Requesting to provide maximum number of participant per session per day	All assumptions are mentioned in the tender document.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Proceedings	servers shall be created at DC Jabalpur for enabling live streaming of courtroom proceedings. The archived videos shall also be made available to users on demand.		
24 4	Page No. 36; Part I; Sub Section: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The DC at CCC, Jabalpur shall store the videos feeds from all the cameras of 208 courts at 12 FPS; HD resolution in primary storage for 7 days & in archival for 53 days (Totaling 60-days). The audio-visual recordings of courtroom proceedings shall be archived for 5 years at the DC. A back-up set-up shall be created at the DR site at Indore for creating back up of all the recordings of courtroom proceedings. -	As DC and DR would have high bandwidth requirement for back-up purpose, - what is the bandwidth requirement	Bidders are expected to propose the bandwidth requirement, based on its selection of components. Please provide the calculation as a part of the technical bid. The bandwidth shall be provided by MPHC, please note.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
24 5	6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	Minimum 4 x 1 Gbps NIC	Change Request : Minimum 2 x 10 Gbps NIC Justification : Current generation servers comes default with 10G ports which provides much higher bandwidth compared to 1G ports. Request to update else Bidders will have to provide additional 1G card which will come at a cost with no advantage.	Please refer to Sr. No. 161 in this regard
24 6	6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	RAID controller should support all HDD slots on the chassis; RAID controller should support RAID 1, 5, 6 HOT Pluggable	Change Request : RAID controller with 2GB cache should support all HDD slots on the chassis; RAID controller should support RAID 1, 5, 6. HOT Pluggable drives. Justification : Request to mention the minimum cache module required to support RAID 5, 6 functionalities.	Please refer to Sr. No. 162 in this regard
24 7	6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	Dual redundant hot pluggable SMPS each capable of powering fully populated chassis, Redundant Fans, Sound Card & speakers, Internet+Antivir us Security packages, other Softwares as defined in this Tender & also those required to achieve the functional	Change Request : Redundant hot pluggable power supply each capable of powering fully populated chassis, Redundant Fans, Internet+Antivirus Security packages, other Softwares as defined in this Tender & also those required to achieve the functional requirements & overall system integration. on- board cache, Support for SATA/NL-SAS drives. Surge & spike protection. To be free from EMI/ RFI /VHF/ Mobile disturbances. Justification : Sound card & Speakers does not	Please refer to Sr. No. 163 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		requirements & overall system integration. Mirrored on-board cache, Support for SATA drives. MIL-STD-1275 Surge & spike protection. To be free from EMI, RFI, VHF, Mobile disturbances.	comes along with the servers. Surge & spike protection are provided through cables & connectors out of which connectors are not a part of Server offering. Also, since Servers are free from EMI but since they are kept in DC area which is supposed to be free from other disturbances. Request to relax this point.	
248	Command & Control Center	Servers: 1	Change Request : Servers: As per requirement Justification : Only a single Server Qty as server requirement is not correct since there are multiple applications which will require server support which will require higher quantity of servers.	Please refer to Sr. No. 165 in this regard
249	2.19.3 IT Hardware OEM	All Servers, Storage Systems, Workstations & other IT hardware proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per Gartner / IDC latest published quarterly report, prior to the date of tender	Change Request : All Servers, Storage Systems, Workstations & other IT hardware proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per Gartner / IDC latest published quarterly report, prior to the date of tender publication. OEM to supply at least 10,000 switches, 5000 Servers in FY 18-19 or 19-20. Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements	Please refer to Sr. No. 166 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		publication.	and lifecycle of the network.	
250	2.19.4 Networking Equipment OEM	All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, published prior to the date of the tender publication.	<p>Change Request : All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC quarterly report / presence in the latest leader and challenger Magic Quadrant by Gartner, published prior to the date of the tender publication.</p> <p>Justification : We understand that this one of the most prestigious project for judiciary system of MP.</p> <p>Requesting to provide more subjective report for OEMs. As per current clause we understand that OEM should can be from top 5 for World-wide Market any report. Our submission to provide the name of most widely use market intelligence firm. Like Gartner, IDC etc... This is also follow by MP HC LAN RC tender released in every year.</p>	Please refer to Sr. No. 167 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
25 1	2.19.4 Networking Equipment OEM	Additional Clarification	<p>Requesting to add "All the networking component should be enterprise grade and same should be in product datasheet or public referable document."</p> <p>Justification : Also most of OEM have to offer two product for SMB segment which is for sub 100 user network and enterprise grade Ethernet Switches and report are also release according, hence requesting to specify that all the report should be followed for Enterprise Grade Managed switch.</p>	Please refer to Sr. No. 199 in this regard
25 2	2.19.4 Networking Equipment OEM	For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication.	<p>For Industrial Grade Switches - switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC quarterly report / presence in the latest leader and challenger Magic Quadrant by Gartner, published prior to the date of the tender publication.</p> <p>Justification : IMS and HIS are not industry report followed. Requesting hence requesting to provide more common. Our submission to provide the name of most widely use market intelligence firm. Like Gartner, IDC etc...</p>	Please refer to Sr. No. 169 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
253	2.19.4 Networking Equipment OEM	Additional point for Proven Track Record (PTR)	<p>To be added "The OEM of active network devices to be quoted by the bidder should have local Technical Assistance Centre (TAC) support in India through a toll free number and Returned Materials Authorization (RMA) depot in Madhya Pradesh."</p> <p>Justification : This is to ensure dependable and continuous local support and hence reduce the lead time for during RMA.</p>	Please refer to Sr. No. 170 in this regard
254	2.19.4 Networking Equipment OEM	Additional Proven Track Record (PTR)	<p>Point to be Added "The OEM of active network devices to be quoted by the bidder should be present in the country from at least past 10 years and must have posted profit at least as per last 7 years."</p> <p>Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network.</p>	Please refer to Sr. No. 179 in this regard
255	2.19.4 Networking Equipment OEM	Additional Proven Track Record (PTR)	<p>Point to be Added "All material to be procured by the bidder should be from an OEM, which has not been acquired/ or likely to be acquired by any other business entities during the period of last 5 years till the last date of bid submission. This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			network." Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network.	
25 6	5.1.2.8 Network Connectivity Point no. 4	The Civil Courts under the district shall be connected to the district CR through a 10MBPS leased line (Note: not part of this project) for viewing alarms & select cameras.	Since All the locations will be connected over WAN requesting to add specification of Router and separate line items in price bid. Justification : Since there is a Statewide network asked as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of router as part of the rfp ask in Technical specs and Price bid.	Tender terms shall prevail.
25 7	5.1.2.8 Network Connectivity Point no. 6	The IP system should ensure highly secure and ready video access from virtually anywhere on MPHC Security Network. Authorized personnel (within its individual user rights, specific to individual) should be able to rapidly zero in on video / images of specific locations,	Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location along with client based VPN. Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification AAA and VPN license in Firewall same as part of the rfp ask in Technical specs and Price bid.	Please refer to Sr. No. 174 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		people, and events, anytime and anywhere, without reviewing countless hours of video recordings.		
258	5.1.2.8 Network Connectivity. Point No. 7	The system shall allow conditional access to the authorized users to the security system from MPHC LAN/WAN through the gateway UTM Firewall. It shall be Bidder's responsibility to configure such access mechanism in Security Network.	<p>Requesting to Put minimum specification for AAA and VPN.</p> <p>Justification : We understand from the mentioned clause that RFP bidder need to provide two separate Devices AAA and NGFW. AAA will provide conditional access to the authorized users to the security system from MPHC LAN/WAN. NGFW act as gateway level device to provide security at Gateway level. Also requesting to add separate line item in the price bid.</p>	Please refer to Sr. No. 174 in this regard
259	5.1.2.8 Network Connectivity. Point No. 14	The bidder shall be responsible for configuring and fine-tuning of subsystems to achieve overall network performance with high-level physical & cyber security.	<p>Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location.</p> <p>Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of Firewall & AAA same as</p>	Please refer to Sr. No. 174 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			part of the rfp ask in Technical specs and Price bid.	
260	5.2. Mandatory Technical Requirements	The system should provide facility using secure authentications for remote viewing to log on and view any camera/recordings/logs/alarms from anywhere on MPHC Security LAN/WAN.	<p>Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location. Where AAA authenticate the user and posture the network according and Firewall will provide SSL VPN.</p> <p>Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of Firewall same as part of the rfp ask in Technical specs and Price bid.</p>	Please refer to Sr. No. 177 in this regard
261	5.2. Mandatory Technical Requirements	Authorization that the items quoted by the tenderer are in production and would be supported for service for at least 10 years from the date of the final commissioning .	<p>Change Request : "Authorization that the items quoted by the tenderer are in production and would be supported for service for at least 5 years from the date of the final commissioning."</p> <p>Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final commissioning.</p>	Please refer to Sr. No. 179 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
26 2	7.14. MANUFACTURERS AUTHORISATION FORM	We are aware of the model numbers of our products quoted for this tender "Integrated Video Surveillance System (IVSS) project" and assure you that these are meeting the specifications provided & also assure you that these products are not end-of-life products. These model numbers are (product name & model numbers). We also assure you that these models shall continue to be supported by us for a period of 10 years.	We are aware of the model numbers of our products quoted for this tender "Integrated Video Surveillance System (IVSS) project" and assure you that these are meeting the specifications provided & also assure you that these products are not end-of-life products. These model numbers are (product name & model numbers). We also assure you that these models shall continue to be supported by us for a period of 5 years. Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final commissioning.	Please refer to Sr. No. 179 in this regard
26 3	7.14. MANUFACTURERS AUTHORISATION FORM	We assure you the availability of spare parts for the above mentioned model numbers for a period of 10 years, from the date of supply. We further assure you that the products being supplied by us for this tender are ONVIF	We assure you the availability of spare parts for the above mentioned model numbers for a period of 5 years, from the date of supply. We further assure you that the products being supplied by us for this tender are ONVIF compliant. (Only Applicable to Camera Vendor) Justification : Since lifecycle IT equipment are around 5 years. Hence	Please refer to Sr. No. 179 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		compliant.	request to reduce 5 years from the date of the final commissioning. Also Requesting confirm that only Camera vendor need to provide ONVIF compliant & not the IT hardware OEMs.	
264	7.14. MANUFACTURERS AUTHORIZATION FORM	During the period of 10 years from the date of supply, in case the bidder fails to provide you the necessary service, we will be obliged to provide the same, at no extra cost.	During the period of 5 years from the date of supply, in case the bidder fails to provide you the necessary service, we will be obliged to provide the same, at no extra cost. Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final commissioning.	Please refer to Sr. No. 179 in this regard
265	5.2. Mandatory Technical Requirements	The work shall be executed to the highest standards using best quality material. The system design shall use state-of-the art techniques/tools. The contractor shall ensure that the entire specification is complied with the tender document. It shall be the responsibility of the contractor to demonstrate compliance of	Requesting to quantify "Best Quality Materials" either via Product certification and OEM criteria and OEM past experience.	Please refer to Sr. No. 182 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		technical as well as functional specifications. Meeting individual requirements shall not be deemed as meeting the overall efficient functioning of the total system.		
26 6	"6.8. Field Switch - 4 Port (Outdoor) POE"	Layer-2 Managed Industrial Switch with 4 Port 10/100/1000 Base-T GE Switch with 2 OFC, 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Change Request : Layer-2 Managed Industrial Switch with 4 Port 10/100/1000 Base-T GE Switch with 4 OFC, 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours. Justification : Requesting you to upgrade 4 OFC port and minimum 8 GE BASE-T port for better	Please refer to Sr. No. 183 in this regard
26 7	"6.8. Field Switch - 4 Port (Outdoor) POE"	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	Change Request : IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation. Also requesting to include UDLD - Unidirectional Link	Please refer to Sr. No. 184 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			Detection is a data link layer protocol to monitor the physical configuration of the cables and detect unidirectional links	
268	"6.8. Field Switch - 4 Port (Outdoor) POE"	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Change Request : Should support RPR/IEEE 802.17/equivalent for sub 120ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 185 in this regard
269	"6.8. Field Switch - 4 Port (Outdoor) POE"	Should support 8 priority queues with a hierarchy of high priority queues for real time traffic, and mixed scheduling, for each switch port	Change Request : Should support 4 egress queues per port Justification : We understand that at any point of time 8 priority queues will not be configured, also entire specification are not allowing leading OEM to participate. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 186 in this regard
270	"6.8. Field Switch - 4 Port (Outdoor) POE"	Should support ACL based on L2/L3 headers, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private	Change Request : Should support ACL, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow/Netflow, Radius, TACACS+, LAG, Loop protection and loop	Please refer to Sr. No. 187 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop protection and loop detection,	detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	
27 1	"6.8. Field Switch - 4 Port (Outdoor) POE"	CLI, GUI, IEEE802.3az, RMON 4 groups, SNMPv3, LLDP	Change Request : CLI, GUI, RMON 4 groups, SNMPv3, LLDP Justification : IEEE802.3az or Energy-Efficient Ethernet is a set of enhancements to the switches that reduce power consumption during periods of low data activity. The intention is to reduce power. Where as we understand that 4 port field switches will be installed @ field location where camera will connected for 24*7*365 days. Hence there will be no low data activity any point of time. Also most of the leading Industrial Ethernet switch OEM don't support this features. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 188 in this regard
27 2	"6.8. Field Switch - 4 Port (Outdoor) POE"	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	Change Request : USB/SD Slot interface for taking backup of software release files or configurations, SSLv2 / SSLv3. Justification : Different OEM have architecture. All OEM don't support USB drive. Hence requesting to modify the	Please refer to Sr. No. 189 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			clause for wider OEM participation.	
27 3	"6.8. Field Switch - 4 Port (Outdoor) POE"	UL60950-1, CAN/CSA-C22.2 / No.60950-1-03, EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL, ROHS	Change Request : UL60950-1, CAN/CSA-C22.2 / No.60950-1-03, EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 190 in this regard
27 4	"6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Change Request : We understand that "Switch should have a securely cover SD-Card field replaceable slot" Justification : This will reduce the ease of switch replacement	Tender terms shall prevail.
27 5	"6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Change Request : We understand that "Switch should be EAL/NDPP certified" Justification : This point will ensure that during Vulnerability Assessment and Penetration Testing / audit no malicious code is present on the hardware.	Please refer to Sr. No. 192 in this regard
27 6	"6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Requesting to Add "Switches should be IP30 rate" Justification : Industrial Grade Switches are for field deployment where it should have some basic Industry standards, hence	Please refer to Sr. No. 193 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			requesting to add IP30 rated device which will ensure that device are protected from tools and wires greater than 2.5 millimeters.	
27 7	"6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Requesting to Add "Switches should be NEMA TS-2 certified" Justification : Industrial Grade Switches are for field deployment where it should have some basic Industry standards, hence requesting to add NEMA TS-2.	Please refer to Sr. No. 194 in this regard
27 8	"6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Requesting to Add "Switches should support 802.1x" Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.	Please refer to Sr. No. 195 in this regard
27 9	6.9. Field Switch - 8 Port POE	Layer-2 Managed Switch with 8 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Change Request : Layer-2 Managed Switch with 8 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 3 lakh hours. Justification : 1 Lakh hours is too less for Reliability with higher Mean Time Between Failures hence requesting you to increase it to 3 lakh hours	Please refer to Sr. No. 196 in this regard



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
280	6.9. Field Switch - 8 Port POE	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	Change Request : IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation.	Equivalent protocols shall be acceptable.
281	6.9. Field Switch - 8 Port POE	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Change Request : Should support RPR/IEEE 802.17/equivalent for sub 200ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 185 in this regard
282	6.9. Field Switch - 8 Port POE	ACL based on L2/L3 headers, Dynamic VLAN assignment, DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop	Should support ACL, Dynamic VLAN assignment, DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), Radius, TACACS+, LAG, Loop protection and loop detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 218 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		protection and loop detection,		
28 3	6.9. Field Switch - 8 Port POE	UL60950-1, CAN/CSA-C22.2 No.60950-1-03,	UL60950-1 / CAN/CSA-C22.2 No.60950-1-03 Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Tender terms shall prevail.
28 4	6.9. Field Switch - 8 Port POE	EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL, ROHS	EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Tender terms shall prevail.
28 5	6.9. Field Switch - 8 Port POE	Additional Clarification	Requesting to add "Switch should be IPv6 logo Certified." Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 198 in this regard
28 6	6.9. Field Switch - 8 Port POE	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Justification : This ensure that products are enterprise grade.	Please refer to Sr. No. 199 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
28 7	6.9. Field Switch - 8 Port POE	Additional Clarification	<p>Requesting to Add "Switches should support 802.1x"</p> <p>Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.</p>	Please refer to Sr. No. 195 in this regard
28 8	6.10. Field Switch - 24 Port	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	<p>Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 3 lakh hours.</p> <p>Justification : 1 Lakh hours is too less for Reliability with higher Mean Time Between Failures hence requesting you to increase it to 3 lakh hours</p>	Please refer to Sr. No. 196 in this regard
28 9	6.10. Field Switch - 24 Port	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN	<p>IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent</p> <p>Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation.</p>	Please refer to Sr. No. 280 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
290	6.10. Field Switch - 24 Port	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Should support RPR/IEEE 802.17/equivalent for sub 120ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 185 in this regard
291	6.10. Field Switch - 24 Port	ACL based on L2/L3 headers, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop protection and loop detection,	Should support ACL, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), Radius, TACACS+, LAG, Loop protection and loop detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 218 in this regard
292	6.10. Field Switch - 24 Port	UL60950-1, CAN/CSA-C22.2 No.60950-1-03,	UL60950-1 / CAN/CSA-C22.2 No.60950-1-03 Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 190 in this regard
293	6.10. Field Switch - 24 Port	EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL, ROHS	EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different	Please refer to Sr. No. 284 in this regard



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No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	
29 4	6.10. Field Switch - 24 Port	Additional Clarification	Requesting to add "Switch should be IPv6 logo Certified." Justification : This is ensure that product quoted by Bidder / OEM should have IPv6 logo certified	Tender terms shall prevail.
29 5	6.10. Field Switch - 24 Port	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Justification : This ensure that products are enterprise grade.	Please refer to Sr. No. 199 in this regard
29 6	6.10. Field Switch - 24 Port	Additional Clarification	Requesting to Add "Switches should support 802.1x" Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.	Please refer to Sr. No. 195 in this regard
29 7	6.11. CR Switch	2 No. stacked Layer 3 Switches (set) with 24 No. of 10/100/1000 Base-T ports and additional 2*SFP slots. The switch should have	2 No. stacked Layer 3 Switches (set) with 24 port which should have 8 port support 10G-Base-T and 16 port*10/100/1000 Base-T ports and additional 4*SFP/SFP+ 10G slots. The switch should have dedicated dual dedicated stacking port 80 GBPS; The	Please refer to Sr. No. 203 in this regard



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No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		dedicated stacking ports with required stacking cabled. Should work / connected in HA mode with no Single Point of Failure (SPOF).	Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of-Failure. Justification : Requesting to add 8 * 10G copper port for connecting servers in server teaming mode and rest of the ports for user and switch connectivity. This should ensure proper connectivity and bandwidth for high speed video data. Also requesting to add dedicated stacking port on an above uplink for redundancy.	
298	6.11. CR Switch	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 280 in this regard
299	6.11. CR Switch	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Should support RPR/IEEE 802.17/equivalent for sub 200ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for	Please refer to Sr. No. 185 in this regard



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PRINCIPAL SEAT – JABALPUR

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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			wider OEM participation.	
300	6.11. CR Switch	ACL based on L2/L3 headers, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop protection and loop detection,	Should support ACL, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), Radius, TACACS+, LAG, Loop protection and loop detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 218 in this regard
301	6.11. CR Switch	UL60950-1, CAN/CSA-C22.2 No.60950-1-03,	UL60950-1 / CAN/CSA-C22.2 No.60950-1-03 Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 190 in this regard
302	6.11. CR Switch	EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL, ROHS	EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 284 in this regard



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No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
303	6.11. CR Switch	Additional Clarification	Requesting to add "Switch should be IPv6 logo Certified." Justification : This is ensure that product quoted by Bidder / OEM should have IPv6 logo certified	Tender terms shall prevail.
304	6.11. CR Switch	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Requesting you to confirm on the same	Please refer to Sr. No. 199 in this regard
305	6.11. CR Switch	Additional Clarification	We understand that "Minimum Stacking throughput is 80 GBPS between two CR switch" Requesting you to confirm on the same	Please refer to Sr. No. 207 in this regard
306	6.11. CR Switch	Additional Clarification	We understand that "Switch should be EAL/NDPP certified" Justification : This point will ensure that during Vulnerability Assessment and Penetration Testing / audit no malicious code is present on the hardware.	Please refer to Sr. No. 192 in this regard
307	6.11. CR Switch	Additional Clarification	Requesting to Add "Switches should support 802.1x" Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.	Please refer to Sr. No. 195 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
308	6.34. Layer-3 Core Switch	Recommendation	<p>We understand that all the application servers and ICCC would be hosted in Jabalpur and Indore in DC & DR where, Link (Internet & Intranet) and Security components. In this scenario two Switches would a Flat network with all the devices(Firewalls, Servers, ADC/SLB, etc) would connect to these switches only. As our observation couple 1G 24 port copper switch wont solve the purpose. In this scenario we strongly suggest to have at least Two tier network (Collapsed core Architecture) with Core and Access Layer, where Core would be responsible to connect all the Link layer Access Layer would be connected with Servers and other devices. This would provide a ideal condition for load sharing across between network. Also uplink from Core to Access layer should be from 40/100G to cater future requirements and scalability.</p> <p>Hence our suggestion to change the specification of Core switch with Low Latency Data Center switches which should have 1/10/25G Fiber port.</p>	Please refer to Sr. No. 214 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
309	6.34. Layer-3 Core Switch	Layer 3 Managed 24*10/100/1000 Base-T ports and additional 4*SFP slots. The switch should have dedicated dual redundant HA ports with required; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of-Failure.	<p>We understand that all the application servers and ICCC would be hosted in Jabalpur and Indore in DC & DR where, Link (Internet & Intranet) and Security components. In this scenario two Switches would a Flat network with all the devices(Firewalls, Servers, ADC/SLB, etc) would connect to these switches only. As our observation couple 1G 24 port copper switch wont solve the purpose. In this scenario we strongly suggest to have at least Two tier network (Collapsed core Architecture) with Core and Access Layer, where Core would be responsible to connect all the Link layer Access Layer would be connected with Servers and other devices. This would provide a ideal condition for load sharing across between network. Also uplink from Core to Access layer should be from 40/100G to cater future requirements and scalability.</p> <p>Hence our suggestion to change the specification of Core switch with Low Latency Data Center switches which should have 1/10/25G Fiber port.</p>	Please refer to Sr. No. 214 in this regard
310	6.34. Layer-3 Core Switch	IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification	IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent	Please refer to Sr. No. 215 in this regard



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No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		by protocol and port	Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation.	
31 1	6.34. Layer-3 Core Switch	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Should support RPR/IEEE 802.17/equivalent for sub 200ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 185 in this regard
31 2	6.34. Layer-3 Core Switch	UL60950-1, CAN/CSA-C22.2 No.60950-1-03,	UL60950-1 / CAN/CSA-C22.2 / No.60950-1-03, Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 190 in this regard
31 3	6.34. Layer-3 Core Switch	EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL, ROHS	EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 284 in this regard
31 4	6.34. Layer-3 Core Switch	Additional Clarification	Requesting to add "Switch should be IPv6 logo Certified."	Please refer to Sr. No. 198 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			Justification : This is ensure that product quoted by Bidder / OEM should have IPv6 logo certified	
31 5	6.34. Layer-3 Core Switch	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Kindly confirm ?	Please refer to Sr. No. 199 in this regard
31 6	6.34. Layer-3 Core Switch	Additional Clarification	We understand that "Minimum Stacking throughput is 160 GBPS between two CORE switch" Kindly confirm ?	Please refer to Sr. No. 220 in this regard
31 7	6.34. Layer-3 Core Switch	Additional Clarification	We understand that "Switch should be EAL/NDPP certified" This point will ensure that during Vulnerability Assessment and Penetration Testing / audit no malicious code is present on the hardware.	Please refer to Sr. No. 192 in this regard
31 8	6.34. Layer-3 Core Switch	Additional Clarification	Requesting to Add "Switches should support 802.1x" Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.	Please refer to Sr. No. 195 in this regard
31 9	6.35. LAYER-2 SWITCH	Layer-2 Managed Switch with 24 Port 10/100/1000	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 4 OFC , 1GBPS SFP ports (IPv6 Compliant) To be	Please refer to Sr. No. 288 in this regard



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No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		Base-T GE Switch with 4 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	IEEE802.3 compliant, MTBF> 3 lakh hours.	
320	6.35. LAYER-2 SWITCH	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 280 in this regard
321	6.35. LAYER-2 SWITCH	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Should support RPR/IEEE 802.17/equivalent for sub 200ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 185 in this regard
322	6.35. LAYER-2 SWITCH	Should support 8 priority queues with a hierarchy of high priority queues for real time traffic, and mixed	Should support 8 egress queues, supporting egress bandwidth control, shaping, and priority queuing so that high-priority packets are serviced ahead of other traffic.	4 priority queues shall be acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		scheduling, for each switch port	Justification : We understand that at any point of time 8 priority queues will not be configured, also entire specification are not allowing leading OEM to participate. Hence requesting to modify the clause for wider OEM participation.	
32 3	6.35. LAYER-2 SWITCH	ACL based on L2/L3 headers, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop protection and loop detection,	Should support ACL, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), Radius, TACACS+, LAG, Loop protection and loop detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 218 in this regard
32 4	6.35. LAYER-2 SWITCH	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface for taking backup of software release files configurations, SSLv2 / SSLv3, Justification : Different OEM support different protocol. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 189 in this regard
32 5	6.35. LAYER-2 SWITCH	UL60950-1, CAN/CSA-C22.2 No.60950-1-03,	UL60950-1 / CAN/CSA-C22.2 No.60950-1-03 Justification : Different OEM have different	Please refer to Sr. No. 190 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	
326	6.35. LAYER-2 SWITCH	EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL, ROHS	EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 284 in this regard
327	6.35. LAYER-2 SWITCH	Additional Clarification	Requesting to add "Switch should be IPv6 logo Certified." Justification : This is ensure that product quoted by Bidder / OEM should have IPv6 logo certified	Please refer to Sr. No. 198 in this regard
328	6.35. LAYER-2 SWITCH	Additional Clarification	We understand that "Switch should must stacking features where up to eight switches can be configured and managed using a single IP address." Justification : Stacking ensure single management from Day 0 operation	Tender terms shall prevail.
329	6.35. LAYER-2 SWITCH	Additional Clarification	Requesting to Add "Switches should support 802.1x" Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches	Please refer to Sr. No. 195 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			should support dot1X for user authentication.	
330	All type of Switches	Additional Clarification	<p>Requesting to add : All the switches / OS should have common criteria certification.</p> <p>Justification Common criteria ensure OS are tested & verified for vulnerability assessment. This is also widely accepted by Various government Department. Even in MP HC ask Common criteria in other RFPs. For Details visit : https://www.commoncriteria-india.gov.in/</p>	Please refer to Sr. No. 224 in this regard
331	6.40 Network/ Element Management System	Shall support integration with NAC, IPS, SIEM and other third party security appliances to respond automatically and remediate threats in real-time	<p>Shall support integration with NAC, IPS, SIEM and other third party security appliances to respond automatically and remediate threats in real-time</p> <p>Justification : Request to remove the same as NMS is for management of Network devices and not Security devices</p>	Please refer to Sr. No. 225 in this regard
332	6.40 Network/ Element Management System	Shall support optimizing network management and help desk troubleshooting with anywhere, anytime access to critical information using popular mobile devices and tablets	<p>Shall support optimizing network management and help desk troubleshooting with anywhere, anytime access to critical information using popular mobile devices and tablets</p> <p>Justification : Help desk is a separate solution which integrated with NMS. Asking NMS and helpdesk is not available with all OEM hence request to remove.</p>	Please refer to Sr. No. 225 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
333	6.46. Firewall & Cyber Security Solution	Entire Specification	<p>Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/ gateway security/web security solution & any other.</p> <p>In this scenario only couple of OEM qualify</p> <p>Also point in user management restrict wider OEM participation "The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution."</p> <p>Recommended MPHC should go-ahead with Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format.</p> <p>Components of Cyber Security Solution :</p> <ol style="list-style-type: none">1. Next Firewall with IPS & Anti-Malware2. APT3. AAA4. SIEM5. NESS6. APMM	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			7. Web security	
33 4	6.46. Firewall & Cyber Security Solution	The Firewall appliance should be a purpose-built appliance based solution with integrated functions like Firewall, VPN and User awareness. The product licensing should be device based and not user/IP based (should support unlimited users except for VPN). The hardware platform & Firewall with	Change Request : The Firewall appliance should be a purpose-built appliance based solution with integrated functions like Firewall, VPN and User awareness. The product licensing should be device based and not user/IP based (should support unlimited users except for VPN). The hardware platform & Firewall with integrated SSL/IPSec VPN application has to be from the same OEM. Justification : NSS has shutdown there operations, So no longer valid. Requesting to replace with Forrester Wave Leader	Please refer to Sr. No. 229 in this regard



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.		integrated SSL/IPSec VPN application has to be from the same OEM. The quoted NGFW OEM must have NSS Lab's Recommended rating as per latest NSS Labs NGFW Methodology testing with a minimum exploit blocking rate of 95%.		
335	6.46. Firewall & Cyber Security Solution	Throughput capacity of firewall under test conditions should not be less than 70 Gbps. Throughput capacity of VPN under test conditions should not be less than 15 Gbps. Appliance should support Max 25,000,000 concurrent sessions. Appliance should support at least 1,80,000 connections per second. Solution should be based on multi core	Change Request "NGFW Throughput capacity with FW + AVC + IPS (after enable all services) of firewall under test conditions should not be less than 10 Gbps. Throughput capacity of VPN under test conditions should not be less than 6 Gbps. Appliance should support Max 10,000,000 concurrent sessions. Appliance should support at least 85,000 connections per second. Solution should be based on multi core processors and not on proprietary hardware platforms like ASICs, Should have minimum 16 GB memory with option of upgradable up to 32 GB. Hardware should have field upgradable capabilities for upgrading components like network cards, power supplies, fan etc.	Please refer to Sr. No. 230 in this regard



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		processors and not on proprietary hardware platforms like ASICs, Should have minimum 16 GB memory with option of upgradable up to 32 GB. Hardware should have field upgradable capabilities for upgrading components like network cards, RAM, power supplies, fan etc.	Justification : Actual Firewall performance always determine after enable all services like Firewall, IPS & AVC, hence requesting to mention the same. Also concurrent session and connection per second is way to high as per actual requirement.	
33 6	6.46. Firewall & Cyber Security Solution	Should support hardware fail open cards for critical interfaces. NGFW appliance should have inbuilt storage of 900 GB SSD / HDD.	Change Request : Should support hardware fail open cards for critical interfaces. NGFW appliance should have inbuilt storage of 400 GB SSD / HDD. Justification : Logs of the firewall storage in Firewall management which is already mentioned in Security Management. Hence request to reduce the same wider participation.	Please refer to Sr. No. 231 in this regard
33 7	6.46. Firewall & Cyber Security Solution	Interface Requirement: 8 x 10/100/1000 Base-T Copper Ports, 4 x 10 GB 10G SFP ports from day 1 and support for addition of	Change Request : Interface Requirement: 8 x 10 GB 10G SFP ports from day 1 and support for addition of 2 x 40G SFP ports. Dedicated Management and Sync Ports Justification : Requesting	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		2 x 40G SFP ports. Dedicated Management and Sync Ports	change for wider OEM participation	
33 8	6.46. Firewall & Cyber Security Solution	Authentication: schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS, RADIUS and digital certificates. Should support Ethernet Bonding functionality for Full Mesh deployment architecture. Must support user, client and session authentication methods.	Change Request : Authentication: schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS / RADIUS and digital certificates. Should support Ethernet Bonding functionality for Full Mesh deployment architecture. Must support user, client and session authentication methods. Justification : Requesting change for wider OEM participation	Please refer to Sr. No. 232 in this regard
33 9	6.46. Firewall & Cyber Security Solution	User authentication schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS, RADIUS and digital certificates. Firewall should support the system authentication with RADIUS and local	Change Request : User authentication schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS / RADIUS and digital certificates. Firewall should support the system authentication with RADIUS / local authentication. Both should work simultaneously. Solution must support DHCP, server and relay. Solution must include the ability to work in Transparent/Bridge mode.	Please refer to Sr. No. 223 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		authentication. Both should work simultaneously . Solution must support DCHP, server and relay. Solution must include the ability to work in Transparent/Br idge mode.	Justification : Requesting change for wider OEM participation	
340	6.46. Firewall & Cyber Security Solution	User Identity / Awareness: Must be able to acquire user identity from Microsoft Active Directory without any type of agent installed on the domain controllers. Must support kerberos transparent authentication for single sign on. Must support the use of LDAP nested groups. Must be able to create rules and policies based on identity roles to be used across all security applications. The solution should have the inherent ability to detect multi-stage attacks. For	Change Request : User Identity / Awareness: Must be able to acquire user identity from Microsoft Active Directory. Must be able to create rules and policies based on identity roles to be used across all security applications. The solution should have the inherent ability to detect multi-stage attacks. For the purpose of detecting multi stage attacks the solution should include static analysis technologies like antivirus, anti-malware/anti bot however in an integrate mode with the solution. The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution. Justification : Requesting change for wider OEM participation	Please refer to Sr. No. 234 in this regard



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		the purpose of detecting multi stage attacks the solution should include static analysis technologies like antivirus, anti-malware/anti bot however in an integrate mode with the solution. The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution.		
34 1	6.46. Firewall & Cyber Security Solution	The solution should inspect the web sessions (HTTP and HTTPS both) to detect and notify the malicious web activity including malicious file downloads through the internet. Third Party/Separate appliance for SSL offloading will not be accepted. The proposed solution should dynamically generate real-time malware	Change Request : The solution should inspect the web sessions (HTTP and HTTPS both) to detect and notify the malicious web activity including malicious file downloads through the internet. Third Party/Separate appliance for SSL offloading will not be accepted. The proposed solution should dynamically generate real-time malware intelligence for immediate local protection via integration with the separate Automated Management and Event Correlation System. This Automated Management and Event Correlation solution must be from the same OEM.Solution should have an ability to remove all the active	Please refer to Sr. No. 235 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		intelligence for immediate local protection via integration with the separate Automated Management and Event Correlation System. This Automated Management and Event Correlation solution must be from the same OEM. Solution should have an ability to remove all the active content and macros sending only a clean document to the end user. Solution should be able to detect & Prevent the Bot communication with C&C.	content and macros sending only a clean document to the end user. Solution should be able to detect & Prevent the Bot communication with C&C. Justification : This breaks the data integrity and isn't scalable because on network files can not be hold to be processed action should be in real time.	
34 2	6.46. Firewall & Cyber Security Solution	Security Management: A separate centralized management appliance/software needs to be provided for management and logging of NGFW appliance. In case other security components	Security Management: A separate centralized management appliance/software needs to be provided for management and logging of NGFW appliance. In case other security components like APT solution etc. are from the same OEM then a single centralized management, logging (and not multiple management system) should manage all such	Please refer to Sr. No. 236 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		<p>like APT solution etc. are from the same OEM then a single centralized management, logging (and not multiple management system) should manage all such security devices. Security management Hardware can be an OEM appliance or dedicated server with software. In case of dedicated server, Server should be rack mounted with Intel based 8 core processor with min two nos. of 64-bit processor having 64 GB RAM or OEM recommended whichever is higher for these specifications. Minimum 2 TB Hard disk and minimum dual 10/100/1000 Mbps network port. The central management console and should be able to handle 5000</p>	<p>security devices. Security management Hardware can be an OEM appliance or dedicated server with software. In case of dedicated server, Server should be rack mounted with Intel based 8 core processor with min two nos. of 64-bit processor having 64 GB RAM or OEM recommended whichever is higher for these specifications. Minimum 900 GB Hard disk and minimum dual 10/100/1000 Mbps network port. The central management console and should be able to handle 5000 log/sec.</p> <p>Justification : Requesting change for wider OEM participation</p>	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
34 3	6.46. Firewall & Cyber Security Solution	Should be bundled with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other software as part of the cyber security	<p>"Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other.</p> <p>In this scenario only couple of OEM qualify</p> <p>Also point in user management restrict wider OEM participation ""The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution.""</p> <p>Recommended MPHC should go-ahead with Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format.</p> <p>Components of Cyber Security Solution :</p> <p>1. Next Firewall with IPS &</p>	Please refer to Sr. No. 237 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			Anti-Malware 2. APT 3. AAA 4. SIEM 5. NESS 6. APMM 7. Web security "	
34 4	6.47. Cyber security Software Suite	Security management application must support role based administrator accounts. Management must provide functionality to automatically save current state of Policy each time when any configuration changes in Security policy is enforced, and should have option to revert back to previous state stored state. It must be	Change Request : Security management application must support role based administrator accounts. Should have option to revert back to previous state stored state. It must be capable of storing at least last 5 policies. The management must provide a security rule hit counter in the security policy. Justification : Requesting change for wider OEM participation	Please refer to Sr. No. 238 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		capable of storing at least last 5 policies. Management Solution must include a Certificate-based encrypted secure communication channel among all vendor distributed components belonging to a single management domain. The management must provide a security rule hit counter in the security policy.		
34 5	6.47. Cyber security Software Suite	Should be equipped by necessary licenses with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System	Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other. In this scenario only couple of OEM qualify Also point in user management restrict wider OEM participation "The bidder or SI may use additional appliances (at max 2) for the solution but	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		(NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other software as part of the cyber security	<p>should be provided by the same OEM in the solution."</p> <p>Recommended MPHC should go-ahead with Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format.</p> <p>Components of Cyber Security Solution :</p> <ol style="list-style-type: none"> 1. Next Firewall with IPS & Anti-Malware 2. APT 3. AAA 4. SIEM 5. NESS 6. APMM 7. Web security 	
34 6	BID DOCUMENT – PART I, 6.45. HDD based Storage Archival System, Page-113	The Archive will be purchased without disks or Tapes such that standard commercially available disks or Tapes may be sourced from local suppliers with local warranty and added to the Archive storage as required	With the current clause, Specifications being ONE OEM Specific, any Standard OEM for storage will not be able to support as each OEM has defined way to support system. Adding any disk from the open market is not supported by leading OEMs. Hence this clause must be removed.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
34 7	Deep Archive Storage (Tier-3 Storage): Page-114	The Archive must support mixed disks drive capacities or mixed Tape Capacities within the same array. It is anticipated that 18TB disks will be used initially with the option to use 20TB and larger disk capacities as they become available, in any mix without loss of storage yield	Current specs are OEM specifics. We request to change the drive capacity to 12TB or `16TB capacity drives as these are the highest available at this time with Storage OEMs.	Bidders may propose different HDD configurations of capacity more than 10TB each.
34 8	6.14. SAN/NAS Storage/ Page-62	The storage box shall have required number of 8 Gbps FC server ports (backward compatible to 4GBPS) across both controllers based on the design proposed by the Bidder + 25% redundant Ports. The Storage box shall accept FC, iSCSI, SAS, FCoE as front end connectivity;	We request to change the port speed to 16Gbps FC as this is current and is compatible to 8Gbps/4Gbps. This will assure latest product are offered. Also FCoE is aged protocol and not supported by leading OEM on Storage.	8 GBPS or better speed with backward compatibility with 4 GBPS should be provided..



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
349	6.14. SAN/NAS Storage/ Page-62	The system should have a minimum of 4 GB per controller	We request for modify the cache required to "The system should have a minimum of 8 GB per controller" as this is minimum that is offered and would be needed for CCTV data recording as minimal to meet the efficient , non-disruptive operations of the system.	The clause "The system should have a minimum of 4 GB per controller Cache. It should be possible to use SSD drives as an extension to cache" should be read as "The system should have a minimum of 8 GB per controller Cache or better"
350	6.45. HDD based Storage Archival System	Media Asset management and Archive Software	Current specification are OEM Specific, Hence we request for detailed discussion on this as other Leading OEMS will not qualify here to participate .	The statement is baseless & hence does not deserve any response
351	2.19.4 Networking Equipment OEM Page no.15	· All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, published prior to the date of the tender publication. For Industrial Grade Switches -	Please allow India Specific IDC Ethernet switch report for OEM qualifications. Kindly modify clause as" All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share or India in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, published prior to the date of the tender publication. For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication."	Tender terms shall prevail.



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.		From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication.		
35 2	6.9. Field Switch - 8 Port POE Page no.58	L3 Features: Should support Static RIP, RIPv1 &v2	Field switch - 8 port switch is required for Layer 2 connectivity for CCTV cameras. Static routes and RIPv1 and v2 are Layer 3 features which are not required in Layer 2 Switch. Kindly delete this clause for Layer 2 Switch requirement.	Please refer to Sr. No. 39 in this regard
35 3	6.9. Field Switch - 8 Port POE Page no.58	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Asked feature will required Layer 3 switch to be proposed. Kindly delete this clause for proposing the Layer 2 switch to connect CCTV cameras. MSTP is a equivalent Layer 2 feature for achieving the same. Kindly modify clause as" Should support MSTP/RPR/IEEE 802.17/equivalent for ring protection"	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
354	6.9. Field Switch - 8 Port POE Page no.58	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	<p>The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP.</p> <p>Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable. Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation.</p> <p>https://www.orolia.com/sites/default/files/document-files/Differences_Between_NTP_and_Sntp_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20time%20itself.</p> <p>Kindly Modify clause as" Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"</p>	SNTP shall be acceptable for all switches.
355	6.9. Field Switch - 8 Port POE Page no.58	Add New Clause	"Switch should have 1GB RAM. " Please add RAM and Flash requirement for smooth operation of switches features.	Tender terms shall prevail.
356	6.9. Field Switch - 8 Port POE	Add New Clause	Switch should have 130 watt POE budget.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
	Page no.58			
357	6.10. Field Switch - 24 Port Page no.60	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	<p>The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP.</p> <p>Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable. Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation.</p> <p>https://www.orolia.com/sites/default/files/document-files/Differences_Between_NTP_and_Sntp_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20time%20itself.</p> <p>Kindly Modify clause as" Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"</p>	Please refer to Sr. No. 354 in this regard
358	6.10. Field Switch - 24 Port Page no.60	Add New Clause	"Switch should have 1GB RAM. " Please add RAM and Flash requirement for smooth operation of switches features.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
359	6.10. Field Switch - 24 Port Page no.60	Add New Clause	Switch should have 500 watt POE budget.	Tender terms shall prevail.
360	6.11. CR Switch Page no.60	L3 Features Should support Static RIP, RIPv1 &v2	Layer 3 features missing from the switch. Kindly modify clause as"L3 Features Should support Static RIP, RIPv1 &v2, OSPF, BGP, PBR, PIM from day one"	Please refer to Sr. No. 352 in this regard
361	6.11. CR Switch Page no.61	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP. Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable. Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation. https://www.orolia.com/sites/default/files/document-files/Differences_Between_NTP_and_Sntp_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20time%20itself. Kindly Modify clause as" Management: DHCPv6,	Please refer to Sr. No. 354 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"	
36 2	6.34. Layer-3 Core Switch Page no.86	L3 Features Should support · Static RIP · RIPv1 &v2	Layer 3 features missing from the switch. Kindly modify clause as"L3 Features Should support Static RIP, RIPv1 &v2, OSPF, BGP, PBR, PIM from day one"	Please refer to Sr. No. 352 in this regard
36 3	6.34. Layer-3 Core Switch Page no.87	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP. Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable. Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation. https://www.orolia.com/sites/default/files/document-files/Differences_Between_NTP_and_SNTP_v1-02-	Please refer to Sr. No. 354 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			e%20itself. Kindly Modify clause as" Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"	
36 5	6.35. Layer-2 Switch Page no.87	Add New Clause	"Switch should have 1GB RAM. " Please add RAM and Flash requirement for smooth operation of switches features.	Tender terms shall prevail.
36 6	6.35. Layer-2 Switch Page no.87	Add New Clause	Switch should have 500 watt POE budget.	Tender terms shall prevail.
36 7	6.15. Recording, Archiving & Back-up& Management Servers	Processor: Two socket x86-64 architecture, E5-2600 Series Processor 2.4GHz with 1 populated CPU	Please specify the exact processor specifications i.e. Cores/L3 cache. All server OEMs support latest Intel Cascade series processor family. So, Please specify the Intel Cascade processor model number	Please refer to Sr. No. 53 in this regard
36 8	6.15. Recording, Archiving & Back-up& Management Servers	HDD:10K HDD (1.8TB x 3 numbers with RAID) or (Storage + System requirements + 50% spare space x 3 numbers with RAID) whichever is higher & shall	Please specify the RAID configuration required so that OEMs can accordingly quote the usable capacity required because it is just mentioned "RAID" with no specific information as RAID 5,6 or whatever is required as per the requirement ask for data loss	RAID 5 should be considered.



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		be scalable.		
369	6.15. Recording, Archiving & Back-up& Management Servers	External Interface: 5 USB Ports, 2 VGA, Serial Port , ODD, USB Keyboard, Mouse, Monitor	Please modify the clause as" 3 USB Ports or higher, 2 VGA, Serial Port , ODD, USB Keyboard, Mouse, Monitor" because at least three USB ports are available across all OEMs	3 USB ports or higher shall be acceptable, other conditions in the clause remaining the same.
370	6.33. Servers	Processor: Two socket x86-64 architecture, E5-2600 Series Processor 2.4GHz with 1 populated CPU	Please specify the exact processor specifications i.e. Cores/L3 cache. All server OEMs support latest Intel Cascade series processor family. So, Please specify the Intel Cascade processor model number	Please refer to Sr. No. 367 in this regard
371	6.33. Servers	HDD:10K HDD (1.8TB x 3 numbers with RAID) or (Storage + System requirements + 50% spare space x 3 numbers with RAID) whichever is higher & shall be scalable.	Please specify the RAID configuration required so that OEMs can accordingly quote the usable capacity required because it is just mentioned "RAID" with no specific information as RAID 5,6 or whatever is required as per the requirement ask for data loss	Please refer to Sr. No. 368 in this regard
372	6.33. Servers	External Interface: 5 USB Ports, 2 VGA, Serial Port , ODD, USB Keyboard, Mouse, Monitor	Please modify the clause as" 3 USB Ports or higher, 2 VGA, Serial Port , ODD, USB Keyboard, Mouse, Monitor" because at least three USB ports are available across all OEMs	Please refer to Sr. No. 369 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
373	6.45. HDD based Storage Archival System	Specifications for MAM & Archive Server at main location:HDD: 2 X 200GB 6Gbps SSD on Raid 1	Please modify the clause as "2*480GB 6Gbps SSD RAID 1" because there is no 200GB SSD 6 Gbps drive available with this capacity	2x200GB or better shall be acceptable, other conditions in the clause remaining the same.
374	6.45. HDD based Storage Archival System	Specifications for MAM & Archive Server at DR location:Network Adapter: Dual 10Gbps/40Gbps	Please modify the clause "Network Adapter: Dual 10Gbps/25Gbps" and even mention the transceivers required from day 1 for uplink connectivity requirement. This specific adapter is available with few OEMs and modification will make it generic across all OEMs and even 40Gbps Network adapter will need Top of Rack Switch to have 40 Gbps ports from day 1	Dual 10GBPS/25 GBPS shall be acceptable, other conditions in the clause remaining the same.
375	6.45. HDD based Storage Archival System	Specifications for Transcoding server- HDD: 2 X 200GB 6Gbps SSD on Raid 1	Please modify the clause as "2*480GB 6Gbps SSD RAID 1" because there is no 200GB SSD 6 Gbps drive available with this capacity	Please refer to Sr. No. 373 in this regard
376	6.45. HDD based Storage Archival System	Specifications for Transcoding server- Network Adapter: Dual 10Gbps/40Gbps	Please modify the clause "Network Adapter: Dual 10Gbps/25Gbps" and even mention the transceivers required from day 1 for uplink connectivity requirement. This specific adapter is available with few OEMs and modification will make it generic across all OEMs and even 40Gbps Network adapter will need Top of Rack Switch to have 40 Gbps ports from day 1	Please refer to Sr. No. 374 in this regard
37	6.13.	500 GB or better; SATA	Request you to change HDD speed to 7200 RPM	7200 RPM HDD shall be acceptable, other conditions



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
7	Workstations	@ Min. 7500 RPM – 8MB Cache	instead of 7500 RPM as this is not industry standard and is not available with leading OEM Brands	in the clause remaining the same.
378	6.9. Field Switch - 8 Port POE Page no.58	Add New Clause	"Switch should have 1GB RAM. " Please add RAM and Flash requirement for smooth operation of switches features.	Tender terms shall prevail.
379	6.9. Field Switch - 8 Port POE Page no.58	Add New Clause	Switch should have 130 watt POE budget.	Please refer to Sr. No. 356 in this regard
380	6.10. Field Switch - 24 Port Page no.60	Add New Clause	"Switch should have 1GB RAM. " Please add RAM and Flash requirement for smooth operation of switches features.	Please refer to Sr. No. 358 in this regard
381	6.10. Field Switch - 24 Port Page no.60	Add New Clause	Switch should have 500 watt POE budget.	Please refer to Sr. No. 359 in this regard
382	6.35. Layer-2 Switch Page no.87	Add New Clause	"Switch should have 1GB RAM. " Please add RAM and Flash requirement for smooth operation of switches features.	Please refer to Sr. No. 365 in this regard
383	6.35. Layer-2 Switch Page no.87	Add New Clause	Switch should have 500 watt POE budget.	Please refer to Sr. No. 366 in this regard
384	6.43. All in One Computer	Brightness 235 cd/m2	This is OEM specific, request you to change it to minimum 200 cd/m2	Tender terms shall prevail.
385	6.43. All in One Computer	Contrast Ratio 1000:1	This is OEM specific, request you to change it to 600:1	Tender terms shall prevail.
386	6.15. Recording, Archiving & Back-up&	External Interface: 5 USB Ports, 2 VGA, Serial	Please modify the clause as" 3 USB Ports or higher, 2 VGA, Serial Port , ODD, USB	Please refer to Sr. No. 369 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Management Servers	Port , ODD, USB Keyboard, Mouse, Monitor	Keyboard, Mouse, Monitor" because at least three USB ports are available across all OEMs	
387	6.43. All in One Computer	Graphics Card NVIDIA® Quadro® P3200 6GB GDDR5	Please allow NVIDIA GeForce GTX 1650- 4 GB as mentioned card is very specific and is available with a specific OEM	Tender terms shall prevail.
388	6.43. All in One Computer	Make- Wacom, Apple	Please allow Dell as an OEM to participate	Dell should be considered as approved make.
389	6.43. All in One Computer	Other Connections 1x LAN port(Gigabit) 3xDC Jack	Please remove 3xDC Jack as this is specific	Tender terms shall prevail.
390	6.43. All in One Computer	Pen- holder/Stand: Yes	OEM Specific, please remove this	Tender terms shall prevail.
391	6.43. All in One Computer	Pen: Yes	This is OEM specific, request you to please remove or please highlight the functionality of the same in the RFP. Major touch screens are finger touch enabled	Tender terms shall prevail.
392	6.43. All in One Computer	Ports : 4 x USB3 ports, 1 x USB C port, 1 x USB3 port (Upstream port connected to computer), 1 x HDMI2.0 port, 1 x DisplayPort, 1 USB-A Port	Request change as per below One USB 3.2 Gen 2 Type-C port One USB 3.2 Gen 1 Type-A port with PowerShare Two USB 3.2 Gen 2 Type-A ports with Smart Power On Two USB 3.2 Gen 2 Type-A ports 1 x HDMI2.0 port, 1 x DP++	Tender terms shall prevail.
393	6.43. All in One	Processor : Intel® Core™	Request you to please mention i7-10700 as 7th	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Computer	i5-7300HQ	Generation is obsolete	
394	6.43. All in One Computer	Remote : Remote with more than 16 customizable, application specific keys	OEM Specific, or please highlight functionality	Tender terms shall prevail.
395	6.43. All in One Computer	Resolution > 5000 lines per inch	OEM specific, please change it to 1920 x 1080	Tender terms shall prevail.
396	6.43. All in One Computer	Response: 14 ms	This is OEM specific, request you to change it to 25 ms	Tender terms shall prevail.
397	6.43. All in One Computer	Technology IPS Ultra HD	Major of the AIO Computer specifications are specific to one OEM, request change it to IPS Full HD to accommodate all OEMs	Tender terms shall prevail.
398	BID DOCUMENT – PART I, 6.45. HDD based Storage Archival System, Page-113	The Archive will be purchased without disks or Tapes such that standard commercially available disks or Tapes may be sourced from local suppliers with local warranty and added to the Archive storage as required	With the current clause, Specifications being ONE OEM Specific , any Standard OEM for storage will not be able to support as each OEM has defined way to support system. Adding any disk from the open market is not supported by leading OEMs. Hence this clause must be removed.	Please refer to Sr. No. 346 in this regard
399	Deep Archive Storage (Tier-3 Storage): Page-114	The Archive must support mixed disks drive capacities or mixed Tape Capacities within the	Current specs are OEM specifics . We request to change the drive capacity to 12TB or `16TB capacity drives as these are the highest available at this time with Storage OEMs.	Please refer to Sr. No. 347 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		same array. It is anticipated that 18TB disks will be used initially with the option to use 20TB and larger disk capacities as they become available, in any mix without loss of storage yield		
400	6.14. SAN/NAS Storage/ Page-62	The storage box shall have required number of 8 Gbps FC server ports (backward compatible to 4GBPS) across both controllers based on the design proposed by the Bidder + 25% redundant Ports. The Storage box shall accept FC, iSCSI, SAS, FCoE as front end connectivity;	We request to change the port speed to 16Gbps FC as this is current and is compatible to 8Gbps/4Gbps. This will assure latest product are offered. Also FCoE is aged protocol and not supported by leading OEM on Storage.	Please refer to Sr. No. 348 in this regard
401	6.14. SAN/NAS Storage/ Page-62	The system should have a minimum of 4 GB per controller	We request for modify the cache required to "The system should have a minimum of 8 GB per controller" as this is minimum that is offered and would be needed for CCTV data recording as minimal to meet the	Please refer to Sr. No. 349 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			efficient , non-disruptive operations of the system.	
40 2	2.19.4 Networking Equipment OEM Page no.15	· All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, published prior to the date of the tender publication. For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication.	Please allow India Specific IDC Ethernet switch report for OEM qualifications. Kindly modify clause as" All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share or India in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, published prior to the date of the tender publication. For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication."	Please refer to Sr. No. 351 in this regard
40 3	6.9. Field Switch - 8 Port POE	Should support RPR/IEEE 802.17/equival	Asked feature will required Layer 3 switch to be proposed. Kindly delete	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.	Page no.58	ent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	this clause for proposing the Layer 2 switch to connect CCTV cameras. MSTP is a equivalent Layer 2 feature for achieving the same. Kindly modify clause as" Should support MSTP/RPR/IEEE 802.17/equivalent for ring protection"	
40 4	6.9. Field Switch - 8 Port POE Page no.58	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP. Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable. Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation. https://www.rolia.com/sites/default/files/document-files/Differences_Between_NTP_and_Sntp_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20time%20itself. Kindly Modify clause as" Management: DHCPv6,	Please refer to Sr. No. 354 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"	
405	6.10. Field Switch - 24 Port Page no.60	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	<p>The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP.</p> <p>Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable.</p> <p>Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable.</p> <p>Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation.</p> <p>https://www.rolia.com/sites/default/files/document-files/Differences_Between_NTP_and_SNTP_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20tim</p>	Please refer to Sr. No. 354 in this regard



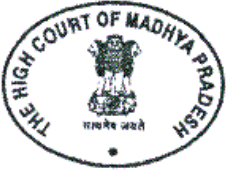
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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			e%20itself. Kindly Modify clause as" Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"	
40 6	6.11. CR Switch Page no.61	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP. Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable. Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation. https://www.orolia.com/sites/default/files/document-files/Differences_Between_NTP_and_SNTP_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20time%20itself. Kindly Modify clause as" Management: DHCPv6, DNSv6, Telnetv6 and	Please refer to Sr. No. 354 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
407	6.34. Layer-3 Core Switch Page no.87	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	<p>SSHv6, NTPv6/SNTP"</p> <p>The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP.</p> <p>Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable. Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation.</p> <p>https://www.rolia.com/sites/default/files/document-files/Differences_Between_NTP_and_SNTP_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20tim</p>	Please refer to Sr. No. 354 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			e%20itself. Kindly Modify clause as" Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"	
40 8	6.35. Layer- 2 Switch Page no.87	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	<p>The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP.</p> <p>Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable.</p> <p>Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable.</p> <p>Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation.</p> <p>https://www.orolia.com/sites/default/files/document-files/Differences_Between_NTP_and_SNTP_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20tim</p>	Please refer to Sr. No. 354 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			e%20itself. Kindly Modify clause as" Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"	
409	6.45. HDD based Storage Archival System	Specifications for MAM & Archive Server at DR location:Network Adapter: Dual 10Gbps/40Gbps	Please modify the clause "Network Adapter: Dual 10Gbps/25Gbps" and even mention the transceivers required from day 1 for uplink connectivity requirement. This specific adapter is available with few OEMs and modification will make it generic across all OEMs and even 40Gbps Network adapter will need Top of Rack Switch to have 40 Gbps ports from day 1	Please refer to Sr. No. 376 in this regard
410	6.45. HDD based Storage Archival System	Specifications for Transcoding server-Network Adapter: Dual 10Gbps/40Gbps	Please modify the clause "Network Adapter: Dual 10Gbps/25Gbps" and even mention the transceivers required from day 1 for uplink connectivity requirement. This specific adapter is available with few OEMs and modification will make it generic across all OEMs and even 40Gbps Network adapter will need Top of Rack Switch to have 40 Gbps ports from day 1	Please refer to Sr. No. 376 in this regard
411	6.43. All in One Computer	Video Out 1x Mini DisplayPort (DP1.2, 4K 60Hz) 1x Mini HDMI (HDMI2.0, 4K 60Hz)	Request change as 1 x HDMI2.0 port and 1 x DP++	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
41 2	RFP Vol-1/6.32 Video wall; RFP Page No.: 85	Video Wall Controllers: Capable of taking universal/multiple inputs (>10) & outputs for video/data along with necessary wall management software;	Kindly mention exact no. of universal inputs. Justification: >10 input can be 11 or more. Kindly define no. of inputs so that all bidders quote same no. of inputs & it is easier for customer to compare all price	Tender terms shall prevail.
41 3	RFP Vol-1/6.32 Video wall; 85: 85	Video Wall Controllers: 4-DVI-D/HDMI Outputs	Please change this to: 12 DVI-D/HDMI Outputs Justification: Since configuration of LCD video wall given is 6x2 so min 12 output will be required to connect controller with each LCD Panel.	The specifications are basic minimum. The monitors can be connected in daisy-chain using DP/ any other port available for looping - requiring only 1 HDMI port in the controller.
41 4	RFP Vol-1/6.32 Video wall; 85: 85	General: Very narrow & black bezel (<1mm) CCTV Monitor suitable for continuous (24x7x365) use with MTBF of more than 80,000 Hrs.;	Please change this to: Very narrow & black bezel (<1mm) CCTV Monitor suitable for continuous (24x7x365) use with MTBF/ life of more than 50,000 Hrs. Justification: LCD Technology has avg life >50,000 hrs. It is the LED backlight which has estimated life of upto 1,00,000 hrs.	Tender terms shall prevail. Bidders are free to propose LED lit LCD panel technology for meeting the requirement.
41 5	RFP Vol-1/6.32 Video wall; 85: 85	Certificate: UL, FCC, CE	Please change this to: BIS Justification: As per Circular of Department Of Promotion of Industry and Internal Trade No. P-45021/2/2017-PP(BE-II) dated 16th Sep. Specifying Foreign Certifications is a restrictive & discriminatory proactive in tender practice. In this light we request you to remove the foreign certifications like UL, FCC,	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			CE.	
41 6	RFP Vol-1/5.2. Mandatory Technical Requirements; 85: 39	15. Following authorizations shall be made available from OEMs: o Authorization that the items quoted by the tenderer are in production and would be supported for service for at least 10 years from the date of the final commissioning	Request you to change : Authorization that the items quoted by the tenderer are in production and would be supported for service for at least 5 years from the date of the final commissioning. Justification : Due to frequent technology advancement and component obsolescence in LCD technology, long term (10 year) support will be difficult and will be more expensive for user than the complete replacement with new available technology	Tender terms shall prevail.
41 7		Suggestion	Based on our technical expertise in display wall designing and manufacturing, our suggestion is to opt for DLP technology over LCD-LED technology	Tender terms shall prevail.
41 8	6.32 Video Wall	Monitors : Very narrow & black bezel (<1mm) CCTV Monitor suitable for continuous (24x7x365) use with MTBF of more than 80,000	Please change to 60" DLP-Laser 6 (C)x2 (R)with 0.2 mm Bazel for 24x7x365 Operations with life of 100000 hours as DLP technology is most proven in the control & Command Centre	Tender terms shall prevail.
41 9	6.32 Video Wall	Screen Min. 55" LED (2x6 Matrix)	Please change it to 60" DLP-Laser with 6 (C)x2 (R)	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
420	6.32 Video Wall	Video Wall Controllers Display Controller to control upto 12 panels, with required outputs, in any matrix combination; Capable of taking universal/multiple inputs (>10) & outputs for video/data along with necessary wall management software; Dual Gigabit Ethernet Ports with support for additional adapters; 4-DVI-D/HDMI Outputs; Support for Full HD resolution at full frame rate for all panels; Intel Xeon i7 64-bit processor with 16GB RAM; 1 TB HDD	Specifications inclined towards specific OEM we have recommended controller specification in Annex- 1	Tender terms shall prevail.
421	6.32 Video Wall	Video Wall Management Software Support for Multiclient/console; Software enable user to display, multiple sources up to any size and anywhere on	Specifications inclined towards specific OEM we have recommended controller specification in Annex- 1	Tender terms shall prevail.



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		the display wall; auto source detection; Should support for Video, RGB, DVI, Internet Explorer, Desktop Application and Remote Desktop Monitoring Layouts; Built-in auto-layout scheduler; Multiple concurrent client support.		
42 2	2.19.2	C4i& VMS OEM	Point 2 is 200 state or site please clarity	200 state-wide or nation-wide locations.
42 3	2.19.4	Networking equipment OEM	For industrial grad switches from any of TOP 10 OEM from latest IMS/HIS/Gartner World report. Please remove TOP 10 OEM clause to truncated product selection.	The query is ambiguous & hence cannot be answered.
42 4			Mobilisation advance should be incorporated in tender	Tender terms shall prevail.
42 5	50	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	ROHS is used for the restriction of Hazardous Substances and REACH is used for the production and use of chemical substances, and their potential impacts on both human health and the environment,.WEEE and REACH is only mandatory on products produced in or shipped into the European Union (EU) and member countries, All of	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>the above mentioned certification is used to improve the human health and Environment so we request you to amend this as ROHS/WEEE/REACH. The main object of these three Certification, ROHS, WEEE and REACH is to protect Human Health and Environment so make these three Optional as ROHS/WEEE/REACH.</p> <p>Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13</p>	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity should not specify to bidder to mandatory qualify any foreign eligibility specifications or certification(s) issued by any foreign testing/security lab(s)"	
42 6	51	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	<p>ROHS is used for the restriction of Hazardous Substances and REACH is used for the production and use of chemical substances, and their potential impacts on both human health and the environment,.WEEE and REACH is only mandatory on products produced in or shipped into the European Union (EU) and member countries, All of the above mentioned certification is used to improve the human health and Environment so we request you to amend this as ROHS/WEEE/REACH. The main object of these three Certification, ROHS, WEEE and REACH is to protect Human Health and Environment so make these three Optional as ROHS/WEEE/REACH.</p> <p>Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			<p>exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications.</p> <p>"wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity should not specify to bidder to mandatory qualify any foreign eligibility specifications or certification(s) issued by any foreign testing/security lab(s)"</p>	
42 7	54	<p>The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified</p>	<p>ROHS is used for the restriction of Hazardous Substances and REACH is used for the production and use of chemical substances, and their potential impacts on both human health and the environment,.WEEE and REACH is only mandatory on products produced in or shipped into the European Union (EU) and</p>	<p>Tender terms shall prevail.</p>



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>member countries, All of the above mentioned certification is used to improve the human health and Environment so we request you to amend this as ROHS/WEEE/REACH. The main object of these three Certification, ROHS, WEEE and REACH is to protect Human Health and Environment so make these three Optional as ROHS/WEEE/REACH.</p> <p>Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th</p>	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity should not specify to bidder to mandatory qualify any foreign eligibility specifications or certification(s) issued by any foreign testing/security lab(s)"	
428	55	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	<p>ROHS is used for the restriction of Hazardous Substances and REACH is used for the production and use of chemical substances, and their potential impacts on both human health and the environment,.WEEE and REACH is only mandatory on products produced in or shipped into the European Union (EU) and member countries, All of the above mentioned certification is used to improve the human health and Environment so we request you to amend this as ROHS/WEEE/REACH. The main object of these three Certification, ROHS, WEEE and REACH is to protect Human Health and Environment so make these three Optional as ROHS/WEEE/REACH.</p> <p>Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity should not specify to bidder to mandatory qualify any foreign eligibility specifications or certification(s) issued by any foreign testing/security lab(s)"	
429	56	Certification: FCC, CE, UL certified	ROHS is used for the restriction of Hazardous Substances and REACH is used for the production and use of chemical substances, and their potential impacts on both human health and the environment,.WEEE and REACH is only mandatory on products produced in or shipped into the	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>European Union (EU) and member countries, All of the above mentioned certification is used to improve the human health and Environment so we request you to amend this as ROHS/WEEE/REACH. The main object of these three Certification, ROHS, WEEE and REACH is to protect Human Health and Environment so make these three Optional as ROHS/WEEE/REACH.</p> <p>Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications</p>	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity should not specify to bidder to mandatory qualify any foreign eligibility specifications or certification(s) issued by any foreign testing/security lab(s)"	
430	2.19.3 IT Hardware OEM	All Servers, Storage Systems, Workstations & other IT hardware proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per Gartner / IDC latest published quarterly report, prior to the date of tender publication.	Gartner reports are issued for primary and critical Disk based storage ,Products, Storage Arrays ,Back up SW Servers and Networking etc . Cold Storage or Tape Library does not fall under this category . Hence Gartner does not currently recognise these products or OEM in its reports. Hence we recommend to adopt CE and BIS compliance certification at least for Cold storage Deep Archive Storage (Tier-3 Storage)	Please refer to Sr. No. 13 in this regard
431	6.45. HDD based Storage Archival System		For 15000 users concurrently viewing we need a 15,000MBps(Megabytes line) is this assumption correct or should it be less. As 5 users per hearing seem to be on the higher side. This bandwidth is dedicatedly needed for the CMS	Bidders are advised to arrive at the bandwidth requirement & submit the same as a part of its technical bid.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
43 2			The tender talks about a VOD like CMS where they can view all court feeds as well as all archived data.	Please refer to Sr. No. 15 in this regard
43 3			There is an assumption of 5 users per hearing, so does that mean that a live stream of a hearing can be seen by only 5-10 users at max per hearing? or should it be able to be viewed by all users (15000 users)	Please refer to Sr. No. 16 in this regard
43 4			During 1 hearing there will be multiple cameras. Do all these camera feeds become one master feed and come as a single 30 minutes H265 clip? If not then how is the assumption of 30 minutes coming from. Archive workflow begins after that 30 minutes clip lands in the surveillance storage.	Please refer to Sr. No. 17 in this regard
43 5			DR site means only a copy of the data is stored there. In case of a disaster there will be no business continuity but only data safety. Is this assumption right?	Please refer to Sr. No. 18 in this regard
43 6			We Assume, The storage to which the surveillance media is being recorded is different from Archive workflow. And VMS system will push the content to Archive Manager to Archive the content and further process	Please refer to Sr. No. 19 in this regard
43 7			If a live stream has to be shown in the website, it has to be available as a RTMP/hls stream. Under whose scope will encoding	Please refer to Sr. No. 20 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
			these 1500 streams to RTMP/HLS in real time be?	
438			The streams of Every hearing would be Real Time stream to CMS through VMS application. Pls Confirm	Please refer to Sr. No. 21 in this regard
439			How many live stream for one Hearing.. Is it a Single Master Stream with Embedded Audio? If Its Multiple Stream per court room / per hearing Please let us know how many Live stream will relay by VMS to CMS	Please refer to Sr. No. 22 in this regard
440			Will VMS provide Recorded File to Archive Manager as a File or Live Stream	Please refer to Sr. No. 23 in this regard
441			Does the Surveillance Setup will have Centralised VMS System?	Please refer to Sr. No. 24 in this regard
442			What is Bandwidth from All court rooms to DataCentre (Archive HQ Centre)	Please refer to Sr. No. 25 in this regard
443			As SaaS model is acceptable for Streaming, Encoding & CMS part. Can we consider this CMS distribution part over the only Govt. Approved CDN Provider only? Its always recommend when the Video stream distribution for Anonymous access with the OTP / Some Credentials its should setup with very flexible and scalable Infra with some few click the manage the required throughput and Backbone.	Please refer to Sr. No. 26 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
44 4			As per our understanding VMS will record all the Camera Content on Different Location and Stream RTMP / HLS to CMS for Real time view to website for Users. Pls Confirm	Please refer to Sr. No. 27 in this regard
44 5			As VMS is already recording the content in their native storage.. Will VMS will transfer the file to Archive Manager or It will be also RTMP /HLS stream? We recommend to have File movement rather than real time stream to Archive workflow.	Please refer to Sr. No. 28 in this regard
44 6			As entire project is in 4 Phases Implementation Plan. As per the Global PracticeCentralisedDatacenter for Archive Module and CMS over Govt. approved CDN implementation should be the part of Phase-1 Only. Pls confirm.	Yes. It is correct.
44 7			As per the Tender All the system should be with total 5 Years warranty. But for Cold Storage Strategy as per the tender Offer should be with 15PB + 15PB Chassis and 3PB +3PB HDD populated. Rest of the HDD would be procured annually to reach 15PB + 15PB Archive size. As per the above strategy the last lot of HDD which would be procured by the End-user on 5th Years will come with 5 Years warranty but the system which has been procured	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			on the 1st Years would have only 1 Year Warranty Left. To cover the support risk for cold storage we advise to adopt 5 years + 2Years OEM Warranty / Comprehensive AMC. And is this content are very critical and need to be preserved for long term, OEM for Archive storage should commit at least 10Years Life cycle of the Offered Product and availability of spare or System Warranty. Please suggest	
44 8	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA	Condition: The bidder should be in the business of implementing electronic security systems / solutions for at least seven years as on 31st December, 2020. Documents Required: Purchase orders / completion Certificates/performance Certificates with details of electronic security systems /solutions.	We request you to kindly revise the PQ criteria as mentioned below Condition: The bidder should be in the business of implementing electronic security systems / solutions for at least five years as on 31st December, 2020. Documents Required: Purchase orders / completion Certificates/performance Certificates with details of electronic security systems /solutions.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
44 9	2.18. ELIGIBILITY / PRE- QUALIFICA TION CRITERIA	Condition: 4. The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.	We request you to kindly revise the PQ criteria as mentioned below Condition: 4. The bidder shall have experience in successfully implementing at least One (1) completed/partially completed similar work of the value of at least Rs. 50 crores OR Two (2) completed/partially completed similar works of at least Rs. 30 crores OR Three (3) completed/partially completed similar works of at least Rs. 25 crores “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order. Documents Required: The bidder shall furnish purchase orders & work completion certificates with all details clearly mentioned	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Documents Required: The bidder shall furnish purchase orders & work completion certificates with all details clearly mentioned		
450	2.19.2 C4i& VMS OEM	2. The Security Management System OEM should have installed the solution in at least one multi-site (at least 200 state or nation-wide locations) integrated project in India/globally	This Clause is Restrictive& OEM Specific. We Hereby you to please Waive off this Clause in view of Max. OEM Participation. This shall also ensure that Adequate Competition & Level Playing field.	Tender terms shall prevail.
451	2.19.2 C4i& VMS OEM	5. VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000	This Clause is Restrictive & OEM Specific. We Understand that the Min. Participation Criteria shall be done on the Basis, such that the Min. Criteria (Min. PQ Requirements) should be Min. 20% of the Goods & Services required in the Project.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	We would also like to bring to your Notice that IHS report is not a Certifying body, it is just a Surveying body, who Conducts Survey & based on the Survey they Publish the reports. Also IHS reports are not Certified by any Government Body, thus allowing Participation of an OEM on grounds of IHSreports is not the right way to get a Quality OEM.	
452	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Live-Streamed courtroom proceedings should be archived & made available on the website.	Kindly Please confirm if the Live Streaming is to be done through Public Cloud Live Streaming Application or though On-Premise Streaming Server.	Please refer to Sr. No. 151 in this regard
453	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Live-Streamed courtroom proceedings should be archived & made available on the website.	Kindly please Confirm, To Which users will the Live Streaming of Case Proceeding shall be Streamed to. Will it be Streaming for the Public or any Authorised Entity can only view with the Provided Credentials	It shall be available to the users, with registration.
454	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Live-Streamed courtroom proceedings should be archived & made available on the website.	Kindly please Confirm, how Many users would be Streaming the Live Case Proceeding, this would help us do the Hardware Sizing Accordingly & with this all the Bidder's would be Sizing the Products inline with the Requirements.	It is clearly mentioned in the tender document.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
455	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Live-streaming shall commence as soon as the judges arrive in the courtroom and shall continue till the Bench rises	Kindly Please Clarify the Methodology as to how shall the Video Management Software be given an Input as soon as the Judge Arrives in the Courtroom & start the Proceedings. Until and Unless there is no Input given to the VMS, how would it Automatically sense that the Judge has Arrived & started the Proceedings.	The All-in-one computer should have the functionality to select the case, start, pause, resume or stop the recording, streaming or audio (any or all).
456	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	In line with the above-mentioned functional requirements mandated by the Hon'ble Supreme Court of India, MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-demand through MPHC website and integration with MPHC's CIS (Case Information System) of audio visual content (video, synchronised audio & VC content) associated with courtroom proceedings.	We Understand that for the Integration with Case Information System (CIS) the SDK/API of the CIS system shall be made available to the SI/OEM for the Purpose of Integration during the Project Execution. Kindly Please Clarify.	The case calendar shall be made available.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
457	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The base station shall be equipped with buttons to start, pause or stop audio recording or to control live streaming. A trigger to bookmark 'Start' & 'Stop' events in the audio-visual recording shall also be provided by the base station.	As per this Clause the Base Station is supposed to have a Multiple Buttons, However as per the Detailed Technical Specifications of the Base Station (6.7 Audio Recording System) , the Min. No. of Buttons on the Base Station is no where Specified. Kindly please Clarify	Please refer to Sr. No. 143 in this regard
458	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Each courtroom shall have four microphones installed in it. Two Microphones shall be wall mounted while 2 shall be table-top/ goose-neck (~450mm) type (final selection shall be as per the site conditions). The microphones shall be attached to a base station, which will encode the audio & provide an Ethernet output. A panoramic camera shall be installed in	We Understand that Panoramic Cameras would just have 1 Audio Input Port & with just 1 Panoramic Cameras Installed in the Courtroom, how can Four different Microphones be Interface with the Audio Input Port of Camera, which is just 1. Kindly please Clarify as to how the Other Microphones be connected to the Video Management Software & Synchronised with the Video Recordings.	The base station with 4 channels is envisaged to accept 4 mic inputs.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		each courtroom to record video. The VMS shall synchronize audio with the video feed captured by the courtroom camera.		
459	Additional Clause		<p>We request you to please Add the Clauses for Preference to Make in India Products/Suppliers/Services. We also request you to please follows the CVC Guidelines for Public Procurement (Preference to Make in India) for the Tendering Process.</p> <p>Recently after the Outbreak of the Pandemic COVID-19, the Government of India has Amended the Public Procurement (Preference to Make in India) order 2017 Dated 04.06.2020 effective with immediate effect.</p> <p>In order to encourage 'Make in India' and promote manufacturing and production of goods and services in India with a view to enhancing income and employment, Department for Promotion of Industry, and Internal Trade (DPIIT) has notified the Public Procurement (Preference to Make In India), Order 2017 (PPP-MII) on 15th June</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>2017, which has recently been amended vide DPIIT order No. P-45021/2/2017-PP(BE-II) Dated 4th June, 2020.</p> <p>We request you to incorporate suitable clauses in the tender implementing DIPP PMA guidelines on the tender. This implementation of Gazette Notifications on Preferential Market Access Policy are as per</p> <p>a. DoT notification No. 18-10/2017-IP dated 29th Aug 2018</p> <p>b. Department of Industrial Policy & Promotion (DIPP) Order No. P-45021/2/2017-BE-II dated 29.05.2019</p>	
460	Eligibility /Prequalification Criteria	<p>The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores</p> <p>OR</p> <p>Two (2) completed similar works of at least Rs. 63 crores</p> <p>OR</p> <p>Three (3) completed similar works of at least Rs. 50.4</p>	<p>The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores</p> <p>OR</p> <p>Two (2) completed similar works of at least Rs. 63 crores</p> <p>OR</p> <p>Three (3) completed similar works of at least Rs. 50.4 crores</p> <p>“Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System or Digitalization System, carried out within seven years</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		crores “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.	from the last day of the month previous to the one in which tender is invited, through a single work order.	
46 1	Additional Point to be Requested	NA	As this project is very prestigious related to digitalization of Court Proceeding with Audio No doubtedly System Integrator has a massive role hence we request you to ask for CMMI Level 5 Certification from all System Integrator so that can easily understand the requirement of Hon'ble Court & System will work flawlessly without any failure.	Tender terms shall prevail.
46 2	Volume I, Section 2.19.2	The Security Management System (C4I) OEM should have installed the solution in at least one	This is a highly restrictive clause which can not be met by any Indian player, this clause is favorable to only one OEM, hence we request you to delete this clause.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
46 3	6.46. Firewall & Cyber Security Solution, Throughput; Page No.: 116	<p>multi-site (at least 200 state or nation-wide locations) integrated project in India/globally.</p> <p>Throughput capacity of firewall under test conditions should not be less than 70 Gbps. Throughput capacity of VPN under test conditions should not be less than 15 Gbps. Appliance should support Max 25,000,000 concurrent sessions. Appliance should support at least 1,80,000 connections per second. Solution should be based on multi core processors and not on proprietary hardware platforms like ASICs, Should have minimum 16 GB memory with option of upgradable up to 32 GB. Hardware should have</p>	<p>Considering such a large environment where feeds across different Networking components and surveillance would be passing the through the firewall as well, the mentioned throughputs, New Connection per second are way to less. And Each OEM has its own requirement for RAM depending upon the code. Hence request you to please amend this clause as for wider and fair participation as :</p> <p>Throughput capacity of firewall under test conditions should not be less than 120 Gbps. Throughput capacity of VPN under test conditions should not be less than 50 Gbps. Appliance should support Max 50,000,000 concurrent sessions. Appliance should support at least 5,00,000 connections per second. Solution should be based on multi core processors and not on proprietary hardware platforms like ASICs, Should have minimum 32GB. Hardware should have field replaceable capabilities for power supplies, fan etc.</p>	<p>Please refer to Sr. No. 230 in this regard</p>



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		field upgradable capabilities for upgrading components like network cards, RAM, power supplies, fan etc.		
46 4	6.46. Firewall & Cyber Security Solution, Modes; Page No.: 116	Solution should have following deployment modes mandatory: a) L3 Mode, b) L2/Transparent Mode. The solution should be deployed in High Availability. Should support hardware fail open cards for critical interfaces. NGFW appliance should have inbuilt storage of 900 GB SSD / HDD.	Each OEM has its own to handle the storage, we have Log Sever concept where we store the log, we do not store on the Firewall. We only require small amount of storage for the internal processing and putting such requirement is limiting the participation, looking to be favoring certain OEM model. Hence Request you to please amend this clause as : Solution should have following deployment modes mandatory: a) L3 Mode, b) L2/Transparent Mode. The solution should be deployed in High Availability. Should support hardware fail open cards for critical interfaces. NGFW appliance should have inbuilt storage of 200 GB SSD / HDD.	Tender terms shall prevail.
46 5	6.46. Firewall & Cyber Security Solution, Interfaces; Page No.: 116	Interface Requirement: 8 x 10/100/1000 Base-T Copper Ports, 4 x 10 GB 10G SFP ports from day 1 and support for addition of 2 x	Please clarify what type of transceivers are required long reach or short reach. Also any port can be made as dedicated management port or Sync port in our solution on which no other traffic would be moving and we can also reserve CPU for management ports. Hence	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		40G SFP ports. Dedicated Management and Sync Ports	request you to please amend this clause : Interface Requirement: 8 x 10/100/1000 Base-T Copper Ports, 4 x 10 GB 10G SFP ports from day 1 and support for addition of 2 x 40G SFP ports. Management and Sync Ports should be available inbuilt or any port can be made as management and sync ports, but these should be above the ports asked	
46 6	6.46. Firewall & Cyber Security Solution, Features; Page No.: 116	Firewall Feature: solution should be based on “stateful inspection” technology and must support access control for at least 500 predefined /services/protocols with capability to define custom services. Must allow security rules to be enforced within time intervals to be configured with an expiry date/time. The communication between the management servers and the security gateways must be encrypted and authenticated with PKI	Each OEM has its own way of doing communication between Management server and Firewall, Hence request you to please amend this clause as : Firewall Feature: solution should be based on “stateful inspection” technology and must support access control for at least 500 predefined /services/protocols with capability to define custom services. Must allow security rules to be enforced within time intervals to be configured with an expiry date/time. The communication between the management servers and the security gateways must be encrypted and authenticated with PKI or inbuilt Certificates.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Certificates.		
46 7	6.46. Firewall & Cyber Security Solution, Solution; Page No.: 116 & 117	Solution must support gateway high availability and load sharing with state synchronization. Solution must support Configuration of dual stack gateway on a bond interface, OR on a sub-interface of a bond interface. Solution must Support 6 to 4 NAT, or 6 to 4 tunnel.	The Feature 6 to 4 NAT, or 6 to 4 tunnel is generally a function of ISP or a CGNET solution not a Firewall, Hence request you to please amend the clause as : Solution must support gateway high availability and load sharing with state synchronization. Solution must support Configuration of dual stack on the gateway device	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
46 8	6.46. Firewall & Cyber Security Solution, Detection; Page No.: 117	The solution should inspect the web sessions (HTTP and HTTPS both) to detect and notify the malicious web activity including malicious file downloads through the internet. Third Party/Separate appliance for SSL offloading will not be accepted. The proposed solution should dynamically generate real-time malware intelligence for immediate local protection via integration with the separate Automated Management and Event Correlation System. This Automated Management and Event Correlation solution must be from the same OEM. Solution should have an ability to remove all the active content and macros sending only a	The term used in the clause are OEM specific and the feature to remove the active content and macros is also OEM specific. Hence request you to please delete this clause or generalize the same as : The solution should inspect the web traffic (HTTP and HTTPS both) to detect/ notify/Protect the malicious file downloads through the internet. Third Party/Separate appliance for SSL offloading will not be accepted. The proposed solution should dynamically generate real-time malware intelligence for immediate local protection via integration with Anti-APT or sandboxing technology. Such technologies must be from the same OEM as on prem. Solution should delay the file transfer until the analysis is completed.	The requirement of "Solution should have an ability to remove all the active content and macros sending only a clean document to the end user. Solution should be able to detect & Prevent the Bot communication with C&C." should be considered as optional. Also, Anti-APT or sandboxing technology shall be acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		clean document to the end user. Solution should be able to detect & Prevent the Bot communication with C&C.		
46 9	6.46. Firewall & Cyber Security Solution, Security Management ; Page No.: 117	Security Management: A separate centralized management appliance/software needs to be provided for management and logging of NGFW appliance. In case other security components like APT solution etc. are from the same OEM then a single centralized management, logging (and not multiple management system) should manage all such security	Each OEM operates in different way and putting limiting the clause shows that bid is favoring certain OEM/s Hence request you to please amend this clause as : Security Management: A separate centralized management appliance/software needs to be provided for management and logging of NGFW appliance. In case other security components like APT solution etc. are from the same OEM then a single centralized management, logging or not multiple management system. Security management Hardware can be an OEM appliance or dedicated server with software. In case of dedicated server, Server should be rack mounted with Intel based 8 core processor with min two nos. of 64-bit	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		devices. Security management Hardware can be an OEM appliance or dedicated server with software. In case of dedicated server, Server should be rack mounted with Intel based 8 core processor with min two nos. of 64-bit processor having 64 GB RAM or OEM recommended whichever is higher for these specifications. Minimum 2 TB Hard disk and minimum dual 10/100/1000 Mbps network port. The central management console and should be able to handle 5000 log/sec.	processor having 64 GB RAM or OEM recommended whichever is higher for these specifications. Minimum 2 TB Hard disk and minimum dual 10/100/1000 Mbps network port. The central management console and should be able to handle 5000 log/sec.	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
470	6.46. Firewall & Cyber Security Solution, Cyber Security Solution; Page No.: 118	Should be bundled with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other software as part of the cyber security	These solutions like DLP, NBSS, APMM, web security and email security, Anti-virus should have detailed specs for the better solution selection, Hence request you to please add the specification the same. We have added the below functional specification for reference and consideration	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
47 1	6.47. Cyber security Software Suite, General; Page No.: 118	Should be equipped by necessary licenses with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other software as part of the cyber security	These solutions like DLP, NBSS, APMM, web security, Anti-virus should have detailed specs for the better solution selection, Hence request you to please add the specification the same. We have added the below functional specification for reference and consideration	Please refer to Sr. No. 470 in this regard
47 2	Data Loss Prevention	RFP has not asked for Data leakage prevention solution but it is recommended to have as an enterprise	DLP should cover data in rest , data in motion, data in use , optical character recognition from image files and should provide centralize management, reporting & workflow	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		class DLP, where Smart city will be having confidential data of its citizens and Government data which needs to be protected for all the channels		
473	Data Loss Prevention	Since being critical infra with confidential data , Automated response in terms of blocking the data leakage and informing the manager to view the violation is required to proactively prevent the Data leakage	Automated Response & Incident Management	Please refer to Sr. No. 228 in this regard
474	Data Loss Prevention	Data owner should have the right to release the data to the outsider by reviewing the same when it is sent from their reportee to keep the process of data sharing easy with audit when business has the requirement	DLP should provide Incident Workflow capabilities where user/Business Manager can remediate the DLP policy violations actions from handsets/emails without logging into the Management Console	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
475	Data Loss Prevention	Mostly data leakage happens when internal employee seek the easiest way to do their job and they are not aware about accidental data leakage due to not knowing the processes , DLP can give that visibility and control	The DLP Solution must provide visibility into Broken Business process. For ex:-if unsecured sensitive content is sent daily from several users to a business partner, the users are probably not aware that they are doing something wrong.	Please refer to Sr. No. 228 in this regard
476	Data Loss Prevention	Smart city being multiuser environment handling multiple incident could lead to the negligence of critical incident , Single user incident which is related to each other could be multiple , DLP should have that intelligence to correlate those incident and should provide prioritization on which the admin needs to look first on risk basis	The Proposed DLP engine must performs a post-processing incident grouping step to avoid displaying related incidents in different cases. All incidents from the same user that have the same classification are combined into a group and DLP case card.	Please refer to Sr. No. 228 in this regard
477	Data Loss Prevention	Endpoint Applications like print screen are most common	The solution should Support PrtSc blocking on endpoint when configurable list of specific application are running, no	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		ways of the having confidential data moving out and hence request you to please add this point in the DLP Specifications	matter it is in the foreground or background. The actual PrtSc capture will also be submitted to the DLP system as forensic evidence. And the solution support 60+ Endpoint applications for the better control	
478	Data Loss Prevention	CD/DVD and USB are common channels for the data exfiltration, these features will helpful to further increase data protection	The endpoint solution should Blocking of non-Windows CD/DVD burners, it should also Inspect and optionally block Explorer writes to WPD class devices. The endpoint solution should encrypt information copied to removable media. It Should support both Native and Portable Encryption and manage the Encryption and DLP policies from the same management Console.	Please refer to Sr. No. 228 in this regard
479	Data Loss Prevention	Predefined helps the organizations to have defined policies based on the region and the type of business, which further to fine tune the policies to getter outcomes. Hence request you to add these specifications	The solution should have a comprehensive list of pre-defined policies and templates with over 1000+ patterns to identify and classify information pertaining to different industry like Energy, Petroleum industry vertical etc and India IT Act.	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
480	Data Loss Prevention	Slow data leakage is one of the most common ways to exfiltration the data and through images files. Hence request you to please add these specifications. Centralised console help to have consolidate view of the events and policy framework.	The solution should enforce policies to detect low and slow data leaks and the solution should be able to enforce policies to detect data leaks even through image files through OCR technology for both Web and Email Channel by integrating with Email Security and web Security managed from same console as of DLP with functionality to provide ICAP/native integration with proxy and Firewall solution	Please refer to Sr. No. 228 in this regard
481	Web Proxy Solution	Web Security solution(Proxy) helps to provide secure access to internet and centralized console help to have consolidate view of the events and policy framework	The Proposed web Security Solution should be deployed in the Smart City environment to provide internet access securely to the users and preventing web based threats for servers as well as desktop hindering the actual ip of them. The Proposed solution should natively integrate with DLP solution to provide Web DLP solution and the both Web Security and DLP should be managed from same console	Please refer to Sr. No. 228 in this regard
482	Web Proxy Solution	Smart City internet needs multiple layered protection being critical in terms of the data and environment, Solution protects and prohibit users	Should provide proxy, caching, content filtering, SSL inspection, protocol filtering, inline AV and content inspection in block mode on the same Appliance. Should support behavioral sandboxing to enhance advanced threat detection for Malware detection.	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		accessing malicious sites and deep level of inspection of the packets for threat visibility and blocking		
483	Web Proxy Solution	This point is required in terms of having visibility that what all application users are trying to access which are placed over the cloud and also to provide controls over them which reduces the risk as cloud applications which are not officially required could bring the threats, being dynamic in nature	Should have visibility and blocking for cloud applications and shadow IT application usage for enhanced security	Please refer to Sr. No. 228 in this regard
484	Web Proxy Solution	Reporting for understanding over all usage and threats landscape	The solution should provide the report builder where the multiple reports can be generated based on the multiple parameters such as Source, destination , time etc.	Please refer to Sr. No. 228 in this regard
485	Web Proxy Solution	This provide real time protection even from the sites which are legitimate but compromised.	a. Should be capable of dynamically blocking a legitimate website which has become infected and unblock the site in real time when the threat has been removed for below mentioned security categories and	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			vulnerabilities. b. Should have real time content classification and security scanning with automatic database updates for security categories- Advanced malware command and control, Advanced malware payloads, Bot networks, Compromised websites, key loggers, Phishing and other frauds, Spywares	
48 6	Web Proxy Solution	This is to provide visibility on the outbound channel and categorization in terms of locating the accessible site	a. Should inspect the sensitive content through 1500 pre-defined templates, textual content inside image, cumulative content control and inspection through web channel to prevent the content from being sent over outbound web channel. b. Should have ability to provide geo-location awareness for security incidents. Should have ability to protect the sensitive data	Please refer to Sr. No. 228 in this regard
48 7	Email Security/Anti-spam Solution	Most of the bad content comes through the email attachment, hence important monitor the attachment within the dedicated Anti spam solution. Hence request you to please these specification	The Solution should provide an attachment scanning capability to detect file-based spam messages	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
488	Email Security/Anti-spam Solution	Most of the emails contains phishing attacks contains URL links and scanning of those link becomes very important to have an effective Anti spam solution. Hence request you to please these specification	The Solution should support URL classification of the embedded links and it contributes for SPAM detection.	Please refer to Sr. No. 228 in this regard
489	Email Security/Anti-spam Solution	Image analysis help to control the unwanted image to flow through the email, this features helps to control those content. Hence request you to please these specification	The solution should support image based spam detection capability, such as the pornography images within the email and it allow customer to adjust the sensitivity level.	Please refer to Sr. No. 228 in this regard
490	Email Security/Anti-spam Solution	Dictionaries across Email Security and DLP helps to better control over the data and environment and centralized console help to have consolidate view of the events and policy framework	The solution should support dictionaries scanning and dictionaries are built-in the product and allow customer to create his own dictionary. Email Security/Anti spam solution should natively integrate with Proposed DLP Solution to provide Email DLP and should be managed from same console	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
49 1	Email Security/Anti-spam Solution	Its always recommended have easy reporting functionality to provide better visibility	The Solution should report the false positive email and a button in the quarantine queue thus customer can simply click to have a report.	Please refer to Sr. No. 228 in this regard
49 2	Email Security/Anti-spam Solution	Providing control to the end user helps to improve the overall SPAM control in the organisation	The solution should also allow users to report SPAM mails.	Please refer to Sr. No. 228 in this regard
49 3	Email Security/Anti-spam Solution	Predefined template make the work of the administrator and also help in the reducing the false positives. And integrating the same with Anti-APT solution helps to block the zero days malwares as well.	The solution should have at least 500+ pre-defined content rules inbuilt with Email Security & embedded in the product. The solution should be able to identify spear phishing email containing malicious URLs and attachments and incase the proposed anti spam technology is not able to understand then it should forward the same to Anti-APT solution for further analysis natively.	Please refer to Sr. No. 228 in this regard
49 4	Email Security/Anti-spam Solution	Most common challenge is maintain the Email profencies ad data loss through emails this feature help to control the same.	The solution should have pre-defined dictionaries, key phrases to detect financial terms, offensive language etc.	Please refer to Sr. No. 228 in this regard
49 5	Email Security/Anti-spam Solution	Solution proving visibilities into all the aspects of the email will be help to control the spams coming	The solution should be able to look for content in the email header, body of message and also attachments.	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		into the inbox. Hence request you to add this specifications		
49 6	Email Security/Anti-spam Solution	Solution proving visibilities into all the aspects of the email flow and content types, this be help to control the data leakage. Hence request you to add this specifications	The solution should be able to restrict incoming, outgoing and internal mails based on file types, file size and also by file name and also through a combination of them.	Please refer to Sr. No. 228 in this regard
49 7	Email Security/Anti-spam Solution	Solution proving visibilities into all the aspects of the email flow and content types, this be help to control the data leakage. Hence request you to add this specifications	The solution should be able to fingerprint files, folders, databases and prevent the information from being sent over outbound mails.	Please refer to Sr. No. 228 in this regard
49 8	Firewall	Getting the visibility of the endpoints in the environment helps to improve the overall security posture and reduce the risk in the environment, this particular features helps to provide this contextual information , hence request	Solution must support client based agent to check the security posture of endpoints and must be able to employ policies basis the attributes. Policy must be defined on Firewall appliance for discarding the user requests if AV is not updated, OS version is Obsolete, Load on Endpoint is high or any users is using the obsolete browsers along with ICAP integration with the proposed DLP solution natively to control data	Tender terms shall prevail.



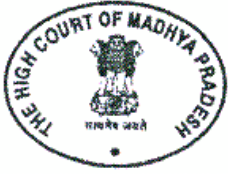
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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		you to please add this clause	movement	
499	Firewall	ISP load balancing becomes the important factor in large to effective utilize and prioritize the traffic, hence request you to please add this point	The Firewall shall support natively (without the need of any hotfix) minimally 4 independent ISP/WAN connections concurrently and the ability to combine multiple ISP/WAN link. (not just active/standby)	Tender terms shall prevail.
500	Firewall	NGFW should have integrated IPS to provide better security and effectiveness. Hence request you to please add this clause to further enhance the security	IPS/ Anti-Bot along with file filtering must employ the below inspection technologies. 1. Multilayer traffic normalization 2. Vulnerability-based fingerprints 3. Evasion and anomaly logging 4. Decryption-based detection 5. Message length sequence analysis	Tender terms shall prevail.
501	Firewall	Maintaining High Availability and upgrades in the live setups like these, it really important to have zero downtimes upgrades and update. This particular features helps to help the	The Firewall appliance should include the ability to support high availability of different model /appliances and versions within the same HA cluster	Tender terms shall prevail.



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		overall workload the SOC team and bring better ROI. Hence request you to please add this clause.		
50 2	Firewall	Considering the situation and the flexibility to operate this functionality will provide the better coverage and easy for the operations of the Data center	The Proposed Firewall solution should have no limitation on the number the client VPNs supported	Tender terms shall prevail.
50 3	BID DOCUMENT – PART I 2.19.1 Camera OEM	1. The camera OEM shall have supplied & installed a minimum of 2000 IP cameras in a single project in India since the last three years ending last day of the month previous to the one in which tender is invited.	1. The camera OEM shall have order of a minimum of 2000 IP cameras in a single project in India since the last three years ending last day of the month previous to the one in which tender is invited. There are lot of global OEMs who have recently received the order of big projects so please consider work order copy also.	Tender terms shall prevail.
50 4	BID DOCUMENT – PART I 5.2. Mandatory Technical Requirements	10. All certificates of offered model no. of camera should be enclosed with technical bid and it should have complete model no. of	10. All certificates of offered model no of camera should be enclosed with technical bid and it should have complete model no of camera including all alphabet & Number. UL certificate for a series of cameras will not be	The sentence "UL Certificate for a series of cameras will not be considered" should be considered as deleted



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		camera including all alphabet & Number. UL certificate for a series of cameras will not be considered, please note. Bidders are required to provide a web link for online verification of UL certification in their technical proposals.	considered, please note. Bidders are required to provide a web link for online verification of UL certification in their technical proposals. For the same type of housing and power ratings, UL used to indicate series model no in the certificate so please allow UL certificate with series model also.	
50 5	BID DOCUMENT – PART I 6. Technical Specifications 6.1. Outdoor Fixed Camera	Revolutions and frame rates (H.265): 2560*1920@30 FPS, 1920 X 1080 @ 30fps(1080p), 1280 X 720 @ 30fps (720p), 1024 X 576 @ 30fps, 960 X 544 @ 30fps	Revolutions and frame rates (H.265): 2560*1920@25/30 FPS, 1920 X 1080 @ 30fps(1080p), 1280 X 720 @ 30fps (720p), 1024 X 576 @ 30fps, 960 X 544 @ 30fps Request you to remove 1024 X 576 @ 30fps & 960 X 544 @ 30fps resolutions as these are not standard resolutions and most of the OEMs are not supporting the same. Also request you to ask 25fps support as per the PAL standards which is widely used in India.	Please refer to Sr. No. 136 in this regard
50 6	BID DOCUMENT – PART I 6. Technical Specifications 6.1. Outdoor Fixed Camera	Digital I/O (Audio I/O, Alarms): Audio in x 1, A/V out x 1, DI x 1, DO x1	Digital I/O (Audio I/O, Alarms): Audio in x 1, Audio out x 1, DI x 1, DO x1 Request you to change A/V to Audio.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
507	BID DOCUMENT – PART I 6. Technical Specifications 6.1. Outdoor Fixed Camera	Audio/Video out port: Camera should allow the connection of an option Y cable or mini cable with BNC connector. Camera should allow to connect a video monitor to the mini cable with BNC connector (The functional objective of being able to connect to a video monitor has to be met using either a BNC Connector or using a web browser).	Audio/Video out port: Camera should allow the connection of an option Y cable or mini cable with BNC connector/ RJ45 connector. Camera should allow to connect a video monitor to the mini cable with BNC connector or through network connection (The functional objective of being able to connect to a video monitor has to be met using either a BNC Connector or using a web browser). Please allow network connection also as every OEMs not having BNC out in IP Cameras.	Tender terms shall prevail.
508	BID DOCUMENT – PART I 6. Technical Specifications 6.1. Outdoor Fixed Camera	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP), Bonjour, SNMP, and Secure Shell (SSH). Differentiated-service-code-point (DSCP) marking and	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) , Bonjour/UPnP, SNMP, and Secure Shell (SSH). Differentiated-service-code-point (DSCP) marking and class-of-service (CoS) marking Request you to remove the highlighted protocols as DSCP & CoS are primary used in switching, not in cameras and SRTP is limiting the OEMs as already asked RTP & SSH for the secure & remote	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		class-of-service (CoS) marking	communication. Bonjour & UPnP both are discovery protocols and some OEMs are using UPnP and some Bonjour so request you to allow both in an option.	
509	BID DOCUMENT – PART I 6. Technical Specifications 6.1. Outdoor Fixed Camera	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	Certification: The system shall be ROHS/WEEE/REACH and ISO -14001 compliant. It should be FCC, CE, UL certified Request you to remove allow RoHS, WEEE & REACH are in an option as all 3 are required for to control the hazardous substances in the products. Also please add UL, CE & FCC for the safety & EMC standards.	Tender terms shall prevail.
510	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Quality Image: Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	Quality Image: Minimum 2-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors. Please change the resolution to 2MP as most of the OEMs support 2MP per lens panoramic camera which will provide more than 5MP output on main stream.	Tender terms shall prevail.
511	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic	Lens: Fixed 6 mm, DC-Iris	Lens: Fixed 4/6 mm, DC-Iris/Auto-iris Request you to please allow the suggested values as an option for the wider participation.	Please refer to Sr. No. 62 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Camera			
51 2	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Digital I/O (Audio I/O, Alarms): Audio in x 1, A/V out x 1, DI x 1, DO x1	Digital I/O (Audio I/O, Alarms): Audio in x 1, Audio out x 1, DI x 1, DO x1 Request you to change A/V to Audio.	Tender terms shall prevail.
51 3	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	Certification: The system shall be ROHS/WEEE/REACH and ISO -14001 compliant. It should be FCC, CE, UL certified Request you to remove allow RoHS, WEEE & REACH are in an option as all 3 are required for to control the hazardous substances in the products.	Tender terms shall prevail.
51 4	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) Bonjour, SNMP, and Secure Shell (SSH)	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) , Bonjour/UPnP, SNMP, and Secure Shell (SSH) Request you to remove SRTP as it is limiting the OEMs, also already asked RTP & SSH for the secure & remote communication. Bonjour & UPnP both are discovery protocols and some OEMs are using UPnP and some Bonjour so request you to allow both in an option.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
51 5	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Application -ready platform: Camera should have option to add functions by installing and running applications directly on the camera.	Request you the remove this specification as it is limiting the OEMs also any extra application will reduce the performance of the camera.	Tender terms shall prevail.
51 6	BID DOCUMENT – PART I 6. Technical Specifications 6.4. Indoor Fixed Dome Camera	Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 5 streams.	Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 3 streams. Request you to change the support of 5 streams to 3 streams for the wider participation.	Please refer to Sr. No. 136 in this regard
51 7	BID DOCUMENT – PART I 6. Technical Specifications 6.4. Indoor Fixed Dome Camera	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	Certification: The system shall be ROHS/WEEE/REACH and ISO -14001 compliant. It should be FCC, CE, UL certified Request you to remove allow RoHS, WEEE & REACH are in an option as all 3 are required for to control the hazardous substances in the products.	Tender terms shall prevail.
51	BID	Supported	Supported protocol:	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
8	DOCUMENT – PART I 6. Technical Specifications 6.4. Indoor Fixed Dome Camera	protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP), Bonjour, SNMP, and Secure Shell (SSH)	DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) , Bonjour/UPnP, SNMP, and Secure Shell (SSH) Request you to remove SRTP as it is limiting the OEMs, also already asked RTP & SSH for the secure & remote communication. Bonjour & UPnP both are discovery protocols and some OEMs are using UPnP and some Bonjour so request you to allow both in an option.	
519	BID DOCUMENT – PART I 6. Technical Specifications 6.4. Indoor Fixed Dome Camera	Application -ready platform: Camera should have option to add functions by installing and running applications directly on the camera.	Request you the remove this specification as it is limiting the OEMs also any extra application will reduce the performance of the camera.	Tender terms shall prevail.
520	BID DOCUMENT – PART I 6. Technical Specifications 6.5. Indoor Panoramic Camera	Quality Image: Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	Quality Image: Minimum 2-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors. Please change the resolution to 2MP as most of the OEMs support 2MP per lens panoramic camera which will provide more than 5MP output on main stream.	Tender terms shall prevail.
521	BID DOCUMENT – PART I	Lens: Fixed 6 mm, DC-Iris	Lens: Fixed 4/6 mm, DC-Iris/Auto-iris	Please refer to Sr. No. 62 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	6. Technical Specifications 6.5. Indoor Panoramic Camera		Request you to please allow the suggested values as an option for the wider participation.	
522	BID DOCUMENT – PART I 6. Technical Specifications 6.5. Indoor Panoramic Camera	Digital I/O (Audio I/O, Alarms): Audio in x 1, A/V out x 1, DI x 1, DO x1	Digital I/O (Audio I/O, Alarms): Audio in x 1, Audio out x 1, DI x 1, DO x1 Request you to change A/V to Audio.	Tender terms shall prevail.
523	BID DOCUMENT – PART I 6. Technical Specifications 6.5. Indoor Panoramic Camera	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	Certification: The system shall be ROHS/WEEE/REACH and ISO -14001 compliant. It should be FCC, CE, UL certified Request you to remove allow RoHS, WEEE & REACH are in an option as all 3 are required for to control the hazardous substances in the products.	Tender terms shall prevail.
524	BID DOCUMENT – PART I 6. Technical Specifications 6.5. Indoor Panoramic Camera	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) Bonjour, SNMP, and Secure Shell (SSH)	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) , Bonjour/UPnP, SNMP, and Secure Shell (SSH) Request you to remove SRTP as it is limiting the OEMs, also already asked RTP & SSH for the secure & remote communication. Bonjour & UPnP both are discovery protocols and some OEMs are using UPnP and some Bonjour so request you to allow	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			both in an option.	
52 5	BID DOCUMENT – PART I 6. Technical Specifications 6.5. Indoor Panoramic Camera	Application -ready platform: Camera should have option to add functions by installing and running applications directly on the camera.	Request you the remove this specification as it is limiting the OEMs also any extra application will reduce the performance of the camera.	Tender terms shall prevail.
52 6	BID DOCUMENT – PART I 6. Technical Specifications 6.19. PTZ Controllers	General: Compatible with DN-PTZ camera	DN-PTZ means Day Night PTZ camera, hope our understanding is correct, please confirm.	DN-Day Night
52 7	6.1. Outdoor Fixed Camera / 6. Technical Specifications / Page 50 of 129	Lens 3 to 9 mm or better	Request you to change the same to : 3 ~ 9 (+/- 1mm) motorized varifocal or better	Please refer to Sr. No. 1 in this regard
52 8	6.1. Outdoor Fixed Camera / 6. Technical Specifications / Page 50 of 129	Field of view 38°~ 95°(horizontal) 22° ~53°(vertical) 43°~ 108°(diagonal)	Request you to change to: " The tender specifies nonuniform sensor sizes for different types of cameras. The same is being standardized as "Sensor size of 1/3" or better" without affecting the specified light sensitivity. The lens shall be 3 - 9 (+/- 1mm) mm or better. & The exact	Please refer to Sr. No. 131 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			values shall be governed by the focal lengths of the lens proposed & shall be acceptable accordingly.	
529	6.1. Outdoor Fixed Camera / 6. Technical Specifications / Page 50 of 129	Resolutions and frame rates (H 264)	Request you to change to " At 5 MP, the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras shall have minimum 3 streams (2 streams per sensor in case of multi-sensor cameras)".Kindly consider H.265 so as to enable more days of recording and reduce bandwidth consumption	Please refer to 5.2.30 of the tender document in this regard.
530	6.2. Outdoor Panoramic Camera / 6. Technical Specifications / Page 51 of 129	Resolutions and frame rates (H 264)	Request you to change to " At 5 MP, the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras shall have minimum 3 streams (2 streams per sensor in case of multi-sensor cameras)".Kindly consider H.265 so as to enable more days of recording and reduce bandwidth consumption	Please refer to Sr. No. 529 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
53 1	6.3. Outdoor PTZ Camera / 6. Technical Specifications / Page 52 of 129	Resolutions and frame rates (H 264)	Request you to change to " At 5 MP, the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras shall have minimum 3 streams (2 streams per sensor in case of multi-sensor cameras)", Kindly consider H.265 so as to enable more days of recording and reduce bandwidth consumption	Please refer to Sr. No. 529 in this regard
53 2	6.4. Indoor Fixed Dome Camera / 6. Technical Specifications / Page 54 of 129	3-9 mm or better, DC-Iris/Auto Iris or better	Request you to change the same to : 3 ~ 9 (+/- 1mm) motorized varifocal DC/ Auto Iris or better	Please refer to Sr. No. 1 in this regard
53 3	6.4. Indoor Fixed Dome Camera / 6. Technical Specifications / Page 54 of 129	Field of view 36° to 88° (horizontal) 27° to 67° (vertical) and 44° to 110° (diagonal)	Request you to change to: " The tender specifies nonuniform sensor sizes for different types of cameras. The same is being standardized as "Sensor size of 1/3" or better" without affecting the specified light sensitivity. The lens shall be 3 - 9 (+/- 1mm) mm or better. & The exact values shall be governed by the focal lengths of the lens proposed & shall be acceptable accordingly.	Please refer to Sr. No. 131 in this regard
53 4	6.5. Indoor Panoramic Camera / 6.	Resolutions and frame rates (H 264)	Request you to change to: " The tender specifies nonuniform	Please refer to Sr. No. 131 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Technical Specifications / Page 55 of 129		sensor sizes for different types of cameras. The same is being standardized as "Sensor size of 1/3" or better" without affecting the specified light sensitivity. The lens shall be 3 - 9 (+/- 1mm) mm or better. & The exact values shall be governed by the focal lengths of the lens proposed & shall be acceptable accordingly. Kindly consider H.265 so as to enable more days of recording and reduce bandwidth consumption	
535	6.6. ANPR Camera / 6. Technical Specifications / Page 56 of 129	Lens 3 to 9 mm or better	Request you to change the same to : 4 ~ 9 (+/- 1mm) motorized varifocal or better	Please refer to Sr. No. 1 in this regard
536	6.6. ANPR Camera / 6. Technical Specifications / Page 56 of 129	Resolutions and frame rates (H 264)	Request you to change to " At 5 MP, the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras shall have minimum 3 streams (2 streams per sensor in case of multi-sensor cameras)". Kindly consider H.265 so as to enable more days of recording and reduce bandwidth consumption. Kindly include HLC feature which is recommended for compensation to bright spot of light	Please refer to Sr. No. 529 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
537	Audio Two Audio		Request you to change Two Way Audio feature as built in or external Module for all cameras(except Multisensors)	Tender terms shall prevail.
538	2.19.1 Camera OEM	The camera OEM shall have supplied & installed a minimum of 2000 IP cameras in a single project in India since the last three years ending last day of the month previous to the one in which tender is invited	The camera OEM shall have supplied & installed a minimum of 2000 IP cameras in a single project in India since the last five years ending last day of the month previous to the one in which tender is invited	Tender terms shall prevail.
539	2.19 Camera OEM / OEM PQ		The intellectual Property Rights of equipment must not reside in any country that shares international Land border with India .No equipment must be supplied which is manufactured by any entity having an origin in country which shares an international Land border with India .No equipment should be supplied which is manufactured by an entity in which the majority share holding of the entity is from any country that shares an international land border with India .The equipments not adhering to above condition shall outrightly be rejected	The following clause shall be considered as appended to Section 2.14.g of the tender document - "The intellectual Property Rights of equipment must not reside in any country which currently has a land border dispute with India. No equipment must be supplied which is manufactured by any entity having an origin in country which currently has a land border dispute with India. No equipment should be supplied which is manufactured by an entity in which the majority share holding of the entity is from any country which currently has a land border dispute with India. The equipments not adhering to above condition shall outrightly be rejected."



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
540	5.2 Mandatory technical requirement pt.14	14. All proposed cameras should be from single OEM. The panoramic cameras can be proposed from a different OEM.	All cameras to be of same OEM	Tender terms shall prevail.
541	6.16. VMS/ IVA Software	VMS and IVA software	Kindly allow IVA on camera edge/server for optimized performance	Please refer to Sr. No. 129 in this regard
542	Point 7.1 under section 7 – Format for Submission of proposals		§ How will the recording be done? Will it be on a recorder or a PC?	Bidders are required to propose the same.
543	Point 7.1 under section 7 – Format for Submission of proposals		§ Will there be a need of adding High-definition Video conferencing in the future?	Yes. The existing as well as future VC applications are required to be integrated or added into the system.
544	Point 7.1 under section 7 – Format for Submission of proposals		§ How will feedback and echo be managed?	Suitable noise cancellation functionality using a sophisticated Digital Signal Processor should be used for ambient noise cancellation, including feedback & echo.
545	Point 7.1 under section 7 – Format for Submission of proposals		§ How will the system be controlled?	Bidders are required to propose the same.
546	Point 7.1 under section 7 – Format for Submission of proposals		§ How will the mics be controlled?	Bidders are required to propose the same.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
547	Point 7.1 under section 7 – Format for Submission of proposals		§ Who will be controlling the set-up?	Manual control can be proposed where automation of events is technically not possible.
548	Point 7.1 under section 7 – Format for Submission of proposals		§ Will the recording be controlled by the Honorable Judge in the chair or by his staff?	The information at this stage is not expected to impact any design/ economic aspects of the solution.
549	Point 7.1 under section 7 – Format for Submission of proposals		§ What is the Storage capacity that will be needed in the recording platform?	Please refer to Sr. No. 141 in this regard
550	Point 7.1 under section 7 – Format for Submission of proposals		§ Will there be a need of any audio/ video communication with a 3rd party not on the premises?	Please refer to the tender document in this regard.
551	Point 7.1 under section 7 – Format for Submission of proposals		§ How will the local team present in that room, hear the audio – are you planning to install amplifier and speakers?	The existing workstations or monitoring stations or the proposed base station deployed in each court shall provide the functionality.
552	Point 7.1 under section 7 – Format for Submission of proposals		§ Would there be a requirement to stream the Audio to a location not in the premises?	Please refer to the tender document in this regard.
553	Point 7.1 under section 7 – Format for Submission of proposals		§ What kind of encryption would be needed in case of streaming?	end-to-end 128-bit AES encryption should be considered.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
55 4	ACS		<p>1. Facial Recognition: Not recommended for a such a large scale deployment. Globally there are not such large deployment of Facial. Facial is recommended only when you have limited/few devices. Larger deployments are preferred with Finger. Although we are into a Pandemic, which is going to taper out by mid-2021, as we have Vaccines coming out. The court needs to evaluate between Covid end and future and also take note of the success of this tender. It is highly recommended to go with a tried and tested method of Finger instead of Facial. Currently also we see so many tenders coming out with Finger. Even the smaller deployments in corporates who did few FR have been struggling.</p>	Tender terms shall prevail.
55 5	ACS		<p>2. GDPR Norms: One of the key points is the GDPR Norms, how and when it kick starts in India. As per the norms <i>[Biometric data] means personal data resulting from specific technical processing relating to the physical, physiological or Behavioural characteristics of a natural person, which allow or confirm the unique identification of that natural person, such as facial images or dactyloscopic data.</i> Managing Facial Data is very challenging unlike the Finger Template. The</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
			Storage requirement also become huge for Facial.	
55 6	ACS		3. Storage of Facial Data: Storing the FR data on the device or server is very risky. Any theft could lead to violating norms and litigation thru GDPR Norms. Template on device puts the responsibility of safeguarding the highly personal face/fingerprint data of individuals/users on the end-customer.	Tender terms shall prevail.
55 7	ACS		4. Reader cum Controller: For any type of biometric deployment, this is not recommended at such a large scale. No system will be able to run these many devices under one network. Reader cum Controller is not recommended also, due to the failure rate it can get due to the usage and also theft of data and any break down of device will get the system down	Tender terms shall prevail.
55 8	ACS		5. Template Management: Managing templates and loading them on multiple devices is a tedious activity. In such large deployments chances of error is very high and failure of software and hardware is noted. In case MPHC wants to store the templates, it has to be in the memory of additional controller or the most	Tender terms shall prevail.



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			optimum solution is to load the template on card (TOC) which is the safest and also this is GDPR Compliant as the employee has his own template and they are responsible for their own management.	
559	ACS		6. Additional Controllers: This is a key element missing in the design. Controllers are kept in secluded locations, they are robust and heavily encrypted. Even if the biometric device goes down, the replacement is very easy and bringing the system up becomes easy. This is a mandatory requirement for a system to be robust and work efficiently. The committee should look at controllers who have the capabilities to store the biometric templates in the controller along with the card and other details. Since the controller is away from public eye, protected, EAL & Cryptographically signed, the data residing on the device is very safe. Also, even the reader terminal goes down, template management and loading is not required. Different access controllers helps to have better/more secure door control, network management, scalable solution, alarm management. To avoid proprietary solution, controller should support open protocol such that it can provide APIs to	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			connect securely with third party software for integrated solution. All hardware should be from single OEM to have uniformity.	
560	ACS		7. Communication Protocol: This has to be OSDP (Open Supervised Device Protocol), as it supports 2 way communication and also it is AES Encrypted. It will help to provide end-to-end security right from credential to host platform, also support health status check of all devices on ground, configure/control readers from central command center.	Tender terms shall prevail.
561	ACS		8. Biometric Software Management: The API/SDK should be available of the product, which would be able to stich with the Main ACS Software. This will help manage and load templates better and faster (one less software to be managed)	Tender terms shall prevail.
562	ACS		9. Certification: UL is a must, without which the Tender will attract substandard products	Tender terms shall prevail.
563	ACS		10. IP Ratings: Minimum it should be IP67 with IK09	Tender terms shall prevail.
564	ACS		11. Contactless Card: The system should have card capability. It should either be iClass Seos or Mifare	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			Desfire EV3, which have the highest security standards in the industry	
56 5	ACS		12. Finger Sensor Capabilities: Liveliness detection, should work in wet, dry, dirty & cold condition.	Tender terms shall prevail.
56 6	ACS		13. Reader Capability: should be able to work Finger, Card, NFC, Bluetooth (Future Ready)	Tender terms shall prevail.
56 7	ACS		14. Open Protocol Hardware: The access control should be Open Protocol with availability to integrate with multiple OEM's along with capability to provide API/SDK. This will make the solution completely open and not dependent on any Hardware or Software manufacturer. Moreover, in future if the software is not supporting for any reason, the investment on Hardware will not go waste. With only limited investment on software, you will be able to upgrade your system.	Tender terms shall prevail.
56 8	FRS		<p>MPHC requirement is of very large scale and 1517 FRS terminals is difficult to deploy & maintain, gives lower accuracy & increases budget significantly.</p> <p>Facial readers from reputed makes is 2 to 3 times more costly than biometric fingerprint reader.</p> <p>Facial recognition from 2 m will have ground level challenges with many people moving around &</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>lower accuracy In tender, for FRS , UL certification which ensure high standards is missing which is mentioned for most of other products. For a prestigious project as this, it is highly important to ensure quality & verified products that have performed under similar conditions , hence understandable term is given in tender of OEM supplying 500 such readers in India in 1 project but its highly unlikely to find such OEM.</p>	
569	FRS		<p>We request if you can consider card + fingerprint readers for this tender.; We request , if you could consider biometric readers with card for this tender which will meet the site requirements, be highly stable, robust and price competitive.</p>	Tender terms shall prevail.
570	Proposed reader should be Facial + Multi Technology Card Reader		<p>Finger Biometrics with Multi-technology card reader along with NFC & Bluetooth; Remarks: Finger is the most developed and accurate form of biometrics available. It is tried and tested and can be available, supported and serviced easily</p>	Tender terms shall prevail.
571	Card Technology		<p>The proximity technology is compromised and can be closed easily, plus they don't have storage capacity. The highly encrypted smart card technology of either iclass Seos or Desfire EV3 should be considered for a</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			case of this size and importance; Remarks: Security is utmost important and hence high security cards which cannot be cloned should only be accepted. Ideal choice is Iclass Seos or Desfire EV3	
57 2	IP Rating		IP67 with IK09; Remarks: Tender specifies only IP65	Tender terms shall prevail.
57 3	Storage of Device		Card Holder capacity - 250,000; Remarks: These are the available specifications prevalent in industry	Tender terms shall prevail.
57 4			Event Transactions - 10,00,000; Remarks:	Tender terms shall prevail.
57 5			50,000 users (1:1 Matching); Remarks:	1:N with 6000 faces & 50,000 transaction logs shall be acceptable.
57 6			5,000 users (1:N Identification); Remarks:	1:N with 6000 faces & 50,000 transaction logs shall be acceptable.
57 7	Controller		You should have a separate controller for the biometric device to be connected. It is very risky for such high quantity to use the Biometric Device as Reader cum Controller; Remarks: The biometric device should only be kept and run as a reader. There should be a separate controller which does the controlling of the door. This increases the efficiency and stability of the system	Tender terms shall prevail.
57 8	Communication Protocol		OSDP only should be use; Remarks: OSDP is the most appropriate communication protocol. This is not only AES Encrypted, but also	Tender terms shall prevail.



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			supports 2 way communication and saves cable cost. OSDP V2 Secure Channel should be used in this case	
579	Product Certification		UL; Remarks: UL is the Global Industry standard. This is missing in the specifications	Tender terms shall prevail.
580	Biometric Template Storage vs GDPR Norms		Template on Card (TOC); Remarks: [Biometric data] means personal data resulting from specific technical processing relating to the physical, physiological or Behavioural characteristics of a natural person, which allow or confirm the unique identification of that natural person, such as facial images or dactyloscopic data	Tender terms shall prevail.
581			; Remarks: Recommend to store the Biometric Templates on Card in order to comply and avoid violation of any GDPR Norms	Tender terms shall prevail.
582	Template Storage of Device		Use separate controller - the controller should have the capacity to store templates along with the card details; Remarks: This is not recommended. It is more advisable to store the templates on a Controller which is connected to the Biometric. This makes the storage of templates more secure as its stored in Encrypted storage area. Even if biometric terminal goes down or someone breaches, you wont need to reload templates nor	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			the templates will be able to be siponed	
58 3	Template Management / Software		This should be integrated as part of the ACS & VMS Software. No separate template management software should be allowed; Remarks: Should be part of the main access control system	Tender terms shall prevail.
58 4	Template Manager		Company should have API's available of the product; Remarks: API's should be available to stich the template manager to ACS Software	Tender terms shall prevail.
58 5	Housing Material of Biometric Reader		UL94 Polycarbonate; Remarks: Not Specified in Tender	Tender terms shall prevail.
58 6	Biometric Sensor		Optical Sensor - Multispectral Imaging; Remarks: Not Specified in Tender	Tender terms shall prevail.
58 7	Working conditions of Biometric Device		Cold, Dry, Dirty, Wet conditions; Remarks: Not Specified in Tender	Tender terms shall prevail.
58 8	Fake & Spoof Detection		Mandatory to be available ; Remarks: Not Specified in Tender	Tender terms shall prevail.
58 9	Warranty on Smart Cards		Lifetime Warranty; Remarks: Not Specified in Tender	Tender terms shall prevail.
59 0	Write Endurance of Smart Card		Min 500,000 cycles; Remarks: Not Specified in Tender	Tender terms shall prevail.



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59 1	Data Retention on Smart Card		Min 20 years; Remarks: Not Specified in Tender	Tender terms shall prevail.
59 2	<u>Why Fingerprint reader is better than Facial access control and T&A</u>		; Remarks: Points to note for Facial Vs Finger Biometric Solution	Tender terms shall prevail.
59 3	In Fingerprint reader, User consent is required to record his presence. In facial readers, user consent may not be required.		; Remarks: Points to note for Facial Vs Finger Biometric Solution	Tender terms shall prevail.
59 4	Fingerprint technology is extensively used in identification and authentication.		; Remarks: Points to note for Facial Vs Finger Biometric Solution	Tender terms shall prevail.
59 5	Fingerprint technology is highly accurate. Facial has lower accuracy		; Remarks: Points to note for Facial Vs Finger Biometric Solution	Tender terms shall prevail.
59 6	Fingerprint has High distinctiveness and unique characteristics. Fingerprints do not		; Remarks: Points to note for Facial Vs Finger Biometric Solution	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.	repeat, not even in twins.			
597	Facial technology has Low distinctiveness. Facial characteristics may repeat in people, e.g. in twins.		; Remarks: Points to note for Facial Vs Finger Biometric Solution	Tender terms shall prevail.
598	Fingerprint technology has High permanence and stability, very less affected by age. Medium permanence and stability, may get affected by age.		; Remarks: Points to note for Facial Vs Finger Biometric Solution	Tender terms shall prevail.
599	Fingerprint has Low potential for circumvention. Not easily spoofable. Facial technology has High potential for circumvention.		; Remarks: Points to note for Facial Vs Finger Biometric Solution	Tender terms shall prevail.
600	<u>System Functionality to be considered</u>		; Remarks: System Solution Functionality which needs to be considered for Access Control System	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
60 1	All 1517 FRS terminal on one network will be difficult to manage and deploy.		; Remarks: System Solution Functionality which needs to be considered for Access Control System	Tender terms shall prevail.
60 2	Storage and networking requirement and maintenance is much higher		; Remarks: System Solution Functionality which needs to be considered for Access Control System	Tender terms shall prevail.
60 3	Budget increases 2 to 3 times with facial readers		; Remarks: System Solution Functionality which needs to be considered for Access Control System	Tender terms shall prevail.
60 4	Fingerprint reader with Bluetooth is the latest technology solution which meets high security, accuracy with convenience and viable cost.		; Remarks: System Solution Functionality which needs to be considered for Access Control System	Tender terms shall prevail.
60 5	Readers with separate controllers increases the stability, control and effectiveness of the access control solution		; Remarks: System Solution Functionality which needs to be considered for Access Control System	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
606	Readers, controllers and cards should be of same OEM to have uniform solution		; Remarks: System Solution Functionality which needs to be considered for Access Control System	Tender terms shall prevail.
607	Technical Specifications 6.1. Outdoor Fixed Camera:	Revolutions and frame rates (H.265): 960 X 544 @ 30fps	960 X 544 @ 30fps is not the standard resolution used for the surveillance, requesting to amend the clause to standard resolution as Resolutions and frame rates (H.265): 640 × 480 at 30fps	Please refer to Sr. No. 136 in this regard
608	Technical Specifications 6.1. Outdoor Fixed Camera:	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP), Bonjour, SNMP, and Secure Shell (SSH). Differentiated service-code-point (DSCP) marking and class-of-service (CoS) marking	Class of Service (CoS) is a 3 bit field in an Ethernet frame header when a VLAN tag is present. Quality of Service uses the CoS value to differentiate and police network traffic. This field specifies a priority value between 0 and 7, inclusive, that can be used by Quality of Service (QoS) to differentiate traffic generally QoS is standard and is used in the industry, thus requesting to provide an option of using Qos and amend the clause to Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP), Bonjour, SNMP, and Secure Shell (SSH). Differentiated service-code-point (DSCP) marking and class-of-service (CoS) marking or Qos.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
609	Technical Specifications 6.2. Outdoor Panoramic Camera:	Lens: Fixed 6 mm, DC-Iris	For Panoramic view, varifocal lens is recommended , thus requesting to provide an option of proposing varifocal lens and help to amend the clause to Lens: Fixed 6 mm, DC-Iris or Varifocal lens 2.8-12mm	Please refer to Sr. No. 62 in this regard
610	Technical Specifications 6.2. Outdoor Panoramic Camera:	Field of view: 180° (horizontal) 30°(vertical) and ~182° (diagonal)	As 3 lenses/sensors has been asked in the tender, each lens will have its own field of view, total three lens can provide panoramic view, thus, requesting to remove this clause as each lens cannot comply the mentioned field of view.	Tender terms shall prevail.
611	Technical Specifications 6.2. Outdoor Panoramic Camera:	Resolutions and frame rates (H.265): 30FPS at full Resolution	In, India, PAL video format is supported. PAL is the video standard which is popular in most of the European and Asian countries. PAL is an abbreviation for Phase Alternate Line. This is the video format standard used in many European countries. A PAL picture is made up of 625 interlaced lines and is displayed at a rate of 25 frames per second, thus, requesting to keep the standard PAL fps of 25fps and amend the clause to Resolutions and frame rates (H.265): 25FPS at full Resolution	Tender terms shall prevail.
612	Technical Specifications 6.2. Outdoor Panoramic Camera:	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant, It should be FCC, CE, UL	REACH certification is applicable to chemical products , not standard for CCTV cameras, thus, requesting to remove Reach certificate from the clause and amend to Certification: The system shall be ROHS, WEEE,	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		certified	ISO -14001 , It should be FCC, CE, UL certified	
61 3	Technical Specifications 6.4. Indoor Fixed Dome Camera:	Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 5 streams.	Mostly three streams are used in the cameras <ul style="list-style-type: none"> • The first stream with high resolution and full frame rate can be used for main monitoring. • The second stream with lower resolution can be used for mobile monitoring. • The third stream with high, low, or dynamic resolution offers more flexible choices. Three streams are more than sufficient, thus , in order, to have economic solution, requesting to amend the clause All the cameras (sensors) shall have minimum 3 streams.	Please refer to Sr. No. 136 in this regard
61 4	Technical Specifications 6.5. Indoor Panoramic Camera :	Lens: Fixed 6 mm, DC-Iris	For Panoramic view, varifocal lens is recommended , thus requesting to provide an option of proposing varifocal lens and help to amend the clause to Lens: Fixed 6 mm, DC-Iris or Varifocal lens 2.8-12mm	Please refer to Sr. No. 62 in this regard
61 5	Technical Specifications 6.5. Indoor Panoramic Camera :	Field of view: 180° (horizontal) 30°(vertical) and ~182° (diagonal)	As 3 lenses/sensors has been asked in the tender, each lens will have its own field of view, total three lens can provide panoramic view, thus, requesting to remove this clause as each lens cannot comply the mentioned field of view.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
616	Technical Specifications 6.5. Indoor Panoramic Camera :	Resolutions and frame rates (H.265): 30FPS at full Resolution	In, India, PAL video format is supported. PAL is the video standard which is popular in most of the European and Asian countries. PAL is an abbreviation for Phase Alternate Line. This is the video format standard used in many European countries. A PAL picture is made up of 625 interlaced lines and is displayed at a rate of 25 frames per second, thus, requesting to keep the standard PAL fps of 25fps and amend the clause to Resolutions and frame rates (H.265): 25FPS at full Resolution	Tender terms shall prevail.
617	Technical Specifications 6.5. Indoor Panoramic Camera :	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant, It should be FCC, CE, UL certified	REACH certification is applicable to chemical products , not standard for CCTV cameras, thus, requesting to remove Reach certificate from the clause and amend to Certification: The system shall be ROHS, WEEE, ISO -14001 , It should be FCC, CE, UL certified	Tender terms shall prevail.
618	Technical Specifications 6.6. ANPR Camera:	POE Standard: Power over Ethernet (PoE) IEEE 802.3af Class 2	As varifocal lens are required for ANPR cameras, for ANPR functionality motorized lens are preferred, motorized lens requires more than 15 Watts , which is supplied by IEEE 802.3at, not by IEEE 802.3af thus, requesting to provide an option of using af or at and amend the clause to POE Standard: Power over Ethernet (PoE) IEEE 802.3af / IEEE 802.3at Class 2	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
619	Page no: Page 62; 6.14. SAN/NAS Storage	SAN with required storage to record all the cameras as per the parameters mentioned in section 5.1 (point XIX) & management software. The storage shall have the usable storage capacity calculated by the bidder for all existing & new Cameras (at all locations) + 20% spare space, whichever is higher using RAID 5. Calculations shall be submitted as part of detail engineering. To be free from EMI, RFI, VHF, Mobile disturbances. To be ONVIF Compliant.	ONVIF is actually a standard parameter for Cameras, VMS and NVRs, and not for external SAN/NAS Storages Requesting to remove the statement "To be ONVIF Compliant", from the specification to enable participation from industry standard and renowned Storage OEMs such as Dell/EMC, IBM, Netap, Hitachi, HP	The requirement of "To be ONVIF Compliant" should be considered as optional.
620	Page no: Page 62; 6.14. SAN/NAS Storage	The storage box shall have required number of 8 Gbps FC server ports (backward compatible to 4GBPS) across both controllers based on the	Industry standard protocol for External Storages from all leading OEMs, is FC and iSCSI, while SAS and FCOE are Network and Internal disk connectivity protocols. Requesting to remove the words " SAS, FCoE" from the statement, and amend the statement as follows:	The storage box shall accept FC, iSCSI as front end connectivity.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		design proposed by the Bidder + 25% redundant Ports. The Storage box shall accept FC, iSCSI, SAS, FCoE as front end connectivity;	The Storage box shall accept FC, iSCSI, as front end connectivity	
62 1	Page no: Page 62; 6.14. SAN/NAS Storage	The system should have a minimum of 4 GB per controller Cache. It should be possible to use SSD drives as an extension to Cache	Extension of storage cache is older methodology / technology and now days Storages are available with higher in-built Cache as a standard feature. So to ensure optimal performance of the storage, the cache per Controller should be at least 16GB. Please amend the statements follows: The system should have a minimum of 16 GB per controller Cache.	Please refer to Sr. No. 349 in this regard
62 2	6.14 SAN/NAS Storage	SAN with required storage to record all the cameras as per the parameters mentioned in section 5.1 (point XIX) & management software. The storage shall have the usable storage capacity calculated by the bidder for	Request to change the clause as:SAN with required storage to record all the cameras as per the parameters mentioned in section 5.1 (point XIX) & management software. The storage shall have the usable storage capacity calculated by the bidder for all existing & new Cameras (at all locations) + 20% spare space, whichever is higher using RAID 5. Calculations shall be submitted as part of detail engineering. Justifications:The	The requirement of "To be free from EMI, RFI, VHF, Mobile disturbances" should be considered as optional.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		all existing & new Cameras (at all locations) + 20% spare space, whichever is higher using RAID 5. Calculations shall be submitted as part of detail engineering. To be free from EMI, RFI, VHF, Mobile disturbances. To be ONVIF Compliant.	protocols mentioned in the RFP like EMI,RFI,VHF etc are not relevant and not pertaining to storage. Hence, Requested to remove the same.	
62 3	6.14 SAN/NAS Storage	The storage box shall have required number of 8 Gbps FC server ports (backward compatible to 4GBPS) across both controllers based on the design proposed by the Bidder + 25% redundant Ports. The Storage box shall accept FC, iSCSI, SAS, FCoE as front end connectivity.	Request to change the clause as: The storage box shall have required number of 8 Gbps FC server ports (backward compatible to 4GBPS) across both controllers based on the design proposed by the Bidder + 25% redundant Ports. The Storage box shall accept FC, iSCSI as front end connectivity. Justification: Most of the storage OEMs supports FC or ISCSI protocols as per solution, these are widely used in surveillance kind of environment.	8 GBPS or better speed with backward compatibility with 4 GBPS should be provided..



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
62 4	6.14 SAN/NAS Storage	The system should have a minimum of 4 GB per controller Cache. It should be possible to use SSD drives as an extension to cache	Please amend the clause as: The system should have a minimum of 12 GB per controller Cache. It should be possible to use SSD drives as an extension to cache minimum 8TB across dual controllers.	The clause "The system should have a minimum of 4 GB per controller Cache. It should be possible to use SSD drives as an extension to cache" should be read as "The system should have a minimum of 8 GB per controller Cache or better"
62 5	6.14 SAN/NAS Storage	Shall have data protection features and data encryption features.	Kindly remove this clause. As these features shall be asked at VMS/backup layer. Hence, requested to remove from storage side.	The requirement "Shall have data protection features and data encryption features." shall be considered as optional.
62 6	6.45. HDD based Storage Archival System		Request you to please allow Storage based solution for the Archival , MAAM Media Asset Management solution are proprietary solutions available from limited vendors and restricts fair participation in the overall bid.	Tender terms shall prevail.
62 7	6.15 Recording, Archive and Backup Mgt Server	Two socket x86-64 architecture, E5-2600 Series Processor	Please remove E5-2600 and replace with Intel Silver 8c / AMD EPYC 8c CPU. E5-2600 Processor series are few years old technology, most of models are discontinued. New Servers come with either Latest generation Intel CascadeLakeR CPU / Latest generation AMD EPYC CPU. Ref Intel Website : https://ark.intel.com/content/www/us/en/ark/products/series/59138/intel-xeon-processor-e5-family.html	Please refer to Sr. No. 47 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
628	6.15	Minimum 16 GB DDR 4 (in 8GB Modules) expandable to 128GB	Currently the best possible memory frequency is 3200MHz with memory. Suggest to use 16 GB DIMMS of 2933MHz. This is to avoid any obsolete technology products being quoted.	Please refer to Sr. No. 48 in this regard
629	6.15	1 Gbps ports have been asked for	For new setup, its recommended to ask for 10 Gbps port, which are backward compatible with 1 Gbps network as well. 1 Gbps network is obsolete.	10Gbps port with backward compatibility for 1 Gbps network shall be acceptable.
630	Sections 6.33, 6.49, 6.51, 6.52 , Vol 1	same concerns as listed above wrt Section 6.15.	Please update the specification to allow current Server generation with built-in hardware based security feature to be offered.	Tender terms shall prevail.
631	6.45	Make: As per the PTR (Section 2.19) CPU: Dual Intel Xeon Silver 16C/32T or higher Motherboard: CPU compatible RAM: 128GB DDR4 HDD: 2 X 200GB 6Gbps SSD on Raid 1 OS: Linux based or Windows Server 2019 and above Network Adapter: Dual 10Gbps Power Supply: Dual hot plug	Make: As per the PTR (Section 2.19) CPU: Dual Intel Xeon Silver or AMD EPYC 16C/32T or higher Motherboard: CPU compatible RAM: 128GB 2933MHz DDR4 HDD: 2 X 200GB 6Gbps SSD on Raid 1 OS: Linux based or Windows Server 2019 and above Network Adapter: Dual 10Gbps Power Supply: Dual hot plug	Please refer to Sr. No. 52 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
63 2	6.11, 6.10 6.9, 6.8	10/100/1000 Base T Switch, 1 Gbps Ports	These are very old specifications which are obsolete. New servers and SAN / NAS would need at least 10 Gbps LAN to run with good performance for Video Solution being implement.	The specifications mentioned are basic minimum. Bidders are advised to propose the ports/ components that are meeting or are better than the tender specifications based on its own solution design. Kindly note that the tender is for a LSTK solution & not an item rate tender.
63 3	6.9. Field Switch - 8 Port POE	SFP ports will support any combination of 10/100/1000T, 100X, 100FX, 100BX(Bi-directional), 1000X, 1000SX, 1000LX, 1000ZX or 1000ZX CWDM SFPs	The 100X, 100BX(Bi-directional) transceiver are old technology transceivers. Now users are using Gigabit SX, LX, LH for 500 mtr, 10Km and 70 Km respectively. Request you to kindly relax and modify the clause as "SFP ports will support any combination of 10/100/1000T, 100FX, 1000X, 1000SX, 1000LX, 1000ZX or 1000ZX CWDM SFPs" so that leading OEM can participate.	Bi-directional shall be considered as optional
63 4	6.9. Field Switch - 8 Port POE	Should support STP, RSTP, MSTP, STP root guard, Voice VLAN IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	The standard IEEE 802.1Q VLAN tagging is equivalent of IEEE 802.3ac. Also 802.1Q standard support most of the leading OEMs. Request you to kindly relax and modify the clause as "Should support STP, RSTP, MSTP, STP root guard, Voice VLAN IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging or IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port" so that leading OEMs can	Please refer to Sr. No. 215 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			participate.	
63 5	6.9. Field Switch - 8 Port POE	Should support Static RIP, RIPv1 &v2	Since 8 ports switches will be use end device connectivity hence routing feature is not required in 8 ports access switch. Request you to kindly remove Layer 3 features so that leading OEM can participate.	Please refer to Sr. No. 352 in this regard
63 6	6.9. Field Switch - 8 Port POE	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	As per the network diagram in RFP, deployment of this switch is not in ring. Hence ring protection protocol is not required. Now if customer want to provision then request you to kindly modify the clause as "Should support RPR/IEEE 802.17/RSTP or equivalent for protection in following scenarios: single, dual fiber cuts in ring."	Tender terms shall prevail.
63 7	6.9. Field Switch - 8 Port POE	Should support 8 priority queues with a hierarchy of high priority queues for real time traffic, and mixed scheduling, for each switch port	4 priority queues is sufficient for 8 ports access switches and most of the OEMs are supported. Request you to kindly relax and amend the clause as "Should support 4 priority queues with a hierarchy of high priority queues for real time traffic, and mixed scheduling, for each switch port" so that leading OEM can participate.	4 priority queues shall be acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
638	6.9. Field Switch - 8 Port POE	USB interface for taking backup of software release files configurations	Normally USB port in end user access switch is not secured because when a USB or any other portable device is used in an end user access switch on the network, it can lead to data theft or the introduction of viruses. Request you to kindly remove this clause.	Tender terms shall prevail.
639	6.10. Field Switch - 24 Port	SFP ports will support any combination of 10/100/1000T, 100X, 100FX, 100BX(Bi-directional), 1000X, 1000SX, 1000LX, 1000ZX or 1000ZX CWDM SFPs	The 100X, 100BX(Bi-directional) transceiver are old technology transceivers. Now users are using Gigabit SX, LX, LH for 500 mtr, 10Km and 70 Km respectively. Request you to kindly relax and modify the clause as "SFP ports will support any combination of 10/100/1000T, 100FX, 1000X, 1000SX, 1000LX, 1000ZX or 1000ZX CWDM SFPs" so that leading OEM can participate.	Please refer to Sr. No. 633 in this regard
640	6.10. Field Switch - 24 Port	Should support STP, RSTP, MSTP, STP root guard, Voice VLAN IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	The standard IEEE 802.1Q VLAN tagging is equivalent of IEEE 802.3ac. Also 802.1Q standard support most of the leading OEMs. Request you to kindly relax and modify the clause as "Should support STP, RSTP, MSTP, STP root guard, Voice VLAN IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging or IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port" so that leading OEMs can	Please refer to Sr. No. 215 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			participate.	
64 1	6.10. Field Switch - 24 Port	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	As per the network diagram in RFP, deployment of this switch is not in ring. Hence ring protection protocol is not required. Now if customer want to provision then request you to kindly modify the clause as "Should support RPR/IEEE 802.17/RSTP or equivalent for protection in following scenarios: single, dual fiber cuts in ring."	Tender terms shall prevail.
64 2	6.10. Field Switch - 24 Port	USB interface for taking backup of software release files configurations	Normally USB port in end user access switch is not secured because when a USB or any other portable device is used in an end user access switch on the network, it can lead to data theft or the introduction of viruses. Request you to kindly remove this clause.	Tender terms shall prevail.
64 3	6.11. CR Switch	Should support STP, RSTP, MSTP, STP root guard, Voice VLAN IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification	The standard IEEE 802.1Q VLAN tagging is equivalent of IEEE 802.3ac. Also 802.1Q standard support most of the leading OEMs. Request you to kindly relax and modify the clause as "Should support STP, RSTP, MSTP, STP root guard, Voice VLAN IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging or IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE	Please refer to Sr. No. 215 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		by protocol and port	802.1v VLAN classification by protocol and port" so that leading OEMs can participate.	
64 4	6.11. CR Switch	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	As per the network diagram in RFP, deployment of this switch is not in ring. Hence ring protection protocol is not required. Now if customer want to provision then request you to kindly modify the clause as "Should support RPR/IEEE 802.17/RSTP or equivalent for protection in following scenarios: single, dual fiber cuts in ring."	Tender terms shall prevail.
64 5	6.11. CR Switch	USB interface for taking backup of software release files configurations	Normally USB port in end user access switch is not secured because when a USB or any other portable device is used in an end user access switch on the network, it can lead to data theft or the introduction of viruses. Request you to kindly remove this clause.	Tender terms shall prevail.
64 6	6.34. Layer-3 Core Switch	IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	The standard IEEE 802.1Q VLAN tagging is equivalent of IEEE 802.3ac. Also 802.1Q standard support most of the leading OEMs. Request you to kindly relax and modify the clause as "IEEE 802.3ac VLAN tagging or IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port" so that leading OEMs can participate.	Equivalent protocols shall be acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
647	6.34. Layer-3 Core Switch	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	As per the network diagram in RFP, deployment of this switch is not in ring. Hence ring protection protocol is not required. Now if customer want to provision then request you to kindly modify the clause as "Should support RPR/IEEE 802.17/RSTP or equivalent for protection in following scenarios: single, dual fiber cuts in ring."	Tender terms shall prevail.
648	6.35. Layer-2 Switch	SFP ports will support any combination of 10/100/1000T, 100X, 100FX, 100BX(Bi-directional), 1000X, 1000SX, 1000LX, 1000ZX or 1000ZX CWDM SFPs	The 100X, 100BX(Bi-directional) transceiver are old technology transceivers. Now users are using Gigabit SX, LX, LH for 500 mtr, 10Km and 70 Km respectively. Request you to kindly relax and modify the clause as "SFP ports will support any combination of 10/100/1000T, 100FX, 1000X, 1000SX, 1000LX, 1000ZX or 1000ZX CWDM SFPs" so that leading OEM can participate.	Please refer to Sr. No. 633 in this regard
649	6.35. Layer-2 Switch	Should support STP, RSTP, MSTP, STP root guard, Voice VLAN IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification	The standard IEEE 802.1Q VLAN tagging is equivalent of IEEE 802.3ac. Also 802.1Q standard support most of the leading OEMs. Request you to kindly relax and modify the clause as "Should support STP, RSTP, MSTP, STP root guard, Voice VLAN IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging or IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE	Please refer to Sr. No. 215 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		by protocol and port	802.1v VLAN classification by protocol and port" so that leading OEMs can participate.	
650	6.35. Layer-2 Switch	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	As per the network diagram in RFP, deployment of this switch is not in ring. Hence ring protection protocol is not required. Now if customer want to provision then request you to kindly modify the clause as "Should support RPR/IEEE 802.17/RSTP or equivalent for protection in following scenarios: single, dual fiber cuts in ring."	Tender terms shall prevail.
651	6.35. Layer-2 Switch	USB interface for taking backup of software release files configurations	Normally USB port in end user access switch is not secured because when a USB or any other portable device is used in an end user access switch on the network, it can lead to data theft or the introduction of viruses. Request you to kindly remove this clause.	Tender terms shall prevail.
652	2.19.2 C4i& VMS OEM	2. The Security Management System OEM should have installed the solution in at least one multi-site (at least 200 state or nation-wide locations) integrated project in India/globally	This Clause is Restrictive& OEM Specific. As per the RFP, the Security Management System is a Centralized Application Platform to Integrate & Manage Disparate Physical Security Applications on Common Interface & Thus it is going to be Installed at a Centralized Location. This Requirement is Similar to CMS (Central	Please refer to Sr. No. 450 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			Monitoring System) We Hereby you to please Waive off this Clause in view of Max. OEM Participation. This shall also ensure that Adequate Competition & Level Playing field. ; If the Clause cannot be Waived off then We Hereby request you to Amend this Clause as The Security Management System/Central Monitoring Application OEM should have installed the solution in at least one multi-site (at least 200 state or nation-wide locations) integrated project in India/globally.	
65 3	2.19.2 C4i& VMS OEM	5. VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	This Clause is Restrictive & OEM Specific. We Understand that the Min. Participation Criteria shall be done on the Basis, such that the Min. Criteria (Min. PQ Requirements) should be Min. 20% of the Goods & Services required in the Project. We would also like to bring to your Notice that IHS report is not a Certifying body, it is just a Surveying body, who Conducts Survey & based on the Survey they Publish the reports. Also IHS reports are not Certified by any Government Body, thus allowing Participation of an OEM on grounds of IHSreports is not the right way to get a Quality	Please refer to Sr. No. 451 in this regard



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			OEM.; As per the Discussion in the Pre-Bid Meeting, we hereby Suggest to Amend this Clause as "OEM of VMS should have supplied at least 15,000 cameras Licenses in India or globally in qualifying orders during the last 05 years"	
654	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Live-Streamed courtroom proceedings should be archived & made available on the website.	Kindly Please confirm if the Live Streaming is to be done through Public Cloud Live Streaming Application or though On-Premise Streaming Server. ;	Please refer to Sr. No. 151 in this regard
655	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Live-Streamed courtroom proceedings should be archived & made available on the website.	Kindly please Confirm, To Which users will the Live Streaming of Case Proceeding shall be Streamed to. Will it be Streaming for the Public or any Authorised Entity can only view with the Provided Credentials;	Please refer to Sr. No. 453 in this regard
656	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Live-Streamed courtroom proceedings should be archived & made available on the website.	Kindly please Confirm, how Many users would be Streaming the Live Case Proceeding, this would help us do the Hardware Sizing Accordingly & with this all the Bidder's would be Sizing the Products inline with the Requirements. ;	Please refer to Sr. No. 454 in this regard
657	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Live-Streamed courtroom proceedings should be archived & made available on the website.	As per the Inputs given in the Pre-Bid Meeting, the Live Streaming Portal is already Existing & that the Infrastructure for Court Proceeding that are supposed to be Live Streamed through the CCTV System is only to considered in this Project.	The existing MPHC website shall be used.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			Please Confirm. ;	
658	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Live-streaming shall commence as soon as the judges arrive in the courtroom and shall continue till the Bench rises	Kindly Please Clarify the Methodology as to how shall the Video Management Software be given an Input as soon as the Judge Arrives in the Courtroom & start the Proceedings. Until and Unless there is no Input given to the VMS, how would it Automatically sense that the Judge has Arrived & started the Proceedings.;	Please refer to Sr. No. 435 in this regard
659	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	In line with the above-mentioned functional requirements mandated by the Hon'ble Supreme Court of India, MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-demand through MPHC website and integration with MPHC's CIS (Case Information System) of audio visual content (video, synchronised audio & VC content)	We Understand that for the Integration with Case Information System (CIS) the SDK/API of the CIS system shall be made available to the SI/OEM for the Purpose of Integration during the Project Execution. Kindly Please Clarify.;	Please refer to Sr. No. 456 in this regard



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		associated with courtroom proceedings.		
660	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The base station shall be equipped with buttons to start, pause or stop audio recording or to control live streaming. A trigger to bookmark 'Start' & 'Stop' events in the audio-visual recording shall also be provided by the base station.	As per this Clause the Base Station is supposed to have a Multiple Buttons, However as per the Detailed Technical Specifications of the Base Station (6.7 Audio Recording System) , the Min. No. of Buttons on the Base Station is no where Specified. Kindly please Clarify;	Please refer to Sr. No. 143 in this regard
661	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Each courtroom shall have four microphones installed in it. Two Microphones shall be wall mounted while 2 shall be table-top/ goose-neck (~450mm) type (final selection shall be as per the site conditions). The	We Understand that Panoramic Cameras would just have 1 Audio Input Port & with just 1 Panoramic Cameras Installed in the Courtroom, how can Four different Microphones be Interface with the Audio Input Port of Camera, which is just 1. Kindly please Clarify as to how the Other Microphones be connected to the Video Management Software & Synchronised with the Video Recordings.;	Please refer to Sr. No. 458 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		microphones shall be attached to a base station, which will encode the audio & provide an Ethernet output. A panoramic camera shall be installed in each courtroom to record video. The VMS shall synchronize audio with the video feed captured by the courtroom camera.		
66 2	Additional Clause		<p>We request you to please Add the Clauses for Preference to Make in India Products/Suppliers/Services. We also request you to please follows the CVC Guidelines for Public Procurement (Preference to Make in India) for the Tendering Process.</p> <p>Recently after the Outbreak of the Pandemic COVID-19, the Government of India has Amended the Public Procurement (Preference to Make in India) order 2017 Dated 04.06.2020 effective with immediate effect.</p> <p>In order to encourage 'Make in India' and promote manufacturing</p>	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>and production of goods and services in India with a view to enhancing income and employment, Department for Promotion of Industry, and Internal Trade (DPIIT) has notified the Public Procurement (Preference to Make In India), Order 2017 (PPP-MII) on 15th June 2017, which has recently being amended vide DPIIT order No. P-45021/2/2017-PP(BE-II) Dated 4th June, 2020.</p> <p>We request you to incorporate suitable clauses in the tender implementing DIPP PMA guidelines on the tender. This implementation of Gazette Notifications on Preferential Market Access Policy are as per</p> <p>a. DoT notification No. 18-10/2017-IP dated 29th Aug 2018</p> <p>b. Department of Industrial Policy & Promotion (DIPP) Order No. P-45021/2/2017-BE-II dated 29.05.2019;</p>	



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
66 3	Page 13, Clause No.: 2.18.	At Sr. No. 4, The bidder experience in last seven year as below: One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores Whereas at Sr. No. 5: bidder experience of 50.4 Crore during last three years is asked	Please Clarify the experience criteria	It is self-explanatory.
66 4	Page 14, Note:-	Note:- Clause 6.: Consortium of upto two companies can bid for the project. However, both the consortium members should meet	As per Consortium please allow to one member of Consortium partner to match the pre-qualification criteria	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		the pre-qualification criteria.		
66 5	Page 57, 56, 59	Specification Field Switch – 4port (outdoor) PoE, Field Switch – 8Port (outdoor) PoE, Field Switch 24 Port. Query: The PoE budget, Though put & switch capacity is not asked in the QR	Please clarify the Parameter	Tender terms shall prevail.
66 6	2.19.5	The FRS OEM should have supplied at least 500 no. of devices in India, through a single order, during last 3 years from the date of publication of the tender.	1: FRS being latest technology in biometric industry domain having 500 units single purchase order can be difficult. We request department to remove this clause to help in bringing latest technology in Facial access control devices and wider OEM participation.	Tender terms shall prevail.
66 7			2: We recommend department to consider face algorithm and hardware must be of same OEM.	Tender terms shall prevail.
66 8			3: Please also consider that OEM should have local establishment along with sales and support office operating for minimum 10 years.	Tender terms shall prevail.
66 9	5.1.1 - 3	Biometric (Face Recognition) Access Control	We request you to please consider a proven products as installation locations such as	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		for Hon. Judges' chambers, Data Rooms	Honorable Judges chamber are critical for security. Kindly consider following specifications in the Face readers:	
670			1: Device should be immune to spoofing (Anti-spoofing) to prevent the unauthorized access by 2D photo or Video. Anti spoofing must be certified by some lab or agency . We recommend to consider iBeta Level2 for anti spoofing	Tender terms shall prevail.
671			2: Face reader and Algorithm OEM should be	Tender terms shall prevail.
672			same. Face algorithm should be patriated in the latest Face benchmarks (FRVT by NIST)	Tender terms shall prevail.
673			3: Device should be TLS1.2 and SSL enable to provide the secure communication between and server a & device	Tender terms shall prevail.
674	6.23 - FRS Terminals	Proposed Reader should support multi modal authentication like Face Recognition, Multi Technology Card (EM Prox & Smart Card) & Password with Touch Screen for providing multi factor authentication by reading the Face, Cards, Passwords & various	We request to kindly remove the EM card support and add Mifare/Desfire/iCLASS technology in smart card	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
		combinations.		
67 5	Live Face Detection	Device should be intelligent enough to prevent the kind of security breach by determining whether a face in a video stream is “live” or a photograph.	We request you to consider: Level 2 Anti-spoofing certification by iBETA. (Liveness check must be tested/certified by some lab/body)	Tender terms shall prevail.
67 6		Device should be able to support the “Walk through Face Recognition” where device can read the user’s face from a distance of up to 2 meters min.	We request department to review the 2m read range, as long read range will leads to tail gating. If person comes in the read range of the face reader without intention to open the door, Face reader will open the door, hence making it insecure for the users and data room. We request department to select the technology, which will only engage in the authentication moded, if person looks at the device and falls minimum at distance of 35 and maximum 70 cm .	Please refer to Section 5.2.37 in this regard.
67 7	IP Rating-	IP 65	We request you to consider: IP65 and IK07 (IK07 is important for screen robustness to avoid physical harms to screen)	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
678		Device should be able to perform in 1:1 & 1: N authentication modes, same should support minimum 1:20,000 face authentication.	We request department to consider the 1:N with 20,000 faces authentication <=1 sec	Tender terms shall prevail.
679	Storage	Device should be able to store up to 1,00,00,000 transaction logs along with min. 20,000 picture logs.	We request department to remove the picture logs storage features from the reader, as it will compromise with data privacy and security of users. Pictures in the logs might lead to leak of pictures of users (Judges and other users) outside of MP High Court.	Please refer to Sr. No. 575 in this regard
680			Kindly change Transaction logs as 10,00,000 (1 Million) instead of 1,00,00,000(10 Millions)	Please refer to Sr. No. 575 in this regard
681			Storing user picture in device is a data security threat and user bio data can be pull out by cyber malware easily.	Tender terms shall prevail.
682		The Device should be able to store up to 5,00,000 card users.	Please remove this clause as above specified the 20,000 users. 5,00,000 cards holders is not a requirement in MP high court as each device shall be mounted of personal chamber of honorable judges and data center	Please refer to Sr. No. 575 in this regard
683	Processor	min. 1GHz Quad Core Processor or better for fast processing.	We request you to department to consider the better clock cycle minimum 2 Ghz & CPU+GPU architecture in the face terminal to support Artificial Intelligence(AI) based	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			face algorithms. This is important to make device futuristic as all the coming Face algorithms are Artificial Intelligence(AI) based.	
68 4	Image Capture	Device should have min 2MP HD camera to capture the picture of authorized or unauthorized users & shall be transferring the same to server on real time basis w/o any delay unless network is down. It should support 0 lux to 25000 lux for extreme dark environments to outdoor lighting conditions.	We request to remove Picture capture, as it's a big threat to user bio data. This is a violation of the compliance of data security and privacy in biometric devices as per Indian Information Technology Act 2005 and GDPR(EU).	Tender terms shall prevail.
68 5	False Acceptance/ Rejection	0.001% FAR; 0.01% FRR	We request department to do not specify the value of the FRR and FAR as both are dynamic in nature and vary with external factors. Hence please ask OEMs to submit the reports and choose the technology which populate best of performance considering external factors such as lighting(INDOOR/OUTDOOR/Lux value), Face tones and geographical conditions.	Tender terms shall prevail.
68 6	Face Size	Minimum Face Size for Detection (Pixel) more	Please remove this as its make specific feature by one OEM	OEM specified pixel size is acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		than 60 pixel It must be settable in the menu		
687		Minimum Face Size for Recognition must be more than 100 * 100 pixel	Please remove this as its make specific feature by one OEM.	OEM specified pixel size is acceptable.
688	Operating Temperature	0-50 Deg C; upto 95% RH non-condensing	As these devices will be installed indoor, so we request department to reduce the temperature range from 0-50 degrees to temperature: 0 to 45°C, similarly for Humidity: from 95% to 85% as well.	Tender terms shall prevail.
689			1. We request to consider 3D face recognition algorithm to copes with face changes (helmet, headset, haircut changes, glasses...) and to read the faces from all angle.	Tender terms shall prevail.
690			2. The face terminal should have Visiblelight,3D & IR cameras with latest advances in AI and image processing, enabling a high level of security and a real hands-free user convenience	Tender terms shall prevail.
691			3.The face device should also be able read the face of the users wearing masks and Glasses.	Tender terms shall prevail.
692			4.Please also mandatory a PoC of the product on site before giving the technical approval for MP high court based all specifications.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
69 3	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.1. Outdoor Fixed Camera	ONVIF : ONVIF 2.0 support	Change / Amendment Requested : ONVIF profile S,G & T Justification : ONVIF is for compatibility across different OEMs , there are different profiles of ONVIF for different level of compatibility . ONVIF profiles S is initial level of compatibility which do not cover the compatibility in terms of SD card storage , since card is asked in the specifications the camera must be ONVIF profile G also to have compatibility in terms of SD card. ONVIF profile T provides integration with H.265 streams Kindly consider ONVIF profile S , G and T for deep level of integration across OEMs.	Tender terms shall prevail.
69 4	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.1. Outdoor Fixed Camera	Certification : The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	Change / Amendment Requested : Certification : The system shall be ROHS, UL,CE,FCC . Justification : UL is a global safety certification company. UL Listing means that UL has tested representative samples of a product and determined that the product meets specific, defined requirements as per global safety standards. Kindly consider UL as mandatory certification to meet the global safety standards. Similarly CE and FCC are globally accepted certifications for electrical	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			interference.	
69 5	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.1. Outdoor Fixed Camera	Auto detection & configuration : The camera should be automatically discovered and configured when connected to VMS or network switch All proposed cameras should be from single OEM.	Change / Amendment Requested : The camera should be automatically discovered and configured when connected to VMS or network . Justification : Kindly remove the clause of all cameras from same OEM , instead the system must be cross compatible for maximum flexibility and ONVIF is already considered for that . asking all cameras from same OEM shall restrict the competition	Tender terms shall prevail.
69 6	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.2. Outdoor Panoramic Camera	General : Should meet the Functional specification of clear identification of number plate & face at a radial distance of 25 meters at a camera height of 4 meter.	Change / Amendment Requested : Should meet the Functional specification of clear identification of number plate & face at a radial distance of 15 meters at a camera height of 4 meter. Justification : ANPR cameras are used for number plate , this camera shall not be suitable for that purpose however face should be identifiable at 15 mtrs.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
697	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors .	Change / Amendment Requested : Minimum 4-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 2 lenses/sensors. Justification: Kindly consider 4MP lens and 2 sensors , 4 MP with 2 sensor shall be sufficient to fulfill the requirement. 5MP and 3 lens shall limit the restrictions.	Tender terms shall prevail.
698	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Fixed 6 mm, DC-Iris	Change / Amendment Requested :Fixed 2.8 mm, DC-Iris Justification: Kindly consider 2.8mm fixed lens which shall be generic and shall provide the more wider view for maximum coverage.	Please refer to Sr. No. 62 in this regard
699	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.2. Outdoor Panoramic Camera	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant It should be FCC, CE, UL certified	Change / Amendment Requested : Certification : The system shall be ROHS, UL,CE,FCC . Justification : UL is a global safety certification company. UL Listing means that UL has tested representative samples of a product and determined that the product meets specific, defined requirements as per global safety standards. Kindly consider UL as mandatory certification to meet the global safety standards. Similarly CE and FCC are globally accepted certifications for electrical	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			interference.	
700	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Should cover radial distance of upto 20m. Bidders can propose external IR (with all the necessary ports/ power supply & wiring) if the camera doesn't support the same.	Change / Amendment Requested : Should cover radial distance of upto 15m. Bidders can propose external IR (with all the necessary ports/ power supply & wiring) if the camera doesn't support the same. Justification : Panoramic camera are not used for longer range coverage , 15 mtrs IR shall fulfill the requirement , 20 mtr IR shall restrict the competition.	Tender terms shall prevail.
701	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.3. Outdoor PTZ Camera	Streaming : Minimum 3 (three) streams	Change / Amendment Requested : Minimum 4 (four) streams Justification : The benefit of this multi-streaming is that it saves significant client-side bandwidth and processing power. Camera should be at least equipped with four streams so that local live view, recording and remote viewing can be done seamlessly without much impacting the network bandwidth and processing of machines, each stream should be equipped with H.265 compression to have the maximum benefit of the	Please refer to Sr. No. 136 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			multiple streaming camera. Kindly consider Quad stream camera with each stream support H.265 compression.	
70 2	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.3. Outdoor PTZ Camera	Operating temperature : -10 to 55° C & 40°C at 95% RH	Change / Amendment Requested : Operating temperature : -10 to 55° C & 40°C at 90% RH Justification : Kindly consider 90%RH which is practically more than sufficient .	Tender terms shall prevail.
70 3	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.3. Outdoor PTZ Camera	Power Source : Device shall work on PoE. Suitable PoE power injector or 230V AC power adaptor shall be included.	Change / Amendment Requested : Device shall work on PoE. Suitable PoE power injector or 230V AC power adaptor shall be included. Justification : Kindly consider 90%RH which is practically more than sufficient .	Tender terms shall prevail.
70 4	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.3. Outdoor PTZ Camera	Resolutions and frame rates (H.265) : At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras	Change / Amendment Requested : Resolutions and frame rates (H.265) : At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 4 streams. Justification : 5 streams may be specific to OEM , most of the OEMs shall	Please refer to Sr. No. 136 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		(sensors) shall have minimum 5 streams.	not comply with 5 streams , so kindly consider 4 streams.	
705	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.3. Outdoor PTZ Camera	Certification : The system shall be ROHS, WEEE, ISO -14001 and REACH compliant , It should be FCC, CE, UL certified	Change / Amendment Requested : Certification : The system shall be ROHS, UL,CE,FCC . Justification : UL is a global safety certification company. UL Listing means that UL has tested representative samples of a product and determined that the product meets specific, defined requirements as per global safety standards. Kindly consider UL as mandatory certification to meet the global safety standards. Similarly CE and FCC are globally accepted certifications for electrical interference.	Tender terms shall prevail.
706	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.4. Indoor Fixed Dome Camera	OEM : All proposed cameras should be from single OEM	Change / Amendment Requested : Kindly remove the clause. Justification : Kindly remove the clause of all cameras from same OEM , instead the system must be cross compatible for maximum flexibility and ONVIF is already considered for that . asking all cameras from same OEM shall restrict the competition	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
707	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.4. Indoor Fixed Dome Camera	Resolutions and frame rates (H.265) : At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 5 streams.	Change / Amendment Requested :Resolutions and frame rates (H.265) : At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 4 streams Justification : 5 streams may be specific to OEM , most of the OEMs shall not comply with 5 streams , so kindly consider 4 streams.	Please refer to Sr. No. 136 in this regard
708	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.4. Indoor Fixed Dome Camera	Certification : The system shall be ROHS, WEEE, ISO -14001 and REACH compliant , It should be FCC, CE, UL certified	Change / Amendment Requested : Certification : The system shall be ROHS, UL,CE,FCC . Justification : UL is a global safety certification company. UL Listing means that UL has tested representative samples of a product and determined that the product meets specific, defined requirements as per global safety standards. Kindly consider UL as mandatory certification to meet the global safety standards. Similarly CE and FCC are globally accepted certifications for electrical interference.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
709	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.4. Indoor Fixed Dome Camera	ONVIF : ONVIF 2.0 support	Change / Amendment Requested : ONVIF profile S,G & T Justification : ONVIF is for compatibility across different OEMs , there are different profiles of ONVIF for different level of compatibility . ONVIF profiles S is initial level of compatibility which do not cover the compatibility in terms of SD card storage , since card is asked in the specifications the camera must be ONVIF profile G also to have compatibility in terms of SD card. ONVIF profile T provides integration with H.265 streams Kindly consider ONVIF profile S , G and T for deep level of integration across OEMs.	Tender terms shall prevail.
710	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.5. Outdoor Fixed Camera	Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	Change / Amendment Requested : Minimum 4-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 2 lenses/sensors. Justification: Kindly consider 4MP lens and 2 sensors , 4 MP with 2 sensor shall be sufficient to fulfill the requirement. 5MP and 3 lens shall limit the restrictions.	Tender terms shall prevail.
711	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications	Fixed 6 mm, DC-Iris	Change / Amendment Requested :Fixed 2.8 mm, DC-Iris Justification: Kindly consider 2.8mm fixed lens which shall be generic and shall provide the more	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.	6.5. Outdoor Fixed Camera		wider view for maximum coverage.	
71 2	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.5. Outdoor Fixed Camera	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant It should be FCC, CE, UL certified	Change / Amendment Requested : Certification : The system shall be ROHS, UL,CE,FCC . Justification : UL is a global safety certification company. UL Listing means that UL has tested representative samples of a product and determined that the product meets specific, defined requirements as per global safety standards. Kindly consider UL as mandatory certification to meet the global safety standards. Similarly CE and FCC are globally accepted certifications for electrical interference.	Tender terms shall prevail.
71 3	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.5. Outdoor Fixed Camera	Should cover radial distance of upto 20m.	Change / Amendment Requested : Should cover radial distance of upto 15m.Bidders can propose external IR (with all the necessary ports/ power supply & wiring) if the camera doesn't support the same. Justification : Panoramic camera are not used for longer range coverage , 15 mtrs IR shall fulfill the requirement , 20 mtr IR shall restrict the competition.	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
71 4	Tender for IVSS & CLASS for MPHC , Part 1 6. Technical Specifications 6.6. ANPR Camera	ONVIF : ONVIF 2.0 support	Change / Amendment Requested : ONVIF profile S,G & T Justification : ONVIF is for compatibility across different OEMs , there are different profiles of ONVIF for different level of compatibility . ONVIF profiles S is initial level of compatibility which do not cover the compatibility in terms of SD card storage , since card is asked in the specifications the camera must be ONVIF profile G also to have compatibility in terms of SD card. ONVIF profile T provides integration with H.265 streams Kindly consider ONVIF profile S , G and T for deep level of integration across OEMs.	Tender terms shall prevail.
71 5	PART I, 2.19. Proven Track Record (PTR) 2.19.2 C4i& VMS OEM	5. VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	This clause was not part of the earlier tender and it seems has been introduced to block certain Make in India OEMs from participation. Also the requirements of 9000 camera and 300 servers in single application servers in one successful installation seems too stringent and twisted towards one preferred OEM. Also no consideration has been given to the Make in India OEMs as per Government of India PublicProcurement Policy no. P-45021/2/2017-PP (BE-II). Dated 4th June, 2020. Therefore it is humbly requested to you delete this clause in its	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			entirety to enable larger participation of the VMS OEMs in the project.	
71 6	PART I, 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Points a. to j.	We understand that these activities are expected to be carried out manually by some Operator (MPHC) sitting in the courtroom by using the application through the handheld device. Please confirm if our understanding is correct and / or Kindly Clarify on the trigger to camera for all such activities.	Operator intervention shall be needed only in the scenarios where no automation is possible.
71 7	PART I, 6.16. VMS/ IVA Software	Software Forensics Analyzer shall allow the user to quickly search for and detect security events that occurred in the past	Please elaborate on the expectation for forensic search e.g. case number/case filing/ case status / event no./others etc. We understand it would be touch to search by case number / case status / case filing etc.	The software should offer a special forensic search tool to investigate person or object of interest based on various parameters.
71 8	PART I, 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	b. Live streamed to the court room proceeding should be archived and made available on the website.	Please clarify whether the live streaming to made available on existing website of MPHC or new web site/portal is required to be developed under the scope of this RFP. In case of existing website, the integration of media server with Website would have to be done by the MPHC through its existing vendor which is maintaining the website. The necessary APIs for streaming would be provided by the vendor selected under this RFP. Please confirm / clarify.	The MPHC website shall be used. The integration responsibility shall be with the vendor, kindly note.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
719	PART I, 6.16. VMS/ IVA Software	Software shall offer a Maps application for importing maps, creating maps, linking maps, editing maps which enables a user to integrate interactive maps in the system. A map is a visual representation of where cameras are located at a site. When you view them in you can see where cameras are placed, and then you can click a camera to view live video and view following information. Software shall provide a Forensics software application that detects past and real-time security events using stored forensics data collected from surveillance video feeds.	Please clarify the exact meaning of the security event.	Security events are system-generated or manually identified, real-time or historic alarms, alerts or inputs.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
720	PART I, 6.36. C4i Software Disaster & Incident Management System (C4I)	II. Project Tracking - By telling you Who's Doing What, Where, and When, the system shall provide a valuable tool to help organizations responding to disasters know where the greatest needs are and coordinate with others who are engaged in similar work.	Please clarify if a Project Management tool is expected to be proposed to address this requirement	Yes. The system shall have a complete disaster/incident management tool, including project management.
721	PART I, 6.36. C4i Software Disaster & Incident Management System (C4I)	III. Human Resources – Manages the people involved. It tracks where they are, what skills they have and help ensure that everyone is effectively engaged with the work that needs to be done; includes both staff and volunteer management capabilities.	Please clarify if a Project Management tool is expected to be proposed to address this requirement	Please refer to Sr. No. 720 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
72 2	PART I, 6.16. VMS/ IVA Software	Software shall offer a Maps application for importing maps, creating maps, linking maps, editing maps which enables a user to integrate interactive maps in the system. A map is a visual representation of where cameras are located at a site. When you view them in you can see where cameras are placed, and then you can click a camera to view live video and view following information. Software shall provide a Forensics software application that detects past and real-time security events using stored forensics data collected from surveillance video feeds.	Please clarify the exact meaning of the security event.	Please refer to Sr. No. 719 in this regard
72 3	PART I, 6.36. C4i Software Disaster & Incident Management	II. Project Tracking - By telling you Who's Doing What, Where, and When, the system shall	Please clarify if a Project Management tool is expected to be proposed to address this requirement	Please refer to Sr. No. 720 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	System (C4I)	provide a valuable tool to help organizations responding to disasters know where the greatest needs are and coordinate with others who are engaged in similar work.		
724	PART I, 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	In line with the above-mentioned functional requirements mandated by the Hon'ble Supreme Court of India, MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-demand through MPHC website and integration with MPHC's CIS (Case Information System) of audio-visual content (video, synchronised audio & VC content) associated with courtroom proceedings.	We understand that the existing CIS System & VC Systems used by the MP High Court will have to be integrated with the IVSS/CLASS system required under this RFP. It is requested to elaborate the use case scenario of the this envisaged integration for the better understanding of the bidders / solution providers so that appropriate Recording, Archiving, Streaming & Retrieval solutions along with the necessary integration of the various sub-system elements can be proposed accordingly. Also please specify whether the existing VC system is centralized or distributed in nature along with the makes & models of the same.	Please refer to Sr. No. 241 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
72 5	PART I, 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Average no. of users per day - 1500 Courtrooms x 12 cases x 10 users = 180000	The average no. of users per case have been given as 5. Do we consider 10 or 5 for using this calculation. Please clarify.	Average no. of users per case should be read as 10 in Section 5.1.2.14 of the tender document.
72 6		General Query	What is the RTO & RPO consideration for all the data between the various courts and DC.	RTO & RPO of 4 hrs. shall be considered.
72 7	PART I, 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The DC at CCC, Jabalpur shall store the videos feeds from all the cameras of 208 courts at 12 FPS; HD resolution in primary storage for 7 days & in archival for 53 days (Totaling 60-days). The audio-visual recordings of courtroom proceedings shall be archived for 5 years at the DC. A back-up set-up shall be created at the DR site at Indore for creating back up of all the recordings of courtroom proceedings.	We understand that the separate storage at DC & DR for all the cameras (208 Courts) minus the courtroom cameras will have to be considered for 60 days (7 days Primary & 53 days back up) beyond the 15 PB requirements which has been mentioned in the RFP. Please confirm if our understanding is correct. Also we understand that there is no back up storage / archival storage requirements at DR for all the cameras for 208 courts minutes the courtroom cameras. Please confirm this understanding or clarify.	Separate storage at DC for all the cameras (208 Courts) minus the courtroom cameras will have to be considered for 60 days (7 days Primary & 53 days back up) beyond the cold-storage requirement for courtroom AV recordings . There is no back up storage / archival storage requirements at DR for all the cameras for 208 courts minus the courtroom AV Recordings.
72 8	Part I, 5.1.2.6	The system architecture	Please clarify if the failover redundancy (N+N)	active: active redundancy should be considered.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Storage and Recording	envisages N+N server architecture at recording as well as management. The N+N architecture has been specifically recommended in the DoJ guidelines for the purpose of achieving failover redundancy. In order to enable the system for live streaming as well as archiving of courtroom proceedings, the audio-visual recording should be stored at CCC Jabalpur. It is, therefore, proposed that redundant servers at each location shall be placed at CCC Jabalpur in physical/virtual ized environment & recording of all the cameras at optimized/reduced parameters (12FPS; HD Resolution) shall also be done at CCC	requirements are active: active or Active: Passive between courts & DC, CCC.	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		<p>Jabalpur. CCC Jabalpur shall also have archiving servers & cold storage for archived courtroom recordings. A dedicated DC set-up shall be created at CCC, Jabalpur & DR site at Indore.</p> <p>It is also decided that the CCC shall record video data of all the cameras for a period of 7 days on primary storage (SAN) & for a period of 53 days on secondary archival storage at 12FPS & HD resolution. A DR site is also decided to be set-up at Indore HC premises for storage of audio-visual recordings of courtroom proceedings.</p>		



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
729	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA SI.No-4 Pg. 13	The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores	We Request you to change the clause as below: The bidder or any member of consortium shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores	Tender terms shall prevail.
730	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA SI.No-5 Pg. 13	The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	We Request you to change the clause as below: The bidder or any member of consortium should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	Tender terms shall prevail.
731	Note: Point-6, Pg. 14	Consortium of upto two companies can bid for the project. However, both the consortium	We Request you to change the clause as below: Consortium of upto two companies can bid for the project. However, both the	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		members should meet the pre-qualification criteria.	consortium members together should meet the pre-qualification criteria.	
73 2	2.22. EVALUATION Point e: Pg. 16	The successful bidder may be required to demonstrate the proposed solution by carrying out a Proof of Concept (POC) at Jabalpur	Due to ongoing Covid Situation we request you to keep the PoC a Online demonstration rather than a physical demonstration	Tender terms shall prevail.
73 3	PART I, 2.19. Proven Track Record (PTR) 2.19.2 C4i& VMS OEM Pg. 15	5. VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	This clause was not part of the earlier tender and it seems has been introduced to block certain Make in India OEMs from participation. Also the requirements of 9000 camera and 300 servers in single application servers in one successful installation seems too stringent and twisted towards one preferred OEM. Also no consideration has been given to the Make in India OEMs as per Government of India Policy. Therefore it is humbly requested to you delete this clause in its entirety to enable larger participation of the VMS OEMs in the project.	Please refer to Sr. No. 715 in this regard
73 4	PART I, 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings Pg. 34-35	Points a. to j.	We understand that these activities are expected to be carried out manually by some Operator (MPHC) sitting in the courtroom by using the application through the handheld device. Please confirm if our understanding is	Please refer to Sr. No. 716 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			correct and / or Kindly Clarify on the trigger to camera for all such activities.	
73 5	PART I, 6.16. VMS/ IVA Software Pg. 68	Software Forensics Analyzer shall allow the user to quickly search for and detect security events that occurred in the past	Please elaborate on the expectation for forensic search e.g. case number/case filing/ case status / event no./others etc. We understand it would be touch to search by case number / case status / case filing etc.	Please refer to Sr. No. 717 in this regard
73 6	PART I, 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings Pg. 34	b. Live streamed to the court room proceeding should be archived and made available on the website.	Please clarify whether the live streaming to made available on existing website of MPHC or new web site is required to be developed under the scope of this RFP. In case of existing website, the integration of media server with Website would have to be done by the MPHC through its existing vendor which is maintaining the website. The necessary APIs for streaming would be provided by the vendor selected under this RFP. Please confirm / clarify.	Please refer to Sr. No. 718 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
73 7	PART I, 6.16. VMS/ IVA Software Pg. 68	Software shall offer a Maps application for importing maps, creating maps, linking maps, editing maps which enables a user to integrate interactive maps in the system. A map is a visual representation of where cameras are located at a site. When you view them in you can see where cameras are placed, and then you can click a camera to view live video and view following information. Software shall provide a Forensics software application that detects past and real-time security events using stored forensics data collected from surveillance video feeds.	Please clarify the exact meaning of the security event.	Please refer to Sr. No. 719 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
738	PART I, 6.36. C4i Software Disaster & Incident Management System (C4I) Pg. 91	II. Project Tracking - By telling you Who's Doing What, Where, and When, the system shall provide a valuable tool to help organizations responding to disasters know where the greatest needs are and coordinate with others who are engaged in similar work.	Please clarify if a Project Management tool is expected to be proposed to address this requirement	Please refer to Sr. No. 720 in this regard
739	PART I, 6.36. C4i Software Disaster & Incident Management System (C4I) Pg. 91	III. Human Resources – Manages the people involved. It tracks where they are, what skills they have and help ensure that everyone is effectively engaged with the work that needs to be done; includes both staff and volunteer management capabilities.	Please clarify if a Project Management tool is expected to be proposed to address this requirement	Please refer to Sr. No. 720 in this regard
740	Section 3 - GCC	5.3.4 O&M Management 3. The FM resources should be on the bidders' payroll. Necessary documentary	The RFP mandates that the FM resources should be on the bidders' payroll, however we would like to highlight here that it is very difficult for a MSI to take 65 FMS resources on its payroll. We request you to kindly allow FM	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		evidence will have to be submitted by the vendor to MPHC before providing the services.	<p>resources of MSI/OEM/Subcontractor but ultimately MSI shall be responsible for maintaining the quality of work and ensuring proper response by FM resources.</p> <p>We request you to amend the clause as, The FM resources should be on the bidders' payroll Provided by bidders as per the minimum criteria & experience mentioned in the RFP and bidder shall be liable for the penalty imposed due to Non availability of the resources as per RFP .Necessary documentary evidence will have to be submitted by the vendor to MPHC before providing the services.</p>	
74 1	Section 3 - GCC	3.9. LIQUIDATED DAMAGESdeduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the contract price	<p>As per Current RFP timelines, bidders are expected to deliver all the materials across the entire state of Madhya Pradesh. Any small delay in the delivery leads to stringent Liquidated damages, hence we request you to accept the following: Liquidated Damages shall be applicable on the Undelivered portion of the Capex Cost. Liquidated Damages shall be applied on the Final Milestone only.</p> <p>We request you to amend the clause as,deduct from the contract price, as liquidated damages, a sum equivalent to the</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			0.1% of the undelivered Capex contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5%-10% of the Capex of the contract price LD levied shall be refunded on successful completion of the project within the total project timeline.	
74 2	Section 3 - GCC	3.12. ARBITRATION In case of any dispute following arbitration clause will apply: a. Any question, dispute or difference arising under the contract, shall be referred to the sole arbitrator appointed by Hon'ble Chief Justice of High Court of M.P., Jabalpur. The award of the arbitrator shall be final and binding on both the parties to the contract. The place of arbitration shall at Jabalpur only.	We request you to add the clause as mentioned below: If during the subsistence of the Contract or thereafter, any dispute arises between the Parties hereto out of or in connection with the validity, interpretation, implementation, breach or any alleged breach of any provision of the Contract or regarding any question, including as to whether the termination of the Contract by one Party hereto has been legitimate/valid, the Parties hereto shall first endeavor to settle such dispute amicably through joint discussion failing which such disputes/differences shall be exclusively and finally settled in accordance with the Indian Arbitration and Conciliation Act 1996 and/or any amendments thereof. Any dispute, difference or question to be referred to arbitration shall be initially referred to a mutually	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			<p>acceptable sole arbitrator. In case the Parties are unable to agree upon the sole arbitrator, then each Party shall appoint one arbitrator each and the two arbitrators so appointed shall nominate and appoint the third arbitrator, who shall be the Presiding Arbitrator. The consortium of the three Arbitrators shall form the Arbitral Tribunal.</p> <p>The fees of the arbitrator/s, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the Parties.</p>	
74 3	Section 3 - GCC	<p>3.5. PAYMENT TERMS</p> <p>a. For the supply, installation, commissioning, testing, training and warranty of items & system as per tender and post-warranty comprehensive Annual Maintenance Contract for 48 months (Note: Payments will be made in Indian Rupees only)</p> <p>b. 60% of total price against delivery of equipment at the site, on</p>	<p>For improving the Cash flow and to cover the huge initial expenses, we request you to release an advance of 10% of total price against submission of Bank Guarantee. We request you to amend the payment terms as, 10% of total price as mobilization advance against submission of PBG</p> <p>65% of total price against delivery of all the equipment at the site on pro-rata basis</p> <p>20% of total price against successful Installation of the system on pro-rata basis</p> <p>5% against successful commissioning & UAT on pro-rata basis (Location-wise Commissioning & UAT)</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		pro-rata basis. c. 20 % of total price against successful Installation of the system. d. 20% against successful commissioning & UAT.		
74 4	SECTION II - Instructions to Bidders	2.15. Termination based on funding The contract resulting from this tender will be subject to availability of funds with the High Court. In the event of paucity of such funds, the High Court of Madhya Pradesh reserves the right to terminate or suspend the contract for an agreed period of time without any penal charges.	In the event of termination of contract by the Authority, MSI will receive the following: a) All unpaid payments receivable which has been approved by the Authority b) Payment of all temporary works that has not been stated in the scope of work in this RFP. c) Return of the PBG that has been submitted to the Authority. Kindly confirm.	MSI will receive the payment for all the completed tasks, please note. No other payments other than that for the completed tasks, e.g. damages etc., shall be made, please note.
74 5	Section 3 - GCC	3.14. Limitation of Liability ...the aggregate liability of the successful bidder shall be	We request you to keep the maximum liability for bidder to 100% contract Value in any case. Kindly confirm.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		limited to an amount not more than the total fees actually payable by the principal for this engagement, but how ever there shall be no such limitation in case of misconduct or negligence of the Successful Bidder.		
74 6	7. SECTION VII - Formats for Submission of Proposals	Note:- The number of items / articles may increase or decrease depending upon the project / site requirement.	We request you to apply a Cap at the overall increase or decrease of the quantity. Kindly amend the clause as, Note:- The number of items / articles may increase or decrease depending upon the project / site requirement upto max of $\pm 10\%$ of the tender proposed quantities	No such cap shall be applicable. MPHC shall have the right to revise the quantities & shall treat the rates received under this tender as if received as Rate Contract for variation in quantities, please note.
74 7	7. SECTION VII - Formats for Submission of Proposals	7.7. PART – I - BID FORM (1 sheet) VII. We understand that you are not bound to accept the lowest or any bid, you may receive and you may reject any bid without assigning reason therefore and you may vary, amend or alter	We request that the clause be amended as: 7.7. PART – I - BID FORM (1 sheet) VII. We understand that you are not bound to accept the lowest or any bid, you may receive and you may reject any bid by giving a proper justification in writing for rejecting without assigning reason therefore and you may vary, amend or alter any terms and conditions of the Tender Document at the time of execution of the Contract on mutual	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		any terms and conditions of the Tender Document at the time of execution of the Contract.	agreement with the selected bidder .	
74 8	SECTION II - Instructions to Bidders	2.23. DECIDING AWARD OF CONTRACT d. The Purchaser will notify the Successful Bidder on its intention to award the work through "Letter of Award" mentioning the total purchase Value. The timeline for delivery of products and services will start from the date of issue of Letter of Award.	We request that the timeline for delivery of products shall start from Date of Contract Signing. Kindly amend the clause as, "d. The Purchaser will notify the Successful Bidder on its intention to award the work through "Letter of Award" mentioning the total purchase Value. The timeline for delivery of products and services will start from the date of Contract Signing."	The clause shall be read as "The timeline for delivery of products and services will start from the date of Contract Signing."
74 9	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA	Point 2 : Audited balance sheets and profit and loss accounts shall be submitted for the corresponding three years duly certified by statutory auditor.	Kindly amend the clause as mentioned below: Audited balance sheets and profit and loss accounts shall be submitted for the corresponding three years duly certified by statutory auditor / CA	Tender terms shall prevail.



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
750	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA	Point 2 :The average annual turnover of the firm should be at least Rs. 126 Crore during the last three consecutive financial years. (i.e. 2019-20, 2018-19 2017-2018).	<p>As the Project CAPEX indicated in the NIT is INR 126 Crores and based on the Scope of Project, we feel that this Project would be totally in the range of INR 200 Cr including Opex value. Hence the Bidders participating in the tender should have the Financial capabilities to execute the project of this scale.</p> <p>Hence we request you to kindly amend the clause as mentioned below:</p> <p>The average annual turnover of the firm should be at least Rs. 126 200 Crore from IT/ICT/ITeS business areas during the last three consecutive financial years. (i.e. 2019-20, 2018-19 2017-2018).</p>	Tender terms shall prevail.
751	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA	Point 4 The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works	<p>Since the Project includes Central Viewing of all the cameras in HC of Madhya Pradesh, It is highly recommended to go with a bidder who has done the similar integration on that large scale. Hence we suggest you to kindly amend the clause as mentioned below:</p> <p>Point 4 The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR</p>	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		of at least Rs. 50.4 crores “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.	Three (3) completed similar works of at least Rs. 50.4 crores “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System with Command & Control Center & Data Center or Wide Area Networking System , carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.	
75 2	2.18. ELIGIBILITY / PRE- QUALIFICA TION CRITERIA	Point 5 The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	Since the Project includes more 9000 Cameras which have to be viewed at High Court Campus, Jabalpur, It is highly recommended that the bidder should have experience of implementation of minimum 1500 Cameras in a Single Project so that Quality bidders participate in the tender. Hence we request you to amend the clause as, The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System which includes minimum 1500 Cameras	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			with VMS/VA and integrated with Command & Control Center of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	
75 3	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA	The bidder shall furnish purchase orders & work completion certificates with all details clearly mentioned	We request you to amend the clause as, The bidder shall furnish purchase orders/Contract Agreement & work completion certificates with all details clearly mentioned received from End Client.	Tender terms shall prevail.
75 4	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA	Notes Consortium of upto two companies can bid for the project. However, both the consortium members should meet the pre-qualification criteria.	We Understand the Consortium of two companies means "Including Lead Bidder". Kindly clarify	Yes, the understanding is correct.
75 5	7.2. Form: PQ-1 - Techno-commercial Bid	Details of Bid Security/Earnest Money Deposit:- a) Amount: b) Demand Draft: c) Date of issue: d) Name of issuing Bank:	Kindly amend the clause as below: Details of Bid Security/Earnest Money Deposit:- a) Amount: b) Demand Draft /Bank Guarantee: c) Date of issue: d) Name of issuing Bank:	Tender terms shall prevail.
75 6	Form: PQ-1 –BIDDER'S ANNUAL	From (Name & Address of the Statutory	Kindly amend the clause as below: From (Name & Address of	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	TURNOVER	Auditor)	the Statutory Auditor / CA)	
75 7	3.2. PERFORMA NCE GUARANTE E	The Successful Bidder will be required to furnish performance guarantee in the form of unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India of amount equivalent to 5% of the Capital Value valid for a period of 36 months within 15 days from the date of contract.	Kindly amend the clause as below: The Successful Bidder will be required to furnish performance guarantee in the form of unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India of amount equivalent to 5% 3% of the Capital Value valid for a period of 36 months within 15 days from the date of contract.	Tender terms shall prevail. 5% PBG shall be applicable, please note.
75 8	SECTION II - Instructions to Bidders	2.8. BID VALIDITY The bids shall remain valid for a period of 180 days from the last date of submission.	The validity of Bid is contradictory at both the places, We understand that its 180 days. Kindly confirm and amend the clause as,	The bids shall remain valid for a period of 180 days from the last date of submission.
75 9	7. SECTION VII - Formats for Submission of Proposals	7.7. PART – I - BID FORM (1 sheet) IV. We agree to abide by this Bid for a period of 150 days from the date fixed for Bid opening and it shall remain binding upon us and	IV. We agree to abide by this Bid for a period of 150 180 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.	Bid validity shall be 180 days. Please consider the clause as suitable amended.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		may be accepted at any time before the expiration of that period.		
760	SECTION II - Instructions to Bidders	2.22. EVALUATION e. The successful bidder may be required to demonstrate the proposed solution by carrying out a Proof of Concept (POC) at Jabalpur. The purpose/objective of the POC shall be to determine that the solution proposed by the bidder meets the overall functional & technical requirement of the project. Please note that a successful PoC is a pre-requisite for technical qualification.	We understand that the PoC has to be demonstrated by The successful bidder i.e. bidder who is Technically Qualified & is Lowest in the Prices after bid opening. Kindly confirm.	POC shall be conducted by the pre-qualified bidders as a part of the technical evaluation.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
76 1	SECTION II - Instructions to Bidders	2.22. EVALUATION f. Phase 3: Commercial Evaluation:	Request to kindly accept QCBS (Quality cum Cost Based Selection) method of evaluation with weightage of 70% for technical score and 30% for financial score as per earlier tender instead of Least Cost Based Selection (LCBS). This QCBS methodology shall benefit all the stakeholders for the following reasons: 1. Focus on innovative robust and tested technical solutions to meet or exceed RFP requirements, instead of focus on offering unreliable solutions. 2. Products and Solution of superior technology 3. Dedicated and capable partners to ensure completeness of the project 4. Value for invested money 5. Avoiding poor quality material 6. High standards of execution ability	Tender terms shall prevail.
76 2	Section 3 - GCC	3.8. TIME SCHEDULE TO COMPLETE THE CONTRACT:-	We request you to add the clause as mentioned below: Bonus: If the MSI achieves completion of the milestones or any section(s) prior to the intended Completion Date prescribed in Contract data (Extension of time at the discretion), the Employer shall pay to the Contractor a sum of 10% of the delivered portion of the respective milestone as bonus for early completion, for every	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			calendar month which shall elapse between the date of completion of all items of works as stipulated in the contract, including variations and the time prescribed in the contract	
76 3	General	New Clause proposed - Assignment Clause	<p>In order to have better working capital for the project we propose an Assignment clause as below to be included in the Payment Schedule, which shall allow us to factor the bill with financing institution, and therefore enable us to participate in the Tender. Assignment Clause (new Clause proposed) :</p> <p>“The Contractor shall not, without the express prior written consent of the Employer, assign to any third party the Contract or any part thereof, or any right, benefit, obligation or interest therein or there under, except that the Contractor shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract to any Financial Institution(s) or Bank(s) or NBFC(s).</p> <p>In the event the Contractor assigns the monies due and payable to it or that may become due and payable to it, under the Contract, to any Financial Institution(s) or Bank(s) or NBFC(s), the Employer shall acknowledge the intimation letter it may</p>	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>receive from such financial institution(s) or Bank(s) or NBFC (s). If the Employer does not reply within 15 days of the receipt of the intimation letter, it can be considered as “acknowledged by the Employer”. Furthermore the Employer will provide an indicative date by when the funds will be released to the Contractor as a measure of comfort for the decisions of Financial Institution(s) or Bank(s) or NBFC(s). This clause will enable improvement in cash flow and hence encourage participation by more bidders.</p>	
76 4	Section 3 - GCC	3.11. TERMINATIO N g. Consequences of termination:	<p>In the event of termination of contract by the Authority, MSI will receive the following:</p> <p>a) All unpaid payments receivable which has been approved by the Authority</p> <p>b) Payment of all temporary works that has not been stated in the scope of work in this RFP.</p> <p>c) Return of the PBG that has been submitted to the Authority.</p> <p>Kindly clarify.</p>	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
765	Section 3 - GCC	3.11. TERMINATION h. In case of termination of Contract herein set forth the Contractor shall be put on holiday [i.e. neither any enquiry will be issued to the party by the Registrar General, High Court of Madhya Pradesh against any type of tender nor their offer will be considered by Registrar General, High Court of Madhya Pradesh against any ongoing tender(s) where contract between Registrar General, High Court of Madhya Pradesh and that particular Contractor (as a bidder) has not been finalized] for two years from the date of termination by the Registrar General, High Court of Madhya Pradesh	We request you to delete this clause as this clause will affect the large conglomerates with business operations in multiple verticals.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Pradesh to such Contractor.		
766	Section 3 - GCC	3.11. TERMINATION	<p>We request you to add the clause as mentioned below: PURCHASER shall ensure that timely approvals are provided to MSI as and when required, which may include approval of Project Plans, implementation methodology, design documents, specifications, or any other document necessary in fulfillment of the Contract.</p> <p>PURCHASER shall support through personnel and/or test data during development, rollout, steady state operation, as well as, for any changes/enhancements in the system whenever required due to scope change that may arise due to business, delivery or statutory/regulatory reasons;</p> <p>If MSI does not receive the payments as per the terms of the Contract</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			<p>within 30 days of submission of invoice then MSI reserves the right to suspend the contract.</p> <p>PURCHASER becomes bankrupt or insolvent. However, in case of insolvency of PURCHASER, MSI may terminate immediately. Upon such a termination, PURCHASER shall promptly return the Performance Security, pay the MSI all Costs including Costs of cancellation of the orders and any make good the loss sustained by the MSI as a result of the termination</p>	
76 7	General	Format for Power of Attorney	The RFP does not contain a format for Power of Attorney. We understand that bidder can submit a copy of general Power of Attorney for Authorised Signatory. Kindly confirm.	Bidders can submit GPA for authorised signatory.
76 8	6.47 Cyber security Software Suite	Should be equipped by necessary licenses with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection	<p>Kindly find remarks for the requested clause. Request to consider the same</p> <p>APT, Antivirus & Web Security --> Already bundled as part of firewall spec in 6.46 section SIEM--> Please include SIEM as part of BOQ separately DLP--> Considering scope of the project, it is suggested that DLP is not required. However if required, please include DLP as part of BOQ separately NBSS--> Considering scope of the project, it is</p>	Please refer to Sr. No. 470 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		(DLP), Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other software as part of the cyber security	suggested that NBSS is not required. However if required, please include NBSS as part of BOQ separately	
769	6.46 Firewall & Cyber Security Solution	Should be bundled with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/	SIEM,DLP,NBSS & APMM cant be bundled with Firewall and hence request to remove these from this section to proceed with layered security approach.	Please refer to Sr. No. 228 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		gateway security/web security solution & any other software as part of the cyber security		
770	6.40 Network/Element Management System	Shall integration with NAC solution supplied for providing granular control over users and applications, and featuring a high-level dashboard view of the complete security posture on a single glass of pane. Network Access Control (NAC) solution helps defining policies for controlling network devices and user access to their networks.	Request to remove the same as NMS is for management of Network devices and not Security devices	Tender terms shall prevail.
771	6.40 Network/Element Management System	Shall support integration with NAC, IPS, SIEM and other third party security appliances to respond automatically and remediate in real time	Request to remove the same as NMS is for management of Network devices and not Security devices	Please refer to Sr. No. 770 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
77 2	6.46,Firewall & Cyber Security Solution	The solution should inspect the web sessions (HTTP and HTTPS both) to detect and notify the malicious web activity including malicious file downloads through the internet. Third Party/Separate appliance for SSL offloading will not be accepted. The proposed solution should dynamically generate real-time malware intelligence for immediate local protection via integration with the separate Automated Management and Event Correlation System. This Automated Management and Event Correlation solution must be from the same OEM.Solution should have an ability to remove all the active content and macros sending only a	The highlighted SIEM clause under Firewall, restricts broader participation of OEM. Hence request to remove the highlighted clause and include SIEM separately in BOQ	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		clean document to the end user. Solution should be able to detect & Prevent the Bot communication with C&C		
77 3	6.46,Firewall & Cyber Security Solution	Throughput capacity of firewall under test conditions should not be less than 70 Gbps. Throughput capacity of VPN under test conditions should not be less than 15 Gbps. Appliance should support Max 25,000,000 concurrent sessions. Appliance should support at least 1,80,000 connections per second. Solution should be based on multi core processors and not on proprietary hardware platforms like ASICs, Should have minimum 16 GB memory with option of upgradable up	Hardware architecture asked restricts broader participation. Request to remove the below clause "Solution should be based on multi core processors and not on proprietary hardware platforms like ASICs"	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		to 32 GB. Hardware should have field upgradable capabilities for upgrading components like network cards, RAM, power supplies, fan etc.		
77 4	6.46. Firewall & Cyber Security Solution, Security Management	Interface Requirement: 8 x 10/100/1000 Base-T Copper Ports, 4 x 10 GB 10G SFP ports from day 1 and support for addition of 2 x 40G SFP ports.	Please clarify the ports which are needed with or without transceivers from day one.	The clause is self explanatory.
77 5	6.46. Firewall & Cyber Security Solution	Solution should have following deployment modes mandatory: a) L3 Mode, b) L2/Transparent Mode. The solution should be deployed in High Availability. Should support hardware fail open cards for critical interfaces. NGFW appliance	Critical security devices like Firewall never recommends to use Bypass ports and failover is taken care since HA is asked as part of solution. So the Fail open cards may not be required in Firewall. Request for change: <i>"Solution should have following deployment modes mandatory: a) L3 Mode, b) L2/Transparent Mode. The solution should be deployed in High Availability. NGFW appliance should have inbuilt storage of 900 GB</i>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		should have inbuilt storage of 900 GB SSD / HDD.	SSD / HDD."	
77 6	6.46. Firewall & Cyber Security Solution, Security Management	Should have minimum 16 GB memory with option of upgradable up to 32 GB. Hardware should have field upgradable capabilities for upgrading components like network cards, RAM, power supplies, fan etc.	Fixed amount of RAM and future upgradability option is available only with Few OEM's which limits participation of other products. Request to fix the size without upgradable option	Tender terms shall prevail.
77 7	6.46. Firewall & Cyber Security Solution, Security Management	Solution should have an ability to remove all the active content and macros sending only a clean document to the end user.	Request to delete this clause as it restricts participation of multiple OEMs	Please refer to Sr. No. 468 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
778	Part2 / 6.36	Modules VMS, NVR, DVR, Video Display System, GIS Integration, GPS & VTS, Communication Systems (Intercom/Digital PBX, Cellular Communications-GSM/GPRS/SMS, Broadcast Communications, Public Broadcast/Analog PA/IP-PA with zone selector feature, Variable Message Signages, UHF/VHF Communications, Email, Social Network), BMS, Alarm Management (PIDS, IDS, FAS, CBRNE), Disaster Response Management System, ANPR, Sensor Integration, Access Control System, Integration (for any third-party application like Visitor Information Management System, Parking	The expectation in the RFP is GIS integration. It is understood as there is an existing GIS system which has to be integrated with C4i. Pls confirm. Request to share the GIS system information on the existing infra like software (make, model), hardware, base map information.	System capability has been asked for, please note.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Management System, Various Sensors Integrations etc)		
779	Part2 / 6.36	The C4I shall provide both 2D and 3D interactive geo-spatial GIS display that provides situational awareness and real-time location of all sensors, personnel and alarms.	It is understood as the 2D and 3D display functionality is expected in C4i. The geospatial 3D information will be facilitated by department.	Yes. It is correct.
780	Part2 / 6.36	2D and 3D maps providing a visualization of the site – both indoor and outdoor	It is assumed as department will facilitate the 2D and 3D maps.	The system capability has been asked for, please note.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
78 1	Part2 / 6.36	The C4I shall be able to support both 2D and 3D GIS data display. The C4I can originally start as a 2D system with a seamless upgrade path to 3D GIS data display. Such upgrade would not require any SW development other than adding the respective 3D models of the various locations.	It is understood as 3D scope would be covered latter. Pls confirm.	Yes. System capability is asked.
78 2	Part2 / 6.36	The C4I shall support vector data.	It is assumed as the vector data is OGC complied.	Vector data, as & when made available shall be OGC compliant.
78 3	Part2 / 6.36	The C4I shall support uploading new GIS layers to and from the system.	It is assumed as new layers will be supplied by the department, new layer creation in geospatial format is out of bidder scope.	Yes. It is correct.
78 4	6.36.	C4i Software	Kindly provide the Number of concurrent user for C4I software.	The system should support unlimited concurrent users. 50 no. of concurrent users shall be considered from day 1.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
78 5	6.36.	Ability to analyze potential threat scenarios and incidents. Advanced camera management. Pro-active decision support tool. Comprehensive site planning capability, in terms of security and safety. Utilizing advanced simulations and predictions. Use of advanced virtual scenario generator to train management and staff.	Request to Provide List of Simulation and predictive use cases to achieve the RFP requirement.	The requirement is self-explanatory. The C4i incident management module must support a test / simulation mode to simulate specific actions for specified incident types.
78 6	6.36.	The C4I shall support five modes of operation as follows: Planning Mode, Training Mode Real-Time Mode Debriefing Mode Maintenance Mode	Request to provide list of functions in detail for Debriefing Mode & Maintenance Mode as well	Building sequence of events, causes & responses, operator responses, including communications, normal as well as abnormal reactions etc are a few examples of debriefing mode functionalities. Scheduled or unscheduled maintenance activities, including diagnostic procedures, shall become part of the maintenance mode of operation.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
78 7	6.36.	The C4I shall have the ability to plan for the deployment of devices, including cameras and sensors, to ensure total and optimal coverage of the site. This shall allow the user to plan device placement before the facility has been constructed or renovated. The C4I shall have the ability to create comprehensive simulations including: blast effects, gas propagation and crowd behavior. The C4I shall have the ability to analyze and evaluate security gaps and the quality of security. The C4I shall have the ability to effectively evaluate and optimize routes for building evacuation by determining bottle-neck locations and	We understand that the mentioned activities are part of deployment because C4I cannot monitor the gap of security and quality of security during deployment. Request you to confirm the same.	The C4i software is expected to have all the mentioned capabilities (only), through its own modules or through any other third-party applications.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		evacuation times.		
788	6.36.	Ability to utilize Windows or mixed-mode authentication for Microsoft SQL Server installation.	Request to modify the clause as mentioned below: "Ability to utilize Windows or mixed-mode authentication for Microsoft SQL Server or equivalent server."	The sentence shall be read as "Ability to utilize Windows or mixed-mode authentication for Microsoft SQL Server or applicable server installation."
789	6.36.	Command line action.	This clause leverages to specific OEM. Modify the clause to accommodate more OEM to participate.	Bidders may propose any alternate option to execute the command/ action.
790	6.36.	Enable custom Microsoft PowerShell activity to be created and included in the business logic flow.	This clause leverages to specific OEM. Modify the clause to accommodate more OEM to participate.	Bidders may offer compliance to any alternate tool/ application to meet the functionality.
791	6.36. C4i Software	The C4i Software, VMS & IVA should work in an integrated manner as a single product & should preferably be from the same	C4I , VMS and IVA are independent systems and are designed to handle disparate functional and operational requirement. These systems should ideally be integrated to achieve customer specific use cases. The expectation to have as	Please refer to Sr. No. 121 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		OEM.	one integrated product and preference for a single OEM to meet the requirement favors one particular OEM. C4I should ideally integrate with VMS & IVA to achieve various functionalities sought under this section. Currently various VMS requirements are clubbed under C4i Requirement. We request to kindly move it to the relevant section	
79 2	6.36. C4i Software	The system should have an in-built functionality to allow Playback/export of archived video for the selected cameras & selected time period only with permission from High Court. System shall be equipped with automated workflows, with configurable hierarchies/escalation matrices to achieve the functionality.	This is a VMS functionality. Request to kindly move it to the relevant section.	The system, C4i or VMS, should offer the mentioned functionality.
79 3	6.36. C4i Software	Multiple VMS features are envisaged as part of C4i.	Multiple functional requirements sought under C4i are part of VMS feature. Request to kindly move it VMS functional	The system, irrespective of the software component, should meet the mentioned functionalities, please note.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			scope	
79 4	2.19.2	4. The OEM shall have a direct emergency response team to attend any emergency conditions (like software malfunction or for changes in device functionalities or for firmware/software upgrades, installation with integration of new camera makes & troubleshooting any critical issues)	Request to provide the SLA for each of the activity and clarify is this gets applicable during O&M phase.	Tender terms shall prevail.
79 5	6.1. Outdoor Fixed Camera Features : Page. No: 51 of 129	Supported protocol " DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP), Bonjour, SNMP, and Secure Shell (SSH). Differentiated service-code-point (DSCP) marking and class-of-servic	The protocol are proprietary and restricted to particular OEM and not standard as per requirement. So you are requested please remove (SRTP), (SSH), (DSCP) & (CoS) so that maximum OEM's can participate without affecting project performance.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		e (CoS) marking		
79 6	6.1. Outdoor Fixed Camera Features : Page. No: 51 of 129	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	WEEE certificate is not standard certificate and, there is no Reach COMPLIANT certificate instead ask for RoHS Compliant. Kindly amend the clause " The system shall be ROHS / ISO -14001 / WEEE/ REACH compliant / Equivalent"	Tender terms shall prevail.
79 7	6.2. Outdoor Panoramic Camera Page. No: 51 of 129	Fixed 6 mm, DC-Iris	Pls amend the clause " Fixed 6 mm, DC-Iris/ Auto Iris"	Please refer to Sr. No. 62 in this regard
79 8	6.2. Outdoor Panoramic Camera Page. No: 51 of 129	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant It should be FCC, CE, UL certified	WEEE certificate is not standard certificate and, there is no Reach COMPLIANT certificate instead ask for RoHS Compliant. Kindly amend the clause " The system shall be ROHS / ISO -14001 / WEEE/ REACH compliant / Equivalent"	Tender terms shall prevail.
79 9	6.2. Outdoor Panoramic Camera Page. No: 52 of 129	DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) Bonjour, SNMP, and Secure Shell (SSH)	The protocol are proprietary and restricted to particular OEM and not standard as per requirement. So you are requested please remove (SRTP), (SSH), so that maximum OEM's can participate without affecting project performance.	Tender terms shall prevail.
80 0	6.4. Indoor Fixed Dome Camera Page. No: 54	The system shall be ROHS, WEEE, ISO -14001 and REACH	WEEE certificate is not standard certificate and, there is no Reach COMPLIANT certificate instead ask for RoHS	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	of 129	compliant It should be FCC, CE, UL certified	Compliant. Kindly amend the clause " The system shall be ROHS / ISO -14001 / WEEE/ REACH compliant / Equivalent"	
80 1	6.4. Indoor Fixed Dome Camera Page. No: 54 of 129	DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) Bonjour, SNMP, and Secure Shell (SSH)	The protocol are proprietary and restricted to particular OEM and not standard as per requirement. So you are requested please remove (SRTP), (SSH), so that maximum OEM's can participate without affecting project performance.	Tender terms shall prevail.
80 2	6.4. Indoor Fixed Dome Camera Page. No: 54 of 129	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant It should be FCC, CE, UL certified	WEEE certificate is not standard certificate and, there is no Reach COMPLIANT certificate instead ask for RoHS Compliant. Kindly amend the clause " The system shall be ROHS / ISO -14001 / WEEE/ REACH compliant / Equivalent"	Tender terms shall prevail.
80 3	6.5. Indoor Panoramic Camera Page. No: 55 of 129	Fixed 6 mm, DC-Iris	Pls amend the clause " Fixed 6 mm, DC-Iris/ Auto Iris"	Please refer to Sr. No. 62 in this regard
80 4	6.5. Indoor Panoramic Camera Page. No: 55 of 129	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant It should be FCC, CE, UL certified	WEEE certificate is not standard certificate and, there is no Reach COMPLIANT certificate instead ask for RoHS Compliant. Kindly amend the clause " The system shall be ROHS / ISO -14001 / WEEE/ REACH compliant / Equivalent"	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
805	6.5. Indoor Panoramic Camera Page. No: 55 of 129	DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) Bonjour, SNMP, and Secure Shell (SSH)	The protocol are proprietary and restricted to particular OEM and not standard as per requirement. So you are requested please remove (SRTP), (SSH), so that maximum OEM's can participate without affecting project performance.	Tender terms shall prevail.
806	6.6. ANPR Camera- Page. No: 55 of 129	H.265 or better	Kindly Amend the clause " H.264, H.265 or better	Tender terms shall prevail.
807	6.1. Outdoor Fixed Camera Features : Page. No: 50 of 129	IP67 and IK 10 rated housing, camera should have sun shield, wall mount bracket and waterproof Ethernet cable	Kindly Amend the clause " IP66 or better and IK 10 rated housing, camera should have sun shield, wall mount bracket and waterproof Ethernet cable.	IP66 is acceptable.
808	6.1. Outdoor Fixed Camera Features : Page. No: 51 of 129	All proposed cameras should be from single OEM.	Pls Request dilute this condition to make it competitive to all OEM	Tender terms shall prevail.
809	5.1.2.6 Storage and Recording Architectural Diagram – CCC/DC, Jabalpur & DR, Indore	The system architecture envisages N+N server architecture at 208 no. of courts for video recording as well as management. The N+N architecture has been specifically	Kindly clarify if N:N architecture is required at local locations or can the redundancy servers and storage be hosted in Jabalpur as per the below clause "It is, therefore, proposed that redundant servers at each location shall be placed at CCC Jabalpur in physical/virtualized environment & recording of all the cameras at optimized/reduced	Redundant servers & storage shall be hosted at Jabalpur CCC.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		recommended in the DoJ guidelines for the purpose of achieving failover redundancy.	parameters (12FPS; HD Resolution) shall also be done at CCC Jabalpur. CCC Jabalpur shall also have archiving servers & cold storage for archived courtroom recordings. A dedicated DC set-up shall be created at CCC, Jabalpur & DR site at Indore".	
810	5.1.2.6 Storage and Recording Architectural Diagram – CCC/DC, Jabalpur & DR, Indore	In order to enable the system for live streaming as well as archiving of courtroom proceedings, visual recording should be stored at CCC, Jabalpur. It is, therefore, proposed that redundant servers at each location shall be placed at CCC Jabalpur in physical/virtualized environment & recording of all the cameras at optimized/reduced parameters (12FPS; HD Resolution) shall also be done at CCC Jabalpur. CCC Jabalpur shall also have archiving servers & cold storage for	Kindly clarify that the recording at DC Jabalpur is for all the 9154 nos of cameras at 208 courts or just for the courtroom cameras (1752 nos).	The clause is self explanatory. The recording at DC Jabalpur shall be for all cameras as well as for courtroom proceedings.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		<p>archived courtroom recordings. A dedicated DC set-up shall be created at CCC, Jabalpur & DR site at Indore.</p> <p>It is also decided that the CCC shall record video data of all the cameras for a period of 7 days on primary storage (SAN)& for a period of 53 days on secondary archival storage at 12FPS & HD resolution.</p> <p>A DR site is also decided to be set-up at Indore HC premises for storage of audio-visual recordings of courtroom proceedings.</p>		
81 1	5.1.2.6 Storage and Recording Architectural Diagram – CCC/DC, Jabalpur & DR, Indore	<p>In order to enable the system for live streaming as well as archiving of courtroom proceedings, visual recording should be stored at CCC, Jabalpur. It is,</p>	<p>Please clarify whether DR at Indore is only for storage of courtroom proceedings or it should be a replica of CCC Jabalpur.</p>	<p>Please refer to Sr. No. 18 in this regard</p>



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		<p>therefore, proposed that redundant servers at each location shall be placed at CCC Jabalpur in physical/virtualized environment & recording of all the cameras at optimized/reduced parameters (12FPS; HD Resolution) shall also be done at CCC Jabalpur. CCC Jabalpur shall also have archiving servers & cold storage for archived courtroom recordings. A dedicated DC set-up shall be created at CCC, Jabalpur & DR site at Indore. It is also decided that the CCC shall record video data of all the cameras for a period of 7 days on primary storage (SAN) & for a period of 53 days on secondary archival storage at</p>		



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		12FPS & HD resolution. A DR site is also decided to be set-up at Indore HC premises for storage of audio-visual recordings of courtroom proceedings.		
81 2	5.1.2.8 Network Connectivity	Network Connectivity	The department is requested to mention about the network connectivity between the Courts and the DC at Jabalpur & DR at Indore for recording of cameras as mentioned in clause number 5.1.2.6 Storage and Recording / Architectural Diagram – CCC/DC, Jabalpur & DR, Indore	Connectivity between the courts shall be in MPHC scope. At present there is DoJ network between District Courts/ SWAN network/ MPLS network.
81 3	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	f. Courtroom proceedings will continue to be live-streamed unless the presiding judge orders the recording to be paused or suspended	Request you to kindly clarify that, when presiding judge orders to stop recording, that time system should stop both the streams (local court + CCC stream) recording and live streaming or live streaming only?	The interface should offer all the possible options.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
81 4	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The DC at CCC, Jabalpur shall store the videos feeds from all the cameras of 208 courts at 12 FPS; HD resolution in primary storage for 7 days & in archival for 53 days (Totaling 60-days). The audio-visual recordings of courtroom proceedings shall be archived for 5 years at the DC. A back-up set-up shall be created at the DR site at Indore for creating back up of all the recordings of courtroom proceedings.	As per our understanding of the recording scope the video data from camera is being saved at 3 locations (local, DC & DR), Kindly confirm the below 1.Local :All Cameras with respect to the court will be recorded at local level at 15 FPS , Full HD (1080 Pixel) for 30 days 2Jabalpur DC: Local Court Room cameras of all 208 Court (1752 Nos) will be recorded at Jabalpur DC at 12 FPS , HD (720 Pixel) for 60 days (7 days Primary & 53 days secondary) 3.Indore DR : Data Backup only from DC	Please refer to Sr. No. 136 in this regard
81 5	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Total concurrent users at any given time = $180000/12 = 15000$ users ,	Request you to please clarify "Are these the uses who will be concurrently viewing live & recorded footage of the courtroom cases?"	For live viewing. For VoD of recorded video, please consider 20%, that is 3000 concurrent users.
81 6	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Total archival storage requirement for one year for courtroom proceedings (with 20% buffer+10%	The calculation of storage is for Courtroom proceeding hours only. Will the non-proceedings hours data will be recorded into the system or not. If yes what will be the retention period for those non-proceeding	Total archival of 5 years is required for courtroom proceedings. Other archival is for 60 days, please note.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		RAID5)	hours data.	
81 7	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Live Streaming & Archiving of Courtroom Proceedings	Please clarify the following: Number of concurrent users other than Courtroom users per site Number of concurrent users per District Number of concurrent users at CCC	It is clearly mentioned in the tender document.
81 8	2.19.2 C4i& VMS OEM, Point #5	VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	The PQ clause for the VMS OEM is too specific and may lead to the thin competition. The large projects may have less than the video servers and application server combination mentioned in the PQ and at the same time may have higher number of cameras being managed on the application platform in the single project. The clause absolves the OEMs from global top 5 list as per the IHS report from proving the experience of 9000 cameras on the specified number of video servers and application server combination. The OEMs from this list may or may not qualify for the mentioned PQ requirement. The project is in India and IHS publishes separate statistics for the India or Asia separately. It would give justice to the companies which have a strong market share, wide installation base and strong investment in India.	Please refer to Sr. No. 97 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>In view of the above, we request you to kindly amend the clause as "VMS should be a part of Top 5 VMS as per the latest IHS Report for India/Asia market OR the VMS OEM should have at least one successful installation with over 9000 Cameras which are handled on the single application platform in a single project. The single project requirement of 9000 cameras, as mentioned above, also applies to the Top 5 VMS OEMs as per the latest IHS report for India/Asia market".</p>	
81 9	5.1.2 Solution Overview, Point # 10	<p>The proposed solution should allow MPHC to locally and centrally monitor its facilities from a remote location securely on a Portable/Fixed personal computer monitor using IP-based Cameras in a bandwidth efficient manner. The solution should also enable viewing of camera feeds on smart phones. The system shall be highly secure.</p>	<p>Kindly let us know the number of smart phone clients to consider and also the concurrency to consider for the solution. The concurrency will ensure minimum basis for server sizing for all the Bidders.</p>	<p>Please refer to Sr. No. 98 in this regard</p>



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
820	5.1.2 Solution Overview, Point # 17, Bullet Point	The tehsil courts shall use a touch-screen monitor workstation to monitor the video feeds whereas the district courts shall use a bank of monitors, connected to the network through decoders, and workstations for monitoring live video feeds of the local cameras as well as the feeds coming from respective tehsil courts.	We request you to kindly consider non-touch screen based workstation at the Tehsil courts and other locations. In the wake of the Covid 19 Pandemic, it would be easier to sanitize the keyboard and mouse than a touch-screen monitor.	Please refer to Sr. No. 99 in this regard
821	5.1.2.1 Video Surveillance	Indoor Dome Camera - 5 MP - Objective - Face identification	As we understand, the objective for Face Identification means Face Identification through Facial Recognition System. Kindly confirm if our understanding is correct.	Please refer to Sr. No. 100 in this regard
822	5.1.2.2 Video Analytics,	Various Video Analytic Requirements mentioned	As per RFP we understand that IVA is required for 20% of total cameras (each site). Kindly Confirm.	Please refer to Sr. No. 101 in this regard
823	5.1.2.3 Video Management System	The application also records the video on a unified SAN storage device configured in high	Kindly let us know if the High Availability is required for both SAN storage device and the Video Recorder Servers.	Please refer to Sr. No. 102 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		availability mode		
82 4	5.1.2.3 Video Management System	The application is the heart of the system and can integrate with other components such as sensors, access control, video analytics, and give user a single window solution to access and control other integrated sub-systems.	As per our understanding, the Security Management Software (C4i system) integrates Video Management System and other systems in the project and provides the users a unified window for operation in all the control rooms including CCC at Jabalpur. Please let us know if our understanding is correct.	Please refer to Sr. No. 103 in this regard
82 5	5.1.2.6 Storage and Recording	In order to enable the system for live streaming as well as archiving of courtroom proceedings....	The clause mentions redundant recording of Court Room Proceedings. As we understand, the scope for redundant recording of the video feeds at the CCC, Jabalpur is required for all the cameras from all the courts in addition to the courtroom proceedings. Kindly confirm if our understanding is correct.	Yes. The understanding is correct.
82 6	5.1.2.6 Storage and Recording	It is, therefore, proposed that redundant servers at each location shall be placed at CCC Jabalpur in physical/virtualized environment	As we understand the OEMs have the flexibility in proposing the required number of servers to achieve the recording redundancy for the video feeds being received from all the courts. Kindly confirm if our understanding is correct.	Please refer to Sr. No. 105 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
827	5.1.2.6 Storage and Recording	CCC Jabalpur shall also have archiving servers & cold storage for archived courtroom recordings	We request you to kindly allow the OEMs flexibility to propose the appropriate architecture and compute requirements to fulfill the functional requirement.	Please refer to Sr. No. 106 in this regard
828	5.1.2.6 Storage and Recording	A DR site is also decided to be set-up at Indore HC premises for storage of audio-visual recordings of courtroom proceedings.	Kindly clarify if the DR site will only have redundant storage or it will also have the redundant servers in case the DC site fails and/or inaccessible. Also, clarify if only courtroom proceedings with audio-visual data from the respective courtroom cameras needs to be stored in the DR	Please refer to Sr. No. 18 in this regard
829	5.1.2.7 Video Management Workstation	The workstation shall have an interactive & intuitive GUI with touchscreen monitor.	We request you to kindly consider non-touch screen based workstation at the Tehsil courts and other locations. In the wake of the Covid 19 Pandemic, it would be easier to sanitize the keyboard and mouse than a touch-screen monitor.	Please refer to Sr. No. 99 in this regard
830	5.1.2.8 Network Connectivity, Point #6	Authorized personnel (within its individual user rights, specific to individual) should be able to rapidly zero in on video / images of specific locations, people, and events, anytime and anywhere, without reviewing	Kindly clarify the functional requirement for Video / images of people. Does the system require people search solution based on the people attributes?	Please refer to Sr. No. 109 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		countless hours of video recordings.		
83 1	5.1.2.11 Control Room	Control rooms are proposed to provide complete situational awareness with adequate redundancy at the district level.	Reference on Page 32 mentions N+N server architecture at 208 nos. of courts. We understand, N+N server architecture is the expectation for Management, Database and Recorder Servers. Kindly confirm if our understanding is correct.	Please refer to Sr. No. 110 in this regard
83 2	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	In line with the above-mentioned functional requirements mandated by the Hon'ble Supreme Court of India, MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-demand through MPHC website and integration with MPHC's CIS (Case Information System) of audio-visual content (video, synchronised audio & VC content) associated with courtroom proceedings.	as we understand, the requirement is strictly on-demand to record the proceedings of the courtroom cameras at the discretion of Hon. Judge only. Kindly confirm if the understanding is correct. The live court proceedings will be sent to the CCC Jabalpur for redundant recording and simultaneous broadcasting through the MP HC Website. There may be some latency in broadcasting the videos due to the latency of the communication links which would be acceptable in the solution. Kindly confirm if the functional requirement is correctly understood.	Please refer to Sr. No. 111 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
833	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	In line with the above-mentioned functional requirements mandated by the Hon'ble Supreme Court of India, MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-demand through MPHC website and integration with MPHC's CIS (Case Information System) of audio-visual content (video, synchronised audio & VC content) associated with courtroom proceedings.	After the live-streaming of the proceedings is over, the Video Recordings would be available for historic viewing for 5 years on the website. Can we assume people watching the historic videos would not be more than 5% of the total concurrent users? Kindly clarify.	Please refer to Sr. No. 112 in this regard
834	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	For the purpose of system sizing, following assumptions shall be made....Total concurrent users at any given time = 15000	We hope the required bandwidth would be available to stream the video content to 15000 concurrent users for video streams of 720P resolution and 12 FPS. The bandwidth requirement would be very high in this case. Kindly confirm.	Please refer to Sr. No. 113 in this regard
835	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Integration of VC with the system shall also be included in the	Kindly clarify the integration functional scope for the VC.	Please refer to Sr. No. 114 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Proceedings	scope.		
836	5.2. Mandatory Technical Requirements, point # 1,e	The system should offer recorded video corresponding to any incident in primary storage disk for its presentation in the court of law without affecting the smooth functioning of the system (particularly, recording) OR any loss of data	The SAN/NAS storage offers storage location to the Operating System or to the VMS system in the form of Logical Unit Numbers (LUNs) or network storage location which may comprise of more than one underlying hard disks. It would be difficult to estimate the exact hard disk corresponding to the specific recorded video clip as this part is handled by the Storage OEM. The functional use case can be achieved when a particular incident is detected from the Video Analytics or marked by an operator and the video clip of such an incident is recorded separately on a particular storage location. We request you to kindly look into the challenges and clarify.	Please refer to Sr. No. 115 in this regard
837	5.2. Mandatory Technical Requirements, point # 1,m	Bidders should confirm that all recordings will be admissible as evidence in any court of law and should be able to demonstrate the following standard features: Image Quality, tamper-proof image recording and storage,	Kindly clarify if the digital certificates should be provided for each workstation / user by the Bidder.	Please refer to Sr. No. 116 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		tamper-proof export, digital certification, time & date stamps & full audit trail.		
838	5.2. Mandatory Technical Requirements, point # 2	The Video Surveillance system shall have intelligent video analytics software on any of selected cameras (individually & in parallel).	Kindly clarify the scope of analytics in terms of how many analytics to consider on each camera and total number of cameras.	Please refer to Sr. No. 101 in this regard
839	5.2. Mandatory Technical Requirements, point # 37	VMS software licenses are the sum total of camera quantity. However, IVA requirement is for select cameras. Bidders should assume the quantity to be 20% of the outdoor fixed & indoor dome cameras. The IVA requirement is for general/basic analytics, such as Area/region wise loitering detection, multiple trip-wire, abandoned object, motion detection, camera	Kindly clarify the following: 1. 20% of the cameras for Video Analytics would mean consideration of 1 analytic per camera for the system design and licensing purpose. 2. Analytic servers would be provisioned for each court. 3. Analytics such as No mask detection and social distancing compliance are Artificial Intelligence based analytics and may require GPU compute. We request you to kindly indicate the quantities for such analytics at each court. This will remove the ambiguity in considering the system sizing and licensing requirements.	Please refer to Sr. No. 118 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		tampering, cord-cut, no mask detection, social distancing compliance etc.		
840	6.6. ANPR Camera	Video compression H.265 or better	The ANPR systems require H.264 compression for high accuracy considering non-standard number plates of the vehicles. H.265 compression is a lossy compression as compared to the H.264 compression. We request allowing H.264/H.265 compression for the ANPR cameras for better ANPR results.	Please refer to Sr. No. 119 in this regard
841	6.16. VMS/IVA Software	Automatic tracking and classification of objects such as cars and people and push content to security personnel over local LAN as required. Page 67: Software should be intelligent and capable of automatically discriminating between objects like people, animals, vehicles	Kindly clarify if the requirement of tracking and classification of objects is to be considered for 20% of the cameras (which are mentioned for Video Analytics)	Please refer to Sr. No. 120 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
84 2	6.36. C4i Software	The C4I Software, VMS & IVA should work in an integrated manner as a single product & should preferably be from the same OEM.	Robust integration is possible among the C4i, VMS and IVA software. The VMS and VA solution integrated with C4i application is acceptable for the solution. Kindly confirm if our understanding is correct.	Please refer to Sr. No. 121 in this regard
84 3	6.36. C4i Software, Collaboratio n	The C4I shall be a full 2 Dimensional geo-spatial GIS based system for managing and controlling routing operations and incidents. The C4I system shall maintain operational continuity and facility management, whilst addressing several key critical issues regarding security, safety and facility management, such as: Fusion of information from different sensors, systems, data sources like CCTV, Fire Alarm Systems.	As we understand , the C4i software integrates with the VMS and other systems to receive alerts on the incidents automatically generated through analytics, receive live as well as archived video feeds as and when required and also receive and aggregate alerts from other systems and sensors. Kindly let us know if our understanding is correct.	Please refer to Sr. No. 122 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
84 4	6.36. C4i Software	The C4I shall seamlessly integrate with existing cameras, DVR's, access control and all other allocated devices and systems, in order to provide an on-line display of 2D / 3D geospatial situational awareness, live video streams and operational/decision support data, all in one unified C4I system located in the main Control Room, as well as in remote C4I system stations.	The capability of integrating with the VMS software is asked for the C4i system, we assume, the cameras, DVRs or NVRs are part of the VMS software and C4i integrates with the VMS system. Kindly let us know if our understanding is correct.	Please refer to Sr. No. 123 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
84 5	6.36. C4i Software	<p>The C4I shall provide 3D object tracking - The ability to locate a moving object (human or vehicle), track its movement in a crowded environment and Display the suspect's movement and trail on the 3D GIS map at Real- Time. The C4I shall have the ability to locate and track suspects using recorded video from the CCTV DVR/NVR and display the suspect's movement and trail on the 3D GIS map. The C4I shall provide the ability to track suspects using DVR/NVR from a certain point forward or backward in various speeds. The C4I will support real time or recorded tracking by selecting and setting the cameras on screen based on the</p>	<p>As we understand, tracking of objects is to be done by the operator manually using the cameras which are seen on the GIS map. The tracking should be possible for live as well as recorded videos. Kindly let us know if our understanding is correct. Also, from the BoQ and the locations of the cameras, majority of the cameras are installed indoors and within the court premises. Having GIS map and live tracking of suspects will not work within the closed premises. We request clarity on the requirement. We also understand that the same use case should be acceptable from the VMS system. Kindly let us know if our understanding is correct.</p>	<p>Please refer to Sr. No. 124 in this regard</p>



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		<p>advancing path of the tracked object. The C4I shall support a display of the suspect's presumed advancing ways and direction in case of a lost suspect event.</p> <p>Export all video clips from tracking report from a single command across a single or multiple video management C4I systems.</p>		
846	6.36. C4i Software	VMS, NVR, DVR, Video Display System, GIS Integration, GPS & VTS, Communication Systems (Intercom/Digital PBX, Cellular Communications-GSM/GPRS/SMS, Broadcast Communications, Public Broadcast/Analog PA/IP-PA with zone selector feature, Variable Message	Various modules mentioned under the C4i system could be from the same OEM or integrated from other OEMs. Kindly confirm if this understanding is correct.	Yes. The understanding is correct.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Signages, UHF/VHF Communications, Email, Social Network), BMS, Alarm Management (PIDS, IDS, FAS, CBRNE), Disaster Response Management System, ANPR, Sensor Integration, Access Control System, Integration (for any third-party application like Visitor Information Management System, Parking Management System, Various Sensors Integrations etc		
847	General Query	General Query	ANPR camera specifications are mentioned. There is no mention of the ANPR software specifications. We request you to kindly provide ANPR software specifications	Kindly see Annexure 2 to this document in this regard.
848	2.19.2 C4i& VMS OEM, Point #5	VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one	The PQ clause for the VMS OEM is too specific and may lead to the thin competition. The large projects may have less than the video servers and application server combination mentioned in the PQ and at the same	Please refer to Sr. No. 97 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	time may have higher number of cameras being managed on the application platform in the single project. The clause absolves the OEMs from global top 5 list as per the IHS report from proving the experience of 9000 cameras on the specified number of video servers and application server combination. The OEMs from this list may or may not qualify for the mentioned PQ requirement. The project is in India and IHS publishes separate statistics for the India or Asia separately. It would give justice to the companies which have a strong market share, wide installation base and strong investment in India. In view of the above, we request you to kindly amend the clause as "VMS should be a part of Top 5 VMS as per the latest IHS Report for India/Asia market OR the VMS OEM should have at least one successful installation with over 9000 Cameras which are handled on the single application platform in a single project. The single project requirement of 9000 cameras, as mentioned above, also applies to the Top 5 VMS OEMs as per the latest IHS report for India/Asia market".	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
849	Part 1 Clause No 6.34. Layer 3 Switch	Layer 3 Managed 24*10/100/100 0 Base-T ports and additional 4*SFP slots. The switch should have dedicated dual redundant HA ports with required; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of -Failure.	Kindly revise the clause as 24*1G / 10G ports with 4*10G Uplinks . Justification: The expected consolidated traffic will be over 800 Mbps .Hence Might to provision 2 nos of 1G Links. Considering the industrial standards & future expansion . We suggest to revise the clause.	Please refer to Sr. No. 214 in this regard
850	Part 1 Clause No 6.34. Layer 3 Switch	Temperature - 0°C to 45°C	Kindly revise the clause as " 0 - 35 Degree" Justification: Data Center operating temperature should not more than 25 degree.	Tender terms shall prevail.
851	Part 1 6.35. Layer- 2 Switch	Temperature - 0°C to 45°C	Kindly revise the clause as " 0 - 35 Degree" Justification: Data Center operating temperature should not more than 25 degree.	Tender terms shall prevail.
852	Part 1 6.35. Layer- 2 Switch	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 4 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant,	Kindly revise the clause as " Layer-3 Managed Switch with 24 Port 10G Switch with 4 *10G Uplinks " Justification: As per the best practice the Server connectivity has to be on 10 G .	Please refer to Sr. No. 214 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		MTBF> 1 lakh hours.		
85 3	Part 1 6.9. Field Switch - 8 Port POE	Layer-2 Managed Switch with 8 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Kindly revise the clause as " Layer-2 Managed Switch with 8 nos of 100/1000 Base-T POE / POE + Ports with 1GBPS SFP ports " Justification : Inside the compliance POE is not mentioned .	The switch shall be PoE enabled with 802.3af / 802.3at support/ power budget based on the proposed cameras
85 4	Part 1 6.8. Field Switch - 4 Port (Outdoor) POE	Layer-2 Managed Industrial Switch with 4 Port 10/100/1000 Base-T GE Switch with 2 OFC, 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Kindly revise the clause as " Layer-2 Managed Switch with 4 nos of 100/1000 Base-T POE / POE + Ports with 1GBPS SFP ports " Justification : Inside the compliance POE is not mentioned .	The switch shall be PoE enabled with 802.3af / 802.3at support/ power budget based on the proposed cameras
85 5	Part 1 6.15. Recording, Archiving & Back-up& Management Servers	Two socket x86-64 architecture, E5-2600 Series Processor 2.4GHz with 1 populated CPU	Kindly revise the clause as " Two socket x86-64 architecture, latest series intel / AMD processor with min 2.4 GHz " Justification : The mentioned E5 series is nearing EOL and its old model . Hence we have requested for latest model.	Please refer to Sr. No. 53 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
856	Part 1 6.15. Recording, Archiving & Back-up & Management Servers	Minimum 4 x 1 Gbps NIC	Kindly revise the clause as "Minimum 2 x 10 Gbps NIC * 2*16G FC Card " Justification : As per the best practices the NIC to be provisioned with 10G Ports.	Please refer to Sr. No. 203 in this regard
857	Part 1 6.26 Hand Held Metal Detectors	high resolution LCD panel	Kindly revise the clause to LED panel / LCD panel. As the feature will not functionally affect the performance of the system. Also most of the prominent OEMs are providing solution with LED panels.	LED panel shall also be acceptable.
858	Part 1 6.27 EM Locks	UL Certified, BHMA Grade 1 Certified	Kindly revise the clause as UL / BHMA grade 1 certified.	Tender terms shall prevail.
859	BID DOCUMENT – PART I/6.43. All in One Computer	Make Wacom, Apple	Kindly remove this point as it restricts the device to specific OEM	Tender terms shall prevail.
860	BID DOCUMENT – PART I/6.32. Video Wall	Capable of taking universal/multi ple inputs (>10) & outputs for video/data along with necessary wall management software;	Kindly mention exact number of inputs required for the controller	Minimum 10.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
86 1	BID DOCUMENT – PART I/5.1.2.10Panic Switches	Hon. Judges' desks shall have a silent alarm call point connected to the local camera to be used in emergency/dress situations by the Hon. Judges. The alarm shall be raised/visible at the monitoring stations in the CR	Kindly provide technical specifications for the Panic Switches	Please see Annexure 2 in this regard.
86 2	Part 1 6.2 Passive Components	1. IP66 junction box suitable for outdoor application, suitable for use in corrosive environments, extreme weather conditions and flame proof. 8. The junction box shall be of SS construction complete with SS mounting arrangements, accessories, bolts, nuts, washers, screws, etc. 17. Junction box shall be provided with an additional FRP canopy to completely cover the Junction Box	1. Providing IP 66 Junction box for Surveillance Application is not recommended. As the System generates heat from the devices that cannot be dissipated. That in turn will reduce the life of the system. Allow us to consider IP 55 Rated Junction Box where the External air will be taken through the filter arrangement. 8. Kindly allow us to provide the material shall be of SS/MS/CRCA or better. 17. Please allow us to provide IP 55 Rated JB, Where the material for the JB will also be the Material of the canopy.	other conditions in the clause remaining the same: 1) IP 55 JB shall be acceptable. 2) SS/ GI/ powder coated CRCA shall be acceptable. 3) SS/ Aluminum/ FR canopy shall be acceptable



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		from rainfall (in any direction). The Canopy shall have suitable coverage.		
86 3	Part 1 6.2 Passive Components	5. Ethernet Extenders: Should support Transmission Distance >900m; Should transmit individual Ethernet data channels with Pass through PoE over standard UTP cable; Shall meet IEEE 802.3af standard for Power over Ethernet; MTBF > 100,000 hours; Operating Temperature upto & even >55 DegC.	Ethernet extenders of 900meter is not a standard product and will restrict most of the OEMs to participate in the bid. Kindly remove the distance so that we can consider based on the design requirements.	Bidders may propose the component based on its proposed design.
86 4	Part 1 6.2 Passive Components	8. Optical Fiber Patch Cords: Duplex , 50/125 micron MM fiber , SC connector at both end, length as below with factory mount	Kindly confirm the type of Connector at both ends. As SC type has been overcome by LC- LC Duplex type connectors. Kindly remove the Specification to provide Better solution	All components have to be single mode. (But if the end points have any specific requirements the same can be changed as per the solution proposed).



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		ceramic connector at both end Length – 3 m / 10 m / 20 m		
86 5	2.19.5 FRS OEM	The FRS OEM should have supplied at least 500 no. of devices in India, through a single order, during last 3 years from the date of publication of the tender.	We kindly request you to remove this clause to give opportunity for beginners for fair competition.	Tender terms shall prevail.
86 6	6.1. Outdoor Fixed Camera	Certification- The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	WEEE & REACH are European standard certification and these standards equal to RoHS We request to modify the clause as RoHS/WEEE/ISO-14001 /REACH compliant for fair competition	Tender terms shall prevail.
86 7	6.2. Outdoor Panoramic Camera	Certification- The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	WEEE & REACH are European standard certification and these standards equal to RoHS We request to modify the clause as RoHS/WEEE/ISO-14001 /REACH compliant for fair competition	Tender terms shall prevail.
86 8	6.4. Indoor Fixed Dome Camera	Certification- The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	WEEE & REACH are European standard certification and these standards equal to RoHS We request to modify the clause as RoHS/WEEE/ISO-14001 /REACH compliant for fair competition	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
869	6.5. Indoor Panoramic Camera	Certification- The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	WEEE & REACH are European standard certification and these standards equal to RoHS We request to modify the clause as RoHS/WEEE/ISO-14001 /REACH compliant for fair competition	Tender terms shall prevail.
870	6.2. Outdoor Panoramic Camera,6.5. Indoor Panoramic Camera	Fixed 6 mm, DC-Iris	4mm lens will give widest view image better than 6 mm lens . We kindly request to modify the lens range as 4mm or better	Please refer to Sr. No. 62 in this regard
871	Adding ANPR Software Specification		We request to add a separate software specification for ANPR	Please refer to Sr. No. 126 in this regard
872	3.2. PERFORMANCE GUARANTEE	The Successful Bidder will be required to furnish performance guarantee in the form of unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India of amount equivalent to 5% of the Capital Value	Request to change this clause as per government guideline. Please consider PBG 3% of Capital value	Please refer to Sr. No. 757 in this regard
873	3.8. TIME SCHEDULE TO COMPLETE THE CONTRACT	The successful bidder shall complete the assignment within 24 months from the date of Purchase Order	Request to change successful bidder shall complete the assignment within 36 months from the date of Purchase Order	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
874	3.5. PAYMENT TERMS	b. 60% of total price against delivery of equipment at the site, on pro-rata basis.	Request to change this clause 75% of total price against delivery of equipment at the site, on pro-rata basis.	Tender terms shall prevail.
875	3.5. PAYMENT TERMS	c. 20 % of total price against successful Installation of the system.	Request to change this clause 15% f total price against delivery of equipment at the site, on pro-rata basis.	Tender terms shall prevail.
876	3.5. PAYMENT TERMS	d. 20% against successful commissioning & UAT.	Request to change this clause 10% f total price against delivery of equipment at the site, on pro-rata basis.	Tender terms shall prevail.
877	Section 6. Technical Specification , 6.4.6 Firewall & Cyber Security Solution	The quoted NGFW OEM must have NSS Lab's Recommended rating as per latest NSS Labs NGFW Methodology testing with a minimum exploit blocking rate of 95%.	Proposed Change : The quoted NGFW OEM must have NSS Lab's Recommended rating as per latest NSS Labs NGFW Methodology testing with overall security effectiveness of 95% and above as per NSS Labs NGFW Test Methodology v 9.0 of July 2019 Justification : Instead of asking of for min exploit blocking rate, it is best to use Overall security effectiveness score for ensuring that a highly effective solution is provided by the bidder for this project	Tender terms shall prevail.
878	Section 6. Technical Specification , 6.4.6 Firewall & Cyber Security Solution	Throughput capacity of firewall under test conditions should not be less than 70 Gbps. Throughput capacity of VPN under test conditions	Proposed Change : The Threat Prevention Throughput capacity of firewall with all asked features like AV, IPS, C&C protection and APT enabled under real world appmix conditions should not be less than 5 Gbps. Throughput capacity of VPN under test conditions	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		should not be less than 15 Gbps.	should not be less than 5 Gbps. Justification : When enabling multiple functions on a firewall the overall throughput decreases drastically. For eg in the asked specs 70 Gbps Firewall throughput drops to 15 Gbps when VPN is enabled. Similarly when other functions are enabled the effective throughput drops further. A better metric is Threat prevention throughput with all features and logging enabled which is published by OEMs . Further instead of test conditions throughput , real world/enterprise mix/appmixthroughput must be asked for factoring min 20% SSL traffic.	
879	Section 6. Technical Specification , 6.4.6 Firewall & Cyber Security Solution	Appliance should support Max 25,000,000 concurrent sessions. Appliance should support at least 1,80,000 connections per second.	Proposed Change : Appliance should support Max 4,000,000 concurrent sessions. Appliance should support at least 1,80,000 connections per second.	Tender terms shall prevail.
880	Section 6. Technical Specification , 6.4.6 Firewall & Cyber Security Solution	Should have minimum 16 GB memory with option of upgradable up to 32 GB. Hardware should have field upgradable capabilities for	Proposed Change : Should have max possible amount of RAM from day one on device with minimum being 32 GB. Hardware should have field upgradable capabilities for upgrading components like network cards, RAM, power supplies, fan etc. The proposed device shou	Please refer to Sr. No. 776 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		upgrading components like network cards, RAM, power supplies, fan etc.	It should have hot swap power supplies and fans. Justification : NGFW appliances come with fixed amount of RAM and future upgradability option is available only on a SINGLE OEM which limits participation of other products. Also Future upgradability comes with vendor locking scenario and leads to PAC purchase at higher costs in the future. Hence this may be amended as requested	
88 1	Section 6. Technical Specification , 6.4.6 Firewall & Cyber Security Solution	NGFW appliance should have inbuilt storage of 900 GB SSD / HDD.	Proposed Change : NGFW appliance should have inbuilt storage of min 200 GB SSD / HDD. Justification : The asked compliance limits participation to a selected OEM, hence requires change	Tender terms shall prevail.
88 2	Section 6. Technical Specification , 6.4.6 Firewall & Cyber Security Solution	Interface Requirement: 8 x 10/100/1000 Base-T Copper Ports, 4 x 10 GB 10G SFP ports from day 1 and support for addition of 2 x 40G SFP ports.	Proposed Change : Interface Requirement: 8 x 10/100/1000 Base-T Copper Ports, 4 x 10 GB 10G SFP(with transceivers), 4 x 1G SFP(with transceivers) and 2 x 40G (without transceivers) ports from day 1. Justification : Please clarify the ports which are needed with or without transceivers from day one and it is suggested for multi site connectivity 1G SFP ports may also be considered	The clause is self explanatory.
88 3	Section 6. Technical Specification , 6.4.6	Solution should have an ability to remove all the	Proposed Change : Requested to delete this clause as this is specific to a SINGLE OEM and limits	Please refer to Sr. No. 468 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.	Firewall & Cyber Security Solution	active content and macros sending only a clean document to the end user.	participation of other products.	
884	Section 6. Technical Specification , 6.4.6 Firewall & Cyber Security Solution	Security Management: A separate centralized management appliance/software needs to be provided for management and logging of NGFW appliance.	Clarification Sought : Please suggest if High Availability within the management solution is needed as well.	Yes. HA mode should be considered.
885	Section 6. Technical Specification , 6.4.6 Firewall & Cyber Security Solution	Should be bundled with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/	Clarification Sought : This clause is a repeat of 6.4.7. Please share exact specifications for solution like SIEM, DLP, NBSS, APMM etc as all these being different solutions and RFP being silent about the same. Please also elaborate if cloud based APT and DLP solution can be offered with the NGFW.	Please refer to Sr. No. 470 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		gateway security/web security solution & any other software as part of the cyber security		
88 6	6.1. Outdoor Fixed Camera-Certification:	The system shall be ROHS, WEEE, ISO14001 and REACH compliant	Request you to consider for ROHS/WEEE/REACH /ISO14001. REACH is a horizontal legislation controlling the risks associated with chemical substances throughout their whole life cycle, while RoHS is a product-specific vertical legislation focuses on hazardous substances in electrical and electronic equipment (EEE). Although their scopes partially overlap, they were designed to be complementary. So request you to consider any of two and it will help to participate other OEMS.	Tender terms shall prevail.
88 7	6.2. Outdoor Panoramic Camera	Field of view - 180° (horizontal) 30°(vertical) and ~182° (diagonal)	Request you to clarify for field of View i.e.182° (diagonal). It will be same as horizontal 180° .	Tender terms shall prevail.
88 8	6.2. Outdoor Panoramic Camera - Certification	The system shall be ROHS, WEEE, ISO14001 and REACH compliant	Request you to consider for ROHS/WEEE/REACH /ISO14001. REACH is a horizontal legislation controlling the risks associated with chemical substances throughout their whole life cycle, while RoHS is a product-specific vertical legislation focuses on hazardous substances	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			in electrical and electronic equipment (EEE). Although their scopes partially overlap, they were designed to be complementary. So request you to consider any of two and it will help to participate other OEMS.	
889	6.3. Outdoor PTZ Camera -Dome ID	Minimum 100 (Dome ID denotes camera ID required for camera set-up. Any equivalent ID structure for camera set-up &/or identification is acceptable.)	Request you to clarify DOME ID .	It is clearly defined in the specifications.
890	6.4. Indoor Fixed Dome Camera	Certification- The system shall be ROHS, WEEE, ISO14001and REACH compliant	Request you to consider for ROHS/WEEE/REACH /ISO14001. REACH is a horizontal legislation controlling the risks associated with chemical substances throughout their whole life cycle, while RoHS is a product-specific vertical legislation focuses on hazardous substances in electrical and electronic equipment (EEE). Although their scopes partially overlap, they were designed to be complementary. So request you to consider any of two and it will help to participate other OEMS.	Tender terms shall prevail.
891	6.5. Indoor Panoramic Camera	Field of view- 180° (horizontal) 30° (vertical) and ~182° (diagonal)-	Request you to clarify for field of View i.e. 182° (diagonal). It will be same as horizontal 180° .	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
89 2	6.5. Indoor Panoramic Camera	Certification- The system shall be ROHS, WEEE ,ISO14001 and REACH compliant	Request you to consider for ROHS/WEEE/REACH /ISO14001. REACH is a horizontal legislation controlling the risks associated with chemical substances throughout their whole life cycle, while RoHS is a product-specific vertical legislation focuses on hazardous substances in electrical and electronic equipment (EEE). Although their scopes partially overlap, they were designed to be complementary. So request you to consider any of two and it will help to participate other OEMS.	Tender terms shall prevail.
89 3	6.20 Passive Component 1. Outdoor Field Junction box	1. IP66 junction box suitable for outdoor application, suitable for use in corrosive environments, extreme weather conditions and flame proof.	Outdoor junction box required to keep IT equipment an power equipment, These all equipment radiate heat. Generated heat required to remove from inside to outside. IP 66 enclosure is air tight. As per requirement suggest for IP 55 enclosure with fan, filter and hood instead of IP66	Please refer to Sr. No. 862 in this regard
89 4	6.20 Passive Component 1. Outdoor Field Junction box Point No 8	8. The junction box shall be of SS construction complete with SS mounting arrangements, accessories, bolts, nuts, washers, screws, etc	Outdoor junction box made of CRCA sheet steel of 1.5 mm thickness with PP paint to have precaution against rusting and corrosion and extreme weather conditions.	Please refer to Sr. No. 862 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
89 5		Additional points	<ul style="list-style-type: none">• Outdoor IP55 Enclosure of dimensions 800W X 1400(29U) X800D made of sheet steel stable profiled frame construction consisting of 9folded rolled hollow sections punched on a 25mm DIN Pitch pattern with load carrying capacity of 1000 Kgs. All profiles with rounded edges.• Plinth of 100 mm height for easy grouting on to the floor.• Front and rear 2 mm thick sheet steel door with PU Foamed Seal (Gasketing) with removable galvanized rectangular frame with holes on a 25 mm DIN pitch pattern with 3 point locking system. The hinges and retainers should be made of die cast, copper nickel chrome plated with SS hinge pins. The doors should be swapped to LH if required with door opening angle 130 deg to VDI.• Top panel made of 1.5 mm thick sheet steel with PU foamed (Gasketing) boltable from inside.• Bottom panel made of 1.5 mm thick sheet steel with PU foamed (Gasketing) with provision for fixing 4 nos of PG 29 glands.• Side panels in double walled construction with air gap of minimum 20 mm between two walls with PU foamed(Gasketing) for IP 55 protection.• Rain canopy of 75 mm height with projection all	Tender terms shall prevail.



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			<p>around.</p> <ul style="list-style-type: none">• Condensate discharge plug to be provided inside the enclosure to prevent condensation.• 19" mountable socket strip with 4 nos of 5/15A universal sockets : 1 nos• L type 19" angles to be provided at front and rear for mounting the equipments on 23X73 punched sections: 2pairs.• Earthing to be done for the entire cabinet with 4 sq. mm earthing cables.• 1U cantilever shelf of 250 mm deep: 1 no.• Horizontal 1U cable manager with 5 nos of plastic cable loops: 2 nos.• Ergo form S handles with key insert and pad locking arrangement for front and rear door: 2 nos.• PG 29 glands to be provided at the bottom for cable entry: 4 nos.• Door Operated limit switch to be provided at front and rear door: 2 nos.• Captive hardware (pack of 20): 1 pack.• The Overall dimension of cabinet should not exceed 80W X 1300H X 600D (The dimensions are in mm).• Painting: The cabinet has to be Nano ceramic coated, Electro phoretic (EC) dipcoat priming to 20 Microns and then powder coated to RAL 7035 textured Pure Polyester (PP) to 80 to 120 Microns.• Regulatory Standard Compliance: IP55 to EN60529/09.2000, ISO 9001, 14001, 18001 comply with EIA 310, DIN	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			41494 and IEC 297 standards.	
89 6	6.39		Please confirm the UPS rating	Please refer to Sr. No. 89 in this regard
89 7	Output Power Capacity	UPS Sizing shall be done by bidder for all electronics included in the Control Room with 50% spare capacity & distributions. Outputs shall be Single phase. Incomers (3 Nos) shall be 415VAC $\pm 10\%$, 50Hz $\pm 3\text{Hz}$, 3-Phase, Wall mounted ACDB with	10KVA Rating shall be considered. Feeder details required for ACDB Panel	Tender terms shall prevail. The details shall be shared with the selected vendor.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		double pole isolations (for incomers & outgoings) properly selected. Sizing calculations shall be furnished component-wise for which the UPS system would be catering.		
898	Battery Type	Maintenance-free sealed Ni-Cd battery leak-proof. Complete with Battery Sizing shall be done by bidder for all electronics included in the Control Room with 50% spare capacity & distributions. All charging/discharging/other tests shall be in bidder's scope.	Battery shall be VRLA Type SMF Battery	Please refer to Sr. No. 93 in this regard
899	UPS & Battery:	The UPS (MODULAR TYPE) and battery system must be planned and provided considering the best practice as per Tier-III standards so that the UPS units can be	Kindly change UPS with Rack mountable type as there is paralleling option available which can scaled up tomorrow if need arises.	Tender terms shall prevail.



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.		scaled up tomorrow when the need arises. The UPS systems should have the following major features:		
900	6.32. Video Wall	To add - Video wall display , Controller & software should be from same OEM	This will ensure single OEM Compatibility & ownership which is better	Tender terms shall prevail.
901	6.32. Video Wall	No of Inputs in Controller is not mentioned .Request you to mention Minimum 6 Inputs	Request to mention No of Inputs in Controller which is missing in RFP	Minimum 10.
902	6.17. UPS (Required Capacity)	UPS Sizing shall be done by bidder for all locations for all electronics included in the Control Room & field switches with 30% spare capacity & distributions. Outputs shall be Single phase. Incomers (3 Nos) shall be 415VAC ±10%, 50Hz ±3Hz, 3-Phase, Wall mounted ACDB with double pole isolations (for incomers & outgoings)	Since, Field UPS systems may be smaller in sizing & Control Room UPS Systems capacity will be higher, in view of above submission, we kindly request you to amend this clause as UPS for Field should be Single Phase Input & Single Phase Output & for Control room it is Three Phase Input & Single Phase Output & oblige.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		properly selected. Sizing calculations shall be furnished component-wise for which the UPS system would be catering.		
903	6.17. UPS (Required Capacity)	Maintenance-free. Complete with Battery Racks. Sizing shall be done by bidder for all electronics included in the Control Room with 50% spare capacity & distributions. All charging/discharging/other tests shall be in bidder's scope.	The Field UPS's are for outdoor locations, we suggest to kindly change it as "Lithium Ion batteries for field locations & SMF VRLA batteries for Control Room application. (A detailed comparison between SMF VRLA & Lithium Ion batteries is attached herewith for your kind reference.)	Please refer to Sr. No. 93 in this regard
904	6.17. UPS (Required Capacity)	3 hour(s)	Since, the charging profile for UPS with VRLA Batteries works on C-10 topology & required minimum 8-10hrs. to charge the batteries fully, in view of above submission, we kindly request you to please change it as within 8-10hrs for VRLA batteries for control room requirements & within 3hrs for filed UPS systems considering Lithium Batteries & oblige.	Bidders are required to propose the recharge time.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
905	6.17. UPS (Required Capacity)	RS-232, USB, UPS failure/incomer failure shall be annunciated.	Request please amend this clause as "RS-232/SNMP & oblige.	SNMP shall be acceptable.
906	6.39. Modular UPS (10KVA)	UPS Sizing shall be done by bidder for all electronics included in the Control Room with 50% spare capacity & distributions. Outputs shall be Single phase. Incomers (3 Nos) shall be 415VAC $\pm 10\%$, 50Hz $\pm 3\text{Hz}$, 3-Phase, Wall mounted ACDB with double pole isolations (for incomers & outgoing) properly selected. Sizing calculations shall be furnished component wise for which the UPS system would be catering.	Since, Field UPS systems may be smaller in sizing & Control Room UPS Systems capacity will be higher, in view of above submission, we kindly request you to amend this clause as UPS for Field should be Single Phase Input & Single Phase Output & for Control room it is Three Phase Input & Single Phase Output & oblige.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
907	6.39. Modular UPS (10KVA)	Maintenance-free sealed Ni-Cd battery leak-proof. Complete with Battery Sizing shall be done by bidder for all electronics included in the Control Room with 50% spare capacity & distributions. All charging/discharging/other tests shall be in bidder's scope.	Request please amend this clause as Lithium Ion Batteries & oblige.	Please refer to Sr. No. 93 in this regard
908	6.39. Modular UPS (10KVA)	3 hour(s)	Since, the charging profile for UPS with VRLA Batteries works on C-10 topology & required minimum 8-10hrs. to charge the batteries fully, in view of above submission, we kindly request you to please change is as within 8-10hrs for VRLA batteries for control room requirements & within 3hrs for filed UPS systems considering Lithium Batteries & oblige.	Please refer to Sr. No. 904 in this regard
909	6.39. Modular UPS (10KVA)	RS-232, USB, UPS failure/incomer failure shall be annunciated.	Request please amend this clause as "RS-232/SNMP & oblige.	Please refer to Sr. No. 905 in this regard
910	6.39. Modular UPS (10KVA)	120 minutes with Ni-Cd batteries	Request please amend this clause as Lithium Ion Batteries & oblige.	Please refer to Sr. No. 905 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
91 1	5.1.2.13 UPS	It is proposed to power all the network switches through a centralized UPS of sufficient size equipped with batteries for a power back up of 4 hrs. The edge equipment shall be powered using Power-over-Ethernet.	Request please amend this clause as Lithium Ion Batteries & oblige.	Please refer to Sr. No. 905 in this regard
91 2	6.24. Smart Rack	Rack mount on line double conversion UPS of 10 KVA up to 94% efficiency at full load and 0.8 output power factor. UPS to be provided with External battery bank with SMF batteries for 30 min. backup on 100% IT load with required rack mount accessories. UPS should follow all standards including UL/CE, ISO 9001 and ISO 14001	Since the 10KVA UPS are higher in size, we kindly request you please amend this clause as Rack/Tower Type UPS & oblige.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
913	Network/Element Management System	Add clause	<p>In order to get the proven EMS solution from market we would request you to add following clause in the EMS specification :</p> <p>"EMS/NMS solution must be an industry standard, enterprise grade solution recognized by leading analysts (IDC/ Gartner/ Forrester) in Network Automation reports"</p>	Tender terms shall prevail.
914	Network/Element Management System	Add clause	<p>In order to select robust EMS solution and protection/security of the EMS application as well as the sensitive information involved by use of the EMS application, we would request you to add following clause in the EMS specification :</p> <p>'The proposed EMS solution must be an industry standard solution from an OEM that is ISO 27034 certified. Relevant documentary proof need to be submitted at the time of submission.'</p>	Please refer to Sr. No. 913 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
91 5	2.14. Unfair Practices	Any equipment which is manufactured in a country which currently has a land border dispute with India, or where conditions are such that supply chains & support during the project or product lifecycle are likely to be affected (to be solely determined by MPHC), shall not be acceptable, please note.	We request you to relax these clause and take the undertaking from respective OEM taking the complete responsibility of supplying material as per the tender timeline as most of the OEMs are having their HQ and based out in US/EU/UK but product assembly set up in such countries. So this clause is restricting those companies to participate. We request you to re-look in this clause so that all OEM can participate.	Any equipment and/or its components which is manufactured by such country which currently has a land border dispute with India, or where conditions are such that supply chains & support during the project or product lifecycle are likely to be affected (to be solely determined by MPHC), shall not be acceptable, please note.
91 6	2.14. Unfair Practices	<p>h) The quoted equipment should neither support any interconnection / communication protocol, (such as the GB/T 28181 protocol adhered to by the equipment manufactured in China)---/</p> <p>i) If it is found at any stage of the project lifecycle (even after completion of the CAMC period) that the supplied equipment support any such protocol or standard or are manufactured in the country that mandates such a</p>	Need clarification in this point - The equipment do not support such mentioned protocol but the same is assembled in China - So request you to accept take and take undertaking from OEM to certify this.	<p>h)The quoted equipment or its component should neither support any interconnection / communication protocol, (such as the GB/T 28181 protocol adhered to by the equipment manufactured in China), that require sharing of information or data with any other country or agency, nor should the quoted equipment be manufactured in a country that mandates such a protocol.</p> <p>i) If it is found at any stage of the project lifecycle (even after completion of the CAMC period) that the supplied equipment support any such protocol or standard or are manufactured in the country that mandates such a protocol the same will not be accepted. The vendor will have to replace the equipment without any financial cost to MPHC. MPHC also reserves the right to replace such</p>



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		protocol, the vendor will have to replace the equipment without any financial cost to MPHC. MPHC also reserves the right to replace such equipment & recover the cost from the vendor. Bidders are, therefore, advised to get themselves completely satisfied about the data security & reliability of components required for their quoted solution.		equipment & recover the cost from the vendor. Bidders are, therefore, advised to get themselves completely satisfied about the data security & reliability of components required for their quoted solution. The equipment and components must not be in-conflict with the Clauses 2.14 of this tender otherwise the contract with the vendor will be terminated unilaterally by the High Court (Principal) and vendor shall be responsible for all consequential losses.
917	6.1 Outdoor Fixed Camera	Camera Resolution ?	Camera resolution is not mentioned 2 MP or 5MP	5 MP
918	6.1 Outdoor Fixed Camera	Image Sensor - 1/2.7" progressive scan HD CMOS	Please make it uniform and accept 1/2.8" or better as same for all other cameras	Please refer to Sr. No. 131 in this regard
919	6.2. Outdoor Panoramic Camera	Quality Image: Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	5 MP seems to be available with only limited OEM and Most of the OEMs have 4 MP camera with 3 lenses/sensor, So request you to please accept 4 MP lens with 3 lenses OR Fisheye camera with 360 degree View which would meet the requirement of 12MP.	Tender terms shall prevail.
920	6.2. Outdoor Panoramic Camera	Lens: Fixed 6 mm, DC-Iris	This specification seems to be available with limited OEM so please make it generic and accept lens size of 1.65 mm / 2.8 mm, so that most of the reputed OEM can	Please refer to Sr. No. 62 in this regard



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			participate in the tender	
92 1	6.2. Outdoor Panoramic Camera	IR illumination: Should cover radial distance of upto 20m. Bidders can propose external IR (with all the necessary ports/ power supply & wiring) if the camera doesn't support the same.	Generally Fix lenses covers the distance of only 10-15m area so request you to please make it up to 15m IR so that you will get the appropriate picture in the night/dark.	Tender terms shall prevail.
92 2	6.4. Indoor Fixed Dome Camera	Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 5 streams.	We request you to please make it uniform and accept 3 streams as asked in all the cameras and which is also as per industry standard available with most of the OEMS.	Please refer to Sr. No. 136 in this regard
92 3	6.4. Indoor Fixed Dome Camera	IR range for Dome and Bullet Cameras	Please Add IR upto 50m for dome and 70m for bullet/ANPR for better clarity and picture quality	Tender terms shall prevail.
92 4	6.5 Indoor Panoramic Camera	Quality Image: Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should	5 MP seems to be available with only limited OEM and Most of the OEMs have 4 MP camera with 3 lenses/sensor, So request you to please accept 4 MP lens with 3	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		have minimum 3 lenses/sensors	lenses OR Fisheye camera with 360 degree View which would meet the requirement of 12MP.	
925	6.5 Indoor Panoramic Camera	Lens: Fixed 6 mm, DC-Iris	This specification seems to be available with limited OEM so please make it generic and accept lens size of 1.65 mm / 2.8 mm, so that most of the reputed OEM can participate in the tender	Tender terms shall prevail.
926	6.5 Indoor Panoramic Camera	IR illumination: Should cover radial distance of upto 20m. Bidders can propose external IR (with all the necessary ports/ power supply & wiring) if the camera doesn't support the same.	Generally Fix lenses covers the distance of only 10-15m area so request you to please make it up to 15m IR so that you will get the appropriate picture in the night/dark.	Tender terms shall prevail.
927	Certifications & Regularity	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	Request you to please add CE, FCC, UL, BIS, RoHS WEEE for all types of camera	Tender terms shall prevail.
928	6.3. Outdoor PTZ Camera	IR Range for PTZ camera	Please add IR upto 150m for better clarity and picture quality in night	Tender terms shall prevail.
929	6.3. Outdoor PTZ Camera	WDR: True WDR 100dB or equivalent or better	Request you to make it upto 120db WDR as per industry standards	Tender terms shall prevail.
930	6.3. Outdoor PTZ Camera	Focal Length: Varifocal min 4.3-129 mm or equivalent or better	The varifocal lens size varies OEM to OEM, So please accept 30x or better	Varifocal min 4.3-129 mm or equivalent or better



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93 1	OEM PQ		Specific Requirements: The OEMs(Including Parent Company, Group company, Subsidiary, Joint Venture or Sister concern of any type) of major items (like CCTV Camera of all types, VMS, Video Analytics, Servers, Storages, switches etc.) should not have been blacklisted in last 3 years by any Ministry under Government of India or by Government of any State in India or any of the Government PSUs as on tender floating date.; Documents Required: Certificate / affidavit mentioning that the Bidder is not blacklisted by any Ministry under Government of India or by Government of any State in India or any of the Government PSUs.	Tender terms shall prevail.
93 2	OEM PQ		Specific Requirements: Direct presence of OEM in India for more than 10 years as on bid submission date (not as joint venture, partnership firms or through any other association) and global presence in same manufacturing line from last 15 years; Documents Required: Camera OEM should submit a declaration letter along with letter of incorporation confirming the same.	Tender terms shall prevail.
93 3	OEM PQ		Specific Requirements: Self-Owned RMA set up in India for last 4 years from the date of submission of bid (not as joint venture, partnership firms or	Tender terms shall prevail.



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.			through any other association); Documents Required: OEM's GST registration document clearly mentioning service tax no. to be given as proof	
93 4	OEM PQ		Specific Requirements: OEM of CCTV camera must be ISO 9001:2015 and ISO 14001:2015 certified. OEM shall be in top 10 in any of the Physical Security report of HIS in last five years.; Documents Required: Documentary proof to be submitted	Tender terms shall prevail.
93 5	OEM PQ		Specific Requirements: The MAC address of the IP cameras must be registered in the same name of OEM supplying the cameras. The API/SDK of VMS shall be available on the OEM's official Website; Documents Required: Proof to be provided by the OEM	Tender terms shall prevail.
93 6	OEM PQ		Specific Requirements: The CCTV Company should have created enough Job opportunities in India as per the current PMO directive and should have minimum 500 employees on its payroll in India. Any OEM which is part of a larger group company but meeting the 1500 employee criterion is also eligible. This is to justify that CCTV OEM has made substantial investment in India and is serious about its business in India which will ensure	Tender terms shall prevail.



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			long term after sales support and spare support from the OEM.; Documents Required: Declaration letter from the HR to be submitted along with the bid	
93 7	OEM PQ		Specific Requirements: The CCTV OEM should be in the line of CCTV manufacturing and supply for more than 15 years Globally. Information should be available in Public domain.; Documents Required: Valid document to be provided for verification	Tender terms shall prevail.
93 8	OEM PQ		Specific Requirements: The CCTV OEM should have its toll free number for any technical support query from the SI or end customer which is very much required for such a big project.; Documents Required: Toll free nos should be mentioned in the manufacturer's authorization letter and submitted along with the bid.	Tender terms shall prevail.
93 9	OEM PQ		Specific Requirements: The supplied CCTV product should be as per NDAA Compliant and Undertaking from OEM must be submitted along with bid.; Documents Required: As per the current PMO directive to ban on specific Chinese OEM owned by The central government of Communist Party of China, for the purpose of public safety , security of	Tender terms shall prevail.



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			government facility, physical Security surveillance of critical infrastructure and other national security purposes over video surveillance and other telecommunication equipment.	
940	2.19.5 - FRS OEM	The FRS OEM should have supplied at least 500 no. of devices in India through a single order during last 3 years from the date of publication of the tender.	<p>Query 1.: We have various Devices in Face and have PO of Higher specs Device from the same OEM of 500+. Kindly consider SAP PO which is authentic of Similar Technology.</p> <p>Query 2. Can we showcase PO reference from Customers like PSU, Oil & Gas, Mining etc to show robust performance of Device?</p>	Tender terms shall prevail.
941	6.23 - FRS Terminals:	Proposed Reader should support multi modal authentication like Face Recognition, Multi Technology Card (EM Prox & Smart Card) & Password with Touch Screen for providing multi factor authentication by reading the Face, Cards, Passwords & various combinations.	Usually devices are available with single card technology, also multi technology cards increases the cost & since this is a new requirement, single technology card can be supplied. Hence we request to kindly consider the single technology as EM Prox or Smart Card	Tender terms shall prevail.



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94 2	6.23 - FRS Terminals:	Display should have min 5" Color LCD with enhanced touch sensitivity and shall be capturing & displaying USER's picture on main window / screen after authentication for valid / invalid logs both along with other credentials like Name, User ID, Time etc. Systems with changeable custom background to put MPHC logo shall be preferable.	Since there are Facial Recognition devices which automatically detects the face from a certain distance, hence Camera is always in active mode to detect a face automatically, so custom Background Logo can't be available since it always display the camera screen	Tender terms shall prevail.
94 3	6.23 - FRS Terminals:	CE / FCC / MIC / ROHS / BIS	CE, FCC, KC, BIS Available.	Tender terms shall prevail.
94 4	Audio:		1. What would be the average size of the court room?	Approximately 100 Sqm.
94 5	Audio:		2. We Assume that the Audio recording system is designed to record the conversation in the courtrooms and archive them for a very longer duration may be many years. What measure have taken in design to record crisp and clear conversation?	Suitable noise cancellation functionality using a sophisticated Digital Signal Processor should be used for ambient noise cancellation, including feedback & echo.
94 6	Audio:		3. Are the rooms acoustically treated for noise and echo	No such measures are currently in place.



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.			cancellation?	
94 7	Audio:		4. What measure have been taken in Audio design to avoid noise reinforcement in the microphones?	Bidders are required to propose the same.
94 8	Audio:		a. In any room which have multiple microphones there are maximum chances that the speech will be captured by the microphones will be repeatedly entering into the local microphones in a cyclical pattern and will go back into the same or different microphones available in the same room. Resulting highly unclear audio to be recorded which has no use.	Bidders are required to propose the solution for the same.
94 9	Audio:		b. To avoid such scenarios and design blunder, is there any equipment considered?	Bidders are required to propose the same.
95 0	Audio:		c. Such Equipment will act like a filter for unwanted/ unnecessary sound (e.g., paper flipping, general conversational noise in the room, noise from outside of the room, noise from nearby traffic and HVAC system in the room) to be recorded and will prevent the sound to enter the unwanted microphones	Bidders are required to propose the same.
95 1	Audio:		5. What are the measures taken for future upgradation like Audio conferencing or video conferencing?	Please refer to the tender document in this regard.
95 2	Audio:		a. A basic audio solution will not suffice the need of	Please refer to the tender document in this regard.



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			the perfect design.	
95 3	Audio:		b. In case in future the room is equipped with Video conferencing system, then the speakers have to be added.	Please refer to the tender document in this regard.
95 4	Audio:		c. Again, the noise coming from the far end people, thru video conferencing and the Sound from speakers will be entering into local microphones and it will create echo, repeating noise, leading to completely unclear sound to be recorded.	Bidders are required to propose the solution for the same.
95 5	Video:		1. If the room is considered to be upgraded with Video Conferencing in future?	No. Please refer to the tender document in this regard.
95 6	1	Last date and time of submission of hardcopy of proposal (mandatory).2 8th January, 2021 before 05:00 P.M.	Since the online tender submission date is 27.01.2021 6 PM, So submission of Hard Copy (Hard bound through stitching) on 28.01.2021 is practically not possible for a company having office in other states during this COVID-19 pandemic. So we request to kindly allow at least 7 days to submit hard copy of bid from the date of online submission. Kindly accept this.	Tender terms shall prevail.
95 7	2.5	APPLICATION FEE (AF) AND EARNEST MONEY DEPOSIT (EMD)	Kindly confirm that Application fee Rs. 10,000 and Tender fee , Rs. 10,000 are same	It is the same.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
958	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA (1)	The bidder should be in the business of implementing electronic security systems / solutions for at least seven years as on 31st December, 2020. Documents required: Purchase orders / completion Certificates/performance Certificates with details of electronic security systems / solutions.	We understand that the documents such as Purchase orders / completion Certificates/performance Certificates can either from Lead bidder or from Consortium Member (in case of consortium bidding), Please confirm.	Tender terms shall prevail.
959	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA (2)	The average annual turnover of the firm should be at least Rs. 126 Crore during the last three consecutive financial years. (i.e. 2019-20, 2018-19, 2017-2018).	We understand that the same can be complied by Lead Bidder. Please confirm - YES/NO	Tender terms shall prevail.



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
960	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA (4)	The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores "Similar work" is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order	We understand that this experience clause and supporting documents can be either from Lead bidder or from Consortium Member (in case of consortium bidding), Please confirm.	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
96 1	2.18. ELIGIBILITY / PRE- QUALIFICA TION CRITERIA (5)	The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	We understand that this experience of Video Surveillance System project can be considered either from Lead bidder or from Consortium Member (in case of consortium bidding), Please confirm.	Tender terms shall prevail.
96 2	Note 6	Consortium of upto two companies can bid for the project. However, both the consortium members should meet the pre-qualification criteria.	We understand that in case, lead bidder is meeting the relevant eligibility criteria then consortium member need not to be comply such criteria. Please accept and confirm.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
963	2.22. EVALUATION (e.)	<p>The successful bidder may be required to demonstrate the proposed solution by carrying out a Proof of Concept (POC) at Jabalpur. The purpose/objective of the POC shall be to determine that the solution proposed by the bidder meets the overall functional & technical requirement of the project. Please note that a successful PoC is a pre-requisite for technical qualification. The PoC will be conducted with the exact same set of equipment / software / makes proposed by the vendor and will be based on functional capabilities of the vanilla version of the software proposed. Please refer Part III– Annexure for</p>	<p>We request you to kindly confirm that the how many items required for POC in terms of number of IP Camera and other related items. Please confirm the qty., so that we same can be pre-planned for successful POC at Jabalpur.</p>	<p>Please refer to Section 7.18/ Part III of the tender document in this regard.</p>



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		the PoC criteria that will have to be demonstrated as a minimum.		
964	3.5. PAYMENT TERMS	a. For the supply, installation, commissioning , testing, training and warranty of items& system as per tender and post-warranty comprehensive Annual Maintenance Contract for 48 months (Note: Payments will be made in Indian Rupees only) b. 60% of total price against delivery of equipment at the site, on pro-rata basis. c. 20 % of total price against successful Installation of	As we know that there is no credit due to COVID-19 Pandemic for IT Hardware procurement for this project and it requires huge investment. So keeping in view of these, we request you to kindly revise payment terms as follows: b). 80% of total price against delivery of equipment at the site, on pro-rata basis. c). 10 % of total price against successful Installation of the system. d). 10% against successful commissioning & UAT. Kindly accept this as it will encourage us for aggressive and competitive bidding.	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		the system. d. 20% against successful commissioning & UAT.		
96 5	3.9	LIQUIDATED DAMAGES: If the Bidder fails to deliver any or all of the equipment or to perform the services within the time period(s) specified in tender, the Registrar General, High Court of Madhya Pradesh shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price for every week (seven days) or part thereof of delay, up to maximum	We request you to please reduce LD from 1% to 0.5 % per week in view of the current COVID -19 Pandemic and Government of India also supporting industries through various policy modifications. It will encourage more and more competitive bidding. Kindly accept this.	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		deduction of 5% of the contract price. Once the maximum is reached, the Registrar General, High Court of Madhya Pradesh may consider termination of the contract.		
966	5.2	Mandatory Technical Requirements 1. The Successful Bidder shall conduct a site survey of designated locations. The successful bidder has to provide the detailed BOQ & calculate the design needs and obtain MPHC's signoff before commencing the Job.	We understand that the BOQ provided in tender is tentative for bidding purpose and final qty. and price shall be as per final and approved BOQ from MPHC. Please confirm that in case, if any additional item requirement comes after survey by successful bidder then how the cost of items and its related services will be adjusted or increased by MPHC. Please confirm.	The quantities mentioned for system network, storage, servers, UPS, Services, Racks, Civil Infrastructure (quantities mentioned in Lot) are indicative & bidders are advised to consider them as lumpsum & quote for the actual quantities required for their respective proposed solution. All other quantities (mentioned as Sets) shall be considered as variable, that is, any increase or decrease shall impact the cost payable to the vendor. In any such variation in quantities, the corresponding quantities in lot required for operationalizing the increased/ decreased quantity shall be added/deducted in proportion.
967	1	Last date and time of submission of hardcopy of proposal (mandatory). 28th January, 2021 before	As we know that the online tender submission date is 27.01.2021, So submission of Hard stitched bound original bid on 28.01.2021 is practically not possible in this COVID-19 pandemic.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		05:00 P.M.	So we request to kindly provide at least 10 days for submission of original hard bid with original EMD.	
968	2.18. (1)	The bidder should be in the business of implementing electronic security systems / solutions for at least seven years as on 31st December, 2020. Purchase orders / completion Certificates/performance Certificates with details of electronic security systems / solutions.	Please confirm that in case, if this clause is complied by the Lead Bidder (In case of consortium bid), then the same is not required to be complied by consortium member. Please confirm this.	Tender terms shall prevail.
969	2.18. (2)	The average annual turnover of the firm should be at least Rs. 126 Crore during the last three consecutive financial years. (i.e. 2019-20, 2018-19, 2017-2018).	Please clarify that the same shall be for Lead Bidder only. This is not applicable to consortium member. Please confirm this.	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
970	2.18. (4)	The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores "Similar work" is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order	We understand that this experience clause and supporting documents can be from either from lead bidder or from Consortium Member. Please accept and confirm this.	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
97 1	2.18. (5)	The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	We request to please consider and allow this project either from Lead bidder or consortium member. Kindly allow and confirm this.	Tender terms shall prevail.
97 2	Note 6	Consortium of upto two companies can bid for the project. However, both the consortium members should meet the pre-qualification criteria.	In case of consortium bid, we request to please consider and allow pre qualification to comply either from Lead bidder or consortium member. Kindly allow and confirm this.	Tender terms shall prevail.
97 3	2.18. (7)	The bidder should have at least one service office in Madhya Pradesh OR should open one within 30 days of issue of work Order by MPHC.. The details for administrative & service infrastructure must be enclosed, as a part of a	We request that GST registration should not be mandatory , however having a local office is mandatory. Please accept this.	Tender terms shall prevail.



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		declaration duly certified by an auditor. Valid GST registrations for the respective offices must be submitted, along with the details of the project & support staff. OR A declaration that the bidder shall open office within 30 days of issue of work order.		
974	3.5	Payment Terms: a. For the supply, installation, commissioning, testing, training and warranty of items & system as per tender and post-warranty comprehensive Annual Maintenance Contract for 48 months (Note: Payments will be made in Indian Rupees only) b. 60% of total price against delivery of equipment at the site, on pro-rata basis. c. 20 % of total price against	This is COVID-19 Pandemic situation and industry is still struggling to survive. So we request at least 90% payment term upon supply of Hardware and 10% after successful commissioning & UAT. Please accept this.	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		successful Installation of the system. d. 20% against successful commissioning & UAT.		
97 5	SECTION II; PAGE NO.: 13; CLAUSE NO.: 2.18. (1)	The bidder should be in the business of implementing electronic security systems / solutions for at least seven years as on 31st December, 2020. Purchase orders / completion Certificates/performance Certificates with details of electronic security systems / solutions.	In case of consortium bid, we request to please consider that both consortium members should jointly meet this clause and submit Purchase orders / completion Certificates/performance Certificates. Please confirm.	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
97 6	SECTION II; PAGE NO.: 13; CLAUSE NO.: 2.18. (4)	The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores "Similar work" is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order	In case of consortium bid, we request to please consider that both consortium members should jointly meet this clause and submit desired value work order documents/ agreements to comply this clause. Please confirm.	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
977	SECTION II; PAGE NO.: 13; CLAUSE NO.: 2.18. (5)	The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	In case of consortium bid, we request to please consider that both consortium members should jointly meet this clause and submit desired value work order documents/ agreements to comply this clause. Please confirm.	Tender terms shall prevail.
978	SECTION II; PAGE NO.: 14; CLAUSE NO.: Note 6	Consortium of upto two companies can bid for the project. However, both the consortium members should meet the pre-qualification criteria.	In case of consortium bid, we request to please consider that both consortium members should jointly meet the pre-qualification criteria. Please confirm.	Tender terms shall prevail.
979	SECTION II; PAGE NO.: 14; CLAUSE NO.: 2.18. (7)	The bidder should have at least one service office in Madhya Pradesh OR should open one within 30 days of issue of work Order by MPHC.. The details for administrative & service infrastructure must be enclosed, as a part of a	We request that GST registration should not be mandatory, however having a local office is mandatory. Please accept this.	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		declaration duly certified by an auditor. Valid GST registrations for the respective offices must be submitted, along with the details of the project & support staff. OR A declaration that the bidder shall open office within 30 days of issue of work order.		
980	2.19.2 C4i& VMS OEM	VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	IHS Report for VMS has two category, Non Security and Security. In Non security OEM are OEM who don't manufacture cameras they have only VMS only solution. Please clarify which IHS report to be refer.	Top 5 in any category shall be acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
98 1	5.1.2.14Live Streaming & Archiving of Courtroom Proceedings	The DC at CCC, Jabalpur shall store the videos feeds from all the cameras of 208 courts at 12 FPS; HD resolution in primary storage for 7 days & in archival for 53 days (Totaling 60-days). The audio-visual recordings of courtroom proceedings shall be archived for 5 years at the DC. A back-up set-up shall be created at the DR site at Indore for creating back up of all the recordings of courtroom proceedings. Each camera shall provide separate user-program mable streams for local monitoring (Full resolution, 25FPS, H.265), recording (Full HD resolution, 15 FPS, H.265) monitoring at District	Requesting you to keep the same parameter for recording at Jabalpur CCC and local DC at court @ 15FPS Full HD. Also recording from local court DC and continuous achieving at Jabalpur CCC should be acceptable which will save the servers qty.	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Court (HD Resolution, 15 FPS, H.265), monitoring & recording at CCC, Jabalpur (HD Resolution, 12 FPS, H.265). All the cameras shall have in-built recording on SD card for recording & subsequently synchronizing of the (7-days) video with the local as well as remote recording set-ups in the event of network outage		
98 2	6.16. VMS/IVA Software	Motion Tracking, Object Classification, Mosaic (Camera image stitching), Object Persistence, Alarm Policy Settings, Alarm on object type, Alarm on object direction, Alarm on camera manipulation, Automatic Alarm Response,	Mosaic (Camera Image Stitching) , to open the adjacent cameras with very thin margin between the cameras and should look like single FOV is acceptable to customer.	Yes, it is acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Automatic PTZ control, Audible Siren, Alarm I/O (relay) NAS or SAN support, Event based search		
983	6.16. VMS/IVA Software	VMS and IVA software	Most of the VMS OEM don't have video analytics , does third-party VA OEM tightly integrated with VMS is acceptable .	third-party pre-integrated sub-systems are acceptable provided the C4i system manages it as one product. An evidence establishing the same has to be submitted in the form of completed projects.
984	C4i Software -General	This system will support improved situation awareness and allow the end-user to more efficiently and more proactively report security issues.	Clarification :Reporting Security issues related to C4I software/platform under the scope of OEM where as whole system or solution security need to be managed by MSI. Request you to list down" situation" use case.	The query is ambiguous & hence cannot be answered.
985	C4i Software-Collaboration	Advanced camera management. Pro-active decision support tool. Comprehensive site planning capability, in terms of security and safety.	Clarification: Request you to Provide List of functions on Pro-active decision support tool.	context-driven & proactive decision support system in safety & security includes many information such as contact information, availability of nearby resources, SOP pop-ups etc against some alarm event. A complete list of all such responses against any specific event is expected to be developed by the vendor.
986	C4i Software-Collaboration	Utilizing advanced simulations and predictions.	Clarification: Request you to Provide List of Simulation and predictive use cases.	Please refer to Sr. No. 785 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
987	C4i Software-Collaboration	The C4I shall support five modes of operation as follows: Planning Mode, Training Mode Real-Time Mode Debriefing Mode Maintenance Mode	Clarification : Request you to provide list of functions in detail for all modes.	Please refer to Sr. No. 786 in this regard
988	C4i Software-Collaboration	The C4I shall have the ability to plan for the deployment of devices, including cameras and sensors, to ensure total and optimal coverage of the site. This shall allow the user to plan device placement before the facility has been constructed or renovated. The C4I shall have the ability to create comprehensive simulations including: blast effects, gas propagation and crowd behavior. The C4I shall have the ability to analyze and evaluate	Clarification: Request you to provide respective Building Plans and GIS layers.	The C4i software is expected to have all the mentioned capabilities (only), through its own modules or through any other third-party applications.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		security gaps and the quality of security. The C4I shall have the ability to effectively evaluate and optimize routes for building evacuation by determining bottle-neck locations and evacuation times.		
989	C4i Software-Permission and Groups	Ability to utilize Windows or mixed-mode authentication for Microsoft SQL Server installation.	Request you to list down" situation" use case.	The query is ambiguous & hence cannot be answered.
990	C4i Software-Permission and Groups	Ability to utilize Windows or mixed-mode authentication for Microsoft SQL Server installation.	Change Request: Ability to utilize Windows or mixed-mode authentication for Microsoft SQL Server or equivalent server.	Please refer to Sr. No. 788 in this regard
991	C4i Software-Alarm Policies and Business Logic Administration	Command line action.	Change request: request you to remove the clause. platform got capability to automate Alarm Policies and Business Logic Administration.	Please refer to Sr. No. 789 in this regard
992	C4i Software-Alarm Policies and Business Logic Administration	Enable custom Microsoft PowerShell activity to be created and included in the business logic	Change Request: Request you to remove clause as its restricting MS OS .	Please refer to Sr. No. 790 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.	n	flow.		
99 3	2.19.2 C4i& VMS OEM	1. The Security Management System (C4i/ PSIM software)OEM should have installed the solution in at least 3 Government/Private Projects in India in the last three years ending last day of month previous to the one in which tender is invited. A declaration to this effect shall be produced clearly stating the make and model number/s of the solution and the duration of the installation.	Request you to change to add one completion of Global Project.	Global experience shall be acceptable.
99 4	2.19.2 C4i& VMS OEM	2. The Security Management System OEM should have installed the solution in at least one multi-site (at least 200 state or nation-wide locations) integrated project in	Request you to change The Security Management System OEM should have installed solutions in three projects in India / Globally with at least 3 domains with one use case per domain for each project . Self-declaration with details of domain ,Use-case, outcome .	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		India/globally.		
99 5	2.19.2 C4i& VMS OEM	3. The OEM shall have an office & technical service support in India, with at least one software engineer on its payroll in India.	Clarification: Request you to clarify S/W engineer On site/Offsite.	The OEM should have One software engineer on its payroll in India.
99 6	2.19.2 C4i& VMS OEM	4. The OEM shall have a direct emergency response team to attend any emergency conditions (like software malfunction or for changes in device functionalities or for firmware/software are upgrades, installation with integration of new camera makes & troubleshooting any critical issues)	Clarification: Request you to provide the SLA for each of the activity and clarify this gets applicable during O&M phase.	Please refer to Sr. No. 794 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
99 7	6.14. SAN/NAS Storage	SAN with required storage to record all the cameras as per the parameters mentioned in section 5.1 (point XIX) & management software. The storage shall have the usable storage capacity calculated by the bidder for all existing & new Cameras (at all locations) + 20% spare space, whichever is higher using RAID 5. Calculations shall be submitted as part of detail engineering. To be free from EMI, RFI, VHF, Mobile disturbances. To be ONVIF Compliant.	ONVIF is actually a standard parameter for Cameras, VMS and NVRs, and not for external SAN/NAS Storages Requesting to remove the statement "To be ONVIF Compliant", from the specification to enable participation from industry standard and renowned Storage OEMs such as Dell/EMC, IBM, Netap, Hitachi, HP	Please refer to Sr. No. 619 in this regard
99 8	6.14. SAN/NAS Storage	The storage box shall have required number of 8 Gbps FC server ports (backward compatible to 4GBPS) across both controllers based on the	Industry standard protocol for External Storages from all leading OEMs, is FC and iSCSI, while SAS and FCOE are Network and Internal disk connectivity protocols. Requesting to remove the words " SAS, FCoE" from the statement, and amend the statement as	Please refer to Sr. No. 620 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		design proposed by the Bidder + 25% redundant Ports. The Storage box shall accept FC, iSCSI, SAS, FCoE as front end connectivity;	follows: The Storage box shall accept FC, iSCSI, as front end connectivity	
99 9	6.14. SAN/NAS Storage	The system should have a minimum of 4 GB per controller Cache. It should be possible to use SSD drives as an extension to Cache	Extension of storage cache is older methodology / technology and now days Storages are available with higher in-built Cache as a standard feature. So to ensure optimal performance of the storage, the cache per Controller should be at least 16GB. Please amend the statements follows: The system should have a minimum of 16 GB per controller Cache.	Please refer to Sr. No. 349 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1000	Page No.: 50; Clause no.: 6. Technical Specifications 6.1. Outdoor Fixed Camera	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	<p>Justification: ROHS is used for the restriction of Hazardous Substances and REACH is used for the production and use of chemical substances, and their potential impacts on both human health and the environment,.WEEE and REACH is only mandatory on products produced in or shipped into the European Union (EU) and member countries, All of the above mentioned certification is used to improve the human health and Environment so we request you to amend this as ROHS/WEEE/REACH. The main object of these three Certification, ROHS, WEEE and REACH is to protect Human Health and Environment so make these three Optional as ROHS/WEEE/REACH.</p> <p>Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity Ministry of Finance had issued an</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity should not specify to bidder to mandatory qualify any foreign eligibility specifications or certification(s) issued by any foreign testing/security lab(s)"; Request to accept: Certification: The system shall be ROHS/ WEEE/ REACH compliant and ISO -14001.</p>	



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
10 01	Page No.: 51; Clause no.: 6.2. Outdoor Panoramic Camera	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	<p>Justification: ROHS is used for the restriction of Hazardous Substances and REACH is used for the production and use of chemical substances, and their potential impacts on both human health and the environment,.WEEE and REACH is only mandatory on products produced in or shipped into the European Union (EU) and member countries, All of the above mentioned certification is used to improve the human health and Environment so we request you to amend this as ROHS/WEEE/REACH. The main object of these three Certification, ROHS, WEEE and REACH is to protect Human Health and Environment so make these three Optional as ROHS/WEEE/REACH.</p> <p>Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity Ministry of Finance had issued an</p>	Tender terms shall prevail.



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity should not specify to bidder to mandatory qualify any foreign eligibility specifications or certification(s) issued by any foreign testing/security lab(s)"; Request to accept: The system shall be ROHS/ WEEE/ REACH compliant and ISO -14001.</p> <p>It should be FCC, CE, UL/BIS certified</p>	
10 02	Page No.: 54; Clause no.: 6.4. Indoor Fixed Dome Camera	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	Justification: ROHS is used for the restriction of Hazardous Substances and REACH is used for the production and use of chemical substances, and their potential impacts on both human health and the environment,.WEEE and REACH is only mandatory on products produced in or shipped into the European Union (EU) and member countries, All of the above mentioned certification is used to improve the	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>human health and Environment so we request you to amend this as ROHS/WEEE/REACH. The main object of these three Certification, ROHS, WEEE and REACH is to protect Human Health and Environment so make these three Optional as ROHS/WEEE/REACH.</p> <p>Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service</p>	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>or work as in Table-A, the procuring entity should not specify to bidder to mandatory qualify any foreign eligibility specifications or certification(s) issued by any foreign testing/security lab(s)"; Request to accept: The system shall be ROHS/ WEEE/ REACH compliant and ISO -14001.</p> <p>It should be FCC, CE, UL/BIS certified</p>	
10 03	Page No.: 55; Clause no.: 6.5. Indoor Panoramic Camera	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	<p>Justification: ROHS is used for the restriction of Hazardous Substances and REACH is used for the production and use of chemical substances, and their potential impacts on both human health and the environment,.WEEE and REACH is only mandatory on products produced in or shipped into the European Union (EU) and member countries, All of the above mentioned certification is used to improve the human health and Environment so we request you to amend this as ROHS/WEEE/REACH. The main object of these three Certification, ROHS, WEEE and REACH is to protect Human Health and Environment so make these three Optional as ROHS/WEEE/REACH.</p> <p>Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the</p>	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity should not specify to bidder to mandatory qualify any foreign eligibility specifications or certification(s) issued by any foreign testing/security lab(s)"; Request to accept: The system shall be ROHS/ WEEE/ REACH compliant and ISO -14001.</p> <p>It should be FCC, CE, UL/BIS certified</p>	



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
10 04	Page No.: 56; Clause no.: 6.6. ANPR Camera	Certification: FCC, CE, UL certified	<p>Justification: ROHS is used for the restriction of Hazardous Substances and REACH is used for the production and use of chemical substances, and their potential impacts on both human health and the environment,.WEEE and REACH is only mandatory on products produced in or shipped into the European Union (EU) and member countries, All of the above mentioned certification is used to improve the human health and Environment so we request you to amend this as ROHS/WEEE/REACH. The main object of these three Certification, ROHS, WEEE and REACH is to protect Human Health and Environment so make these three Optional as ROHS/WEEE/REACH.</p> <p>Ministry of Finance had issued an Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity Ministry of Finance had issued an</p>	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			Office Memorandum dated 12th May,2020 which emphasizing the mandatory use of Indian Standards in Technical Specifications. "wherever Indian Technical specifications and Quality Certifications exist, the procuring entity should prescribe them" Ministry of Communications Notification Dated 29th August 2018 Page13 Point No.10 " For any telecom product, service or work as in Table-A, the procuring entity should not specify to bidder to mandatory qualify any foreign eligibility specifications or certification(s) issued by any foreign testing/security lab(s)"; Request to accept: Certification: FCC, CE, UL/BIS certified	
10 05	Page No.: 54; Clause no.: 6.4. Indoor Fixed Dome Camera	Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum	Justification: Seems like a typing error as sensor don't have streams therefore request you to kindly remove the stream point.; Request to accept: Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard).	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		5 streams.		
10 06			<p>Requesting you to incorporate the Public Procurement Policy (Make in India) Order 2017, Further on this latest order of Ministry of Commerce and Industry (DPIIT) dated 4th June,2020 regarding Public Procurement - Preference to Make in India, point no.3 on page no.2 states that "In procurement of goods, services or works in respect of which the Nodal Ministry/Department has communicated that there is sufficient local capacity and local competition , only Class-I local supplier, as defined under the Order shall be eligible to bid irrespective of purchase value". It may be noted that the CCTV Products are already covered under S. No.24 of Table-A of DoT PMI notification dated 29th August,2018 i.e. 'Security and Surveillance Communication Systems (video and sensors based) including Perimeter Security Systems' , where 100% PMI is applicable and therefore only Indian suppliers are eligible. DoT is the nodal ministry for CCTV products.</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1007	Page No: 123-129; Clause: Annexure A - List of Courts	Civil Court, Lanji, Dist. Balaghat	This court is mentioned under Annexure A - List of Courts but quantities of the equipment are not defined for this court under Bill of Quantities (Any Stage) - 133-174 (Part 2). Kindly Clarify	Please refer to the BoQ which supersedes all other quantities. Also, please refer to Section 5.2.25 which states that "MPHC reserves the right to modify the quantities, to add or delete component quantities or to transfer components from the BoQ of one site to another."
1008	123-129: 123-129; Clause: Annexure A - List of Courts	Civil Court, Nepanagar, Dist. Burhanpur	This court is mentioned under Annexure A - List of Courts but quantities of the equipment are not defined for this court under Bill of Quantities (Any Stage) - 133-174 (Part 2). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
1009	123-129: 123-129; Clause: Annexure A - List of Courts	Civil Court, Khirkhya, Dist. Harda	This court is mentioned under Annexure A - List of Courts but quantities of the equipment are not defined for this court under Bill of Quantities (Any Stage) - 133-174 (Part 2). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
1010	123-129: 123-129; Clause: Annexure A - List of Courts	Civil Court, Timarni, Dist. Harda	This court is mentioned under Annexure A - List of Courts but quantities of the equipment are not defined for this court under Bill of Quantities (Any Stage) - 133-174 (Part 2). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
1011	123-129: 123-129; Clause: Annexure A - List of Courts	Civil Court , Dhimarkheda	This court is mentioned under Annexure A - List of Courts but quantities of the equipment are not defined for this court under Bill of Quantities (Any Stage) - 133-174 (Part 2). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
1012	123-129: 123-129; Clause: Annexure A -	Civil Court , Barhi	This court is mentioned under Annexure A - List of Courts but quantities of the equipment are not	Please refer to Sr. No. 1007 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	List of Courts		defined for this court under Bill of Quantities (Any Stage) - 133-174 (Part 2). Kindly Clarify	
10 13	123-129; 123-129; Clause: Annexure A - List of Courts	Civil Court, Punasa, Dist. Khandwa	This court is mentioned under Annexure A - List of Courts but quantities of the equipment are not defined for this court under Bill of Quantities (Any Stage) - 133-174 (Part 2). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
10 14	123-129; 123-129; Clause: Annexure A - List of Courts	Civil Court, Bahubichhiya, Dist. Mandla	This court is mentioned under Annexure A - List of Courts but quantities of the equipment are not defined for this court under Bill of Quantities (Any Stage) - 133-174 (Part 2). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
10 15	123-129; 123-129; Clause: Annexure A - List of Courts	Civil Court, Barwaha, Dist. Mandleshwar	This court is mentioned under Annexure A - List of Courts but quantities of the equipment are not defined for this court under Bill of Quantities (Any Stage) - 133-174 (Part 2). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
10 16	123-129; 123-129; Clause: Annexure A - List of Courts	Civil Court, Bhikangaon, Dist. Mandleshwar	This court is mentioned under Annexure A - List of Courts but quantities of the equipment are not defined for this court under Bill of Quantities (Any Stage) - 133-174 (Part 2). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
10 17	123-129; 123-129; Clause: Annexure A - List of Courts	Civil Court, Tendukheda, Dist. Narsinghpur	This court is mentioned under Annexure A - List of Courts but quantities of the equipment are not defined for this court under Bill of Quantities (Any Stage) - 133-174 (Part 2). Kindly Clarify	Please refer to Sr. No. 1007 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
10 18	123-129: 154; Clause: MPHC- IVSS- CLASS- Tender-Part II (Implementat ion Stage III)	Civil Court, Pachmarhi, Dist.Hoshanga bad	This court is mentioned under MPHC-IVSS- CLASS-Tender-Part II (Implementation Stage III) & component quantities are defined but this court is not mentioned under Annexure A - List of Courts (Pg. No 123-129). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
10 19	154: 156; Clause: MPHC- IVSS- CLASS- Tender-Part II (Implementat ion Stage III)	Civil Court, Barwaha, Dist. Khargone	This court is mentioned under MPHC-IVSS- CLASS-Tender-Part II (Implementation Stage III) & component quantities are defined but this court is not mentioned under Annexure A - List of Courts (Pg. No 123-129). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
10 20	156: 157; Clause: MPHC- IVSS- CLASS- Tender-Part II (Implementat ion Stage III)	Civil Court, Bhikangaon New Building,Dist. Khargone	This court is mentioned under MPHC-IVSS- CLASS-Tender-Part II (Implementation Stage III) & component quantities are defined but this court is not mentioned under Annexure A - List of Courts (Pg. No 123-129). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
10 21	157: 158; Clause: MPHC- IVSS- CLASS- Tender-Part II (Implementat ion Stage III)	Civil Court, Rampura, Dist. Neemuch	This court is mentioned under MPHC-IVSS- CLASS-Tender-Part II (Implementation Stage III) & component quantities are defined but this court is not mentioned under Annexure A - List of Courts (Pg. No 123-129). Kindly Clarify	Please refer to Sr. No. 1007 in this regard
10 22	158: 177; Clause: BOQ	Quantities of passive component	Requesting to mention quantities for OFC,CAT6, Power Cable, Cable Tray, HDPI pipe, Hard soli and soft soil digging so that all the bidders should be at common benchmarking. Even with site survey of	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			the 208 locations, arriving at the quantities is not possible without knowing the exact location of each edge device	
10 23	2.2. BID DOCUMENT	PART I Section I Notice Inviting Tender Section II Instructions to Bidders Section III General Conditions of Contract Section IV Special Conditions of Contract Section V Scope of work Section VI-A Technical Specifications PART II Section VI-B Bill of Material PART III Section VII PART II - Formats for Submission of Proposals Section VIII - Certificates	Please confirm the Order of Precedence between Part I,II,III and various sections under given Parts.	No such order of precedence is prescribed, please note.
10 24	2.8. BID VALIDITY 7.7. PART – I - BID FORM (1 sheet)	The bids shall remain valid for a period of 180 days from the last date of submission. IV. We agree to abide by this Bid for a period of 150 days from the date fixed for Bid opening	Please confirm which clause shall supersede	Bid validity shall be 180 days.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		and it shall remain binding upon us and may be accepted at any time before the expiration of that period.		
10 25	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA	3. The Net Worth of the bidder should be positive during the last financial year ending 31st March 2020.	Siemens' Financial Year ends on 30th September. Kindly clarify if we need to submit Net Worth as of 30th Sept'20 or 31st mar'20(half yearly).	Tender terms shall prevail.
10 26	3.2. PERFORMANCE GUARANTEE 7.7. PART – I - BID FORM (1 sheet)	The Successful Bidder will be required to furnish performance guaranteeof amount equivalent to 5% of the Capital Value valid for a period of 36 months within 15 days from the date of contract. III. If our Bid is accepted, we will obtain the unconditional performance guarantee of a Nationalized/Scheduled Bank for a sum 10% of the purchase / contract value.	Please confirm which clause shall supersede	5% PBG shall be applicable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
10 27	3.5. PAYMENT TERMS	a. For the supply, installation, commissioning, testing, training and warranty of items & system as per tender and post-warranty comprehensive Annual Maintenance Contract for 48 months (Note: Payments will be made in Indian Rupees only) b. 60% of total price against delivery of equipment at the site, on pro-rata basis. c. 20 % of total price against successful Installation of the system. d. 20% against successful commissioning & UAT.	We request to accept the following payment terms : a. 10% advance b. 70% of total price against delivery of equipment at the site, on pro-rata basis. c. 10 % of total price against successful Installation of the system. d. 10% against successful commissioning & UAT.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
10 28	3.6 Prices	The rates and prices quoted by the bidder shall be fixed for the duration of the contract and shall not be subjected to adjustment.	We request to amend this clause as below "Price will be adjusted +/- according to variation in the statutory taxes and duties during the course of the contract. Any variation in taxes & duties due to statutory change will be to the purchaser's account"	The clause "If, after the date of bid submission, there is any change in rate of GST under the existing applicable laws of India, which increase or decreases the cost incurred by the Bidder in performing the Services, then the remuneration and reimbursable expense otherwise payable to the Bidder under this Agreement shall be increased or decreased accordingly and corresponding adjustments shall be made. Also, in case of any new or fresh tax or levy being imposed after bid submission, the bidder shall be entitled to reimbursement on submission of proof of payment of such tax or levy." shall be considered as newly inserted.
10 29	3.7. PURCHASE R'S RIGHTS	a. The Purchaser reserves the right to make changes within the scope of the work at any point of time.	Requesting to amend the clause as "the Purchaser reserves the right to make changes within the scope of the work at any point of time. However, in case of any such change, the impact on agreed price and schedule shall be as mutually agreed and payable by the Purchaser	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
10 30	3.8. TIME SCHEDULE TO COMPLETE THE CONTRACT	Any delay by the Successful Bidder in the delivery of Products/ equipment and/or the services will make the Successful Bidder liable to any or all of the following: 1. Forfeiture of Performance Bank Guarantee, 2. Imposition of Liquidated Damage charges, 3. Termination of the contract for default, 4. MPHC getting the delayed work performed from any other vendor at the risk & cost of the successful Bidder/ Vendor.	We request that in case of delay for reasons attributable to the Contractor, Liquidated Damage shall be the sole financial remedy for which Bidder shall be liable.	Tender terms shall prevail.
10 31	3.10. FORCE MAJEURE	b.The Bidder shall be excused from performance of its obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.	We request to amend this clause as "The Bidder shall be excused from performance of its obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance, however, the Purchaser shall provide extension of time for the period during which Force majeure event was in force"	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
10 32	3.11. TERMINATI ON	Termination on account of Force Majeure: The Registrar General, High Court of Madhya Pradesh shall have the right to terminate the Contract on account of Force Majeure.	We request to add the following to the existing clause "that either party shall have right of terminate the Contract on account of Force Majeure. In case the Force Majeure event lasts for more than 90 days in aggregate or for continuous period of 30 days, either party shall have right to terminate the contract"	Tender terms shall prevail.
10 33	3.11. TERMINATI ON	d. Termination for breach of contract: A breach by the Successful Bidder of its obligations hereunder and such breach not being rectified by the Successful Bidder within 30 days of receipt of the Purchaser's notice intimating such breach. Upon termination, the Successful Bidder shall surrender all the data and materials belonging to the Purchaser.	We request that that the Purchaser shall have right to terminate for material breach by the successful Bidder.	Tender terms shall prevail.
10 34	3.11. TERMINATI ON	f. The Registrar General, High Court of Madhya Pradesh may at any time terminate the Contract by	We request that" If Purchaser decides to cancel the contract without Contractors default, then Purchaser shall compensate Contractor for work done, WIP and compensation for demobilization and	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		giving notice without assigning any reason.	compensation to sub-contractor"	
10 35	3.14. Limitation of Liability	The successful bidderthe aggregate liability of the successful bidder shall be limited to an amount not more than the total fees actually payable by the principal for this engagement, but how ever there shall be no such limitation in case of misconduct or negligence of the Successful Bidder.	We request " that no such limitation shall be applicable for willful misconduct or gross negligence of the successful Bidder"	Tender terms shall prevail.
10 36	4.4. SITE ACCEPTANCE TESTS (SAT)	i. The completed installation at all stages shall be subjected to checks and tests as decided by Purchaser. The contractor shall be liable to remedy all of such defects as discovered during these checks and test and make good all deficiencies brought out. The complete	We understand that "entirety" shall mean Phase wise successful commissioning work.	Yes, it is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		installation shall be taken over finally on successful commissioning in entirety.		
10 37	4.6. Implementation Phases	3. The selected vendor shall be awarded the work in above-mentioned stages & upon completion of the respective stage; the PO for the next subsequent stage shall be issued.	Need clarification " that Order Value of the Contract, as mentioned in various clauses of the tender , means value of each stage wise PO separately and not the total value of all 4 PO's put together.We also understand that all terms and conditions mentioned in the Tender document shall apply to each PO separately and are not inter-linked.	Yes. It is correct.
10 38	Acceptance criteria	Tender is silent on delay in acceptance	We propose that in the event of delay in furnishing the "Pre-dispatch Acceptance Test Clearance / Site Acceptance Test (SAT) Certificate or sign-off /Factory Acceptance Test Certificate /System Acceptance Criteria ", as the case may be, by the Purchaser / Customer for reasons not attributable to the Contractor and the delay is beyond the period of 30 days of giving due notice to the Purchaser / Customer or if the Works/System is put to commercial use, then the Work/system shall be deemed to be accepted by the Customer/Purchaser. Thereafter, the Contractor	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			shall receive the Provisional Taking Over Certificate (that is, to start of Warranty)/ Final taking Over Certificate (that is, end of Warranty) , as the case may be, immediately along with the payment due against completion against furnishing of Performance Bank Guarantee valid till Defect Liability Period"	
10 39	5.3.1 SITC	19. Any statutory/regulatory approvals that may be required during the course of the Project/Warranty/AMC shall be arranged by the bidder (approval shall be in the name of MPHC, all required liasoning & approvals shall be obtained by the bidder).	Please clarify which all permits and approvals are in Contractors scope	All statutory/ regulatory approvals shall be coordinated by the bidder.
10 40	5.3.4 O&M Management	The FM resources should be on the bidders' payroll. Necessary documentary evidence will have to be submitted by the vendor to MPHC before providing the services.	We request for removal of this clause. As per tender bidder shall be responsible for proper and quality response from FM resource. As it is practically not possible for a multi national company to hire 53 resources on roll for a single project	Tender terms shall prevail.

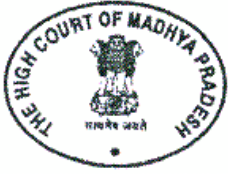


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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1041	6.16. VMS/IVA Software	Option of remote viewing and control over any android handheld to keep updated while in the field	Requesting to add the features in VMS that android mobile should be able to push the video to VMS system and therefore can act as a video management camera. This would be very beneficial for operations to pause and record the videos in areas where cameras are not available	Tender terms shall prevail.
1042	6.16. VMS/IVA Software	Software shall offer a Maps application for importing maps, creating maps, linking maps, editing maps which enables a user to integrate interactive maps in the system	Please clarify if offline maps needs to be integrated?	Yes. The system shall have the capability to integrate Online/Offline maps. Offline maps are required to be integrated.
1043	6.16. VMS/IVA Software	Software should be jointly and simultaneously able to manage video analytics and video management as one product	We request you to allow edge analytics or different video analytics software than VMS.IVA software OEM would certify that VMS would be integrated. In this manner we would be able to achieve more features & accuracy	Please refer to Sr. No. 983 in this regard
1044	6.16. VMS/IVA Software	Software shall provide a Forensics software application that detects past and real-time security events using stored forensics data collected from surveillance video feeds	Kindly elaborate the scope. Will third party application/software be permitted to meet the functional requirement	Any third-party software can be used to achieve the functionality but should be managed / integrated by/with the VMS.



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1045	5.3.12.1 Scope of the Training	Operational training on Perimeter Intrusion Detection System	Same system has not been asked in tender BoQ. Operation training for PIDS also has been asked. Pls. clarify this point.	IVA-based PIDS is a part of the envisaged system & the same shall be implemented based on the site-specific feasibility.
1046	5.1.2 Solution Overview	The metal detection data shall be tagged to the video of the person entering the frame for the purpose of audit trail.	Kindly elaborate the scope	The DFMD shall provide a video of the persons entering along with the metal detection data. The same shall be available / recorded & managed by the VMS in an integrated manner. Bidders are advised to consider the connectivity with the DFMD & software licenses, if any, to achieve this functionality. The VMS quantity mentioned in the BOQ does not include the DFMD camera licenses nor any network ports & it shall be the responsibility of the bidder to include the same in the proposal cost.
1047	Generic VMS/IVA.		We have not found any analytics servers in the BOQ. Kindly incorporate same also	Bidders are advised to consider the required hardware & provide the quantity in lot in the servers line item.
1048	6.36. C4i Software	The C4i Software, VMS & IVA should work in an integrated manner as a single product & should preferably be from the same OEM.	We request to please allow different oem for different systems	Please refer to Sr. No. 121 in this regard
1049	6.36. C4i Software	Shall support Hindi Language	We request you to please clarify, Is the Hindi language required only for SOPs or C4i should support Hindi?	The system shall offer SOPs in English & Hindi (configurable/selectable user-wise)



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1050	6.36. C4i Software	Support for HINDI language in C4i SOFTWARE:	We request removal of this clause	Tender terms shall prevail.
1051	6.36. C4i Software	3D Interactive GIS	Our request is to amend this clause as "The C4I shall provide both 2D OR 3D display that provides situational awareness of all sensors, personnel and alarms.	Tender terms shall prevail.
1052	6.36. C4i Software	Support for Twitter, Google Talk	We request removal of this clause as Centralised command should not be having internet and can not be connected with social media. Please clarify the use cases .	Tender terms shall prevail.
1053	6.36. C4i Software	Alarm Policies & Business Logic Administration	Bidder understand that operator is able to defined the alarm policy in the system. GUI based logic should be removed as this clause is some OEM specific.	Tender terms shall prevail.
1054	6.36. C4i Software	Configurable GUI based business logic designer	Bidder understand that operator could able to defined the alarm policy in the system. GUI based logic should be removed as this clause is some OEM specific	Tender terms shall prevail.
1055	6.36. C4i Software	PLAYBACK in C4i	Kindly elaborate the scope. If simple playback is acceptable ?	The C4I shall enable the operator to run video playback instantaneously while viewing real time video of the same channel on a split screen.
1056	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA	The average annual turnover of the firm should be at least Rs. 126 Crore during	We request to please increase the turnover capabilities to at least 500cr which will ensure bidders with long standing Technical and Financial capability are able to	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		the last three consecutive financial years. (i.e. 2019-20, 2018-19 2017-2018).	serve you. We would also like to bring to your attention that most of the critical tenders have spelled out such requirements	
10 57	2.13. (a) LOCAL CONDITION S	Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.	We request you to explain any un-usual condition if prevailing at any particular site which could have major impact on project execution. Site visit for all 208 location is not possible specially in current COVID-19 situation	Tender terms shall prevail.
10 58	2.14. (g) Unfair Practices	Any equipment which is manufactured in a country which currently has a land border dispute with India, or where conditions are such that supply chains & support during the project or product lifecycle are likely to be affected (to be solely determined by MPHC), shall not be acceptable, please note.	We request to list the countries from where the sourced & manufactured goods are not acceptable by MPHC at bid stage itself.	It is mentioned in the referred clause.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1059	2.14. (g) Unfair Practices	Any equipment which is manufactured in a country which currently has a land border dispute with India, or where conditions are such that supply chains & support during the project or product lifecycle are likely to be affected (to be solely determined by MPHC), shall not be acceptable, please note.	We request for the clarification on word "currently", is it referred to execution or bidding stage?	It denotes the bidding stage.
1060	2.14. (g) Unfair Practices	Any equipment which is manufactured in a country which currently has a land border dispute with India, or where conditions are such that supply chains & support during the project or product lifecycle are likely to be affected (to be solely determined by MPHC), shall not be acceptable,	In case where manufacturing is happening in a country with which India has land border dispute, but sourcing is happening from a different country (through goods routing). Is it acceptable or not?	Tender terms shall prevail. Please refer clarification on sr. no. 915.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		please note.		
10 61	2.15. Termination based on funding	The contract resulting from this tender will be subject to availability of funds with the High Court. In the event of paucity of such funds, the High Court of Madhya Pradesh reserves the right to terminate or suspend the contract for an agreed period of time without any penal charges.	In such case kindly explain how bidder shall be re-imbursed for the amount of work or the deliveries that has already been done for this project	Please refer to Sr. No. 746 in this regard
10 62	2.16. LSTK Nature of Work	2.16. LSTK Nature of Work	There are multiple line items where quantities are clearly mentioned. Kindly specify the line items where any increase or decrease in qty shall not be taken care by MPHC & has to be in Bidder scope	Please refer to Sr. No. 966 in this regard
10 63	2.16. LSTK Nature of Work	The quantities mentioned for system network, storage & servers are indicative & bidders are advised to consider them	With respect to system network, kindly advise if switches are also on design basis? If there is any decrease in quantities, MPHC will still pay for all the quantities mentioned in BoQ considering LSTK nature of work?	Quantity of Switches are to be considered as lot/lumpsum.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		as lumpsum & quote for the actual quantities required for their respective proposed solution.		
10 64	2.18. ELIGIBILITY / PRE- QUALIFICA TION CRITERIA	The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	We request to consider the value of 20 Cr in single project or 50.4 Cr from multiple projects for more bidders to participate	Tender terms shall prevail.
10 65	Note No 5	The contract will be entered into with the Indian arm only and in such case, a proper back to back continuing (parent company) guarantee shall be provided by the foreign company clearly stating that in case of any failure of any supply or performance of the	Kindly provide the format for such Parent Company guarantee or can we provide our own format?	Bidders can provide the required guarantee in its own format.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		equipment, machinery, material or plant or completion of the work in all respects and as per the warranties/ guarantees as may be required by Owner.		
10 66	Note No 6	Consortium of upto two companies can bid for the project. However, both the consortium members should meet the pre-qualification criteria.	In case consortium is allowed, Is each PQ criterion to be met by individual members or both members together.	Tender terms shall prevail.
10 67	2.19.2 Proven Track Record	The Security Management System OEM should have installed the solution in at least one multi-site (at least 200 state or nation-wide locations) integrated project in India/globally.	If the cameras are installed within a city at more than 200 locations & integrated to C4i. Will it suffice the asked PQ?	The clause is self-explanatory.
10 68	2.19.2 Proven Track Record	C4i& VMS OEM	We understand that for OEMd product also, if PQ is being met by the OEM. That should suffice the	The query is ambiguous & hence cannot be answered.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			PQ. Kindly confirm.	
10 69	2.19.2 Proven Track Record	The Security Management System (C4i/ PSIM software)OEM should have installed the solution in at least 3 Government/Private Projects in India in the last three years ending last day of month previous to the one in which tender is invited. A declaration to this effect shall be produced clearly stating the make and model number/s of the solution and the duration of the installation.	If this criterion is being met by the VMS OEM, does it suffice the requirement?	The clause is self-explanatory.
10 70	2.19.2 Proven Track Record	The Security Management System (C4i/ PSIM software)OEM should have installed the solution in at least 3 Government/Private Projects in India in the last three years ending last day of month previous to the	If this criterion is being met by the VMS OEM (if C4i & VMS OEM is same), does it suffice the requirement?	The clause is self-explanatory.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		one in which tender is invited. A declaration to this effect shall be produced clearly stating the make and model number/s of the solution and the duration of the installation.		
10 71	2.19.2 Proven Track Record	The Security Management System (C4i/ PSIM software)OEM should have installed the solution in at least 3 Government/Private Projects in India in the last three years ending last day of month previous to the one in which tender is invited. A declaration to this effect shall be produced clearly stating the make and model number/s of the solution and the duration of the installation.	We understand that if the model no is not same which were installed earlier but Make is same then it will suffice the requirement. Kindly confirm	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1072	2.19.2 Proven Track Record	The Security Management System OEM should have installed the solution in at least one multi-site (at least 200 state or nation-wide locations) integrated project in India/globally.	Kindly clarify that here the Security Management System OEM is referred to VMS OEM or C4i OEM or anyone?	It is the requirement for C4i OEM
1073	2.19.2 Proven Track Record	The OEM shall have an office & technical service support in India, with at least one software engineer on its payroll in India.	Kindly clarify that here the OEM is referred to VMS OEM or C4i OEM or anyone of them?	It is the requirement for C4i OEM
1074	2.19.2 Proven Track Record	The OEM shall have a direct emergency response team to attend any emergency conditions (like software malfunction or for changes in device functionalities or for firmware/software upgrades, installation with integration of new camera makes & troubleshooting any critical issues)	Kindly clarify that here the OEM is referred to VMS OEM or C4i OEM or anyone of them?	It is the requirement for C4i OEM
1075	2.23.(d) DECIDING	The timeline for delivery of	We request to initiate the timelines from contract	Please refer to Sr. No. 748 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	AWARD OF CONTRACT	products and services will start from the date of issue of Letter of Award.	signing.	
1076	3.6. Prices	The rates and prices quoted by the bidder shall be fixed for the duration of the contract and shall not be subjected to adjustment.	We request to consider fixed rates till completion of execution & handover of CAPEX portion. There after unit rates can be mutually discussed.	Tender terms shall prevail.
1077	4.4.SITE ACCEPTANCE TESTS (SAT)	The Purchaser reserves the right to ask for modifications/additions to the Site Acceptance Test Procedure at any point of time till the Site Acceptance signoff of each location.	We request to mention clear SAT procedure during bidding stage itself	Please refer to Section 4.4 of the tender document in this regard. The detailed procedure shall be developed after vendor selection, please note.
1078	4.4.SITE ACCEPTANCE TESTS (SAT)	The cost of all test and / or analysis shall be fully borne by the contractor.	We understand if any 3rd party is being appointed MPHC for testing, cost for the same is borne by MPHC	The clause is self-explanatory.
1079	4.6. Implementation Phases	The selected vendor shall be awarded the work in above-mentioned stages & upon completion of the respective stage; the PO for the next subsequent	We understand that payment terms & LD clause is applicable on individual stages & not linked between any stage. Kandy confirm	Yes. It is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		stage shall be issued.		
1080	4.7. Project Completion Period	Forty Eight (48) months from the Date of Completion of Warranty Period for Providing Comprehensive Annual Maintenance Services (separate order may be placed by MPHC).	Kindly clarify if CAMC is optional & may also not be placed by MPHC?	Tender terms shall prevail.
1081	5.1.2.1	Indoor Panoramic Camera (with audio recording) - 20 MP - Court Room	Kindly let us know the maximum height at which these indoor panoramic cameras are envisaged within court room.	3-4 m
1082	5.1.2.4	The scope of work for the vendor shall include the infrastructure work comprising civil, furniture, interior, electrical, lighting, fire safety, air-conditioning & associated cabling/networking works. The vendor shall be responsible for	We understand the civil structure to be provided by MPHC. Kindly confirm	Yes. It is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		creating a data center, UPS room, battery room, monitoring room, a situation room & other functional areas as per the design finalized by MPHC. The work shall include designing, planning, supply, installation, commissioning & testing of all required equipment & components		
1083	5.1.2.5	Control Room Image	We understand all dimensions are in mm.	Yes. The dimensions are in mm. The diagram is provided as an indicative design. Bidders are advised to propose the dimensions based on its selection of components, please note.
1084	5.1.2.4	The scope of work for the vendor shall include the infrastructure work comprising civil, furniture, interior, electrical, lighting, fire safety, air-conditioning & associated cabling/networking works. The vendor shall be	Kindly define the type of lighting arrangements that are required in C&C or is it upto the bidder to decide.	The same shall be proposed by the bidder.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		responsible for creating a data center, UPS room, battery room, monitoring room, a situation room & other functional areas as per the design finalized by MPHC. The work shall include designing, planning, supply, installation, commissioning & testing of all required equipment & components		
1085	5.1.2.4	The scope of work for the vendor shall include the infrastructure work comprising civil, furniture, interior, electrical, lighting, fire safety, air-conditioning & associated cabling/networking works. The vendor shall be responsible for creating a data center, UPS room, battery room, monitoring room, a	We understand all the electrical points that would be needed is for the equipments present in current scope of work. Kindly confirm	The query is ambiguous & hence cannot be answered.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		situation room & other functional areas as per the design finalized by MPHC. The work shall include designing, planning, supply, installation, commissioning & testing of all required equipment & components		
1086	5.1.2.4	The scope of work for the vendor shall include the infrastructure work comprising civil, furniture, interior, electrical, lighting, fire safety, air-conditioning & associated cabling/networking works. The vendor shall be responsible for creating a data center, UPS room, battery room, monitoring room, a situation room & other functional areas as per the design finalized by MPHC. The	We understand that power shall be provided by MPHC upto C&C room. Kindly confirm	Power provisioning from the available power source shall be bidders' responsibility, please note.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		work shall include designing, planning, supply , installation, commissioning & testing of all required equipment & components		
10 87	5.1.2.4	The scope of work for the vendor shall include the infrastructure work comprising civil, furniture, interior, electrical, lighting, fire safety, air-conditioning & associated cabling/networking works. The vendor shall be responsible for creating a data center, UPS room, battery room, monitoring room, a situation room & other functional areas as per the design finalized by MPHC. The work shall include designing,	We understand that doors & windows shall not be in Bidder's scope kindly confirm	All the necessary modifications shall be in bidders' scope.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		planning, supply, installation, commissioning & testing of all required equipment & components		
1088	5.1.2.4	The scope of work for the vendor shall include the infrastructure work comprising civil, furniture, interior, electrical, lighting, fire safety, air-conditioning & associated cabling/networking works. The vendor shall be responsible for creating a data center, UPS room, battery room, monitoring room, a situation room & other functional areas as per the design finalized by MPHC. The work shall include designing, planning, supply, installation, commissioning & testing of all required equipment &	Kindly clarify the height of C&C room	3-4 m



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		components		
1089	5.1.2.6	Recording of all the cameras at optimized/reduced parameters (12FPS; HD resolution) shall also be done at CCC Jabalpur.	We understand HD resolution here refers to 720 p , kindly confirm	Yes, HD resolution is 720P (1280x720)
1090	5.1.2.8	25%port redundancy, as a minimum, shall be available at each switch location.	We understand this redundancy is for Ethernet ports only, kindly confirm	Only copper ports should be considered for redundancy at field level.
1091	5.1.2.9	25%port redundancy, as a minimum, shall be available at each switch location.	We understand that 25% would of total Ethernet ports under usage. Kindly confirm	Please refer to Sr. No. 1090 in this regard
1092	5.1.2.9	25%port redundancy, as a minimum, shall be available at each switch location.	Since no of ports in each switch have already been defined in BoQ. Kindly confirm if this 25% redundancy requirement has already been taken care of in such	Please refer to Sr. No. 1090 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			configurations?	
10 93	5.1.2.8	The complete ownership of the network proposed will be of MPHC. However complete maintenance will be in the scope of the bidder including rectification of minor or major faults/breakages in the network equipment.	Kindly clarify which "network" is being referred here?	The clause is self-explanatory.
10 94	5.1.2.14	Cameras may zoom in on the Bench when any judge is dictating an order or judgment or making any observation or enquiry to the advocate	We understand this would be manual operation.	The zooming shall be automatic & limited to Hon'ble Judge / Presiding Officer's desk only. The system shall be intelligent enough to recognise the event & respond accordingly. The image/video shall be stitched to provide a panoramic view of the complete courtroom when it is not zoomed onto the Hon'ble Judge / Presiding Officer's desk.
10 95	5.2	The same shall be verified (at any stage of the evaluation process) with the certificate of Country of Origin required to be submitted at the time of supply as well as with the	Is it mandatory to obtain BIS certificate for servers, switches, cameras, monitors, storage, networking hardware?	Bidders are advised to submit the BIS certificates for confirmation of its country of origin.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		certificates submitted by the OEM for obtaining Indian (BIS) Standards.		
1096	5.2	Power for all the field equipment will be through POE & should be conditioned using locally connected UPS & other required accessories.	We understand 230V AC power input shall be provided up to field UPS by MPHC, kindly confirm	The power cabling from the available source shall be the responsibility of the vendor, please note.
1097	5.2	The Command & Control System shall offer SOPs English & Hindi (configurable/s electable per user) & the same is required to be demonstrated during the POC by the bidders.	We request to keep SoPs only in English	Tender terms shall prevail.
1098	5.2	MPHC reserves the right to modify the quantities, to add or delete component quantities or to transfer components from the BoQ of one site to another.	Kindly provide the capping on such addition & deletion to max of 10%	Please refer to Sr. No. 746 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1099	5.2 (37)	VMS software licenses are the sum total of camera quantity. However, IVA requirement is for select cameras. Bidders should assume the quantity to be 20% of the outdoor fixed & indoor dome cameras. The IVA requirement is for general/basic analytics, such as Area/region wise loitering detection, multiple trip-wire, abandoned object, motion detection, camera tampering, cord-cut, no mask detection, social distancing compliance etc.	Since mask detection & social distancing check requires more computational power, we request to provide site wise qty for such cameras so that actual no of servers can be calculated	Bidders are advised to consider 25% of the total analytics cameras or 2 No., whichever is higher, for No mask detection/ social distancing analytics rules.
1100	5.2 (37)	VMS software licenses are the sum total of camera quantity. However, IVA requirement is for select cameras. Bidders should assume the	Is edge based Analytics acceptable?	Please refer to Sr. No. 129 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		quantity to be 20% of the outdoor fixed & indoor dome cameras. The IVA requirement is for general/basic analytics, such as Area/region wise loitering detection, multiple trip-wire, abandoned object, motion detection, camera tampering, cord-cut, no mask detection, social distancing compliance etc.		
11 01	5.2 (42)	The storage of items/equipment at site shall be vendor's responsibility for the items/equipment supplied by the Vendor. Handling of material at site is vendor's responsibility.	We request MPHC to provide lockable storage facility at site	Tender terms shall prevail.
11 02		All resources, including tools, machinery, JCB, Pneumatic/other Jackhammer, boom lifts,	Kindly clarify if portable DG sets are envisaged at any site?	No portable DG sets are asked for in the BoQ.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		portable DG Sets, Compressors, welding machines,		
11 03		Following spares shall be maintained by the Bidder per Region during the AMC period as mentioned:	Kindly define the "region" here. Is it referred to Indore, Bhopal, Jabalpur & Gwalior ?	Indore, Bhopal, Jabalpur & Gwalior shall be considered as the regions in this regard.
11 04		Camera (all types) - 25 Nos. each	We understand all type of cameras dome, panoramic etc. shall be 25 nos each. Kindly confirm	Tender terms shall prevail.
11 05	5.3.5	It is proposed to avail 1 or 2 No. of operational resource/s' support (Control Room Operators – Total 53 No. - Minimum Experience 2+ years; Possessing CR Operator Certificate from a reputed institution) for the successful operations of the system for a period of 5 years at all the district courts.	There are 48 district courts mentioned whereas FM resources being asked are 53 Nos.	Please refer to the BoQ in this regard.
11 06	5.3.4	1 No. experienced technical resource & adequate spares shall be considered for each of Indore,	Is it over & above BoQ line item as mentioned?	Yes. It is over & above the BoQ line items.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Bhopal, Jabalpur & Gwalior District Courts as a part of the FM support for providing maintenance support to all the courts under west/south, central, east & north regions respectively.		
11 07	5.3.7	During warranty period / defect liability period, the bidder shall depute at least one person who shall be placed in the control room and who shall be responsible for the daily maintenance of the system. Any replacement (including packing, shipping, any required payments, etc.) shall be the bidder's responsibility without any financial commitments from MPHC. All replacements shall be completed in max 2 working	Is it over & above BoQ line item as mentioned? Request to capture these resource Qty in BoQ also	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		days.		
11 08	5.3.7	Routine maintenance service: This is an on-site maintenance, which should be carried out four times in a year. Purpose of visit is to check system health and problem solving.	This clause is contradicting with clause 5.3.6 (2) - <i>For first 03 years preventive maintenance is to carried out on yearly basis and thereafter the preventive maintenance is to be carried out 06 monthly basis and when required by the High Court.</i> Kindly clarify	Please consider clause 5.3.6 in this regard.
11 09	5.3.8	The bidder shall supply and maintain the " STOCK" of all items as detailed at Section 5.3. These items are the property of bidder but shall be accessible for use to MPHC during any emergency and as per direction of Engineer – in – charge for which a proper record shall be maintained by MPHC. Bidder	We understand STOCK is referred to spares as mentioned in section 5.3.2. Kindly confirm	Yes. It is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		shall replenish any part that gets consumed from "ON SITE STOCK" within 48 hours.		
11 10	5.3.4	O&M Management	For O&M, we understand that working time for FM resources is only 1 shift from 9 AM to 5 PM (Sunday Excluded). Kindly confirm	9am to 7pm on all working days
11 11		General	Kindly clarify the working timing during execution period of 24 months. Is there any restriction on working timing?	Normal working hours on all days of the week can be considered as allowable working time.
11 12	6.15.	10K HDD (1.8TB x 3 numbers with RAID) or (Storage + System requirements + 50% spare space x 3 numbers with RAID) whichever is higher & shall be scalable.	We request you to allow more than 3 disk to meet the requirement of minimum storage required & IOPs.	Bidders may propose the component based on its proposed design.
11 13	6.16	6.16. VMS/ IVA Software	We understand that VMS & IVA can be different software also integrated	The query is ambiguous & cannot be answered,
11 14	3.3. DELIVERY OF MATERIALS AND RELATED DOCUMENTATION	The Successful Bidder shall ensure that all Products/equipment are supplied within the Implementation	What will be material delivery acceptance methodology for Material delivered at districts & sub subsequently to installation location	The same shall be finalized with the selected vendor.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		n schedule mentioned in the tender document.		
11 15		BID DOCUMENT – PART II	In case of any difference of quantities in totality, we understand BoQ quantity will supersede. Kindly confirm	BoQ quantity shall supersede.
11 16	7.1. Commercial Bid Format		For line items A.1 to A.8 , We understand any variation in quantities shall be re-imbursed at actuals. Pls confirm	Please refer to Sr. No. 1062 in this regard
11 17	7.1. Commercial Bid Format		For line items B.1 to B.7 , We understand any variation in quantities shall be re-imbursed at actuals. Pls confirm	Please refer to Sr. No. 1062 in this regard
11 18	7.1. Commercial Bid Format		For line items C.1 to C.13 , We understand any variation in quantities shall be re-imbursed at actuals. Pls confirm	Please refer to Sr. No. 1062 in this regard
11 19	7.1. Commercial Bid Format	Note:- The number of items / articles may increase or decrease depending upon the project / site requirement.	Kindly provide the capping at 10%	Please refer to Sr. No. 746 in this regard
11 20	7.1. Commercial Bid Format		For line item G.2 kindly provide the breakup of manpower among sites. We understand any variation in quantities shall be re-imbursed at actuals. Pls confirm	Please refer to Sr. No. 1062 in this regard
11 21	7.1. Commercial Bid Format		For line items D.1 to D.11 , We understand any variation in quantities shall be re-imbursed at actuals. Pls confirm	Please refer to Sr. No. 1062 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
11 22	7.1. Commercial Bid Format		For line items D.1 ACS quantity being asked is 201 Nos only against the requirement of 208 nos. Kindly confirm	Please refer to Sr. No. 1062 in this regard
11 23	7.1. Commercial Bid Format		For line items E.1, E.3-E.5, E.13, E.15-E.30, E.33-E.35 We understand any variation in quantities shall be re-imbursed at actuals. Pls confirm	Please refer to Sr. No. 1062 in this regard
11 24	7.1. Commercial Bid Format		For line items C.6, IVA is being asked as 9154 Nos but as per clause 5.2 (37) , 20% of the outdoor fixed & indoor dome cameras to be provided with IVA.	Please refer to Sr. No. 676 in this regard
11 25	6.23. FRS Terminals	Device should be able to support the “Walk through Face Recognition” where device can read the user’s face from a distance of up to 2 meters min.	We request face distance upto 1 meter min . This will ensure that only Authorized person should get the Access. At 2 meter distance multiple Users may come in the focus of camera.	Tender terms shall prevail.
11 26	6.23. FRS Terminals	IP65	We request for removal of IP rating as it is meant for indoor purpose	Tender terms shall prevail.
11 27	6.23. FRS Terminals	Device should be able to store 20,000 Face & shall not be dependent on any server for storage of Face & hence storage capacity shall not be divided between terminal &	As per the tender requirement, the devices will be used for fewer users so the specs should be relaxed to 10,000 faces. It will allow more OEMs to participate. Kindly consider	Please refer to Sr. No. 575 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		server.		
11 28	6.23. FRS Terminals	Device should be able to store up to 1,00,00,000 transaction logs along with min. 20,000 picture logs.	As device will be used for less no. of users and device pushes the logs in `real time to the server, hence it is not required to store 1,00,00,000 logs in the device. This specification will limit very specific brands to qualify. The specs should be relaxed to 1,00,000 transaction logs and 5000 pictures.	Please refer to Sr. No. 575 in this regard
11 29	6.23. FRS Terminals	Device should have in built controller provision for door control and also provide the Wiegand & RS 485 OSDP output and should be compatible with any 3rd party controller to transfer card holder information for Authentication.	We request for making OSDP as optional for wider participation of OEMs. Also we request for allowing external controllers also to be used. Since on the software side pre-integration with VMS is asked	Tender terms shall prevail.
11 30	6.23. FRS Terminals	Device should have min 2MP HD camera to capture the picture of authorized or unauthorized users & shall be transferring the same to server on real	Kindly clarify, if the devices will be used for indoor or outdoor condition. If it's a indoor usage only then please remove outdoor lighting conditions in the specs.	It is mentioned to specify lighting condition.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		time basis w/o any delay unless network is down. It should support 0 lux to 25000 lux for extreme dark environments to outdoor lighting conditions.		
11 31	6.23. FRS Terminals	Display should have min 5" Color LCD with enhanced touch sensitivity and shall be capturing & displaying USER's picture on main window / screen after authentication for valid / invalid logs both along with other credentials like Name, User ID, Time etc. Systems with changeable custom background to put MPHC logo shall be preferable	Request you to relax the screen size to 4" for wider participation.	4" or better screen is acceptable.
11 32	6.23. FRS Terminals	0-50 Deg C; upto 95% RH non-condensing	We request department to reduce RH from 95% to 80% as per the requirement for wider participation of OEMs	Tender terms shall prevail.
11 33	6. Technical Specification	Lens 3 to 9 mm or better	Request you to change the same to : 3 ~ 9 (+/-	Please refer to Sr. No. 1 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	s		1mm) motorized varifocal or better	
11 34	6. Technical Specifications	Field of view 38°~ 95°(horizontal) 22° ~53°(vertical) 43°~ 108°(diagonal)	Request you to change to: " The tender specifies nonuniform sensor sizes for different types of cameras. The same is being standardized as "Sensor size of 1/3" or better" without affecting the specified light sensitivity. The lens shall be 3 - 9 (+/-1mm) mm or better. & The exact values shall be governed by the focal lengths of the lens proposed & shall be acceptable accordingly.	Please refer to Sr. No. 131 in this regard
11 35	6. Technical Specifications	Resolutions and frame rates (H 264)	Request you to change to " At 5 MP, the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras shall have minimum 3 streams (2 streams per sensor in case of multi-sensor cameras)".Kindly consider H.265 so as to enable more days of recording and reduce bandwidth consumption	Please refer to Sr. No. 529 in this regard
11 36	6. Technical Specifications	Resolutions and frame rates (H 264)	Request you to change to " At 5 MP, the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras shall have minimum 3 streams (2 streams per sensor in case of multi-sensor cameras)".Kindly consider	Please refer to Sr. No. 529 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			H.265 so as to enable more days of recording and reduce bandwidth consumption	
11 37	6. Technical Specifications	Resolutions and frame rates (H 264)	Request you to change to " At 5 MP, the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras shall have minimum 3 streams (2 streams per sensor in case of multi-sensor cameras)", Kindly consider H.265 so as to enable more days of recording and reduce bandwidth consumption	Please refer to Sr. No. 529 in this regard
11 38	6. Technical Specifications	3-9 mm or better, DC-Iris/Auto Iris or better	Request you to change the same to : 3 ~ 9 (+/- 1mm) motorized varifocal DC/ Auto Iris or better	Please refer to Sr. No. 1 in this regard
11 39	6. Technical Specifications	Field of view 36° to 88° (horizontal) 27° to 67° (vertical) and 44° to 110° (diagonal)	Request you to change to: " The tender specifies nonuniform sensor sizes for different types of cameras. The same is being standardized as "Sensor size of 1/3" or better" without affecting the specified light sensitivity. The lens shall be 3 - 9 (+/-1mm) mm or better. & The exact values shall be governed by the focal lengths of the lens proposed & shall be acceptable accordingly.	Please refer to Sr. No. 131 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1140	6. Technical Specifications	Resolutions and frame rates (H 264)	Request you to change to: " The tender specifies nonuniform sensor sizes for different types of cameras. The same is being standardized as "Sensor size of 1/3" or better" without affecting the specified light sensitivity. The lens shall be 3 - 9 (+/-1mm) mm or better. & The exact values shall be governed by the focal lengths of the lens proposed & shall be acceptable accordingly. Kindly consider H.265 so as to enable more days of recording and reduce bandwidth consumption	Please refer to Sr. No. 131 in this regard
1141	6. Technical Specifications	Lens 3 to 9 mm or better	Request you to change the same to : 4 ~ 9 (+/-1mm) motorized varifocal or better	Please refer to Sr. No. 1 in this regard
1142	6. Technical Specifications	Resolutions and frame rates (H 264)	Request you to change to " At 5 MP, the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras shall have minimum 3 streams (2 streams per sensor in case of multi-sensor cameras)".Kindly consider H.265 so as to enable more days of recording and reduce bandwidth consumption. Kindly include HLC feature which is recommended for compensation to bright spot of light	Please refer to Sr. No. 529 in this regard
1143	6. Technical Specifications		Request you to change Two Way Audio feature as built in or external Module	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
			for all cameras	
11 44	6.32	Video Wall Controllers : Display Controller to control upto 12 panels, with required outputs, in any matrix combination; Capable of taking universal/multiple inputs (>10) & outputs for video/data along with necessary wall management software; Dual Gigabit Ethernet Ports with support for additional adapters; 4-DVI-D/HDMI Outputs; Support for Full HD resolution at full frame rate for all panels; Intel Xeon i7 64-bit processor with 16GB RAM; 1 TB HDD	Processor /Architecture : Min Intel Core i7 , Memory : Min 16GB, OR Hardware based, with FPGA structure, 25G board exchange processing. Without operating system, fast booting, high stability, no risk of virus infection, no system crash and black screen phenomenon. Graphics Outputs: Capable to drive min 12 full HD Display with single graphics Card with Expansion provision Inputs: >10 nos IP inputs from command and control software. Video wall controller can also act as Decoder for command and control software. Integrated User interface: Smart Multifunctional Keyboard with inbuilt touch screen, Hot keys, audio out for alarms. 24x7 Operation. Multifunctional user interface can show min 2 key CCTV feeds directly into the integrated display and VMS workstations soft keys.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
11 45	6.32	Video wall Management Software: Support for Multiclient/console; Software enable user to display, multiple sources up to any size and anywhere on the display wall; auto source detection; Should support for Video, RGB, DVI, Internet Explorer, Desktop Application and Remote Desktop Monitoring Layouts; Built-in auto-layout scheduler; Multiple concurrent client support.	Video wall Management software should also have wall content recording function. Hot keys for layouts to be launched from multifunctional user interface at operator desk.	Tender terms shall prevail.
11 46		General Very narrow & black bezel (<3mm) CCTV Monitor suitable for continuous (24x7x365) use with MTBF of more than 80,000 Hrs.; MILSTD-1275 Surge & spike protection	Monitor panels can be future expandable with video wall matrix , Each panel should be with loop in and loop out (DP In/DP Out) for making mosaic single display. Temperature sensor and SNMP Protocol for Health monitoring	Tender terms shall prevail.
11 47	6.12	Screen : 42" LED	Minimum 48" diagonal size Video wall display	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			panels	
11 48	Eligibility /Prequalification Criteria	The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is	The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System or Digitalization System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		invited, through a single work order.		
11 49	Additional Point to be Requested	NA	As this project is very prestigious related to digitalization of Court Proceeding with Audio No doubtedly System Integrator has a massive role hence we request you to ask for CMMI Level 5 Certification from all System Integrator for better compliance	Please refer to Sr. No. 461 in this regard
11 50	6. Technical Specifications - 6.9. Field Switch - 8 Port POE	SFP ports will support any combination of 10/100/1000T, 100X, 100FX, 100BX(Bi-directional), 1000X, 1000SX, 1000LX, 1000ZX or 1000ZX CWDM SFPs	Please specify the exact number and quantity of different port types required; i.e. 1G-LX or 1G-SX etc.	Bidders are expected to propose the same based on its solution.
11 51	6. Technical Specifications - 6.8. Field Switch - 4 Port (Outdoor) POE	SFP ports will support any combination of 10/100/1000T, 100X, 100FX, 100BX(Bi-directional), 1000X, 1000SX, 1000LX, 1000ZX or 1000ZX CWDM SFPs	Please specify the exact number and quantity of different port types required; i.e. 1G-LX or 1G-SX etc.	Bidders are expected to propose the same based on its solution.
11 52	6. Technical Specifications - 6.35. Layer2 Switch	SFP ports will support any combination of 10/100/1000T, 100X, 100FX,	Please specify the exact number and quantity of SFP port types required; i.e. 1G-LX or 1G-SX etc.	Bidders are expected to propose the same based on its solution.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		100BX(Bi-directional), 1000X, 1000SX, 1000LX, 1000ZX or 1000ZX CWDM SFPs		
11 53	2.19.2 C4i & VMS OEM	VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	IHS Report for VMS has two category, Non Security and Security. In Non security OEM are OEM who don't manufacture cameras they have only VMS only solution. Please clarify which IHS report to be refer.	Please refer to Sr. No. 980 in this regard
11 54	6.16. VMS/ IVA Software	VMS and IVA software	Most of the VMS OEM doesn't have video analytics, does third-party VA OEM tightly integrated with VMS is acceptable. Kindly confirm	Please refer to Sr. No. 983 in this regard
11 55	6.36. C4i Software	General: The C4I Software, VMS & IVA should work in an integrated manner as a single product & should preferably be from the same OEM.	Most of the C4I software doesn't have VMS&VA, Kindly confirm if third-party VMS, VA OEM tightly integrated with C4I is acceptable.	Please refer to Sr. No. 1043 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1156	6.2. Outdoor Panoramic Camera	Outdoor Panoramic Camera : 20MP	At page 30 section V, resolution for outdoor Panoramic Camera is mentioned 20MP, whereas in specification it is 5MP mentioned. Kindly confirm which resolution is to be consider for outdoor Panoramic camera	Resolution should be 5MPx3Lens or better
1157	6.5. Indoor Panoramic Camera	Indoor Panoramic Camera : 20MP	At page 30 section V, resolution for indoor Panoramic Camera is mentioned 20MP, where as in specs it is 5MP. Kindly confirm which resolution is to be consider for Indoor Panoramic camera	Resolution should be 5MPx3lens or better
1158	6.1. Outdoor Fixed Camera	Audio/Video out port: Camera should allow the connection of an option Y cable or mini cable with BNC connector. Camera should allow to connect a video monitor to the mini cable with BNC connector (The functional objective of being able to connect to a video monitor has to be met using either a BNC Connector or using a web browser).	BNC port in the camera is old technology and latest IP camera doesn't come with BNC port. Kindly remove this clause	Please refer to Sr. No. 507 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
11 59	6.19. PTZ Controllers	Key Application: Wired keyboard control operation of PTZ & other functions for weatherproof dome cameras.	IP based controller is suitable for IP PTZ camera and Same functionality can achieved through Ethernet based Keyboard controller. Kindly confirm if same will be accepted	The query is ambiguous & cannot be answered,
11 60	General Requirement	Internet Bandwidth	Please specify whether internet Bandwidth is in scope of SI. If Yes please specify the Internet Bandwidth requirement.	Bandwidth is in MPHC scope.
11 61	General Requirement	MPLS Bandwidth	Please specify whether MPLS Bandwidth is in scope of SI. If Yes please specify the MPLS Bandwidth requirement.	Bandwidth is in MPHC scope.
11 62	General Requirement	Servers and other ICT infrastructure	Please provide the technical specification of Top of the rack switch along with port density and exact requirement. This helps to optimize the solution.	Bidders are advised to suggest the specifications based on its proposed solution. The specifications provided under interface requirements are basic minimum.
11 63	5.1.2.8 Network Connectivity	25%port redundancy, as a minimum, shall be available at each switch location.	Whether only ports need to be taken care or SFP's also need to be added in the BOM. Please confirm.	Please refer to Sr. No. 1090 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
11 64	5.1.2.8 Network Connectivity	It is proposed to use a Network Management System that will monitor the health of all the network as well as edge equipment at the state (HCMP) level & also provide a functionality to monitor the SLA for better contract management with the service provider.	EMS/NMS will be deployed on HA mode or not? Please confirm. Virtualization can be used or not? Please confirm.	Bidders are expected to propose the solution in this regard.
11 65	7.18. PoC CRITERIA	7.18. PoC CRITERIA	Request to please confirm the detailed test cases which need to be demonstrated during POC. Request to please confirm the detail Bill of material which need to be demonstrated during POC. Also please confirm the time limit/duration for POC.	Please refer to Section 7.18/ Part III of the tender document in this regard.
11 66	6. Technical Specifications - 6.10. Field Switch - 24 Port	SFP ports will support any combination of 10/100/1000T, 100X, 100FX, 100BX(Bi-directional), 1000X, 1000SX, 1000LX, 1000ZX or 1000ZX CWDM SFP	Please specify the exact number and quantity of different port types required; i.e. 1G-LX or 1G-SX etc.	Bidders are expected to propose the same based on its solution.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
11 67	6. Technical Specifications - 6.11. CR Switch	2 No. stacked Layer 3 Switches (set) with 24 No. of 10/100/1000 Base-T ports and additional 2*SFP slots. The switch should have dedicated stacking ports with required stacking cabled. Should work / connected in HA mode with no Single Point of Failure (SPOF).	Please specify the exact number and quantity of SFP port types required; i.e. 1G-LX or 1G-SX etc.	Bidders are expected to propose the same based on its solution.
11 68	6. Technical Specifications - 6.34. Layer3 Core Switch	Layer 3 Managed 24*10/100/1000 Base-T ports and additional 4*SFP slots. The switch should have dedicated dual redundant HA ports with required; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of Failure.	Please specify the exact number and quantity of SFP port types required; i.e. 1G-LX or 1G-SX etc.	Please refer to Sr. No. 214 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
11 69	6.32. Video Wall	Video Wall Controllers: Display Controller to control upto 12 panels, with required outputs, in any matrix combination; Capable of taking universal/multi ple inputs (>10) & outputs for video/data along with necessary wall management software; Dual Gigabit Ethernet Ports with support for additional adapters; -DVI-D/HDMI Outputs; Support for Full HD resolution at full frame rate for all panels; Intel Xeon i7 64-bit processor with 16GB RAM; 1 TB HDD	To meet the critical operations, redundant controllers are preferred hence requesting to consider two controller (i.e. main and redundant) for 24X7 operations. Please add in BOQ. Kindly confirm.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
11 70	6.32. Video Wall	Video Wall Controllers: Display Controller to control upto 12 panels, with required outputs, in any matrix combination; Capable of taking universal/multi ple inputs (>10) & outputs for video/data along with necessary wall management software; Dual Gigabit Ethernet Ports with support for additional adapters; -DVI-D/HDMI Outputs; Support for Full HD resolution at full frame rate for all panels; Intel Xeon i7 64-bit processor with 16GB RAM; 1 TB HDD	No of Inputs in Controller is not mentioned as it is important points on which cost is also dependent hence request you to mention Minimum 6 Inputs. Kindly confirm.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
11 71	6.39. Modular UPS (10KVA)	Modular UPS (10KVA): Output Power Capacity-UPS Sizing shall be done by bidder for all electronics included in the Control Room with 50% spare capacity & distributions. Outputs shall be Single phase. Incomers (3 Nos) shall be 415VAC }10%, 50Hz }3Hz, 3 }Phase, Wall mounted ACDB with double pole isolations (for incomers & outgoing) properly selected. Sizing calculations shall be furnished component wise for which the UPS system would be catering. Back-up: UPS & Battery: The UPS (MODULAR TYPE) and battery system must be planned and provided considering the best practice as per	Is this asked UPS frame based modular UPS with 3 numbers of UPS module? If yes then two quantity of same UPS rating will required to meet TIER-III standard. Kindly confirm and add in BOQ.	Please see Section 5.2.28 of the tender document in this regard. N+1 redundancy should be considered.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Tier-III standards so that the UPS units can be scaled up tomorrow when the need arises.		
11 72	6.48. DC Infrastructure	All civil, mechanical and electrical work associated with creating the facility will be in the scope of the SI.	As per our understanding following works /equipment will be provided by the Court : 1. DG Backup 2. Washrooms 3. Main electrical panel	Tender terms shall prevail.
11 73	6.48. DC Infrastructure	All civil, mechanical and electrical work associated with creating the facility will be in the scope of the SI.	Kindly provide the following equipments detailed specifications and kindly add in the SOR/BOQ 1. Power cable specification and length in meter 2. Earthing specification and quantity 3. UPS DB specification	Bidders are advised to suggest the specifications based on its proposed solution.
11 74	6.48. DC Infrastructure & F-6: DR Infrastructure	All civil, mechanical and electrical work associated with creating the facility will be	As per part-III, bidder understood that DR infrastructure will be same as DC infrastructure but in DC infra, Video wall provisioned whose dimension is 117 sqm and this video wall is not in DR	DR Infrastructure shall be same as DC Infrastructure. Monitoring room shall not be required.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		in the scope of the SI. & F-6 : DR Infrastructure	infra. Is this case, will that monitoring room require? If not then kindly update in tender.	
11 75	6.48. DC Infrastructure	Power: SI is required to locate all hardware/software and related items as per design offered for DC infrastructure including SLA monitoring and Help desk management, in above data Centre complying with standard guidelines as per Telecommunications Infrastructure UPTIME/TIA 942.	As per our understanding proposed data center needs to follow/ comply TIER-II/III specifications and certification for Tier-III (uptime/TIA 942) standards in not in scope of the bidder. Kindly confirm	Certification is not sought.
11 76	General	UPS & battery bank with junction box	As per proposed layout and BOQ, UPS is for DC and critical load (field switch). By considering length and critical operation of DC infra (active equipment). We proposed to have separate UPS for NOC/Access control equipment of 1/2 KVA with 1 hrs. of battery back on UPS capacity If yes, kindly confirm and add in BOQ.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
11 77	5.1.2.4 Command & Control Center at Jabalpur High Court	3.The scope of work for the vendor shall include the infrastructure work comprising civil, furniture, interior, electrical, lighting, fire safety, air-conditioning & associated cabling/networking works.	Kindly confirm that bidder needs to provide the infrastructure work as per the area layout provided in the RFP.	The diagram is provided as an indicative design. Bidders are advised to propose the dimensions based on its selection of components, please note.
11 78	5.1.2.4 Command & Control Center at Jabalpur High Court	4. The vendor shall be responsible for creating a data center, UPS room, battery room, monitoring room, a situation room & other functional areas as per the design finalized by MPHC. The work shall include designing, planning, supply, installation, commissioning & testing of all the required equipment & components.	As per our understanding, Precision air-conditioning will be used for the Data Centre and Kindly provide the redundancy level	Redundancy in air-conditioning shall be available at the smart rack level, please note.
11 79	6.24. Smart Rack	4-6 KW IT load per Rack Integrated DC with minimum	210 U is a typo error kindly change it to 21U	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		210U available for IT equipments. The total rack space shall be calculated by the bidder based on its proposed equipment offering & sizing.		
11 80	6.24. Smart Rack	Interface Requirement: 8 x 10/100/1000 Base-T Copper Ports, 4 x 10 GB 10G SFP ports from day 1 and support for addition of 2 x 40G SFP ports. Dedicated Management and Sync Ports	As Interface requirement is the switching functionality and Since smart rack is a passive device. Kindly remove the clause from the smart rack.	Tender terms shall prevail.
11 81	Point 6.23. FRS Terminals,	Support for multi mode/technology: Proposed Reader should support multi modal authentication like Face Recognition, Multi Technology Card (EM Prox & Smart Card) & Password with Touch Screen for providing multi factor	Smart card is a high secured card with encryption like 128 bit and cannot be copied. EM card is 8bit, 26 bit etc cards which are non secured and can be easily copied. Having old outdated and latest technology simultaneously working is a security threat to court. So request to kindly remove the EM Card.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		authentication by reading the Face, Cards, Passwords & various combinations.		
11 82	Point 6.23. FRS Terminals,	Live Face Detection: Device should be able to support the “Walk through Face Recognition” where device can read the user’s face from a distance of up to 2 meters min.	Access control face reading should be for the person who wants to come in and show their face for access control. Extra long range may hamper normal operation.	Tender terms shall prevail.
11 83	Point 6.23. FRS Terminals,	IP Rating: IP65	Face reader are to be installed in indoor environment so please remove the IP rating and it will be applicable for the outdoor environment	Tender terms shall prevail.
11 84	Point 6.23. FRS Terminals,	Memory: Flash / RAM: 16GB / 2 GB RAM	Depends on type of reader different readers will require different type of memory for doing the same operation. Specific memory can be specific to OEM. Please provide functional features for memory like Face template Capacity etc. in memory in place of the ratings	Tender terms shall prevail.
11 85	Point 6.23. FRS Terminals,	Storage: Device should be able to store 20,000 Face & shall not be dependent on	In Prebid meeting it was tolled that 4-5 people will be registered per bio-metric. We request you to keep the memory capacity 6000 as more capacity is not required and RBH	Please refer to Sr. No. 575 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		any server for storage of Face & hence storage capacity shall not be divided between terminal & server.	Biometric has capacity of 6000.	
11 86	Point 6.23. FRS Terminals,	Storage: Device should be able to store up to 1,00,00,000 transaction logs along with min. 20,000 picture logs.	This feature is specific to Single OEM. We request court requirement to be mentioned keeping in mind one week of network failure.	Please refer to Sr. No. 575 in this regard
11 87	Point 6.23. FRS Terminals,	Storage: The Device should be able to store upto 5,00,000 card users.	Card capacity should be equal to Biometrics users capacity so kindly change the capacity as per biometric card users	Please refer to Sr. No. 575 in this regard
11 88	Point 6.23. FRS Terminals,	Storage: min. 1GHz Quad Core Processor or better for fast processing.	This seems specific to a particular manufacturer. Please specify functional requirement	Tender terms shall prevail.
11 89	Point 6.23. FRS Terminals,	Controller: Device should have in built controller provision for door control and also provide the Wiegand & RS 485 OSDP output and should be compatible with any 3rd party controller to transfer card holder information for	In any access control controller controls the door and is installed at a safe location so even in case biometrics is switched off or damaged door will always be secured. All alarm management inputs like panic switch, alarm input from DFMD, Fire alarm, Hooter etc are connected to controller and controller has UL certification for this purpose UL1076 which is for alarm management. Controller has UL294 and ULCS319 which is for	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Authentication.	secured access control. Secured ACS without controller is not possible so we request you to take separate controller for Secured operation.	
11 90	Point 6.23. FRS Terminals,	Anti Pass-back: Should support local / Global Anti Pass back feature & shall be configurable user wise.	Antipas back and global Antipas back in a high security system works even if server or connectivity to main site is down. Separate Controller required for this features.	Tender terms shall prevail.
11 91	Point 6.23. FRS Terminals,	Display: Display should have min 5" Color LCD with enhanced touch sensitivity and shall be capturing & displaying USER's picture on main window / screen after authentication for valid / invalid logs both along with other credentials like Name, User ID, Time etc. Systems with changeable custom background to put MPHC logo shall be preferable.	Display size and some points are very specific to a particular make we request to put functional features. Kindly change the display size to 4.3" touch screen kindly consider.	Please refer to Sr. No. 1131 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
11 92	Point 6.23. FRS Terminals,	Management: The reader should have full functionality in off-line mode. It should be able to send all events once connectivity is re-established.	Kindly clarify that only reader functionality is required in offline mode.	The reader should have full access control functionality in offline mode.
11 93	Point 6.23. FRS Terminals,	Tamper-proof: System should give warning alarm in case of tampering with machine. In the event of reader failure / malfunction / tempering, it shall be capable of being detected by the server and appropriate alarms shall be generated at workstations / server. Fault of one reader should not affect the operations of other readers in the network.	If reader inbuilt controller is controlling door lock then in case of failure or tempering door will open. So we request to take separate controllers as per global standards for a high security system.	Tender terms shall prevail.
11 94	Point 6.23. FRS Terminals,	Other: Should be bundled with Emergency Break Glass & Exit Switch inside the secured area	Emergency Glass Break Unit may not be required as in case of emergency you can open door just by switching off reader. Emergency glass Break will be require only when door is controlled by Controller because controller does not have any provision of switching	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			off.	
11 95	3.5	Payment Terms:: a. For the supply, installation, commissioning , testing, training and warranty of items & system as per tender and post]warranty comprehensive Annual Maintenance Contract for 48 months (Note: Payments will be made in Indian Rupees only) b. 60% of total price against delivery of equipment at the site, on pro -rata basis. c. 20 % of total price against successful Installation of the system. d. 20% against successful commissioning & UAT.	This is understood that the payment will be made for the successful installation and commissioning of the system on pro-rata basis. Kindly confirm the same.	Yes, the understanding is correct.
11 96	4.6.3	The selected vendor shall be awarded the work in above-mentioned stages & upon	It is requested to release a single work order post successful completion of Prototype testing in Phase 1 for all phases as this will facilitate in procurement of cameras and continuity of	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		completion of the respective stage; the PO for the next subsequent stage shall be issued.	projects without break. In case, PO released for subsequent phases after completion of earlier Phase, there will be a gap in deployment for the duration of material procurement. Kindly confirm the same.	
1197	4.7	Project completion Period	Understand that any delay due to site readiness, backhaul availability and issues beyond control of bidder will be excluded from Project timelines. Kindly confirm	Tender terms shall prevail.
1198	4.7	Project completion Period	Understand that MPHC will provide unhindered site access to the bidder for completion of work. Any delay in permission will be excluded from Project timelines. Kindly confirm	Yes, the understanding is correct.
1199	4.7	Project completion Period	Understand that MPHC will provide ROW for laying cables inside and outside court premises (wherever applicable - eg. Parking etc). Understand that in case of any external RoW requirement from any authorities, the charges for the same will be paid by MPHC and any delay due to such ROW issues will be excluded from Project timelines. Kindly confirm.	The ROW charges shall be paid by MPHC. However, the responsibility of coordinating with the authorities shall be with the vendor, please note.
1200	5.3.1.10	Training on system operation to staff at the site.	Understand that training will be held in customer premises and all expenses for travel and stay of trainees will be taken care by customer. Kindly confirm.	Yes. It is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1201	5.3.4	The FM resources should be on the bidders' payroll. Necessary documentary evidence will have to be submitted by the vendor to MPHC before providing the services	For efficient operations, request to permit resources of outsourced partners for the same keeping overall ownership with the SI. Kindly confirm.	Tender terms shall prevail.
1202	5.3.6	The Successful Bidder needs to maintain the Service Levels as follows: (a) 99% of the times for the MTTR of High Severity Events (b) 95% of the times for the MTTR of Low Severity Events	Kindly clarify the High severity and Low severity events	High Severity events shall be a) complete system or network break-down b) more than 30% cameras are non-functional while all other events would be categorized as Low Severity Events.
1203	5.3.6	The Successful Bidder needs to maintain the Service Levels as follows: (a) 99% of the times for the MTTR of High Severity Events (b) 95% of the times for the MTTR of Low Severity Events	Understand that all non-availability due to external reasons like Backhaul, power failure (beyond specified for UPS) and any reason beyond reasonable control of the bidder will be excluded from SLA calculations. Kindly confirm	Yes. It is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 04	5.3.13	MPHC shall make available the sites to the Successful Bidder to carry out the job from administrative point of view	Understand all infra requirements including Space, Raw power (including all provisioning and recurring charges) will be provided by MPHC. Kindly confirm.	Yes, the understanding is correct.
12 05	2.5	EMD - New Inclusion	c. EMD of unsuccessful bidder shall be returned within 30 days of result declaration	Tender terms shall prevail.
12 06	2.5	EMD - New Inclusion	In light of the global COVID-19 pandemic & various Govt. guidelines in that regard, EMD may please be waived off and a bid declaration form accepted.	Tender terms shall prevail.
12 07	2.14	The L1 bidder, after getting the contract, has outsourced or sub-contracted any part of the contract to any of its competing bidders.	Request you to kindly delete this clause as we will not be aware of the competitive bidders at the time of bidding	Tender terms shall prevail.
12 08	2.14	The L1 bidder, after getting the contract, has sourced any component or service from any of its competing bidders.	Request you to kindly delete this clause as we will not be aware of the competitive bidders at the time of bidding	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1209	3.2	The Successful Bidder will be required to furnish performance guarantee in the form of unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India of amount equivalent to 5% of the Capital Value valid for a period of 36 months within 15 days from the date of contract.	As per the notification issued by Ministry of Finance, Govt. of India vide Refer No. F.9/4/2020-PPD dated 12-Nov-2020, we request that the amount of Performance Guarantee is reduced to 3% of the capital value.	Please refer to Sr. No. 757 in this regard
1210	3.5	PAYMENT TERMS a. For the supply, installation, commissioning , testing, training and warranty of items& system as per tender and post-warranty comprehensive Annual Maintenance Contract for 48 months (Note: Payments will be made in Indian Rupees only) b. 60% of total price against delivery of	In order to ensure smooth cash flow and enable the mobilization of resources for carrying out pre-execution activities such as survey and design, we request that the payment terms are amended as follows: a. For the supply, installation, commissioning, testing, training and warranty of items & system as per tender and post-warranty comprehensive Annual Maintenance Contract for 48 months (Note: Payments will be made in Indian Rupees only and within 45 days of submission of valid invoice) b. 10% advance against	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		<p>equipment at the site, on pro-rata basis.</p> <p>c. 20 % of total price against successful Installation of the system.</p> <p>d. 20% against successful commissioning & UAT.</p> <p>For CAMC - Quarterly prorata payment of finalized CAMC amount will be made after successful completion of period of respective post warranty CAMC</p>	<p>issuance of Letter of Award</p> <p>c. 60% of total price against delivery of equipment at the site, on pro-rata basis.</p> <p>d. 20 % of total price against successful Installation of the equipments on a pro-rata basissystem.</p> <p>d. 20 10% against successful commissioning & UAT of the respective sub-system/system at each location.</p> <p>For CAMC - Quarterly prorata payment of finalized CAMC amount will be made after successful completion of the respective quarter period of respective post warranty CAMC</p>	
12 11	3.7	<p>The Purchaser reserves the right to make changes within the scope of the work at any point of time.</p>	<p>In order to bid competitively, the prices with the vendors are negotiated basis the quantities mentioned in the BoQ of RFP and hence a variation of +/- 20% is an acceptable threshold for our partners and suppliers as well. We therefore request that the clause is amended as follows:"</p> <p>The Purchaser reserves the right to make changes within the scope of the work at any point of time not exceeding 20% of the value of the Contract"</p>	<p>Please refer to Sr. No. 746 in this regard</p>
12 12	3.8	<p>Any delay by the Successful Bidder in the delivery of</p>	<p>Since Liquidated Damages/Penalties/Performance Guarantee are</p>	<p>Tender terms shall prevail.</p>



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		<p>Products/ equipment and/or the services will make the Successful Bidder liable to any or all of the following:</p> <ol style="list-style-type: none"> 1. Forfeiture of Performance Bank Guarantee, 2. Imposition of Liquidated Damage charges, 3. Termination of the contract for default, 4. MPHC getting the delayed work performed from any other vendor at the risk & cost of the successful Bidder/ Vendor. 	<p>supposed to act as deterrents to keep the performance of the Contractor in check, we request that the clause is amended as follows: Any delay by the Successful Bidder in the delivery of Products/ equipment and/or the services, for reasons directly attributable to the Bidder, will make the Successful Bidder liable to any or all of the following:</p> <ol style="list-style-type: none"> 1. Forfeiture of Performance Bank Guarantee, 2. Imposition of Liquidated Damage charges, 3. Termination of the contract for default, 4. MPHC getting the delayed work performed from any other vendor at the risk & cost of the successful Bidder/ Vendor. 	
12 13	3.9	<p>If the Bidder fails to deliver any or all of the equipment or to perform the services within the time period(s) specified in tender, the Registrar General, High Court of Madhya Pradesh shall without prejudice to its other remedies under the</p>	<p>In order to ensure a balanced approach in keeping the contractor's performance in check and preventing cost loading of the bid, we request that the clause is amended as follows:</p> <p>"If the Bidder fails to deliver any or all of the equipment or to perform the services within the time period(s) specified in tender, for reasons solely attributable to the Bidder, the Registrar General, High Court of Madhya Pradesh shall without prejudice to its other</p>	Tender terms shall prevail.



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		contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the contract price. Once the maximum is reached, the Registrar General, High Court of Madhya Pradesh may consider termination of the contract.	remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the undelivered portion of supplies/delayed services contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the CAPEX contract price. Once the maximum is reached, the Registrar General, High Court of Madhya Pradesh may consider termination of the contract. Further, no Liquidated damages shall be levied in case the overall timelines have been met even if the intermediate milestones might have been delayed."	
12 14	5.3.9	Penalty Clause	In order to ensure a balanced approach in maintaining the SLAs and preventing cost loading of the bid, we request that the clause is amended as follows: "The overall penalty in a quarter for breach of SLA shall be maximum 20% of the charges of that quarter"	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 15	5.3.1 Point 18	System Acceptance Test (SAT) shall be performed for the complete system after liquidation of punch points provided by concerned personnel from MPHC, complete system integration, testing & commissioning	<p>We request that in order to prevent inordinate delays in payments and start of Warranty, the issues/punch points beyond the reasonable control of the bidder are excluded from SAT and all other punch points are closed and the bidder is paid for the works completed and warranty period started for the completed works.</p> <p>Please confirm</p>	Tender terms shall prevail.
12 16	3.4	The successful bidder (its partners, directors, staff, agents and associates) shall not be liable for any losses, damages, costs or expenses arising out of this engagement save in so far as they are and have been determined to have been directly and wholly caused by default of the successful bidder and in such circumstances the aggregate liability of the successful bidder shall be limited to an	<p>Inline with the standard industry practice, all indirect, special and consequential losses/damages should also be excluded from Liability of the bidder, hence we request that the clause is amended as follows:</p> <p>"The successful bidder (its partners, directors, staff, agents and associates) shall not be liable for any losses, damages, costs or expenses arising out of this engagement save in so far as they are and have been determined to have been directly/indirectly/consequentially and wholly caused by default of the successful bidder and in such circumstances the aggregate liability of the successful bidder shall be limited to an amount not more than the total fees actually payable by the principal for this</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		amount not more than the total fees actually payable by the principal for this engagement, but how ever there shall be no such limitation in case of misconduct or negligence of the Successful Bidder	engagement, but how ever there shall be no such limitation in case of misconduct or negligence of the Successful Bidder"	
12 17	3.12	Any question, dispute or difference arising under the contract, shall be referred to the sole arbitrator appointed by Hon'ble Chief Justice of High Court of M.P., Jabalpur. The award of the arbitrator shall be final and binding on both the parties to the contract. The place of arbitration shall at Jabalpur only	We request that in order to enable unbiased arbitration, the arbitration is carried out as per the Arbitration and Conciliation Act, 1996 and is referred to a panel of 3 arbitrators, with the two parties nominating one arbitrator each and the two nominated arbitrators electing a third arbitrator. The judgment of the panel of 3 shall be considered final.	Tender terms shall prevail.
12 18	5.1.2	Power supply source to the camera and other outdoor & indoor equipment should be UPS backed up and	We understand that all costs related to provisioning of electricity and the recurring electricity bills shall be the responsibility of MPHC and shall be settled by MPHC directly with the	Yes, the understanding is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		conditioned power supply. Successful bidder should offer relevant power conditioning equipment for the safety of the site equipment. Appropriate IP66 outdoor casings and housings should be used for the outdoor. All power cabling from/to UPS/POE/other equipment shall be in bidder's scope. Power takeoff points for UPS's shall be provided by MPHC	Electricity Department during the implementation phase of 24 months and 60 months of Warranty/AMC. Please confirm	
12 19	Collaboration	The C4I shall seamlessly integrate with existing cameras, DVR's, access control and all other allocated devices and systems, in order to provide an on-line display of 2D / 3D geospatial situational awareness, live video streams and operational/de	We understand that all the support required from the OEMs/Contractors of existing cameras and/or other systems shall be facilitated by MPHC and any delays in inputs from such OEMs/contractors shall be treated a hindrance and excluded from project timelines. Please confirm	Yes. It is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		cision support data, all in one unified C4I system located in the main Control Room, as well as in remote C4I system stations.		
12 20		New Inclusion	If, after the date of bid submission, there is any change in rate of GST under the existing applicable laws of India, which increase or decreases the cost incurred by the Bidder in performing the Services, then the remuneration and reimbursable expense otherwise payable to the Bidder under this Agreement shall be increased or decreased accordingly and corresponding adjustments shall be made. Also, in case of any new or fresh tax or levy being imposed after bid submission, the bidder shall be entitled to reimbursement on submission of proof of payment of such tax or levy.	Please refer to Sr. No. 1028 in this regard
12 21	5.3.7	Complete system will be covered under post warranty Comprehensive AMC as per rates quoted in the price bid for a period of 48 months from the date	We understand that in line with the start of Warranty period as per clause 4.7, pg. 25, AMC shall also commence phase wise at the completion of phase wise warranties and hence the AMC of different phases of the entire project will finish at different times.	The warranty/ AMC period shall start from the date of completion of corresponding implementation phase.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		of completion of warranty....The warranty/ AMC period shall start from the date of completion of corresponding implementation stage/phase	Please confirm and clarify, if the understanding is not correct since this understanding is critical in bringing parity amongst the bidders and their cost considerations.	
12 22	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA Sl. No. 1	The bidder should be in the business of implementing electronic security systems / solutions for at least seven years as on 31st December, 2020.	We request you to kindly consider of experience of Bidder in recent years. Kindly modify the clause as: The bidder should be in the business of implementing electronic security systems/ solutions within last seven years as on 31st December, 2020.	Tender terms shall prevail.
12 23	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA Sl. No. 4	The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8 crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores	We request you to kindly consider the project experience from any of the consortium Partner. Kindly modify the clause as: The Lead Bidder and/or any member of Consortium partner shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8 crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 24	2.18. ELIGIBILITY / PRE- QUALIFICA TION CRITERIA Sl. No. 4	The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	We request you to kindly consider the project experience from any of the consortium Partner. Kindly modify the clause as: The Lead Bidder and/or any member of Consortium partner should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	Tender terms shall prevail.
12 25	2.18. ELIGIBILITY / PRE- QUALIFICA TION CRITERIA Sl. No. 4 & 5	The bidder shall furnish purchase orders & work completion certificates with all details clearly mentioned	We have executed few large smart city/ICT projects where Video Surveillance or Wide Area Networking System was a component/a part of scope of work. We understand you will consider the entire Purchase Order Value of our completed projects for evaluation. Specific value for Video Surveillance or Wide Area Networking system is not required. Please confirm if our understanding is correct.	Tender terms shall prevail.
12 26	2.18. ELIGIBILITY / PRE- QUALIFICA TION CRITERIA Sl. No. 6	The bidder should not be under a holiday list or black list for corrupt and fraudulent practices issued by any state/central government department or undertaking, within India.	A declaration to this effect shall be submitted by the bidder, duly certified by Authorized Signatory of the Lead Bidder and each member of consortium partner. Power of Attorney need to submitted along with the Technical Bid. Kindly allow.	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		A declaration to this effect shall be submitted by the bidder, duly certified by an auditor.		
12 27	2.18. ELIGIBILITY / PRE- QUALIFICA TION CRITERIA Sl. No. 7	The details for administrative & service infrastructure must be enclosed, as a part of a declaration duly certified by an auditor. Valid GST registrations for the respective offices must be submitted, along with the details of the project & support staff. OR A declaration that the bidder shall open office within 30 days of issue of work order.	Kindly allow to certify the declaration duly certify by Authorised Signatory of the Lead Bidder. The Authorized Signatory should submit Power of Attorney in their technical Bid.	Tender terms shall prevail.
12 28	Note Serial No 6	Consortium of upto two companies can bid for the project. However, both the consortium members should meet the pre-qualification criteria.	We request you to allow the Lead Bidder and/or any member of Consortium partners should meet the pre-qualification criteria for Serial No 4, 5 & 7. The cumulative experience of Lead Bidder and consortium partner shall be considered for evaluation. However, each of the	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			consortium members should meet the pre-qualification criteria Serial No 1,2, 3 & 6 individually. Kindly consider our request.	
12 29	Page No.: 12; Clause: 2.14. Unfair Practices	Any equipment which is manufactured in a country which currently has a land border dispute with India, or where conditions are such that supply chains & support during the project or product lifecycle are likely to be affected (to be solely determined by MPHC), shall not be acceptable, please note.	We request you to relax these clause and take the undertaking from respective OEM taking the complete responsibility of supplying material as per the tender timeline as most of the OEMs are having their HQ and based out in US/EU/UK but product assembly set up in such countries. So this clause is restricting those companies to participate. We request you to re-look in this clause so that all OEM can participate.	Please refer to Sr. No. 915 in this regard
12 30	Page No.: 14; Clause: 2.19.1 Camera OEM	1. The camera OEM shall have supplied & installed a minimum of 2000 IP cameras in a single project in India since the last three years ending last day of the month previous to the one in which tender is	Kindly delete this clause.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		invited.		
12 31	Page No.: 15; Clause: 2.19.2 C4i& VMS OEM	2. The Security Management System OEM should have installed the solution in at least one multi-site (at least 200 state or nation-wide locations) integrated project in India/globally.	Kindly delete this clause.	Tender terms shall prevail.
12 32	Page No.: 15; Clause: 2.19.2 C4i& VMS OEM	5. VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	Kindly amend the clause to "should have done successful installation with over 9000 Cameras" Kindly delete 300 video servers in a single application server in High Availability mode in Government/Private customer.	Please refer to Sr. No. 97 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 33	Page No.: 15; Clause: 2.19.3 IT Hardware OEM	All Servers, Storage Systems, Workstations & other IT hardware proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per Gartner / IDC latest published quarterly report, prior to the date of tender publication.	Kindly amend the clause as below The offered product shall be a domestically manufactured / produced cyber security product complying with the Indian government regulations / notifications regarding domestically manufactured / produced products including requirements of Ministry of Electronics and Information technology (MEITY) . OR The offered product shall be in the latest Leaders in the Gartner/IDC latest published quarterly report, prior to the date of tender publication.	Please refer to Sr. No. 166 in this regard
12 34	Page No.: 15; Clause: 2.19.4 Networking Equipment OEM	All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, published prior to the date of the	Kindly amend the clause as below The offered product shall be a domestically manufactured / produced cyber security product complying with the Indian government regulations / notifications regarding domestically manufactured / produced products including requirements of Ministry of Electronics and Information technology (MEITY) . OR All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		tender publication. For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication.	Gartner, published prior to the date of the tender publication. For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication.	
12 35	Page No.: 34; Clause: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	e. Live-streaming of the proceedings should be carried out with a delay of two minutes	As per prebid discussion, the activity shall be performed by operator. Two min. delay shall not be accountable for bidders. Kindly clarify	The system should provide the user-configurable delay in streaming/ broadcasting, not requiring any manual intervention.
12 36	Page No.: 34; Clause: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	f. Courtroom proceedings will continue to be live-streamed unless the presiding judge orders the recording to be paused or suspended;	As per prebid discussion, the activity shall be performed by operator. Two min. delay shall not be accountable for bidders. Kindly clarify	Please refer to Sr. No. 1235 in this regard
12 37	Page No.: 35; Clause: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	i. Cameras may zoom in on the Bench when any judge is dictating an order or judgment or making any observation or enquiry to the advocate; and	Panoramic camera may not have required zoom for the particular requirement and zoom has to be done manually. This requires operator intervention. Kindly clarify	Please refer to Sr. No. 1094 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 38	Page No.: 35; Clause: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	j. The following communication s shall not be filmed: o Discussions among the judges on the Bench; o Any judge giving instructions to the administrative staff of the courtroom; o Any staff member communicating any message to the judge or circulating any document to the judge; o Notes taken down by the judge during the court proceedings; and o Notes made by an advocate either on paper or in electronic form for assistance while making submissions to the court.	Panoramic camera shall be mounted permanently and it will record the video based on FoV. The mentioned activities recording cannot be excluded under its FoV	Tender terms shall prevail. Masking functionality is required to achieve the requirement.
12 39	Page No.: 35; Clause: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The VMS shall synchronize audio with the video feed captured by the courtroom camera.	Recording and live view are different frame rate. Audio sync shall be possible in Recording. To achieve the functionality live and recording has to be in same FPS and which increase the storage. Kindly clarify	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 40	Page No.: 36; Clause: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The case calendar on a daily basis shall be imported or made available by the CIS (Case Information System). The videos shall be tagged to the respective case numbers & the same shall be live streamed & viewable against the published calendar on the MPHC website. Conversely, the link of the case number-wise tagged video shall be made available to, in an integrated manner, to the CIS software for display of the same in its interface. Viewers shall be able to view live or archived video from the case calendar interface provided by the IVSS&CLASS or from the corresponding CIS interface.	The requirement are more exhaustive, Video management software may not perform all the required functionalities. We request to separate the court operational requirement and surveillance requirements. To achieve, it requires different application and software like court management system. Kindly also provide more details on existing CIS system for integration	Tender terms shall prevail. The CIS details shall be shared with the selected vendor. The integration scope is sufficiently addressed in the tender document.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 41	Page No.: 36; Clause: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The solution is expected to enable MPHC to live stream as well as archiving of the courtroom proceedings (in particular, cases involving recording of evidence) for 5 years. Integration of VC with the system shall also be included in the scope.	The court hearing data is more important. Their could be chance of losing due to using same VMS interface. We request to separate the court operational video data from the surveillance video data.	Tender terms shall prevail.
12 42	Page No.: 77; Clause: 6.23. FRS Terminals,	Live Face Detection: Device should be able to support the “Walk through Face Recognition” where device can read the user’s face from a distance of up to 2 meters min.	Access control face reading should be for the person who wants to come in and show their face for access control. Extra long range may hamper normal operation. Kindly reduce the distance.	Tender terms shall prevail.
12 43	Page No.: 77; Clause: 6.23. FRS Terminals,	Storage: The Device should be able to store upto 5,00,000 card users.	As prebid discussion, that no cards will be taken. Generally card capacity is equal to Biometrics capacity. Kindly clarify	Please refer to Sr. No. 575 in this regard
12 44	Page No.: 78; Clause: 6.23. FRS Terminals,	Anti Pass-back: Should support local / Global Anti Pass back feature & shall	Antipass back and global Antipass back in a high security system works even if server or connectivity to main site is down. Separate Controller	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		be configurable user wise.	required for this features. Kindly confirm.	
12 45	Page No.: 78; Clause: 6.23. FRS Terminals,	Display: Display should have min 5" Color LCD with enhanced touch sensitivity and shall be capturing & displaying USER's picture on main window / screen after authentication for valid / invalid logs both along with other credentials like Name, User ID, Time etc. Systems with changeable custom background to put MPHC logo shall be preferable.	Kindly accept Min 4" or better	Please refer to Sr. No. 1131 in this regard
12 46	Page No.: 78; Clause: 6.23. FRS Terminals,	Management: The reader should have full functionality in off-line mode. It should be able to send all events once connectivity is re-established.	Full access Control functionality or just reader functionality? Kindly clarify	Please refer to Sr. No. 1192 in this regard
12 47	Page No.: 122; Clause: 6.53. Microphones	Microphone; Should be able to pick up normal sounds within a radial	It is difficult to pickup sound on 5m radial distance. Max it can be of 1.5 to 2m. Kindly amend	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		distance of approx. 5m		
12 48	Page No.: 122; Clause: 6.53. Microphones	Mic/Line Level Output, high-quality Microphone; Should be able to pick up normal sounds within a radial distance of approx. 5m. Two	Two is mentioned, it seems some lines got missed out. Kindly clarify	The clause shall be read as "Wall/Table mounted omnidirectional, low impedance, built-in AGC, Mic/Line Level Output, high-quality noise cancelling Microphone; Should be able to pick up normal sounds within a radial distance of approx. 5m. Two Microphones shall be wall mounted while 2 shall be tabletop/ goose-neck (~450mm) type (final selection shall be as per the site-conditions)."
12 49	2.16 LSTK nature of work	The nature of work under this tender shall be LSTK (Lumpsum Turnkey). The court wise indicative bill of quantities is provided in the Tender Document. However, bidders are advised to make themselves acquainted with the site requirements & may undertake a sample site survey for arriving at their own estimations for cabling & other project requirements.	There are two contradictory statement kindly clarify we have to quote for given qty or we have quote for the actual qty required to make the project complete.	Please refer to Sr. No. 1062 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		The quantities mentioned for system network, storage & servers are indicative & bidders are advised to consider them as lumpsum & quote for the actual quantities required for their respective proposed solution. For all other items, the quantities mentioned shall be considered as fixed.		
12 50	2.19.2 C4i& VMS OEM, Point #5	VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	The PQ clause for the VMS OEM is too specific and may lead to the thin competition. The large projects may have less than the video servers and application server combination mentioned in the PQ and at the same time may have higher number of cameras being managed on the application platform in the single project. The clause absolves the OEMs from global top 5 list as per the IHS report from proving the experience of 9000 cameras on the specified number of video servers and application server combination. The OEMs from this list may or may not qualify for the	Please refer to Sr. No. 97 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>mentioned PQ requirement.</p> <p>The project is in India and IHS publishes separate statistics for the India or Asia separately. It would give justice to the companies which have a strong market share, wide installation base and strong investment in India. In view of the above, we request you to kindly amend the clause as "VMS should be a part of Top 5 VMS as per the latest IHS Report for India/Asia market OR the VMS OEM should have at least one successful installation with over 9000 Cameras which are handled on the single application platform in a single project. The single project requirement of 9000 cameras, as mentioned above, also applies to the Top 5 VMS OEMs as per the latest IHS report for India/Asia market".</p>	
12 51	2.19.5 FRS OEM	The FRS OEM should have supplied at least 500 no. of devices in India, through a single order, during last 3 years from the date of publication of the tender.	Kindly amend it to 500 no. of devices in multiple projects.	Tender terms shall prevail.
12 52	4.6 Implementati on Phases	Implementatio n phases	This put altogether coming =51+70+80+4+1=205. And total site are 208 kindly clarify the how it is 208 locations	The quantities mentioned are indicative. The exact quantity shall be mentioned in the respective PO.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 53	5.1.2 solution overview point -13	13. Power supply source to the camera and other outdoor & indoor equipment should be UPS backed up and conditioned power supply. Successful bidder should offer relevant power conditioning equipment for the safety of the site equipment. Appropriate IP66 outdoor casings and housings should be used for the outdoor. All power cabling from/to UPS/POE/other equipment shall be in bidder's scope. Power takeoff points for UPS's shall be provided by MPHC.	In Specification IP-54 Housing is asked kindly amend the housing to IP-54 as UPS can be kept in IP-54 housing for proper ventilation.	Please refer to Sr. No. 862 in this regard
12 54	5.1.2 Solution Overview, Point # 17, Bullet Point	The tehsil courts shall use a touch-screen monitor+workstation to monitor the video feeds whereas the district courts shall use a bank of	We request you to kindly consider non-touch screen based workstation at the Tehsil courts and other locations as it is OEM specific also In the wake of the Covid 19 Pandemic, it would be easier to sanitize the keyboard and mouse than a touch-screen monitor.	Please refer to Sr. No. 99 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		monitors, connected to the network through decoders, and workstations for monitoring live video feeds of the local cameras as well as the feeds coming from respective tehsil courts.		
12 55	5.1.2.3 Video management system	The application also records the video on a unified SAN storage device configured in high availability mode.	Kindly let us know if the High Availability is required for both SAN storage device and the Video Recorder Servers. Also kindly delete unified SAN storage as it will increase the costing.	Please refer to Sr. No. 102 in this regard
12 56	5.1.2.6 Storage and Recording	In order to enable the system for live streaming as well as archiving of courtroom proceedings....	The clause mentions redundant recording of Court Room Proceedings. As we understand, the scope for redundant recording of the video feeds at the CCC, Jabalpur is required for all the cameras from all the courts in addition to the courtroom proceedings. Kindly confirm if our understanding is correct.	Please refer to Sr. No. 825 in this regard
12 57	5.1.2.6 Storage and Recording	It is, therefore, proposed that redundant servers at each location shall be placed at CCC Jabalpur in physical/virtualized	As we understand the OEMs have the flexibility in proposing the required number of servers to achieve the recording redundancy for the video feeds being received from all the courts. Kindly confirm if our understanding is correct.	Please refer to Sr. No. 105 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		environment	And give more clarity on Virtualization	
12 58	5.1.2.6 Storage and Recording	It is also decided that the CCC shall record video data of all the cameras for a period of 7 days on primary storage (SAN)& for a period of 53 days on secondary archival storage at 12FPS & HD resolution.	As per our understanding this recording is required for only for CCC cameras not for all other cameras. Kindly confirm if our understanding is correct.	Please refer to Sr. No. 816 in this regard
12 59	5.1.2.6 Storage and Recording	A DR site is also decided to be set-up at Indore HC premises for storage of audio-visual recordings of courtroom proceedings.	Kindly clarify if the DR site will only have redundant storage or it will also have the redundant servers in case the DC site fails and/or inaccessible. Also, clarify if only courtroom proceedings with audio-visual data from the respective courtroom cameras needs to be stored in the DR	Please refer to Sr. No. 107 in this regard
12 60	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	c. Live-streaming shall commence as soon as the judges arrive in the courtroom and shall continue till the Bench rises	This will be manual so kindly amend it that live streaming should be started by operator as soon as the judges arrives in the courtroom and shall continue till the Bench rises	It shall be manual.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1261	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Point G and point H	Both are contradictory point one says it should focus on judges and other says it should not record the communication between the judges. Kindly clarify the requirement	The camera shall be focused on the Judges / Presiding officer. The communication among the Judges shall not be filmed/recorded . The functionality could be achieved using the appropriate controls offered by the envisaged system.
1262	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	In line with the above-mentioned functional requirements mandated by the Hon'ble Supreme Court of India, MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-demand through MPHC website and integration with MPHC's CIS (Case Information System) of audio-visual content (video, synchronised audio & VC content) associated with courtroom proceedings.	As we understand, the requirement is strictly on-demand to record the proceedings of the courtroom cameras at the discretion of Hon. Judge only. Kindly confirm if the understanding is correct. The live court proceedings will be sent to the CCC Jabalpur for redundant recording and simultaneous broadcasting through the MP HC Website. There may be some latency in broadcasting the videos due to the latency of the communication links which would be acceptable in the solution. Kindly confirm if the functional requirement is correctly understood.	Please refer to Sr. No. 111 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 63	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	In line with the above-mentioned functional requirements mandated by the Hon'ble Supreme Court of India, MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-demand through MPHC website and integration with MPHC's CIS (Case Information System) of audio-visual content (video, synchronised audio & VC content) associated with courtroom proceedings.	After the live-streaming of the proceedings is over, the Video Recordings would be available for historic viewing for 5 years on the website. Can we assume people watching the historic videos would not be more than 5% of the total concurrent users? Kindly clarify.	Please refer to Sr. No. 112 in this regard
12 64	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	For the purpose of system sizing, following assumptions shall be made....Total concurrent users at any given time = 15000	We hope the required bandwidth would be available to stream the video content to 15000 concurrent users for video streams of 720P resolution and 12 FPS. The bandwidth requirement would be very high in this case. Kindly confirm.	Please refer to Sr. No. 113 in this regard
12 65	5.1.2.14 Live Streaming & Archiving of Courtroom	Integration of VC with the system shall also be included in the	Kindly clarify the integration functional scope for the VC.	Please refer to Sr. No. 114 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Proceedings	scope.		
12 66	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The case calendar on a daily basis shall be imported or made available by the CIS (Case Information System). The videos shall be tagged to the respective case numbers & the same shall be live streamed & viewable against the published calendar on the MPHC website.	Kindly share more details on tagging and who will be responsible?	The operator shall tag the case with the recorded audio-visuals. The system should offer required features & functionalities to facilitate the same, please note.
12 67	5.2 Mandatory Technical requirement	26. Bidders should note that the procurement of access control system (ACS) shall be made in phased manner to meet out the requirement of the District Judiciary.	Need more clarity on ACS procurement.	<i>ACS procurement shall be made in phased manner, that is, the equipment shall be procured as & when required.</i>



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 68	5.2 Mandatory Technical requirement	29. Audio surveillance using an Audio Monitoring Base Station with 4 Zone/channel high-quality noise cancelling microphones & best-in-class channel separation shall be implemented in courtrooms. The output of the base station can be connected to an audio-in port of the camera or it can be an IP device (Connected to a switch, with POE Power). The audio output should be properly synchronized with the video. Two Microphones shall be wall mounted while 2 shall be table-top/ goose-neck (~450mm) type (final selection shall be as per the site-conditions) . The capability is required to be successfully demonstrated during the	Kindly clarify the requirement also how the lip-sync will be achieved	Lip-sync could be achieved using the VMS or any other third-party software. Bidders are advised to propose solution for proper lip-sync of audio with the video.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		proof of concept phase		
12 69	5.2 Mandatory Technical requirement	35. The sensor size is being standardized as "Sensor size of 1/3" or better" for all types of cameras, without affecting the specified light sensitivity.	In specification Sensor size asked is 1/2.7"	Please refer to Sr. No. 131 in this regard
12 70	5.3.2 Spares	Following spares shall be maintained by the Bidder per Region during the AMC period as mentioned:	How the regions will be decided kindly clarify?	Indore, Bhopal, Jabalpur & Gwalior shall be considered as the regions in this regard.
12 71	6.1 Outdoor Fixed Camera	Image Sensor - 1/2.7" progressive scan HD CMOS	Please make it uniform and accept 1/3" or better as same for all other cameras as on page 40 it was 1/3" or better for all camera.	Please refer to Sr. No. 131 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 72	6.1. Outdoor Fixed Camera-	Certification:- The system shall be ROHS, WEEE, ISO14001and REACH compliant	Request you to consider for ROHS/WEEE/REACH /ISO14001. REACH is a horizontal legislation controlling the risks associated with chemical substances throughout their whole life cycle, while RoHS is a product-specific vertical legislation focuses on hazardous substances in electrical and electronic equipment (EEE). Although their scopes partially overlap, they were designed to be complementary. So request you to consider any of two and it will help to participate other OEMS.	Tender terms shall prevail.
12 73	6.2. Outdoor Panoramic Camera	Field of view - 180° (horizontal) 30°(vertical) and ~182° (diagonal)	Request you to clarify for field of View i.e.182° (diagonal). It will be same as horizontal 180° .	Tender terms shall prevail.
12 74	6.2. Outdoor Panoramic Camera -	Certification:- The system shall be ROHS, WEEE,ISO14001and REACH compliant	Request you to consider for ROHS/WEEE/REACH /ISO14001. REACH is a horizontal legislation controlling the risks associated with chemical substances throughout their whole life cycle, while RoHS is a product-specific vertical legislation focuses on hazardous substances in electrical and electronic equipment (EEE). Although their scopes partially overlap, they were designed to be complementary. So request you to consider any of two and it will help to participate other OEMS.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1275	6.3. Outdoor PTZ Camera -Dome ID	Minimum 100 (Dome ID denotes camera ID required for camera set-up. Any equivalent ID structure for camera set-up &/or identification is acceptable.)	Request you to clarify DOME ID .	Please refer to Sr. No. 889 in this regard
1276	6.4. Indoor Fixed Dome Camera	Certification- The system shall be ROHS, WEEE, ISO14001and REACH compliant	Request you to consider for ROHS/WEEE/REACH /ISO14001. REACH is a horizontal legislation controlling the risks associated with chemical substances throughout their whole life cycle, while RoHS is a product-specific vertical legislation focuses on hazardous substances in electrical and electronic equipment (EEE). Although their scopes partially overlap, they were designed to be complementary. So request you to consider any of two and it will help to participate other OEMS.	Tender terms shall prevail.
1277	6.5. Indoor Panoramic Camera	Field of view- 180° (horizontal) 30°(vertical) and ~182° (diagonal)-	Request you to clarify for field of View i.e.182° (diagonal). It will be same as horizontal 180° .	Tender terms shall prevail.
1278	6.5. Indoor Panoramic Camera	Certification- The system shall be ROHS, WEEE ,ISO14001 and REACH compliant	Request you to consider for ROHS/WEEE/REACH /ISO14001. REACH is a horizontal legislation controlling the risks associated with chemical substances throughout their whole life cycle, while RoHS is a product-specific vertical legislation focuses	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			on hazardous substances in electrical and electronic equipment (EEE). Although their scopes partially overlap, they were designed to be complementary. So request you to consider any of two and it will help to participate other OEMS.	
1279	6.16. VMS/IVA Software	Automatic tracking and classification of objects such as cars and people and push content to security personnel over local LAN as required. Page 67: Software should be intelligent and capable of automatically discriminating between objects like people, animals, vehicles	Kindly clarify if the requirement of tracking and classification of objects is to be considered for 20% of the cameras (which are mentioned for Video Analytics)	Please refer to Sr. No. 120 in this regard
1280	6.36. C4i Software	The C4i Software, VMS & IVA should work in an integrated manner as a single product & should preferably be from the same OEM.	Robust integration is possible among the C4i, VMS and IVA software. The VMS and VA solution integrated with C4i application is acceptable for the solution. Kindly confirm that C4i can be from different OEM tightly integrated with VMS and VA	Please refer to Sr. No. 121 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1281	6.36. C4i Software, Collaboration	The C4I shall be a full 2 Dimensional geo-spatial GIS based system for managing and controlling routing operations and incidents. The C4I system shall maintain operational continuity and facility management, whilst addressing several key critical issues regarding security, safety and facility management, such as: Fusion of information from different sensors, systems, data sources like CCTV, Fire Alarm Systems.	As we understand , the C4i software integrates with the VMS and other systems to receive alerts on the incidents automatically generated through analytics, receive live as well as archived video feeds as and when required and also receive and aggregate alerts from other systems and sensors. Kindly let us know if our understanding is correct.	Please refer to Sr. No. 122 in this regard
1282	6.36. C4i Software	The C4I shall seamlessly integrate with existing cameras, DVR's, access control and all other allocated devices and systems, in order to provide an on-line display of 2D / 3D geospatial	The capability of integrating with the VMS software is asked for the C4i system, we assume, the cameras, DVRs or NVRs are part of the VMS software and C4i integrates with the VMS system. Kindly let us know if our understanding is correct.	Please refer to Sr. No. 123 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		situational awareness, live video streams and operational/decision support data, all in one unified C4I system located in the main Control Room, as well as in remote C4I system stations.		
1283	6.36. C4i Software	The C4I shall provide 3D object tracking - The ability to locate a moving object (human or vehicle), track its movement in a crowded environment and Display the suspect's movement and trail on the 3D GIS map at Real- Time. The C4I shall have the ability to locate and track suspects using recorded video from the CCTV DVR/NVR and display the suspect's movement and trail on the 3D GIS map. The C4I shall provide the ability to track suspects using DVR/NVR	As we understand, tracking of objects is to be done by the operator manually using the cameras which are seen on the GIS map. The tracking should be possible for live as well as recorded videos. Kindly let us know if our understanding is correct. Also, from the BoQ and the locations of the cameras, majority of the cameras are installed indoors and within the court premises. Having GIS map and live tracking of suspects will not work within the closed premises. We request clarity on the requirement. We also understand that the same use case should be acceptable from the VMS system. Kindly let us know if our understanding is correct.	Please refer to Sr. No. 124 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		from a certain point forward or backward in various speeds. The C4I will support real time or recorded tracking by selecting and setting the cameras on screen based on the advancing path of the tracked object. The C4I shall support a display of the suspect's presumed advancing ways and direction in case of a lost suspect event. Export all video clips from tracking report from a single command across a single or multiple video management C4I systems.		
12 84	6.36. C4i Software	Modules - VMS, NVR, DVR, Video Display System,.....	Various modules mentioned under the C4i system could be from the same OEM or integrated from other OEMs. Kindly confirm if this understanding is correct.	Please refer to Sr. No. 125 in this regard
12 85	General Query		ANPR camera specifications are mentioned. There is no	Please refer to Sr. No. 126 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			mention of the ANPR software specifications. We request you to kindly provide ANPR software specifications	
1286	General Query		Kindly confirm all the bandwidth required for any of the connectivity or uploading purpose will be in the scope of the client.	Please refer to Sr. No. 1160 in this regard
1287	3.5 Payment Terms	c. 20 % of total price against successful Installation of the system.	We understand that, the payment for Installation & Commissioning shall all be on prorata basis. Kindly confirm.	Yes. It shall be on pro-rata basis.
1288	3.9. LIQUIDATED DAMAGES	If the Bidder fails to deliver any or all of the equipment or to perform the services within the time period(s) specified in tender, the Registrar General, High Court of Madhya Pradesh shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the contract price for every week (seven days) or part thereof of delay, up to	We understand that the LD shall be applicable only on the undelivered portion of the Material. Kindly Confirm.	Tender terms shall prevail. LD shall be applicable on the project value.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		maximum deduction of 5% of the contract price. Once the maximum is reached, the Registrar General, High Court of Madhya Pradesh may consider termination of the contract.		
12 89	4.7. Project Completion Period	Note:- The warranty/ AMC period shall start from the date of completion of corresponding implementation stage/phase.	We understand that the warranty shall start immediately after the SI completes an Implementation stage. i.e. Warranty for the 1st Stage of Implementation shall start from the 7th Month, 2nd stage shall start from 13th Month, 3rd Stage shall start from 19th Month and 4th stage shall start from 25th month. Subsequently the respective AMC shall also start after the completion of respective Warranty Period for the Implementation stages. Kindly confirm.	The warranty/ AMC period shall start from the date of completion of corresponding implementation phase.
12 90	6.1	3.6 to 9 mm or better	FoV varies for different manufacturers based on their specification would request to kindly allow +/- 2 mm	Please refer to Sr. No. 1 in this regard
12 91	6.1	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	ISO-14001 is more for related to sustainability , would request if compliance to IT security like ISO 27001 is requested	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
12 92	6.2	Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	our understanding is that the overall requirement is of 15 MP would request to allow required pixels using 4 lens system	Please refer to Sr. No. 1157 in this regard
12 93	6.2	It should be PoE enabled and outdoor ready with IK10 enclosure	Since cameras are being installed in a controlled environment would request if IP66 and IK10 ratings are relaxed for internal applications	Please refer to Sr. No. 4 in this regard
12 94	6.3	0 to 15 deg above horizontal to 90 deg down, max 120 deg per second	15 deg upward is usually required for application which wants to view above horizon , please allow 0-90 deg tilt angle	The requirement is compliant to the DoJ Specifications in this regard. Tender terms shall prevail.
12 95	6.4	3-9 mm or better, DC-Iris/Auto Iris	please allow +/- 1 mm of lens	Please refer to Sr. No. 1 in this regard
12 96	6.5	It should be PoE enabled and outdoor ready with IK10 enclosure	Since cameras are being installed in a controlled environment would request if IP66 and IK10 ratings are relaxed for internal applications	Please refer to Sr. No. 4 in this regard
12 97	6.6	Camera should be able to record the activity at a minimum illumination of 0.04 lux in color mode and 0.01 lux in Black/White mode.	Need More of Light for capturing License plate , Request relaxation for LUX level .	Tender terms shall prevail.
12 98	6.6	Power over Ethernet (PoE) IEEE 802.3af	would request for class 4 POE	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Class 2		
1299	Page: 25	Note:- The warranty/ AMC period shall start from the date of completion of corresponding implementation stage/phase.	Please confirm according to our understanding courts covered in Stage 1 and Stage 2 AMC will be over 1 year before amc of the courts covered in Stage 3 and Stage 4	Please refer to Sr. No. 1289 in this regard
1300	Page: 8	• The firms registered under NSIC and MSME (The vendor to be registered with both NSIC and MSME for claiming exemption of tender fees) are exempted for submission of tender fees only. But they have to submit valid EMD as per the tender requirement .	As per the MSME Procurement Act , those bidders who are MSMEs registered under NSIC for the offered products and services are exempted from EMD and tender fees payment. Therefore requesting you to please amend this clause in your RFP. For reference , please check recently published RFP - Guwahati Smart city, Daman Smart city etc	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1301	Page: 20	<p>3.5. PAYMENT TERMS</p> <p>a. For the supply, installation, commissioning , testing, training and warranty of items& system as per tender and post-warranty comprehensive Annual Maintenance Contract for 48 months (Note: Payments will be made in Indian Rupees only)</p> <p>b. 60% of total price against delivery of equipment at the site, on pro-rata basis.</p> <p>c. 20 % of total price against successful Installation of the system.</p> <p>d. 20% against successful commissioning & UAT.</p> <p>For CAMC - Quarterly prorata payment of finalized CAMC amount will be made after successful completion of period of respective post</p>	<p>As per the SOW , this project is bit huge but no mobilization advance is available in the given payments terms , which will definitely affect the project work flow, therefore requesting you to please revised the payment terms as:</p> <p>a. 10% against of total price against survey and final BOQ submission.</p> <p>a. For the supply, installation, commissioning, testing, training and warranty of items& system as per tender and post-warranty comprehensive Annual Maintenance Contract for 48 months (Note: Payments will be made in Indian Rupees only)</p> <p>b. 50% of total price against delivery of equipment at the site, on pro-rata basis.</p> <p>c. 20 % of total price against successful Installation of the system, on pro-rata basis.</p> <p>d. 20% against successful commissioning & UAT, on pro-rata basis.</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		warranty CAMC.		
13 02	Page: 12	2.15. Termination based on funding The contract resulting from this tender will be subject to availability of funds with the High Court. In the event of paucity of such funds, the High Court of Madhya Pradesh reserves the right to terminate or suspend the contract for an agreed period of time without any penal charges.	Seeing the size of the project bidder will heavily invest in the project thus not to be burden on the bidder Please change it to The contract resulting from this tender will be subject to availability of funds with the High Court. In the event of paucity of such funds, the High Court of Madhya Pradesh reserves the right to terminate or suspend the contract for an agreed period of time without any penal charges, clearing the payment for the work done till that day	Please refer to Sr. No. 746 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 03	Page: 20	3.4. WARRANTY d. The Bidder shall quote for comprehensive on-site post-warranty AMC for Four years, which shall become effective after the completion of warranty period.	Please confirm according to our understanding courts covered in Stage 1 and Stage 2 AMC will be over 1 year before amc of the courts covered in Stage 3 and Stage 4	It shall depend upon the date of completion of the respective stage, please note.
13 04	Page: 22	3.11. TERMINATION b. Termination on account of Force Majeure: The Registrar General, High Court of Madhya Pradesh shall have the right to terminate the Contract on account of Force Majeure	Force Majeure is not under anyone control thus to avoid the burden please change the clause to Termination on account of Force Majeure: The Registrar General, High Court of Madhya Pradesh shall have the right to terminate the Contract on account of Force Majeure with mutual consent with the bidder	Tender terms shall prevail.
13 05	Page: 22	3.11. TERMINATION f. The Registrar General, High Court of Madhya Pradesh may at any time terminate the Contract by giving notice without assigning any	Termination of any project creates a huge burden on the financial planning of the bidder thus please dissolve this clause to The Registrar General, High Court of Madhya Pradesh may at any time terminate the Contract by giving notice without assigning any reason with the mutual consent with the bidder , clearing the payment for the work done till that date	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		reason		
13 06	Page: 56	6.6. ANPR Camera	Please clarify the requirement of ANPR system for the Project	Please refer to Sr. No. 126 in this regard
13 07	Page: 56	6.6. ANPR Camera	Please clarify the ANPR Data to be stored locally or in high court or both	It will be stored at both sites.
13 08	Page: 30	5.1.2.1 Video Surveillance Outdoor Panoramic Camera- Courtyard, parking areas	According to our understanding outdoor panoramic Camera is to be used for Parking but in some courts , this camera is not asked , eg in Jabalpur High-count BOQ Outdoor Panoramic Camera count is zero , thus please confirm in these court does not involve Parking surveillance	Use of Panoramic cameras is not limited to surveillance of parking areas; MPHC is free to use the camera for any application / uses.
13 09	Page: 59	6.9. Field Switch - 8 Port POE, 6.10. Field Switch - 24 Port Temperature 0°C to 45°C	As the Field switches are be enclosed in the outdoor box where the temperature increases and due to overheating switches gets shutdown which causes disruption in the connectivity hence we request you to please change to Temperature 0°C to 65°C	The switches are indoor field switches. Tender terms shall prevail.
13 10	Page: 12	2.16. LSTK Nature of Work	To Quote actual quantity survey is must , hence we request you to please appoint a nodal officer for the same	Bidders may contact the designated office on the details provided in the tender document.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 11	MPHC-IVSS_CLAS S-TenderDoc-Part_I Page No. 15	2.19.4 Networking Equipment OEM: All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, published prior to the date of the tender publication. For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication.	Kindly remove this clause because "Make In India OEM" will not qualify due to this clause. Under the policy of Government of India to encourage 'Make in India' and promote manufacturing and production of goods & services in India, Department for Promotion of Industry and Internal Trade (DPIIT) issued Revised Public Procurement (Preference to Make in India) Order, vide No. P-45021/2/2017-PP (BE-II) dated May 29, 2019 and amended further on 4th June & 16th September 2020, wherein the purchase preference to be given to local Suppliers in all procurement by Ministry or department or attached or subordinate office of, or autonomous body controlled by the Government of India including Government companies has been stipulated. Many government department like: NTPC, Railtel, Smart City, MHA, IOCL, GAIL, HPCL, Airport Authority of India is welcoming the "Make In India" policy in his tender and preferring make in India OEM also. Tender detail is mention below: 1. HPCL Tender Reference No.: Tender No. 20000516-HD-10157 dt. 8.10.2020 for CCTV SYSTEM AT 9 NORTH ZONE LOCATIONS	Subject to clause 2.14.g/h/l & total compliance to the technical specifications , all Make in India OEMs shall be considered as acceptable for the tender.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>2. HPCL Tender Reference No.: Tender No. 22000517-HD-10157 dt. 8.10.2020 for CCTV SYSTEM AT WZ & NCZ LOCATIONS.</p> <p>3. RailTel tender reference No. : RailTel/EOI/OT/CO/NTP/2 020-21/ Thermal Temperature screening solution to RCIL's Customers/543 dt. 13.07.2020</p> <p>4. NTPC NIT No. : 40088203, NTPC BIDDING DOCUMENT Ref. No.: CS- 0011- 412(2A)-9 for INTEGRATED SECURITY SYSTEM PACKAGE FOR NTPC BONGAIGAON, GADARWARA, KHARGONE, MOUDA & SOLAPUR.</p> <p>5. NTPC IFB Reference No. : 40088165, Integrated Smart Township System Phase- II For Mauda, Kudgi, Lara, Vindhyachal, Gadawara, Dadri, Koldam & Kawas Bidding Document No. CS- 0011-820(2)-9.</p> <p>6. MHA Delhi Police Tender No.: 595/CSA (Q- 1A)/DCP/P&L/2019.</p> <p>7. Delhi Police Tender No. 579/CSA (Q- 1A)/DCP/P&L/2019.</p> <p>8. Noida Development authority RFP Ref: JOB No: 41/GM-R/S. M.(E&M)- III/2019-20.</p>	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>9. Eastern coalfield Tender No. ECL/GM/KNT/Pur/Open/2020-21/CCTV/22 Date: 09.07.2020</p> <p>10. Dholera Smart City Ref: RFP No. DICDL/AA/ICT/MSI-02 dated 05-03-2020.</p> <p>11. Bareilly smart city Ref: TENDER No. BSCL/2019-2020/203-01 Dated 03/01/2020.</p> <p>12. Lucknow Safe City project, Bid No. WPL – HC-Budget (N)-2/2019 RFP for Proposal for Integrated Smart Control Room (ISCR) for Safe City Lucknow Project.</p>	
13 12	<p>Page No. 63; 85; Part I; Sub Section: 6.15. Recording, Archiving & Back-up& Management Servers</p> <p>6.33. Servers</p>	<p>Two socket x86-64 architecture, E5-2600 Series Processor 2.4GHz with 1 populated CPU</p>	<p>Change Request : "Two socket x86-64 architecture, Intel Skylake Series Processor 2.4GHz with 1 populated CPU"</p> <p>Justification : E5-2600 is older series for Intel CPU, request to mention the latest Intel CPU generation.</p>	<p>Please refer to Sr. No. 47 in this regard</p>
13 13	<p>Page No. 63 85; Part I; Sub Section: 6.15. Recording, Archiving & Back-up& Management Servers</p>	<p>Minimum 4 x 1 Gbps NIC</p>	<p>Change Request : Minimum 2 x 10 Gbps NIC</p> <p>Justification : Current generation servers comes default with 10G ports which provides much higher bandwidth compared to 1G ports. Request to update else</p>	<p>Please refer to Sr. No. 161 in this regard</p>



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.	6.33. Servers		Bidders will have to provide additional 1G card which will come at a cost with no advantage.	
13 14	Page No. 63 85; Part I; Sub Section: 6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	RAID controller should support all HDD slots on the chassis; RAID controller should support RAID 1, 5, 6 HOT Pluggable	Change Request : RAID controller with 2GB cache should support all HDD slots on the chassis; RAID controller should support RAID 1, 5, 6. HOT Pluggable drives. Justification : Request to mention the minimum cache module required to support RAID 5, 6 functionalities.	Please refer to Sr. No. 162 in this regard
13 15	Page No. 63 85; Part I; Sub Section: 6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	Dual redundant hot pluggable SMPS each capable of powering fully populated chassis, Redundant Fans, Sound Card & speakers, Internet+Antivirus Security packages, other Softwares as defined in this Tender & also those required to achieve the functional requirements & overall system integration. Mirrored on-	Change Request : Redundant hot pluggable power supply each capable of powering fully populated chassis, Redundant Fans, Internet+Antivirus Security packages, other Softwares as defined in this Tender & also those required to achieve the functional requirements & overall system integration. on-board cache, Support for SATA/NL-SAS drives. Surge & spike protection. To be free from EMI/ RFI /VHF/ Mobile disturbances. Justification : Sound card & Speakers does not comes along with the servers. Surge & spike protection are provided through cables & connectors out of which	Please refer to Sr. No. 163 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		board cache, Support for SATA drives. MIL-STD-1275 Surge & spike protection. To be free from EMI, RFI, VHF, Mobile disturbances.	connectors are not a part of Server offering. Also, since Servers are free from EMI but since they are kept in DC area which is supposed to be free from other disturbances. Request to relax this point.	
13 16	Page No. 63 85; Part I; Sub Section: Suggestion	Suggestion	Each court asked 1 Recording, Back-up Server + 1 Server + 1 Storage - Since Court is IT consumer department, we strongly recommending to go for Hyper converged Architecture. Hyper converged infrastructure (HCI) is a software-defined, unified system that combines all the elements of a traditional data center: storage, compute, networking and management. This integrated solution uses software and x86 servers to replace expensive, purpose-built hardware. The advantage of this solution : 1. Less Management 2. Easy Management 3. Low Power, High performance	Please refer to Sr. No. 164 in this regard
13 17	Page No. 3; Part I; Sub Section: Command & Control Center	Servers: 1	Change Request : Servers: As per requirement Justification : Only a single Server Qty as server requirement is not correct	Please refer to Sr. No. 248 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			since there are multiple applications which will require server support which will require higher quantity of servers.	
13 18	Page No. ; Part II; Sub Section: 2.19.3 IT Hardware OEM	All Servers, Storage Systems, Workstations & other IT hardware proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per Gartner / IDC latest published quarterly report, prior to the date of tender publication.	Change Request : All Servers, Storage Systems, Workstations & other IT hardware proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per Gartner / IDC latest published quarterly report, prior to the date of tender publication. OEM to supplies at least 10,000 switches, 5000 Servers in FY 18-19 or 19-20. Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network.	Please refer to Sr. No. 166 in this regard
13 19	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest	Change Request : All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC quarterly report / presence in the latest leader and challenger Magic Quadrant by Gartner, published prior to the date of the tender publication. Justification : We understand that this one of the most prestigious project for judiciary system of MP. Requesting to provide	Please refer to Sr. No. 167 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Magic Quadrant by Gartner, published prior to the date of the tender publication.	more subjective report for OEMs. As per current clause we understand that OEM should can be from top 5 for World-wide Market any report. Our submission to provide the name of most widely use market intelligence firm. Like Gartner, IDC etc... This is also follow by MP HC LAN RC tender released in every year.	
13 20	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	Additional Clarification	<p>Requesting to add "All the networking component should be enterprise grade and same should be in product datasheet or public referable document."</p> <p>Justification : Also most of OEM have to offer two product for SMB segment which is for sub 100 user network and enterprise grade Ethernet Switches and report are also release according, hence requesting to specify that all the report should be followed for Enterprise Grade Managed switch.</p>	Please refer to Sr. No. 199 in this regard
13 21	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication.	<p>For Industrial Grade Switches - switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC quarterly report / presence in the latest leader and challenger Magic Quadrant by Gartner, published prior to the date of the tender publication.</p> <p>Justification : IMS and HIS are not industry report</p>	Please refer to Sr. No. 169 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			followed. Requesting hence requesting to provide more common. Our submission to provide the name of most widely use market intelligence firm. Like Gartner, IDC etc...	
13 22	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	Additional point for Proven Track Record (PTR)	To be added "The OEM of active network devices to be quoted by the bidder should have local Technical Assistance Centre (TAC) support in India through a toll free number and Returned Materials Authorization (RMA) depot in Madhya Pradesh." Justification : This is to ensure dependable and continuous local support and hence reduce the lead time for during RMA.	Please refer to Sr. No. 170 in this regard
13 23	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	Additional Proven Track Record (PTR)	Point to be Added "The OEM of active network devices to be quoted by the bidder should be present in the country from at least past 10 years and must have posted profit at least as per last 7 years." Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 24	Page No. 15; Part I; Sub Section: 2.19.4 Networking Equipment OEM	Additional Proven Track Record (PTR)	<p>Point to be Added "All material to be procured by the bidder should be from an OEM, which has not been acquired/ or likely to be acquired by any other business entities during the period of last 5 years till the last date of bid submission. This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network."</p> <p>Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network.</p>	Tender terms shall prevail.
13 25	Page No. 33; Part I; Sub Section: 5.1.2.8 Network Connectivity Point no. 4	The Civil Courts under the district shall be connected to the district CR through a 10MBPS leased line (Note: not part of this project) for viewing alarms & select cameras.	<p>Since All the locations will be connected over WAN requesting to add specification of Router and separate line items in price bid.</p> <p>Justification : Since there is a Statewide network asked as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of router as part of the rfp ask in Technical specs and Price bid.</p>	Please refer to Sr. No. 173 in this regard
13 26	Page No. 29; Part I; Sub Section: 5.1.2.8 Network Connectivity Point no. 6	The IP system should ensure highly secure and ready video access from virtually anywhere on	Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location along with client	Please refer to Sr. No. 174 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		MPHC Security Network. Authorized personnel (within its individual user rights, specific to individual) should be able to rapidly zero in on video / images of specific locations, people, and events, anytime and anywhere, without reviewing countless hours of video recordings.	based VPN. Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification AAA and VPN license in Firewall same as part of the rfp ask in Technical specs and Price bid.	
13 27	Page No. 33; Part I; Sub Section: 5.1.2.8 Network Connectivity. Point No. 7	The system shall allow conditional access to the authorized users to the security system from MPHC LAN/WAN through the gateway UTM Firewall. It shall be Bidder's responsibility to configure such access mechanism in Security Network.	Requesting to Put minimum specification for AAA and VPN. Justification : We understand from the mentioned clause that RFP bidder need to provide two separate Devices AAA and NGFW. AAA will provide conditional access to the authorized users to the security system from MPHC LAN/WAN. NGFW act as gateway level device to provide security at Gateway level. Also requesting to add separate line item in the price bid.	Please refer to Sr. No. 174 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 28	Page No. 30; Part I; Sub Section: 5.1.2.8 Network Connectivity. Point No. 14	The bidder shall be responsible for configuring and fine-tuning of subsystems to achieve overall network performance with high-level physical & cyber security.	Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location. Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of Firewall & AAA same as part of the rfp ask in Technical specs and Price bid.	Please refer to Sr. No. 174 in this regard
13 29	Page No. 37; Part I; Sub Section: 5.2. Mandatory Technical Requirement s	The system should provide facility using secure authentications for remote viewing to log on and view any camera/recordings/logs/alarms from anywhere on MPHC Security LAN/WAN.	Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location. Where AAA authenticate the user and posture the network according and Firewall will provide SSL VPN. Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of Firewall same as part of the rfp ask in Technical specs and Price bid.	Please refer to Sr. No. 174 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 30	Page No. 39; Part I; Sub Section: 5.2. Mandatory Technical Requirement s	Authorization that the items quoted by the tenderer are in production and would be supported for service for at least 10 years from the date of the final commissioning .	Change Request : "Authorization that the items quoted by the tenderer are in production and would be supported for service for at least 5 years from the date of the final commissioning." Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final commissioning.	Please refer to Sr. No. 179 in this regard
13 31	Page No. 31; Part III; Sub Section: 7.14. MANUFACT URERS AUTHORISA TION FORM	We are aware of the model numbers of our products quoted for this tender "Integrated Video Surveillance System (IVSS) project" and assure you that these are meeting the specifications provided & also assure you that these products are not end-of-life products. These model numbers are (product name &model numbers). We also assure you that these models shall continue to be supported by us for a period of 10 years.	We are aware of the model numbers of our products quoted for this tender "Integrated Video Surveillance System (IVSS) project" and assure you that these are meeting the specifications provided & also assure you that these products are not end-of-life products. These model numbers are (product name &model numbers). We also assure you that these models shall continue to be supported by us for a period of 5 years. Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final commissioning.	Please refer to Sr. No. 179 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 32	Page No. 31; Part III; Sub Section: 7.14. MANUFACTURERS AUTHORISATION FORM	We assure you the availability of spare parts for the above mentioned model numbers for a period of 10 years, from the date of supply. We further assure you that the products being supplied by us for this tender are ONVIF compliant.	We assure you the availability of spare parts for the above mentioned model numbers for a period of 5 years, from the date of supply. We further assure you that the products being supplied by us for this tender are ONVIF compliant. (Only Applicable to Camera Vendor) Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final commissioning. Also Requesting confirm that only Camera vendor need to provide ONVIF compliant & not the IT hardware OEMs.	Please refer to Sr. No. 179 in this regard
13 33	Page No. 31; Part III; Sub Section: 7.14. MANUFACTURERS AUTHORISATION FORM	During the period of 10 years from the date of supply, in case the bidder fails to provide you the necessary service, we will be obliged to provide the same, at no extra cost.	During the period of 5 years from the date of supply, in case the bidder fails to provide you the necessary service, we will be obliged to provide the same, at no extra cost. Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final commissioning.	Please refer to Sr. No. 181 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 34	Page No. ; Part I; Sub Section: 5.2. Mandatory Technical Requirement s	The work shall be executed to the highest standards using best quality material. The system design shall use state-of-the art techniques/tools. The contractor shall ensure that the entire specification is complied with the tender document. It shall be the responsibility of the contractor to demonstrate compliance of technical as well as functional specifications. Meeting individual requirements shall not be deemed as meeting the overall efficient functioning of the total system.	Requesting to quantify "Best Quality Materials" either via Product certification and OEM criteria and OEM past experience.	Please refer to Sr. No. 182 in this regard
13 35	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	Layer-2 Managed Industrial Switch with 4 Port 10/100/1000 Base-T GE Switch with 2 OFC, 1GBPS SFP ports (IPv6	Change Request : Layer-2 Managed Industrial Switch with 4 Port 10/100/1000 Base-T GE Switch with 4 OFC, 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours. Justification : Requesting you to upgrade 4 OFC	Please refer to Sr. No. 183 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	port and also we understand bidder need to quote minimum 8 port for spare.	
13 36	Page No. 57 87; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.35. LAYER-2 SWITCH	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	Change Request : IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation. Also requesting to include UDLD - Unidirectional Link Detection is a data link layer protocol to monitor the physical configuration of the cables and detect unidirectional links	Please refer to Sr. No. 185 in this regard
13 37	Page No. 57 58 59 60 86 87; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.34. Layer-3 Core Switch	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Change Request : Should support RPR/IEEE 802.17/equivalent for sub 120ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 185 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	6.35. LAYER-2 SWITCH			
13 38	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	Should support 8 priority queues with a hierarchy of high priority queues for real time traffic, and mixed scheduling, for each switch port	Change Request : Should support 4 egress queues per port Justification : We understand that at any point of time 8 priority queues will not be configured, also entire specification are not allowing leading OEM to participate. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 186 in this regard
13 39	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.35. LAYER-2 SWITCH	Should support ACL based on L2/L3 headers, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop protection and loop detection,	Change Request : Should support ACL, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow/Netflow, Radius, TACACS+, LAG, Loop protection and loop detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 218 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 40	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	CLI, GUI, IEEE802.3az, RMON 4 groups, SNMPv3, LLDP	Change Request : CLI, GUI, RMON 4 groups, SNMPv3, LLDP Justification : IEEE802.3az or Energy- Efficient Ethernet is a set of enhancements to the switches that reduce power consumption during periods of low data activity. The intention is to reduce power. Where as we understand that 4 port field switches will be installed @ field location where camera will connected for 24*7*365 days. Hence there will be no low data activity any point of time. Also most of the leading Industrial Ethernet switch OEM don't support this features. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 188 in this regard
13 41	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	Change Request : USB/SD Slot interface for taking backup of software release files or configurations, SSLv2 / SSLv3. Justification : Different OEM have architecture. All OEM don't support USB drive. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 189 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 42	Page No. 58 59 60 86 87; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.34. Layer- 3 Core Switch 6.35. LAYER-2 SWITCH	UL60950-1, CAN/CSA- C22.2 / No.60950-1- 03, EN60950- 1, EN60825-1, AS/NZS60950. 1, UL, cUL, ROHS	Change Request : UL60950-1, CAN/CSA- C22.2 / No.60950-1-03, EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for same Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 190 in this regard
13 43	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Change Request : We understand that "Switch should have a securely cover SD-Card field replaceable slot" Justification : This will reduce the ease of switch replacement	Please refer to Sr. No. 191 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 44	Page No. 58 60 86 87; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.11. CR Switch 6.34. Layer- 3 Core Switch 6.35. Layer- 2 Switch	Additional Clarification	Change Request : We understand that "Switch should be EAL/NDPP certified" Justification : This point will ensure that during Vulnerability Assessment and Penetration Testing / audit no malicious code is present on the hardware. This also release in various RFP released by MPHC and other government RFPs.	Please refer to Sr. No. 192 in this regard
13 45	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Requesting to Add "Switches should be IP30 rate" Justification : Industrial Grade Switches are for field deployment where it should have some basic Industry standards, hence requesting to add IP30 rated device which will ensure that device are protected from tools and wires greater than 2.5 millimeters.	Please refer to Sr. No. 193 in this regard
13 46	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Requesting to Add "Switches should be NEMA TS-2 certified" Justification : Industrial Grade Switches are for field deployment where it should have some basic Industry standards, hence requesting to add NEMA	Please refer to Sr. No. 194 in this regard



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			TS-2.	
13 47	Page No. 58; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.34. Layer- 3 Core Switch 6.35. LAYER-2 SWITCH	Additional Clarification	Requesting to Add "Switches should support 802.1x" Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.	Please refer to Sr. No. 195 in this regard
13 48	Page No. 58; Part I; Sub Section: 6.9. Field Switch - 8 Port POE	Layer-2 Managed Switch with 8 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Change Request : Layer-2 Managed Switch with 8 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 3 lakh hours. Justification : 1 Lakh hours is too less for Reliability with higher Mean Time Between Failures hence requesting you to increase it to 3 lakh hours	Please refer to Sr. No. 288 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 49	Page No. 58; Part I; Sub Section: 6.9. Field Switch - 8 Port POE	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface for taking backup of software release files configurations, SSLv2 / SSLv3, Justification : Different OEM support different protocol. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 189 in this regard
13 50	Page No. 58 59 60 86 87; Part I; Sub Section: "6.8. Field Switch - 4 Port (Outdoor) POE" 6.9. Field Switch - 8 Port POE 6.10. Field Switch - 24 Port 6.11. CR Switch 6.34. Layer- 3 Core Switch 6.35. LAYER-2 SWITCH	Additional Clarification	Requesting to add "Switch should be IPv6 logo/USGv6 Certified." Justification : This is ensure that product quoted by Bidder / OEM should have IPv6 logo certified. This also release in various RFP released by MPHC and other government RFPs.	Please refer to Sr. No. 198 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 51	Page No. 58; Part I; Sub Section: 6.9. Field Switch - 8 Port POE	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Justification : This ensure that products are enterprise grade.	Please refer to Sr. No. 199 in this regard
13 52	Page No. 59; Part I; Sub Section: 6.10. Field Switch - 24 Port	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 3 lakh hours. Justification : 1 Lakh hours is too less for Reliability with higher Mean Time Between Failures hence requesting you to increase it to 3 lakh hours	Please refer to Sr. No. 288 in this regard
13 53	Page No. 59; Part I; Sub Section: 6.10. Field Switch - 24 Port	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface for taking backup of software release files configurations, SSLv2 / SSLv3, Justification : Different OEM support different protocol. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 189 in this regard
13 54	Page No. 59; Part I; Sub Section: 6.10. Field Switch - 24 Port	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Justification : This ensure that products are enterprise grade.	Please refer to Sr. No. 199 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 55	Page No. 60; Part I; Sub Section: 6.11. CR Switch	2 No. stacked Layer 3 Switches (set) with 24 No. of 10/100/1000 Base-T ports and additional 2*SFP slots. The switch should have dedicated stacking ports with required stacking cabled. Should work / connected in HA mode with no Single Point of Failure (SPOF).	2 No. stacked Layer 3 Switches (set) with 24 port which should have 8 port support 10G-Base-T and 16 port*10/100/1000 Base-T ports and additional 4*SFP/SFP+ 10G slots. The switch should have dedicated dual dedicated stacking port 80 GBPS; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of-Failure. Justification : Requesting to add 8 * 10G copper port for connecting servers in server teaming mode and rest of the ports for user and switch connectivity. This should ensure proper connectivity and bandwidth for high speed video data. Also requesting to add dedicated stacking port on an above uplink for redundancy.	Please refer to Sr. No. 203 in this regard
13 56	Page No. 60; Part I; Sub Section: 6.11. CR Switch	Should support Static RIP, RIPv1 &v2	Change request "Should support Static Routing, RIPv1 & 2, OSPF, PIM & PBR" Justification : We strongly suggest that Core Switch should support OSPF, PIM & PBR for L3 routing	Tender terms shall prevail.
13 57	Page No. 60; Part I; Sub Section: 6.11. CR Switch	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	USB interface for taking backup of software release files configurations, SSLv2 / SSLv3, Justification : Different OEM support different protocol. Hence	Please refer to Sr. No. 189 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			requesting to modify the clause for wider OEM participation.	
13 58	Page No. 60; Part I; Sub Section: 6.11. CR Switch	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Requesting you to confirm on the same	Please refer to Sr. No. 199 in this regard
13 59	Page No. 60; Part I; Sub Section: 6.11. CR Switch	Additional Clarification	We understand that "Minimum Stacking throughput is 80 GBPS between two CR switch" Requesting you to confirm on the same	Please refer to Sr. No. 207 in this regard
13 60	Page No. 84; Part I; Sub Section: 6.31. WIFI router	Dual Band and Dual Radio supporting IEEE 802.11 a/g/n AP, IPV6 Compliant	Dual Band and Dual Radio supporting IEEE 802.11 a/g/n and 802.11ac wave 2 AP, IPV6 Compliant Justification : Specification are very old, hence request to change	Please refer to Sr. No. 208 in this regard
13 61	Page No. 84; Part I; Sub Section: 6.31. WIFI router	Up to 100 Mbps with automatic rate adaptation	Up to 1000 Mbps with automatic rate adaptation Justification : Specification are very old, hence request to change	Please refer to Sr. No. 208 in this regard



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13 62	Page No. 84; Part I; Sub Section: 6.31. WIFI router	Kensington lock	Kensington lock or equivalent Justification : OEM Specific	Please refer to Sr. No. 210 in this regard
13 63	Page No. 84; Part I; Sub Section: 6.31. WIFI router	Additional Point	Access point should be Wi-Fi Alliance Certified	Please refer to Sr. No. 211 in this regard
13 64	Page No. 84; Part I; Sub Section: 6.31. WIFI router	Additional Point	OEM of the Access point should be in leader as per Gartner leader quadrant for wired and wireless	Please refer to Sr. No. 212 in this regard
13 65	Page No. 86; Part I; Sub Section: 6.34. Layer- 3 Core Switch 6.34. Layer- 3 Core Switch	Recommendati on	We understand that all the application servers and ICCC would be hosted in Jabalpur and Indore in DC & DR where, Link (Internet & Intranet) and Security components. In this scenario two Switches would a Flat network with all the devices(Firewalls, Servers, ADC/SLB, etc) would connect to these switches only. As our observation couple 1G 24 port copper switch wont solve the purpose. In this scenario we strongly suggest to have at least Two tier network (Collapsed core Architecture) with Core and Access Layer, where Core would be responsible to connect all the Link layer Access Layer would be connected with Servers and other devices. This would provide a ideal condition for load sharing	Please refer to Sr. No. 214 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			<p>across between network. Also uplink from Core to Access layer should be from 40/100G to cater future requirements and scalability.</p> <p>Hence our suggestion to change the specification of Core switch with Low Latency Data Center switches which should have 1/10/25G Fiber port.</p>	
13 66	Page No. 86; Part I; Sub Section: 6.34. Layer-3 Core Switch	Layer 3 Managed 24*10/100/100 0 Base-T ports and additional 4*SFP slots. The switch should have dedicated dual redundant HA ports with required; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of-Failure.	<p>We understand that all the application servers and ICCC would be hosted in Jabalpur and Indore in DC & DR where, Link (Internet & Intranet) and Security components. In this scenario two Switches would a Flat network with all the devices(Firewalls, Servers, ADC/SLB, etc) would connect to these switches only. As our observation couple 1G 24 port copper switch wont solve the purpose. In this scenario we strongly suggest to have at least Two tier network (Collapsed core Architecture) with Spine (Core) and Leaf (Access) Layer, where Core would be responsible to connect all the Link layer Access. Access Layer would be connected with Servers and other devices. This would provide a ideal condition for load sharing across between network. Also uplink from Core to Access layer should be</p>	Please refer to Sr. No. 214 in this regard



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.			<p>from 40/100G to cater future requirements and scalability.</p> <p>Hence our suggestion to change the specification of Core switch with Low Latency Data Center switches which should have minimum</p> <p>Change Request "Layer 3 Managed 32*40/100G ports. The switch should have dedicated dual redundant HA ports with required; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of-Failure."</p>	
13 67	Page No. 86; Part I; Sub Section: 6.34. Layer-3 Core Switch	· IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	<p>IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent</p> <p>Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation.</p>	Please refer to Sr. No. 215 in this regard
13 68	Page No. 86; Part I; Sub Section: 6.34. Layer-3 Core Switch	· Static RIP	<p>We strongly recommended that core switch should support all advance Layer 3 functionality like Static routing, RIP, OSPF, BGP, IS-IS, BGPv4 & MPLS</p> <p>Justification : For flexible deployment kindly include all Layer 3 protocol</p>	Please refer to Sr. No. 216 in this regard



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13 69	Page No. 86; Part I; Sub Section: 6.34. Layer- 3 Core Switch	· ACL based on L2/L3 headers, Dynamic VLAN assignment	Should support ACL, Dynamic VLAN assignment	Please refer to Sr. No. 187 in this regard
13 70	Page No. 86; Part I; Sub Section: 6.34. Layer- 3 Core Switch	· Authentication (MAC, Web and IEEE 802.3x), sFlow,	Authentication (MAC, Web and IEEE 802.3x) Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 218 in this regard
13 71	Page No. 86; Part I; Sub Section: 6.34. Layer- 3 Core Switch	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Kindly confirm ?	Please refer to Sr. No. 199 in this regard
13 72	Page No. 86; Part I; Sub Section: 6.34. Layer- 3 Core Switch	Additional Clarification	We understand that "Minimum Stacking throughput is 160 GBPS between two CORE switch" Kindly confirm ?	Please refer to Sr. No. 220 in this regard



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13 73	Page No. 87; Part I; Sub Section: 6.35. LAYER-2 SWITCH	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 4 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	<p>Change Request : "48 * 10/15G ports. The switch should have dedicated dual redundant HA ports with required; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of-Failure."</p> <p>Justification : We understand that all the application servers and ICCC would be hosted in Jabalpur and Indore in DC & DR where, Link (Internet & Intranet) and Security components. In this scenario two Switches would a Flat network with all the devices(Firewalls, Servers, ADC/SLB, etc) would connect to these switches only. As our observation couple 1G 24 port copper switch wont solve the purpose. In this scenario we strongly suggest to have at least Two tier network (Collapsed core Architecture) with Spine (Core) and Leaf (Access) Layer, where Core would be responsible to connect all the Link layer Access. Access Layer would be connected with Servers and other devices. This would provide a ideal condition for load sharing across between network. Also uplink from Core to Access layer should be from 40/100G to cater future requirements and scalability.</p> <p>Hence our suggestion to change the specification</p>	Please refer to Sr. No. 214 in this regard



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			of Core switch with Low Latency Data Center switches which should have minimum	
13 74	Page No. 87; Part I; Sub Section: 6.35. LAYER-2 SWITCH	Should support 8 priority queues with a hierarchy of high priority queues for real time traffic, and mixed scheduling, for each switch port	Change Request : Should support 8 egress queues, supporting egress bandwidth control, shaping, and priority queuing so that high-priority packets are serviced ahead of other traffic. Justification : We understand that at any point of time 8 priority queues will not be configured, also entire specification are not allowing leading OEM to participate. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 322 in this regard
13 75	Page No. 87; Part I; Sub Section: 6.35. LAYER-2	USB interface for taking backup of software release files configurations,	Change Request :USB interface for taking backup of software release files configurations, SSLv2 / SSLv3,	Please refer to Sr. No. 189 in this regard



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	SWITCH	SSLv2 and SSLv3,	Justification : Different OEM support different protocol. Hence requesting to modify the clause for wider OEM participation.	
13 76	Page No. 87; Part I; Sub Section: All type of Switches	Additional Clarification	<p>Requesting to add : All the switches / OS should have common criteria certification.</p> <p>Justification Common criteria ensure OS are tested & verified for vulnerability assessment. This is also widely accepted by Various government Department. Even in MP HC ask Common criteria in other RFPs. For Details visit : https://www.commoncriteria-india.gov.in/</p>	Please refer to Sr. No. 224 in this regard
13 77	Page No. 107; Part I; Sub Section: 6.40 Network/ Element Management System	Shall support integration with NAC, IPS, SIEM and other third party security appliances to respond automatically and remediate threats in real-time	<p>Shall support integration with NAC, IPS, SIEM and other third party security appliances to respond automatically and remediate threats in real-time</p> <p>Justification : Request to remove the same as NMS is for management of Network devices and not Security devices</p>	Please refer to Sr. No. 225 in this regard
13 78	Page No. 107; Part I; Sub Section: 6.40 Network/ Element Management System	Shall support optimizing network management and help desk troubleshooting with anywhere, anytime access to critical	<p>Shall support optimizing network management and help desk troubleshooting with anywhere, anytime access to critical information using popular mobile devices and tablets</p> <p>Justification : Help desk is a separate solution which integrated with NMS.</p>	Please refer to Sr. No. 225 in this regard



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		information using popular mobile devices and tablets	Asking NMS and helpdesk is not available with all OEM hence request to remove.	
13 79	Page No. 107; Part I; Sub Section: 6.40 Network/Element Management System	Shall Transform complex network data into business-centric, actionable information and easily integrate with business apps with Software Defined Networking	Shall Transform complex network data into business-centric, actionable information and easily integrate with business apps with Software Defined Networking Justification : Request to remove the same for wider OEM participation.	Please refer to Sr. No. 227 in this regard
13 80	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Entire Specification	Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other. In this scenario only couple of OEM qualify Also point in user management restrict wider OEM participation "The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution." Recommended MPHC	Please refer to Sr. No. 228 in this regard



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.			<p>should go-ahead with Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format.</p> <p>Components of Cyber Security Solution :</p> <ol style="list-style-type: none"> 1. Next Firewall with IPS & Anti-Malware 2. APT 3. AAA 4. SIEM 5. NESS 6. APMM 7. Web security 	
13 81	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	The Firewall appliance should be a purpose-built appliance based solution with integrated functions like Firewall, VPN and User awareness. The product licensing should be device based and not user/IP based (should support unlimited users except for VPN). The hardware platform & Firewall with integrated SSL/IPSec VPN application has	<p>Change Request : The Firewall appliance should be a purpose-built appliance based solution with integrated functions like Firewall, VPN and User awareness. The product licensing should be device based and not user/IP based (should support unlimited users except for VPN). The hardware platform & Firewall with integrated SSL/IPSec VPN application has to be from the same OEM.</p> <p>Justification : NSS has shutdown there operations, So no longer valid. Requesting to replace with Forrester Wave Leader</p>	Please refer to Sr. No. 229 in this regard



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.		to be from the same OEM. The quoted NGFW OEM must have NSS Lab's Recommended rating as per latest NSS Labs NGFW Methodology testing with a minimum exploit blocking rate of 95%.		
13 82	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Throughput capacity of firewall under test conditions should not be less than 70 Gbps. Throughput capacity of VPN under test conditions should not be less than 15 Gbps. Appliance should support Max 25,000,000 concurrent sessions. Appliance should support at least 1,80,000 connections per second. Solution should be based on multi core processors and not on proprietary hardware	Change Request "NGFW Throughput capacity with FW + AVC + IPS (after enable all services) of firewall under test conditions should not be less than 10 Gbps. Throughput capacity of VPN under test conditions should not be less than 6 Gbps. Appliance should support Max 10,000,000 concurrent sessions. Appliance should support at least 85,000 connections per second. Solution should be based on multi core processors and not on proprietary hardware platforms like ASICs, Should have minimum 16 GB memory with option of upgradable up to 32 GB. Hardware should have field upgradable capabilities for upgrading components like network cards, power supplies, fan etc. Justification : Actual Firewall performance always determine after enable all services like	Please refer to Sr. No. 230 in this regard



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		platforms like ASICs, Should have minimum 16 GB memory with option of upgradable up to 32 GB. Hardware should have field upgradable capabilities for upgrading components like network cards, RAM, power supplies, fan etc.	Firewall, IPS & AVC, hence requesting to mention the same. Also concurrent session and connection per second is way to high as per actual requirement.	
13 83	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Should support hardware fail open cards for critical interfaces. NGFW appliance should have inbuilt storage of 900 GB SSD / HDD.	Change Request : Should support hardware fail open cards for critical interfaces. NGFW appliance should have inbuilt storage of 400 GB SSD / HDD. Justification : Logs of the firewall storage in Firewall management which is already mentioned in Security Management. Hence request to reduce the same wider participation.	Please refer to Sr. No. 231 in this regard
13 84	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Interface Requirement: 8 x 10/100/1000 Base-T Copper Ports, 4 x 10 GB 10G SFP ports from day 1 and support for addition of 2 x 40G SFP ports. Dedicated	Change Request : Interface Requirement: 8 x 10 GB 10G SFP ports from day 1 and support for addition of 2 x 40G SFP ports. Dedicated Management and Sync Ports Justification : Requesting change for wider OEM participation	Please refer to Sr. No. 337 in this regard



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		Management and Sync Ports		
13 85	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Authentication: schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS, RADIUS and digital certificates. Should support Ethernet Bonding functionality for Full Mesh deployment architecture. Must support user, client and session authentication methods.	Change Request : Authentication: schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS / RADIUS and digital certificates. Should support Ethernet Bonding functionality for Full Mesh deployment architecture. Must support user, client and session authentication methods. Justification : Requesting change for wider OEM participation	Please refer to Sr. No. 232 in this regard
13 86	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	User authentication schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS, RADIUS and digital certificates. Firewall should support the system authentication with RADIUS and local authentication.	Change Request : User authentication schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS / RADIUS and digital certificates. Firewall should support the system authentication with RADIUS / local authentication. Both should work simultaneously. Solution must support DHCP, server and relay. Solution must include the ability to work in Transparent/Bridge mode.	Please refer to Sr. No. 223 in this regard



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.		Both should work simultaneously . Solution must support DCHP, server and relay. Solution must include the ability to work in Transparent/Br idge mode.	Justification : Requesting change for wider OEM participation	
13 87	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	User Identity / Awareness: Must be able to acquire user identity from Microsoft Active Directory without any type of agent installed on the domain controllers. Must support kerberos transparent authentication for single sign on. Must support the use of LDAP nested groups. Must be able to create rules and policies based on identity roles to be used across all security applications. The solution should have the inherent ability to detect multi-stage attacks. For the purpose of	Change Request : User Identity / Awareness: Must be able to acquire user identity from Microsoft Active Directory. Must be able to create rules and policies based on identity roles to be used across all security applications. The solution should have the inherent ability to detect multi-stage attacks. For the purpose of detecting multi stage attacks the solution should include static analysis technologies like antivirus, anti-malware/anti bot however in an integrate mode with the solution. The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution. Justification : Requesting change for wider OEM participation	Please refer to Sr. No. 234 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		detecting multi stage attacks the solution should include static analysis technologies like antivirus, anti-malware/anti bot however in an integrate mode with the solution. The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution.		
13 88	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	The solution should inspect the web sessions (HTTP and HTTPS both) to detect and notify the malicious web activity including malicious file downloads through the internet. Third Party/Separate appliance for SSL offloading will not be accepted. The proposed solution should dynamically generate real-time malware intelligence for	Change Request : The solution should inspect the web sessions (HTTP and HTTPS both) to detect and notify the malicious web activity including malicious file downloads through the internet. Third Party/Separate appliance for SSL offloading will not be accepted. The proposed solution should dynamically generate real-time malware intelligence for immediate local protection via integration with the separate Automated Management and Event Correlation System. This Automated Management and Event Correlation solution must be from the same OEM. Solution should have an ability to remove all the active content and macros	Please refer to Sr. No. 235 in this regard



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		immediate local protection via integration with the separate Automated Management and Event Correlation System. This Automated Management and Event Correlation solution must be from the same OEM. Solution should have an ability to remove all the active content and macros sending only a clean document to the end user. Solution should be able to detect & Prevent the Bot communication with C&C.	sending only a clean document to the end user. Solution should be able to detect & Prevent the Bot communication with C&C. Justification : This breaks the data integrity and isn't scalable because on network files can not be hold to be processed action should be in real time.	



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13 89	Page No. 116; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Security Management: A separate centralized management appliance/software needs to be provided for management and logging of NGFW appliance. In case other security components like APT solution etc. are from the same OEM then a single centralized management, logging (and not multiple management system) should manage all such security devices. Security management Hardware can be an OEM appliance or dedicated server with software. In case of dedicated server, Server should be rack mounted with Intel based 8 core processor with min two nos. of 64-bit processor having 64 GB RAM or OEM recommended whichever is	Security Management: A separate centralized management appliance/software needs to be provided for management and logging of NGFW appliance. In case other security components like APT solution etc. are from the same OEM then a single centralized management, logging (and not multiple management system) should manage all such security devices. Security management Hardware can be an OEM appliance or dedicated server with software. In case of dedicated server, Server should be rack mounted with Intel based 8 core processor with min two nos. of 64-bit processor having 64 GB RAM or OEM recommended whichever is higher for these specifications. Minimum 900 GB Hard disk and minimum dual 10/100/1000 Mbps network port. The central management console and should be able to handle 5000 log/sec. Justification : Requesting change for wider OEM participation	Please refer to Sr. No. 236 in this regard



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.		higher for these specifications. Minimum 2 TB Hard disk and minimum dual 10/100/1000 Mbps network port. The central management console and should be able to handle 5000 log/sec.		
13 90	Page No. 118; Part I; Sub Section: 6.46. Firewall & Cyber Security Solution	Should be bundled with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System (NBSS), Application Performance Monitoring &	"Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other. In this scenario only couple of OEM qualify Also point in user management restrict wider OEM participation ""The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution."" Recommended MPHC	Please refer to Sr. No. 228 in this regard



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.		Management (APMM), Anti-virus/ gateway security/web security solution & any other software as part of the cyber security	<p>should go-ahead with Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format.</p> <p>Components of Cyber Security Solution :</p> <p>1. Next Firewall with IPS & Anti-Malware 2. APT 3. AAA 4. SIEM 5. NESS 6. APMM 7. Web security "</p>	
13 91	Page No. 118; Part I; Sub Section: 6.47. Cyber security Software Suite	<p>Security management application must support role based administrator accounts. Management must provide functionality to automatically save current state of Policy each time when any configuration changes in Security policy is enforced, and should have option to revert back to previous state stored state. It must be capable of storing at least last 5 policies. Management Solution must include a Certificate-based encrypted secure</p>	<p>Change Request : Security management application must support role based administrator accounts. Should have option to revert back to previous state stored state. It must be capable of storing at least last 5 policies. The management must provide a security rule hit counter in the security policy.</p> <p>Justification : Requesting change for wider OEM participation</p>	Please refer to Sr. No. 238 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		communication s channel among all vendor distributed components belonging to a single management domain. The management must provide a security rule hit counter in the security policy.		
13 92	Page No. 118; Part I; Sub Section: 6.47. Cyber security Software Suite	Should be equipped by necessary licenses with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM),	Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other. In this scenario only couple of OEM qualify Also point in user management restrict wider OEM participation "The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution." Recommended MPHC should go-ahead with	Please refer to Sr. No. 228 in this regard



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.		Anti-virus/ gateway security/web security solution & any other software as part of the cyber security	Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format. Components of Cyber Security Solution : 1. Next Firewall with IPS & Anti-Malware 2. APT 3. AAA 4. SIEM 5. NESS 6. APMM 7. Web security	
13 93	Page No. General; Part I; Sub Section: Back-up Software	Back-up Software specification missing	We understand DC at CCC, Jabalpur shall store the videos feeds from all the cameras of 208 courts at 12 FPS; HD resolution in primary storage for 7 days & in archival for 53 days (Totaling 60-days). The audio-visual recordings of courtroom proceedings shall be archived for 5 years at the DC. A back-up set-up shall be created at the DR site at Indore for creating back up of all the recordings of courtroom proceedings. - For back-up purpose a backup software is require. Requesting to put minimum specification of Backup Server	Please refer to Sr. No. 240 in this regard



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13 94	Page No. 36; Part I; Sub Section: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The solution is expected to enable MPHC to live stream as well as archiving of the courtroom proceedings (in particular, cases involving recording of evidence) for 5 years. Integration of VC with the system shall also be included in the scope.	Please let us know which Video Conferencing are platform currently MP HC are using and on which protocol. Can current Video Conferencing platform support RTMP and RTSP to integrated with VMS. Please mention list of Protocol and list of steam can provided.	Please refer to Sr. No. 241 in this regard
13 95	Page No. 36; Part I; Sub Section: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	A video streaming set-up comprising encoding servers, streaming servers & web servers shall be created at DC Jabalpur for enabling live streaming of courtroom proceedings. The archived videos shall also be made available to users on demand.	For Public facing streaming following components are require 1. Public IP 2. High internet Bandwidth (512KBPS * number of concurrent viewer) 3. CDN We understand MP HC would take care of the above. (public IP, Internet bandwidth, CDN)	Please refer to Sr. No. 242 in this regard
13 96	Page No. 36; Part I; Sub Section: 5.1.2.14 Live Streaming & Archiving of Courtroom	A video streaming set-up comprising encoding servers, streaming servers & web	Sizing of streaming : Requesting to provide maximum number of participant per session per day	Please refer to Sr. No. 243 in this regard



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	Proceedings	servers shall be created at DC Jabalpur for enabling live streaming of courtroom proceedings. The archived videos shall also be made available to users on demand.		
13 97	Page No. 36; Part I; Sub Section: 5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	The DC at CCC, Jabalpur shall store the videos feeds from all the cameras of 208 courts at 12 FPS; HD resolution in primary storage for 7 days & in archival for 53 days (Totaling 60-days). The audio-visual recordings of courtroom proceedings shall be archived for 5 years at the DC. A back-up set-up shall be created at the DR site at Indore for creating back up of all the recordings of courtroom proceedings. -	As DC and DR would have high bandwidth requirement for back-up purpose, - what is the bandwidth requirement	Please refer to Sr. No. 244 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
13 98	Page No. 62; Part I; Sub Section: 6.14. SAN/NAS Storage	SAN with required storage to record all the cameras as per the parameters mentioned in section 5.1 (point XIX) & management software. The storage shall have the usable storage capacity calculated by the bidder for all existing & new Cameras (at all locations) + 20% spare space, whichever is higher using RAID 5. Calculations shall be submitted as part of detail engineering. To be free from EMI, RFI, VHF, Mobile disturbances. To be ONVIF Compliant.	ONVIF is actually a standard parameter for Cameras, VMS and NVRs, and not for external SAN/NAS Storages Requesting to remove the statement "To be ONVIF Compliant", from the specification to enable participation from industry standard and renowned Storage OEMs such as Dell/EMC, IBM, Netap, Hitachi, HP	Please refer to Sr. No. 619 in this regard
13 99	Page No. 62; Part I; Sub Section: 6.14. SAN/NAS Storage	The storage box shall have required number of 8 Gbps FC server ports (backward compatible to 4GBPS) across both controllers based on the	Industry standard protocol for External Storages from all leading OEMs, is FC and iSCSI, while SAS and FCOE are Network and Internal disk connectivity protocols. Requesting to remove the words " SAS, FCoE" from the statement, and amend the statement as follows:	Please refer to Sr. No. 620 in this regard



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		design proposed by the Bidder + 25% redundant Ports. The Storage box shall accept FC, iSCSI, SAS, FCoE as front end connectivity;	The Storage box shall accept FC, iSCSI, as front end connectivity	
14 00	Page No. 62; Part I; Sub Section: 6.14. SAN/NAS Storage	The system should have a minimum of 4 GB per controller Cache. It should be possible to use SSD drives as an extension to Cache	Extension of storage cache is older methodology / technology and now days Storages are available with higher in-built Cache as a standard feature. So to ensure optimal performance of the storage, the cache per Controller should be at least 16GB. Please amend the statements follows: The system should have a minimum of 16 GB per controller Cache.	Please refer to Sr. No. 349 in this regard
14 01	6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	Minimum 4 x 1 Gbps NIC	Change Request : Minimum 2 x 10 Gbps NIC Justification : Current generation servers comes default with 10G ports which provides much higher bandwidth compared to 1G ports. Request to update else Bidders will have to provide additional 1G card which will come at a cost with no advantage.	Please refer to Sr. No. 161 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 02	6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	RAID controller should support all HDD slots on the chassis; RAID controller should support RAID 1, 5, 6 HOT Pluggable	Change Request : RAID controller with 2GB cache should support all HDD slots on the chassis; RAID controller should support RAID 1, 5, 6. HOT Pluggable drives. Justification : Request to mention the minimum cache module required to support RAID 5, 6 functionalities.	Please refer to Sr. No. 162 in this regard
14 03	6.15. Recording, Archiving & Back-up& Management Servers 6.33. Servers	Dual redundant hot pluggable SMPS each capable of powering fully populated chassis, Redundant Fans, Sound Card & speakers, Internet+Antivir us Security packages, other Softwares as defined in this Tender & also those required to achieve the functional requirements & overall system integration. Mirrored on- board cache, Support for SATA drives. MIL-STD-1275 Surge & spike protection. To be free from EMI, RFI, VHF, Mobile	Change Request : Redundant hot pluggable power supply each capable of powering fully populated chassis, Redundant Fans, Internet+Antivirus Security packages, other Softwares as defined in this Tender & also those required to achieve the functional requirements & overall system integration. on- board cache, Support for SATA/NL-SAS drives. Surge & spike protection. To be free from EMI/ RFI /VHF/ Mobile disturbances. Justification : Sound card & Speakers does not comes along with the servers. Surge & spike protection are provided through cables & connectors out of which connectors are not a part of Server offering. Also, since Servers are free from EMI but since they are kept in DC area which is supposed to be free from other disturbances. Request to relax this point.	Please refer to Sr. No. 163 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		disturbances.		
14 04	2.19.3 IT Hardware OEM	All Servers, Storage Systems, Workstations & other IT hardware proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per Gartner / IDC latest published quarterly report, prior to the date of tender publication.	Change Request : All Servers, Storage Systems, Workstations & other IT hardware proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per Gartner / IDC latest published quarterly report, prior to the date of tender publication. OEM to supplies at least 10,000 switches, 5000 Servers in FY 18-19 or 19-20. Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network.	Tender terms shall prevail.
14 05	2.19.4 Networking Equipment OEM	All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, published prior	Change Request : All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC quarterly report / presence in the latest leader and challenger Magic Quadrant by Gartner, published prior to the date of the tender publication. Justification : We understand that this one of the most prestigious project for judiciary system of MP. Requesting to provide more subjective report for OEMs. As per current clause we understand that OEM should can be from	Please refer to Sr. No. 167 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		to the date of the tender publication.	top 5 for World-wide Market any report. Our submission to provide the name of most widely use market intelligence firm. Like Gartner, IDC etc... This is also follow by MP HC LAN RC tender released in every year.	
14 06	2.19.4 Networking Equipment OEM	Additional Clarification	<p>Requesting to add "All the networking component should be enterprise grade and same should be in product datasheet or public referable document."</p> <p>Justification : Also most of OEM have to offer two product for SMB segment which is for sub 100 user network and enterprise grade Ethernet Switches and report are also release according, hence requesting to specify that all the report should be followed for Enterprise Grade Managed switch.</p>	Please refer to Sr. No. 199 in this regard
14 07	2.19.4 Networking Equipment OEM	For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication.	<p>For Industrial Grade Switches - switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC quarterly report / presence in the latest leader and challenger Magic Quadrant by Gartner, published prior to the date of the tender publication.</p> <p>Justification : IMS and HIS are not industry report followed. Requesting hence requesting to provide more common. Our submission to provide</p>	Please refer to Sr. No. 169 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			the name of most widely use market intelligence firm. Like Gartner, IDC etc...	
14 08	2.19.4 Networking Equipment OEM	Additional point for Proven Track Record (PTR)	To be added "The OEM of active network devices to be quoted by the bidder should have local Technical Assistance Centre (TAC) support in India through a toll free number and Returned Materials Authorization (RMA) depot in Madhya Pradesh." Justification : This is to ensure dependable and continuous local support and hence reduce the lead time for during RMA.	Please refer to Sr. No. 170 in this regard
14 09	2.19.4 Networking Equipment OEM	Additional Proven Track Record (PTR)	Point to be Added "The OEM of active network devices to be quoted by the bidder should be present in the country from at least past 10 years and must have posted profit at least as per last 7 years." Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 10	2.19.4 Networking Equipment OEM	Additional Proven Track Record (PTR)	<p>Point to be Added "All material to be procured by the bidder should be from an OEM, which has not been acquired/ or likely to be acquired by any other business entities during the period of last 5 years till the last date of bid submission. This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network."</p> <p>Justification : This is to ensure dependable and continuous support for the next 7 years as per warranty requirements and lifecycle of the network.</p>	Tender terms shall prevail.
14 11	5.1.2.8 Network Connectivity Point no. 4	The Civil Courts under the district shall be connected to the district CR through a 10MBPS leased line (Note: not part of this project) for viewing alarms & select cameras.	<p>Since All the locations will be connected over WAN requesting to add specification of Router and separate line items in price bid.</p> <p>Justification : Since there is a Statewide network asked as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of router as part of the rfp ask in Technical specs and Price bid.</p>	Please refer to Sr. No. 173 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 12	5.1.2.8 Network Connectivity Point no. 6	The IP system should ensure highly secure and ready video access from virtually anywhere on MPHC Security Network. Authorized personnel (within its individual user rights, specific to individual) should be able to rapidly zero in on video / images of specific locations, people, and events, anytime and anywhere, without reviewing countless hours of video recordings.	Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location along with client based VPN. Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification AAA and VPN license in Firewall same as part of the rfp ask in Technical specs and Price bid.	Please refer to Sr. No. 174 in this regard
14 13	5.1.2.8 Network Connectivity. Point No. 7	The system shall allow conditional access to the authorized users to the security system from MPHC LAN/WAN through the gateway UTM Firewall. It shall be Bidder's responsibility to configure such access mechanism in	Requesting to Put minimum specification for AAA and VPN. Justification : We understand from the mentioned clause that RFP bidder need to provide two separate Devices AAA and NGFW. AAA will provide conditional access to the authorized users to the security system from MPHC LAN/WAN. NGFW act as gateway level device to provide security at Gateway level. Also requesting to add	Please refer to Sr. No. 174 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
		Security Network.	separate line item in the price bid.	
14 14	5.1.2.8 Network Connectivity. Point No. 14	The bidder shall be responsible for configuring and fine-tuning of subsystems to achieve overall network performance with high-level physical & cyber security.	Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location. Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of Firewall & AAA same as part of the rfp ask in Technical specs and Price bid.	Please refer to Sr. No. 176 in this regard
14 15	5.2. Mandatory Technical Requirements	The system should provide facility using secure authentications for remote viewing to log on and view any camera/recordings/logs/alarms from anywhere on MPHC Security LAN/WAN.	Since user need to access internal secure system from outside. Request to add minimum specification of Next Generation Firewall & AAA at each location. Where AAA authenticate the user and posture the network according and Firewall will provide SSL VPN. Justification : Since there is a use-case of user access the network from outside as part of RFP, it becomes vital to ensure that there are basic specs to ensure a quality solution. Kindly include the minimum specification of	Please refer to Sr. No. 174 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			Firewall same as part of the rfp ask in Technical specs and Price bid.	
14 16	5.2. Mandatory Technical Requirements	Authorization that the items quoted by the tenderer are in production and would be supported for service for at least 10 years from the date of the final commissioning	Change Request : "Authorization that the items quoted by the tenderer are in production and would be supported for service for at least 5 years from the date of the final commissioning." Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final commissioning.	Please refer to Sr. No. 179 in this regard
14 17	7.14. MANUFACTURERS AUTHORIZATION FORM	We are aware of the model numbers of our products quoted for this tender "Integrated Video Surveillance System (IVSS) project" and assure you that these are meeting the specifications provided & also assure you that these products are not end-of-life products. These model numbers are (product name	We are aware of the model numbers of our products quoted for this tender "Integrated Video Surveillance System (IVSS) project" and assure you that these are meeting the specifications provided & also assure you that these products are not end-of-life products. These model numbers are (product name & model numbers). We also assure you that these models shall continue to be supported by us for a period of 5 years. Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final	Please refer to Sr. No. 179 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
		&model numbers). We also assure you that these models shall continue to be supported by us for a period of 10 years.	commissioning.	
14 18	7.14. MANUFACTURERS AUTHORISATION FORM	We assure you the availability of spare parts for the above mentioned model numbers for a period of 10 years, from the date of supply. We further assure you that the products being supplied by us for this tender are ONVIF compliant.	We assure you the availability of spare parts for the above mentioned model numbers for a period of 5 years, from the date of supply. We further assure you that the products being supplied by us for this tender are ONVIF compliant. (Only Applicable to Camera Vendor) Justification : Since lifecycle IT equipment are around 5 years. Hence request to reduce 5 years from the date of the final commissioning. Also Requesting confirm that only Camera vendor need to provide ONVIF compliant & not the IT hardware OEMs.	Please refer to Sr. No. 179 in this regard
14 19	7.14. MANUFACTURERS AUTHORISATION FORM	During the period of 10 years from the date of supply, in case the bidder fails to provide you the necessary service, we will be obliged to provide the same, at no	During the period of 5 years from the date of supply, in case the bidder fails to provide you the necessary service, we will be obliged to provide the same, at no extra cost. Justification : Since lifecycle IT equipment are around 5 years. Hence	Please refer to Sr. No. 179 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		extra cost.	request to reduce 5 years from the date of the final commissioning.	
14 20	5.2. Mandatory Technical Requirements	The work shall be executed to the highest standards using best quality material. The system design shall use state-of-the art techniques/tools. The contractor shall ensure that the entire specification is complied with the tender document. It shall be the responsibility of the contractor to demonstrate compliance of technical as well as functional specifications. Meeting individual requirements shall not be deemed as meeting the overall efficient functioning of the total system.	Requesting to quantify "Best Quality Materials" either via Product certification and OEM criteria and OEM past experience.	Please refer to Sr. No. 182 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 21	"6.8. Field Switch - 4 Port (Outdoor) POE"	Layer-2 Managed Industrial Switch with 4 Port 10/100/1000 Base-T GE Switch with 2 OFC, 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Change Request : Layer-2 Managed Industrial Switch with 4 Port 10/100/1000 Base-T GE Switch with 4 OFC, 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours. Justification : Requesting you to upgrade 4 OFC port and minimum 8 GE BASE-T port for better	Please refer to Sr. No. 183 in this regard
14 22	"6.8. Field Switch - 4 Port (Outdoor) POE"	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	Change Request : IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDL, IEEE 802.1v VLAN classification by protocol and port or equivalent Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation. Also requesting to include UDLD - Unidirectional Link Detection is a data link layer protocol to monitor the physical configuration of the cables and detect unidirectional links	Please refer to Sr. No. 280 in this regard
14 23	"6.8. Field Switch - 4 Port (Outdoor) POE"	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual	Change Request : Should support RPR/IEEE 802.17/equivalent for sub 120ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different	Please refer to Sr. No. 185 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		fiber cuts in ring	OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	
14 24	"6.8. Field Switch - 4 Port (Outdoor) POE"	Should support 8 priority queues with a hierarchy of high priority queues for real time traffic, and mixed scheduling, for each switch port	Change Request : Should support 4 egress queues per port Justification : We understand that at any point of time 8 priority queues will not be configured, also entire specification are not allowing leading OEM to participate. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 186 in this regard
14 25	"6.8. Field Switch - 4 Port (Outdoor) POE"	Should support ACL based on L2/L3 headers, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop protection and loop detection,	Change Request : Should support ACL, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow/Netflow, Radius, TACACS+, LAG, Loop protection and loop detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 187 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 26	"6.8. Field Switch - 4 Port (Outdoor) POE"	CLI, GUI, IEEE802.3az, RMON 4 groups, SNMPv3, LLDP	<p>Change Request : CLI, GUI, RMON 4 groups, SNMPv3, LLDP</p> <p>Justification : IEEE802.3az or Energy-Efficient Ethernet is a set of enhancements to the switches that reduce power consumption during periods of low data activity. The intention is to reduce power.</p> <p>Where as we understand that 4 port field switches will be installed @ field location where camera will connected for 24*7*365 days. Hence there will be no low data activity any point of time. Also most of the leading Industrial Ethernet switch OEM don't support this features. Hence requesting to modify the clause for wider OEM participation.</p>	Please refer to Sr. No. 188 in this regard
14 27	"6.8. Field Switch - 4 Port (Outdoor) POE"	USB interface for taking backup of software release files configurations, SSLv2 and SSLv3,	<p>Change Request : USB/SD Slot interface for taking backup of software release files or configurations, SSLv2 / SSLv3.</p> <p>Justification : Different OEM have architecture. All OEM don't support USB drive. Hence requesting to modify the clause for wider OEM participation.</p>	Please refer to Sr. No. 189 in this regard
14 28	"6.8. Field Switch - 4 Port (Outdoor) POE"	UL60950-1, CAN/CSA-C22.2 / No.60950-1-03, EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL,	<p>Change Request : UL60950-1, CAN/CSA-C22.2 / No.60950-1-03, EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS</p> <p>Justification : Different</p>	Please refer to Sr. No. 190 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		ROHS	OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	
14 29	"6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Change Request : We understand that "Switch should have a securely cover SD-Card field replaceable slot" Justification : This will reduce the ease of switch replacement	Tender terms shall prevail.
14 30	"6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Change Request : We understand that "Switch should be EAL/NDPP certified" Justification : This point will ensure that during Vulnerability Assessment and Penetration Testing / audit no malicious code is present on the hardware.	Please refer to Sr. No. 192 in this regard
14 31	"6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Requesting to Add "Switches should be IP30 rate" Justification : Industrial Grade Switches are for field deployment where it should have some basic Industry standards, hence requesting to add IP30 rated device which will ensure that device are protected from tools and wires greater than 2.5 millimeters.	Tender terms shall prevail.
14 32	"6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	Requesting to Add "Switches should be NEMA TS-2 certified" Justification : Industrial Grade Switches are for field deployment where it	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			should have some basic Industry standards, hence requesting to add NEMA TS-2.	
14 33	"6.8. Field Switch - 4 Port (Outdoor) POE"	Additional Clarification	<p>Requesting to Add "Switches should support 802.1x"</p> <p>Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.</p>	Please refer to Sr. No. 195 in this regard
14 34	6.9. Field Switch - 8 Port POE	Layer-2 Managed Switch with 8 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	<p>Change Request : Layer-2 Managed Switch with 8 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 3 lakh hours.</p> <p>Justification : 1 Lakh hours is too less for Reliability with higher Mean Time Between Failures hence requesting you to increase it to 3 lakh hours</p>	Please refer to Sr. No. 288 in this regard
14 35	6.9. Field Switch - 8 Port POE	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	<p>Change Request : IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent</p> <p>Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for</p>	Please refer to Sr. No. 280 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			wider OEM participation.	
14 36	6.9. Field Switch - 8 Port POE	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Change Request : Should support RPR/IEEE 802.17/equivalent for sub 200ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 185 in this regard
14 37	6.9. Field Switch - 8 Port POE	ACL based on L2/L3 headers, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop protection and loop detection,	Should support ACL, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), Radius, TACACS+, LAG, Loop protection and loop detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 218 in this regard
14 38	6.9. Field Switch - 8 Port POE	UL60950-1, CAN/CSA-C22.2 No.60950-1-03,	UL60950-1 / CAN/CSA-C22.2 No.60950-1-03 Justification : Different OEM have different certification for Safety and Emission. Hence	Please refer to Sr. No. 190 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			requesting to modify the clause for wider OEM participation.	
14 39	6.9. Field Switch - 8 Port POE	EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL, ROHS	EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 284 in this regard
14 40	6.9. Field Switch - 8 Port POE	Additional Clarification	Requesting to add "Switch should be IPv6 logo Certified." Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 294 in this regard
14 41	6.9. Field Switch - 8 Port POE	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Justification : This ensure that products are enterprise grade.	Please refer to Sr. No. 199 in this regard
14 42	6.9. Field Switch - 8 Port POE	Additional Clarification	Requesting to Add "Switches should support 802.1x" Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for	Please refer to Sr. No. 195 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			user authentication.	
14 43	6.10. Field Switch - 24 Port	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 3 lakh hours. Justification : 1 Lakh hours is too less for Reliability with higher Mean Time Between Failures hence requesting you to increase it to 3 lakh hours	Please refer to Sr. No. 288 in this regard
14 44	6.10. Field Switch - 24 Port	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 280 in this regard
14 45	6.10. Field Switch - 24 Port	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Should support RPR/IEEE 802.17/equivalent for sub 120ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to	Please refer to Sr. No. 185 in this regard

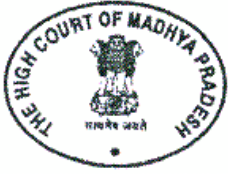


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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			modify the clause for wider OEM participation.	
14 46	6.10. Field Switch - 24 Port	ACL based on L2/L3 headers, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop protection and loop detection,	Should support ACL, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), Radius, TACACS+, LAG, Loop protection and loop detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 218 in this regard
14 47	6.10. Field Switch - 24 Port	UL60950-1, CAN/CSA-C22.2 No.60950-1-03,	UL60950-1 / CAN/CSA-C22.2 No.60950-1-03 Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 283 in this regard
14 48	6.10. Field Switch - 24 Port	EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL, ROHS	EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 284 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 49	6.10. Field Switch - 24 Port	Additional Clarification	<p>Requesting to add "Switch should be IPv6 logo Certified."</p> <p>Justification : This is ensure that product quoted by Bidder / OEM should have IPv6 logo certified</p>	Please refer to Sr. No. 294 in this regard
14 50	6.10. Field Switch - 24 Port	Additional Clarification	<p>We understand that "Switch should be enterprise grade and same should be reflect in datasheet"</p> <p>Justification : This ensure that products are enterprise grade.</p>	Please refer to Sr. No. 199 in this regard
14 51	6.10. Field Switch - 24 Port	Additional Clarification	<p>Requesting to Add "Switches should support 802.1x"</p> <p>Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.</p>	Please refer to Sr. No. 195 in this regard
14 52	6.11. CR Switch	2 No. stacked Layer 3 Switches (set) with 24 No. of 10/100/1000 Base-T ports and additional 2*SFP slots. The switch should have dedicated stacking ports with required stacking cabled. Should work /	2 No. stacked Layer 3 Switches (set) with 24 port which should have 8 port support 10G-Base-T and 16 port*10/100/1000 Base-T ports and additional 4*SFP/SFP+ 10G slots. The switch should have dedicated dual dedicated stacking port 80 GBPS; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of-Failure.	Please refer to Sr. No. 203 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		connected in HA mode with no Single Point of Failure (SPOF).	Justification : Requesting to add 8 * 10G copper port for connecting servers in server teaming mode and rest of the ports for user and switch connectivity. This should ensure proper connectivity and bandwidth for high speed video data. Also requesting to add dedicated stacking port on an above uplink for redundancy.	
14 53	6.11. CR Switch	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 280 in this regard
14 54	6.11. CR Switch	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Should support RPR/IEEE 802.17/equivalent for sub 200ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 185 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 55	6.11. CR Switch	ACL based on L2/L3 headers, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop protection and loop detection,	Should support ACL, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), Radius, TACACS+, LAG, Loop protection and loop detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 218 in this regard
14 56	6.11. CR Switch	UL60950-1, CAN/CSA-C22.2 No.60950-1-03,	UL60950-1 / CAN/CSA-C22.2 No.60950-1-03 Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 283 in this regard
14 57	6.11. CR Switch	EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL, ROHS	EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 284 in this regard
14 58	6.11. CR Switch	Additional Clarification	Requesting to add "Switch should be IPv6 logo Certified." Justification : This is ensure that product quoted by Bidder / OEM should have IPv6 logo	Please refer to Sr. No. 294 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			certified	
14 59	6.11. CR Switch	Additional Clarification	<p>We understand that "Switch should be enterprise grade and same should be reflect in datasheet"</p> <p>Requesting you to confirm on the same</p>	Please refer to Sr. No. 199 in this regard
14 60	6.11. CR Switch	Additional Clarification	<p>We understand that "Minimum Stacking throughput is 80 GBPS between two CR switch"</p> <p>Requesting you to confirm on the same</p>	Please refer to Sr. No. 207 in this regard
14 61	6.11. CR Switch	Additional Clarification	<p>We understand that "Switch should be EAL/NDPP certified"</p> <p>Justification : This point will ensure that during Vulnerability Assessment and Penetration Testing / audit no malicious code is present on the hardware.</p>	Please refer to Sr. No. 192 in this regard
14 62	6.11. CR Switch	Additional Clarification	<p>Requesting to Add "Switches should support 802.1x"</p> <p>Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.</p>	Please refer to Sr. No. 195 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 63	6.34. Layer-3 Core Switch	Recommendation	<p>We understand that all the application servers and ICCC would be hosted in Jabalpur and Indore in DC & DR where, Link (Internet & Intranet) and Security components. In this scenario two Switches would a Flat network with all the devices(Firewalls, Servers, ADC/SLB, etc) would connect to these switches only. As our observation couple 1G 24 port copper switch wont solve the purpose. In this scenario we strongly suggest to have at least Two tier network (Collapsed core Architecture) with Core and Access Layer, where Core would be responsible to connect all the Link layer Access Layer would be connected with Servers and other devices. This would provide a ideal condition for load sharing across between network. Also uplink from Core to Access layer should be from 40/100G to cater future requirements and scalability.</p> <p>Hence our suggestion to change the specification of Core switch with Low Latency Data Center switches which should have 1/10/25G Fiber port.</p>	Please refer to Sr. No. 214 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 64	6.34. Layer-3 Core Switch	Layer 3 Managed 24*10/100/100 0 Base-T ports and additional 4*SFP slots. The switch should have dedicated dual redundant HA ports with required; The Switches should support Active Active clustering mode & should be in HA mode with no Single-Point-of-Failure.	<p>We understand that all the application servers and ICCC would be hosted in Jabalpur and Indore in DC & DR where, Link (Internet & Intranet) and Security components. In this scenario two Switches would a Flat network with all the devices(Firewalls, Servers, ADC/SLB, etc) would connect to these switches only. As our observation couple 1G 24 port copper switch wont solve the purpose. In this scenario we strongly suggest to have at least Two tier network (Collapsed core Architecture) with Core and Access Layer, where Core would be responsible to connect all the Link layer Access Layer would be connected with Servers and other devices. This would provide a ideal condition for load sharing across between network. Also uplink from Core to Access layer should be from 40/100G to cater future requirements and scalability.</p> <p>Hence our suggestion to change the specification of Core switch with Low Latency Data Center switches which should have 1/10/25G Fiber port.</p>	Please refer to Sr. No. 214 in this regard
14 65	6.34. Layer-3 Core Switch	IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification	IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent	Please refer to Sr. No. 215 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		by protocol and port	Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation.	
14 66	6.34. Layer-3 Core Switch	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Should support RPR/IEEE 802.17/equivalent for sub 200ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 185 in this regard
14 67	6.34. Layer-3 Core Switch	· UL60950-1, CAN/CSA-C22.2 No.60950-1-03,	UL60950-1 / CAN/CSA-C22.2 / No.60950-1-03, Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 283 in this regard
14 68	6.34. Layer-3 Core Switch	· EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL, ROHS	EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 313 in this regard
14 69	6.34. Layer-3 Core Switch	Additional Clarification	Requesting to add "Switch should be IPv6 logo Certified."	Please refer to Sr. No. 294 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			Justification : This is ensure that product quoted by Bidder / OEM should have IPv6 logo certified	
14 70	6.34. Layer-3 Core Switch	Additional Clarification	We understand that "Switch should be enterprise grade and same should be reflect in datasheet" Kindly confirm ?	Please refer to Sr. No. 199 in this regard
14 71	6.34. Layer-3 Core Switch	Additional Clarification	We understand that "Minimum Stacking throughput is 160 GBPS between two CORE switch" Kindly confirm ?	Please refer to Sr. No. 220 in this regard
14 72	6.34. Layer-3 Core Switch	Additional Clarification	We understand that "Switch should be EAL/NDPP certified" This point will ensure that during Vulnerability Assessment and Penetration Testing / audit no malicious code is present on the hardware.	Please refer to Sr. No. 192 in this regard
14 73	6.34. Layer-3 Core Switch	Additional Clarification	Requesting to Add "Switches should support 802.1x" Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.	Please refer to Sr. No. 195 in this regard
14 74	6.35. LAYER-2 SWITCH	Layer-2 Managed Switch with 24 Port 10/100/1000	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 4 OFC , 1GBPS SFP ports (IPv6 Compliant) To be	Please refer to Sr. No. 288 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Base-T GE Switch with 4 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	IEEE802.3 compliant, MTBF> 3 lakh hours.	
14 75	6.35. LAYER-2 SWITCH	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, IEEE 802.1v VLAN classification by protocol and port	IGMP v1/v2/v3, MLDv1 and v2, IEEE 802.3ac or equivalent VLAN tagging, IEEE 802.1Q Virtual LAN (VLAN) bridges, UDLD, IEEE 802.1v VLAN classification by protocol and port or equivalent Justification : Some of the protocols are old and different OEM offer equivalent features. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 280 in this regard
14 76	6.35. LAYER-2 SWITCH	Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following scenarios: single, dual fiber cuts in ring	Should support RPR/IEEE 802.17/equivalent for sub 200ms ring protection in following scenarios: single, dual fiber cuts in ring Justification : Different OEM support different features, said clause is specific to some particular OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 185 in this regard
14 77	6.35. LAYER-2 SWITCH	Should support 8 priority queues with a hierarchy of high priority queues for real time traffic, and mixed	Should support 8 egress queues, supporting egress bandwidth control, shaping, and priority queuing so that high-priority packets are serviced ahead of other traffic.	Please refer to Sr. No. 186 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		scheduling, for each switch port	Justification : We understand that at any point of time 8 priority queues will not be configured, also entire specification are not allowing leading OEM to participate. Hence requesting to modify the clause for wider OEM participation.	
14 78	6.35. LAYER-2 SWITCH	ACL based on L2/L3 headers, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), sFlow, Radius, TACACS+, LAG, Loop protection and loop detection,	Should support ACL, Dynamic VLAN assignment DHCP snooping, IP Source guard, DAI, Private VLAN, Authentication (MAC, Web and IEEE 802.3x), Radius, TACACS+, LAG, Loop protection and loop detection, Justification : sFlow is OEM specific to certain OEM. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 218 in this regard
14 79	6.35. LAYER-2 SWITCH	UL60950-1, CAN/CSA-C22.2 No.60950-1-03,	UL60950-1 / CAN/CSA-C22.2 No.60950-1-03 Justification : Different OEM have different certification for Safety and Emission. Hence requesting to modify the clause for wider OEM participation.	Please refer to Sr. No. 283 in this regard
14 80	6.35. LAYER-2 SWITCH	EN60950-1, EN60825-1, AS/NZS60950.1, UL, cUL, ROHS	EN60950-1, EN60825-1/ AS/NZS60950.1, UL/ cUL, ROHS Justification : Different OEM have different certification for Safety and	Please refer to Sr. No. 284 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			Emission. Hence requesting to modify the clause for wider OEM participation.	
14 81	6.35. LAYER-2 SWITCH	Additional Clarification	Requesting to add "Switch should be IPv6 logo Certified." Justification : This is ensure that product quoted by Bidder / OEM should have IPv6 logo certified	Please refer to Sr. No. 294 in this regard
14 82	6.35. LAYER-2 SWITCH	Additional Clarification	We understand that "Switch should must stacking features where up to eight switches can be configured and managed using a single IP address." Justification : Stacking ensure single management from Day 0 operation	Tender terms shall prevail.
14 83	6.35. LAYER-2 SWITCH	Additional Clarification	Requesting to Add "Switches should support 802.1x" Justification : As RFP already asked to provide conditional access to the authorized users to the security system from MPHC LAN/WAN. Its important that switches should support dot1X for user authentication.	Please refer to Sr. No. 195 in this regard
14 84	All type of Switches	Additional Clarification	Requesting to add : All the switches / OS should have common criteria certification. Justification Common criteria ensure OS are tested & verified for vulnerability assessment. This is also widely	Please refer to Sr. No. 224 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			accepted by Various government Department. Even in MP HC ask Common criteria in other RFPs. For Details visit : https://www.commoncriteria-india.gov.in/	
14 85	6.40 Network/ Element Management System	Shall support integration with NAC, IPS, SIEM and other third party security appliances to respond automatically and remediate threats in real-time	Shall support integration with NAC, IPS, SIEM and other third party security appliances to respond automatically and remediate threats in real-time Justification : Request to remove the same as NMS is for management of Network devices and not Security devices	Please refer to Sr. No. 225 in this regard
14 86	6.40 Network/ Element Management System	Shall support optimizing network management and help desk troubleshooting with anywhere, anytime access to critical information using popular mobile devices and tablets	Shall support optimizing network management and help desk troubleshooting with anywhere, anytime access to critical information using popular mobile devices and tablets Justification : Help desk is a separate solution which integrated with NMS. Asking NMS and helpdesk is not available with all OEM hence request to remove.	Please refer to Sr. No. 225 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 87	6.46. Firewall & Cyber Security Solution	Entire Specification	<p>Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/ gateway security/web security solution & any other.</p> <p>In this scenario only couple of OEM qualify</p> <p>Also point in user management restrict wider OEM participation "The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution."</p> <p>Recommended MPHC should go-ahead with Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format.</p> <p>Components of Cyber Security Solution :</p> <ol style="list-style-type: none">1. Next Firewall with IPS & Anti-Malware2. APT3. AAA4. SIEM5. NESS6. APMM	Please refer to Sr. No. 228 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			7. Web security	
14 88	6.46. Firewall & Cyber Security Solution	The Firewall appliance should be a purpose-built appliance based solution with integrated functions like Firewall, VPN and User awareness. The product licensing should be device based and not user/IP based (should support unlimited users except for VPN). The hardware platform & Firewall with	Change Request : The Firewall appliance should be a purpose-built appliance based solution with integrated functions like Firewall, VPN and User awareness. The product licensing should be device based and not user/IP based (should support unlimited users except for VPN). The hardware platform & Firewall with integrated SSL/IPSec VPN application has to be from the same OEM. Justification : NSS has shutdown there operations, So no longer valid. Requesting to replace with Forrester Wave Leader	Please refer to Sr. No. 229 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		integrated SSL/IPSec VPN application has to be from the same OEM. The quoted NGFW OEM must have NSS Lab's Recommended rating as per latest NSS Labs NGFW Methodology testing with a minimum exploit blocking rate of 95%.		
14 89	6.46. Firewall & Cyber Security Solution	Throughput capacity of firewall under test conditions should not be less than 70 Gbps. Throughput capacity of VPN under test conditions should not be less than 15 Gbps. Appliance should support Max 25,000,000 concurrent sessions. Appliance should support at least 1,80,000 connections per second. Solution should be based on multi core	Change Request "NGFW Throughput capacity with FW + AVC + IPS (after enable all services) of firewall under test conditions should not be less than 10 Gbps. Throughput capacity of VPN under test conditions should not be less than 6 Gbps. Appliance should support Max 10,000,000 concurrent sessions. Appliance should support at least 85,000 connections per second. Solution should be based on multi core processors and not on proprietary hardware platforms like ASICs, Should have minimum 16 GB memory with option of upgradable up to 32 GB. Hardware should have field upgradable capabilities for upgrading components like network cards, power supplies, fan etc.	Please refer to Sr. No. 230 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		processors and not on proprietary hardware platforms like ASICs, Should have minimum 16 GB memory with option of upgradable up to 32 GB. Hardware should have field upgradable capabilities for upgrading components like network cards, RAM, power supplies, fan etc.	Justification : Actual Firewall performance always determine after enable all services like Firewall, IPS & AVC, hence requesting to mention the same. Also concurrent session and connection per second is way to high as per actual requirement.	
14 90	6.46. Firewall & Cyber Security Solution	Should support hardware fail open cards for critical interfaces. NGFW appliance should have inbuilt storage of 900 GB SSD / HDD.	Change Request : Should support hardware fail open cards for critical interfaces. NGFW appliance should have inbuilt storage of 400 GB SSD / HDD. Justification : Logs of the firewall storage in Firewall management which is already mentioned in Security Management. Hence request to reduce the same wider participation.	Please refer to Sr. No. 231 in this regard
14 91	6.46. Firewall & Cyber Security Solution	Authentication: schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS, RADIUS and	Change Request : Authentication: schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS / RADIUS and digital certificates. Should support Ethernet Bonding functionality for Full Mesh	Please refer to Sr. No. 232 in this regard



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		digital certificates. Should support Ethernet Bonding functionality for Full Mesh deployment architecture. Must support user, client and session authentication methods.	deployment architecture. Must support user, client and session authentication methods. Justification : Requesting change for wider OEM participation	
14 92	6.46. Firewall & Cyber Security Solution	User authentication schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS, RADIUS and digital certificates. Firewall should support the system authentication with RADIUS and local authentication. Both should work simultaneously . Solution must support DHCP, server and relay. Solution must include the ability to work in Transparent/Br idge mode.	Change Request : User authentication schemes must be supported by the security gateway and VPN module: tokens (ie -SecureID), TACACS / RADIUS and digital certificates. Firewall should support the system authentication with RADIUS / local authentication. Both should work simultaneously. Solution must support DHCP, server and relay. Solution must include the ability to work in Transparent/Bridge mode. Justification : Requesting change for wider OEM participation	Please refer to Sr. No. 223 in this regard



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 93	6.46. Firewall & Cyber Security Solution	User Identity / Awareness: Must be able to acquire user identity from Microsoft Active Directory without any type of agent installed on the domain controllers. Must support kerberos transparent authentication for single sign on. Must support the use of LDAP nested groups. Must be able to create rules and policies based on identity roles to be used across all security applications. The solution should have the inherent ability to detect multi-stage attacks. For the purpose of detecting multi stage attacks the solution should include static analysis technologies like antivirus, anti-malware/anti bot however in an integrate mode with the solution. The	Change Request : User Identity / Awareness: Must be able to acquire user identity from Microsoft Active Directory. Must be able to create rules and policies based on identity roles to be used across all security applications. The solution should have the inherent ability to detect multi-stage attacks. For the purpose of detecting multi stage attacks the solution should include static analysis technologies like antivirus, anti-malware/anti bot however in an integrate mode with the solution. The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution. Justification : Requesting change for wider OEM participation	Please refer to Sr. No. 234 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution.		
14 94	6.46. Firewall & Cyber Security Solution	The solution should inspect the web sessions (HTTP and HTTPS both) to detect and notify the malicious web activity including malicious file downloads through the internet. Third Party/Separate appliance for SSL offloading will not be accepted. The proposed solution should dynamically generate real-time malware intelligence for immediate local protection	Change Request : The solution should inspect the web sessions (HTTP and HTTPS both) to detect and notify the malicious web activity including malicious file downloads through the internet. Third Party/Separate appliance for SSL offloading will not be accepted. The proposed solution should dynamically generate real-time malware intelligence for immediate local protection via integration with the separate Automated Management and Event Correlation System. This Automated Management and Event Correlation solution must be from the same OEM. Solution should have an ability to remove all the active content and macros sending only a clean document to the end user.	Please refer to Sr. No. 235 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		via integration with the separate Automated Management and Event Correlation System. This Automated Management and Event Correlation solution must be from the same OEM. Solution should have an ability to remove all the active content and macros sending only a clean document to the end user. Solution should be able to detect & Prevent the Bot communication with C&C.	<p>Solution should be able to detect & Prevent the Bot communication with C&C.</p> <p>Justification : This breaks the data integrity and isn't scalable because on network files can not be hold to be processed action should be in real time.</p>	
14 95	6.46. Firewall & Cyber Security Solution	Security Management: A separate centralized management appliance/software needs to be provided for management and logging of NGFW appliance. In case other security components like APT solution etc. are from the	Security Management: A separate centralized management appliance/software needs to be provided for management and logging of NGFW appliance. In case other security components like APT solution etc. are from the same OEM then a single centralized management, logging (and not multiple management system) should manage all such security devices. Security management Hardware can be an OEM appliance	Please refer to Sr. No. 236 in this regard



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		<p>same OEM then a single centralized management, logging (and not multiple management system) should manage all such security devices. Security management Hardware can be an OEM appliance or dedicated server with software. In case of dedicated server, Server should be rack mounted with Intel based 8 core processor with min two nos. of 64-bit processor having 64 GB RAM or OEM recommended whichever is higher for these specifications. Minimum 2 TB Hard disk and minimum dual 10/100/1000 Mbps network port. The central management console and should be able to handle 5000 log/sec.</p>	<p>or dedicated server with software. In case of dedicated server, Server should be rack mounted with Intel based 8 core processor with min two nos. of 64-bit processor having 64 GB RAM or OEM recommended whichever is higher for these specifications. Minimum 900 GB Hard disk and minimum dual 10/100/1000 Mbps network port. The central management console and should be able to handle 5000 log/sec.</p> <p>Justification : Requesting change for wider OEM participation</p>	



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
14 96	6.46. Firewall & Cyber Security Solution	Should be bundled with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other software as part of the cyber security	<p>"Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other.</p> <p>In this scenario only couple of OEM qualify</p> <p>Also point in user management restrict wider OEM participation ""The bidder or SI may use additional appliances (at max 2) for the solution but should be provided by the same OEM in the solution.""</p> <p>Recommended MPHC should go-ahead with Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format.</p> <p>Components of Cyber Security Solution :</p> <ol style="list-style-type: none"> 1. Next Firewall with IPS & Anti-Malware 2. APT 3. AAA 4. SIEM 5. NESS 6. APMM 	Please refer to Sr. No. 228 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			7. Web security "	
14 97	6.47. Cyber security Software Suite	Security management application must support role based administrator accounts. Management must provide functionality to automatically save current state of Policy each time when any configuration changes in Security policy is enforced, and should have option to revert back to previous state stored state. It must be	Change Request : Security management application must support role based administrator accounts. Should have option to revert back to previous state stored state. It must be capable of storing at least last 5 policies. The management must provide a security rule hit counter in the security policy. Justification : Requesting change for wider OEM participation	Please refer to Sr. No. 238 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		capable of storing at least last 5 policies. Management Solution must include a Certificate-based encrypted secure communications channel among all vendor distributed components belonging to a single management domain. The management must provide a security rule hit counter in the security policy.		
1498	6.47. Cyber security Software Suite	Should be equipped by necessary licenses with Data Center grade cyber security software solution comprising Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), Network Behavior Solution System	Here multiple component are bundle together like Firewall, Advance Persistent Threat (APT), Security Incident & Event Management System (SIEM), Data Leakage Protection (DLP), AAA, Network Behavior Solution System (NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other. In this scenario only couple of OEM qualify Also point in user management restrict wider OEM participation "The bidder or SI may use additional appliances (at max 2) for the solution but	Please refer to Sr. No. 228 in this regard



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		(NBSS), Application Performance Monitoring & Management (APMM), Anti-virus/gateway security/web security solution & any other software as part of the cyber security	<p>should be provided by the same OEM in the solution."</p> <p>Recommended MPHC should go-ahead with Multi-OEM security solution where different components. Hence Requesting provide separate Specification for Each Sub-Component - So that no change require to make in Price-Bid format.</p> <p>Components of Cyber Security Solution :</p> <ol style="list-style-type: none"> 1. Next Firewall with IPS & Anti-Malware 2. APT 3. AAA 4. SIEM 5. NESS 6. APMM 7. Web security 	
14 99			<p>We would like to make our submissions hereunder under three headings:</p> <p>A) Foreign Certifications and Restrictive Conditions put to eliminate Domestic OEM.</p> <p>B) National Security Aspects from Border Countries not included in tender.</p> <p>C) Integrity Pact not included to permit Blacklisted/ Banned/debarred companies like Hikvision, Dahua and Huawei for participation directly or indirectly.</p>	<ol style="list-style-type: none"> 1) The certifications & protocols mentioned in the tender are in compliance to the DoJ, Gol guidelines. 2) Please read the tender document Section 2.14.g/h/i. It is already included in the tender. 3) Integrity pact is not applicable to MPHC.
15 00			<p>We request kind consideration of above requests and please issue clarifications/amendment(</p>	<ol style="list-style-type: none"> 1) The certifications & protocols mentioned in the tender are in compliance to the DoJ, Gol guidelines.



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PRINCIPAL SEAT – JABALPUR

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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			s) to make applicable the MOF, DOE orders dated 23.7.2020, remove the foreign certifications, ask for Indian certification BIS only, remove all restrictive conditions for participation to accommodate maximum competition especially from MSME and domestic startups and include Integrity pact as per GFR/CVC to ensure no blacklisted companies like Hikvision, Dahua and Huawei can participate directly or indirectly. We also request to consider including VSS Guidelines 2020 2.0 as per Annexure E. Kindly replicate the same in all future procurement(s) as well.	2) Please read the tender document Section 2.14.g/h/i. It is already included in the tender. 3) Integrity pact is not applicable to MPHC.
15 01	Clause: 2.18; Eligibility/Pre-qualification criteria	The average annual turnover of the firm should be at least Rs. 126 Crore during the last three consecutive financial years. (i.e. 2019-20, 2018-19 2017-2018).	For more participation from bidders we request you to please amend the clause as : "The average annual turnover of the firm should be at least Rs. 40 Crore during the last three consecutive financial years. (i.e. 2019-20, 2018-19 2017-2018)"	Tender terms shall prevail.



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 02	Clause: 2.18; Eligibility/Pre-qualification criteria	The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.	For More Participation from bidders we request you to please amend the clause as "One (1) completed similar work of the value of at least Rs. 40 crores OR Two (2) completed similar works of at least Rs. 30 crores OR Three (3) completed similar works of at least Rs. 20 crores “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.	Tender terms shall prevail.



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 03	Clause: 2.18; Eligibility/Pre-qualification criteria	The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 50.4 Crore during the last 3 years from the date of publication of the tender.	For More Participation from bidders we request you to please amend the clause as "The bidder should have experience of executing at least one (1) project for the implementation of Video Surveillance System of value more than Rs. 40 Crore during the last 3 years from the date of publication of the tender."	Tender terms shall prevail.
15 04	Clause: 2.18; Eligibility/Pre-qualification criteria	Consortium of upto two companies can bid for the project. However, both the consortium members should meet the pre-qualification criteria	We request you to please remove "both the consortium members should meet the pre-qualification criteria" and please add "If combination of both vendor jointly able to achieve PQ requirement for Turn over and purchase order requirement and they will be able to allow to participate".	Tender terms shall prevail.
15 05	Clause: 4.2; Nature of Work	The nature of work under this tender shall be LSTK (Lumpsum Turnkey). The price quoted by the bidder for the entire project shall be considered final & fixed without any scope for price escalation. Bidders are, therefore, advised to	As this is big tender we request you to please remove this clause and please allow to invoice bidder as on actual qty.	Tender terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		make their correct estimations for the quantities & specifications of the equipment proposed to be supplied/ commissioned by them for the techno-functional requirements detailed in the bid document		
15 06	Clause: ; EMD exemption	No Exemption allowed in tender	Due to this pandemic situation, Central and state Government is promoting the MSME segment and giving exemption for MSME bidders for submission of payment of EMD and tender fee. We request you to please allow EMD and tender fee Exemption for the MSME bidders.	Tender terms shall prevail.
15 07	BID DOCUMENT – PART I 2.19.1 Camera OEM	1. The camera OEM shall have supplied & installed a minimum of 2000 IP cameras in a single project in India since the last three years ending last day of the month previous to the one in which tender is invited.	1. The camera OEM shall have order of a minimum of 2000 IP cameras in a single project in India since the last three years ending last day of the month previous to the one in which tender is invited. Request you to ask the order copy so that global OEMs can also participate.	Please refer to Sr. No. 503 in this regard



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PRINCIPAL SEAT – JABALPUR

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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1508	BID DOCUMENT – PART I 5.2. Mandatory Technical Requirements	10. All certificates of offered model no of camera should be enclosed with technical bid and it should have complete model no of camera including all alphabet & Number. UL certificate for a series of cameras will not be considered, please note. Bidders are required to provide a web link for online verification of UL certification in their technical proposals.	10. All certificates of offered model no of camera should be enclosed with technical bid and it should have complete model no of camera including all alphabet & Number. UL certificate for a series of cameras will not be considered, please note. Bidders are required to provide a web link for online verification of UL certification in their technical proposals. UL used to mention the series model no for the same type of cameras so request you to delete the highlighted clause.	Please refer to Sr. No. 504 in this regard
1509	BID DOCUMENT – PART I 6. Technical Specifications 6.1. Outdoor Fixed Camera	Revolutions and frame rates (H.265): 2560*1920@30 FPS, 1920 X 1080 @ 30fps(1080p), 1280 X 720 @ 30fps (720p), 1024 X 576 @ 30fps, 960 X 544 @ 30fps	Revolutions and frame rates (H.265): 2560*1920@25/30 FPS, 1920 X 1080 @ 30fps(1080p), 1280 X 720 @ 30fps (720p), 1024 X 576 @ 30fps, 960 X 544 @ 30fps Request you to remove 1024 X 576 @ 30fps & 960 X 544 @ 30fps resolutions as these are not standard resolution and limiting the OEMs to participate. Also request you to ask 25fps support as per the PAL standards which is widely used in India.	Please refer to Sr. No. 136 in this regard



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 10	BID DOCUMENT – PART I 6. Technical Specifications 6.1. Outdoor Fixed Camera	Digital I/O (Audio I/O, Alarms): Audio in x 1, A/V out x 1, DI x 1, DO x1	Digital I/O (Audio I/O, Alarms): Audio in x 1, Audio out x 1, DI x 1, DO x1 Request you to change A/V to Audio.	Tender terms shall prevail.
15 11	BID DOCUMENT – PART I 6. Technical Specifications 6.1. Outdoor Fixed Camera	Audio/Video out port: Camera should allow the connection of an option Y cable or mini cable with BNC connector. Camera should allow to connect a video monitor to the mini cable with BNC connector (The functional objective of being able to connect to a video monitor has to be met using either a BNC Connector or using a web browser).	Audio/Video out port: Camera should allow the connection of an option Y cable or mini cable with BNC connector. Camera should allow to connect a video monitor to the mini cable with BNC connector or through network connection (The functional objective of being able to connect to a video monitor has to be met using either a BNC Connector or using a web browser). Please allow network connection also as every OEMs not having BNC out in IP Cameras.	Please refer to Sr. No. 507 in this regard
15 12	BID DOCUMENT – PART I 6. Technical Specifications 6.1. Outdoor Fixed Camera	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP), Bonjour/UPnP, SNMP, and Secure Shell (SSH). Differentiated service code point (DSCP) marking and class of	Tender terms shall prevail.



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Protocol (SRTP), Bonjour, SNMP, and Secure Shell (SSH). Differentiated-service-code-point (DSCP) marking and class-of-service (CoS) marking	service (CoS) marking Request you to remove the highlighted protocols as DSCP & CoS are primary used in switching, not in cameras and SRTP is limiting the OEMs as already asked RTP & SSH for the secure & remote communication. Bonjour & UPnP both are discovery protocols and some OEMs are using UPnP and some Bonjour so request you to allow both in an option.	
15 13	BID DOCUMENT – PART I 6. Technical Specifications 6.1. Outdoor Fixed Camera	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	Certification: The system shall be ROHS/WEEE/REACH and ISO -14001 compliant. It should be FCC, CE, UL certified Request you to remove allow RoHS, WEEE & REACH are in an option as all 3 are required for to control the hazardous substances in the products. Also please add UL, CE & FCC for the safety & EMC standards.	Tender terms shall prevail.
15 14	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Quality Image: Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	Quality Image: Minimum 2-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors. Please change the resolution to 2MP as most of the OEMs support 2MP per lens panoramic camera which will provide more than 5MP output on main stream.	Tender terms shall prevail.



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PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 15	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Lens: Fixed 6 mm, DC-Iris	Lens: Fixed 4/6 mm, DC-Iris/Auto-iris Request you to please allow the suggested values as an option for the wider participation.	Please refer to Sr. No. 62 in this regard
15 16	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Digital I/O (Audio I/O, Alarms): Audio in x 1, A/V out x 1, DI x 1, DO x1	Digital I/O (Audio I/O, Alarms): Audio in x 1, Audio out x 1, DI x 1, DO x1 Request you to change A/V to Audio.	Tender terms shall prevail.
15 17	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	Certification: The system shall be ROHS/WEEE/REACH and ISO -14001 compliant. It should be FCC, CE, UL certified Request you to remove allow RoHS, WEEE & REACH are in an option as all 3 are required for to control the hazardous substances in the products.	Tender terms shall prevail.
15 18	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) Bonjour, SNMP, and Secure Shell	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) , Bonjour/UPnP, SNMP, and Secure Shell (SSH) Request you to remove SRTP as it is limiting the OEMs, also already asked RTP & SSH for the secure & remote communication. Bonjour & UPnP both are discovery protocols and	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		(SSH)	some OEMs are using UPnP and some Bonjour so request you to allow both in an option.	
15 19	BID DOCUMENT – PART I 6. Technical Specifications 6.2. Outdoor Panoramic Camera	Application -ready platform: Camera should have option to add functions by installing and running applications directly on the camera.	Request you the remove this specification as it is limiting the OEMs also any extra application will reduce the performance of the camera.	Please refer to Sr. No. 515 in this regard
15 20	BID DOCUMENT – PART I 6. Technical Specifications 6.4. Indoor Fixed Dome Camera	Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 5 streams.	Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 3 streams. Request you to change the support of 5 streams to 3 streams for the wider participation.	Please refer to Sr. No. 136 in this regard
15 21	BID DOCUMENT – PART I 6. Technical Specifications 6.4. Indoor Fixed Dome	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be	Certification: The system shall be ROHS/WEEE/REACH and ISO -14001 compliant. It should be FCC, CE, UL certified Request you to remove	Tender terms shall prevail.



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No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Camera	FCC, CE, UL certified	allow RoHS, WEEE & REACH are in an option as all 3 are required for to control the hazardous substances in the products.	
15 22	BID DOCUMENT – PART I 6. Technical Specifications 6.4. Indoor Fixed Dome Camera	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP), Bonjour, SNMP, and Secure Shell (SSH)	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) , Bonjour/UPnP, SNMP, and Secure Shell (SSH) Request you to remove SRTP as it is limiting the OEMs, also already asked RTP & SSH for the secure & remote communication. Bonjour & UPnP both are discovery protocols and some OEMs are using UPnP and some Bonjour so request you to allow both in an option.	Tender terms shall prevail.
15 23	BID DOCUMENT – PART I 6. Technical Specifications 6.4. Indoor Fixed Dome Camera	Application -ready platform: Camera should have option to add functions by installing and running applications directly on the camera.	Request you the remove this specification as it is limiting the OEMs also any extra application will reduce the performance of the camera.	Please refer to Sr. No. 519 in this regard
15 24	BID DOCUMENT – PART I 6. Technical Specifications 6.5. Indoor Panoramic Camera	Quality Image: Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	Quality Image: Minimum 2-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors. Please change the resolution to 2MP as most of the OEMs support 2MP	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			per lens panoramic camera which will provide more than 5MP output on main stream.	
15 25	BID DOCUMENT – PART I 6. Technical Specifications 6.5. Indoor Panoramic Camera	Lens: Fixed 6 mm, DC-Iris	Lens: Fixed 4/6 mm, DC-Iris/Auto-iris Request you to please allow the suggested values as an option for the wider participation.	Please refer to Sr. No. 62 in this regard
15 26	BID DOCUMENT – PART I 6. Technical Specifications 6.5. Indoor Panoramic Camera	Digital I/O (Audio I/O, Alarms): Audio in x 1, A/V out x 1, DI x 1, DO x1	Digital I/O (Audio I/O, Alarms): Audio in x 1, Audio out x 1, DI x 1, DO x1 Request you to change A/V to Audio.	Tender terms shall prevail.
15 27	BID DOCUMENT – PART I 6. Technical Specifications 6.5. Indoor Panoramic Camera	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	Certification: The system shall be ROHS/WEEE/REACH and ISO -14001 compliant. It should be FCC, CE, UL certified Request you to remove allow RoHS, WEEE & REACH are in an option as all 3 are required for to control the hazardous substances in the products.	Tender terms shall prevail.
15 28	BID DOCUMENT – PART I 6. Technical Specifications 6.5. Indoor Panoramic Camera	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport	Supported protocol: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP) , Bonjour/UPnP, SNMP, and Secure Shell (SSH) Request you to remove SRTP as it is limiting the	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		Protocol (SRTP) Bonjour, SNMP, and Secure Shell (SSH)	OEMs, also already asked RTP & SSH for the secure & remote communication. Bonjour & UPnP both are discovery protocols and some OEMs are using UPnP and some Bonjour so request you to allow both in an option.	
15 29	BID DOCUMENT – PART I 6. Technical Specifications 6.5. Indoor Panoramic Camera	Application -ready platform: Camera should have option to add functions by installing and running applications directly on the camera.	Request you the remove this specification as it is limiting the OEMs also any extra application will reduce the performance of the camera.	Please refer to Sr. No. 525 in this regard
15 30	BID DOCUMENT – PART I 6. Technical Specifications 6.19. PTZ Controllers	General: Compatible with DN-PTZ camera	DN-PTZ means Day Night PTZ camera, hope our understanding is correct, please confirm.	Please refer to Sr. No. 526 in this regard
15 31	2.14. Unfair Practices	Any equipment which is manufactured in a country which currently has a land border dispute with India, or where conditions are such that supply chains & support during the project or product lifecycle are likely to be affected (to be	We request you to relax these clause and take the undertaking from respective OEM of taking the complete responsibility of supplying the material as per the tender timeline. As most of the reputed OEMs are having their HQ in US/EU/UK but product assembly set up in other such countries like China. So this clause is restricting those companies to participate. We request you to re-look in this clause so that all OEM can participate.	Please refer to Sr. No. 915 in this regard.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		solely determined by MPHC), shall not be acceptable, please note.		
15 32	2.14. Unfair Practices	The quoted equipment should neither support any interconnection / communication protocol, (such as the GB/T 28181 protocol adhered to by the equipment manufactured in China)----	Need clarification in this point - The equipment do not support such mentioned GB/T 28181 protocol but the product is assembled in China - So request you to accept and take undertaking from OEM to certify this.	Tender terms shall prevail. Please refer clarification on sr. no. 916.
15 33	6.1 Outdoor Fixed Camera	Camera Resolution ?	Camera resolution is not mentioned 2 MP or 5MP	Please refer to Sr. No. 917 in this regard
15 34	6.1 Outdoor Fixed Camera	Image Sensor - 1/2.7" progressive scan HD CMOS	Please make it uniform and accept 1/2.8" or better as same for all other cameras	Please refer to Sr. No. 131 in this regard
15 35	6.2. Outdoor Panoramic Camera	Quality Image: Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	5 MP seems to be available with only limited 1-2 OEMs only and Most of the OEMs have 4 MP camera with 3 lenses/sensor, So request you to please accept 4 MP lens with 3 lenses.	Tender terms shall prevail.
15 36	6.2. Outdoor Panoramic Camera	Lens: Fixed 6 mm, DC-Iris	This specification seems to be available with limited OEM so please make it generic and accept lens size of 2.8 mm which is better and would not have	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			any blind spot, so that most of the reputed all OEM can participate in the tender	
15 37	6.2. Outdoor Panoramic Camera	IR illumination: Should cover radial distance of upto 20m. Bidders can propose external IR (with all the necessary ports/ power supply & wiring) if the camera doesn't support the same.	The availability of IR in complied multisensor cameras are with only limited OEMs, So please keep the IR as optional Kindly accept the external IR option also.	Tender terms shall prevail.
15 38	6.4. Indoor Fixed Dome Camera	Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 5 streams.	We request you to please make it uniform and accept 3 streams as asked in all the cameras and which is also as per industry standard available with most of the OEMS. The multi casting of streams can be done by switching.	Please refer to Sr. No. 136 in this regard
15 39	6.4. Indoor Fixed Dome Camera	IR range for Dome and Bullet Cameras	Please Add IR upto 50m for dome and 70m for bullet/ANPR for better clarity and picture quality	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 40	6.5 Indoor Panoramic Camera	Quality Image: Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	5 MP seems to be available with only limited 1-2 OEMs only and Most of the OEMs have 4 MP camera with 3 lenses/sensor, So request you to please accept 4 MP lens with 3 lenses.	Tender terms shall prevail.
15 41	6.5 Indoor Panoramic Camera	Lens: Fixed 6 mm, DC-Iris	This specification seems to be available with limited OEM so please make it generic and accept lens size of 2.8 mm which is better and would not have any blind spot, so that most of the reputed all OEM can participate in the tender	Tender terms shall prevail.
15 42	6.5 Indoor Panoramic Camera	IR illumination: Should cover radial distance of upto 20m. Bidders can propose external IR (with all the necessary ports/ power supply & wiring) if the camera doesn't support the same.	The availability of IR in complied multisensor cameras are with only limited OEMs, So please keep the IR as optional Kindly accept the external IR option also.	Tender terms shall prevail.
15 43	Certifications & Regularity	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	Request you to please add CE,FCC, UL, BIS, RoHS WEEE for all types of camera	Tender terms shall prevail.
15 44	6.3. Outdoor PTZ Camera	IR Range for PTZ camera	Please add IR upto 150m for better clarity and picture quality in night	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 45	6.3. Outdoor PTZ Camera	WDR: True WDR 100dB or equivalent or better	Request you to make it upto 120db WDR as per industry standards	Tender terms shall prevail.
15 46	6.3. Outdoor PTZ Camera	Focal Length: Varifocal min 4.3-129 mm or equivalent or better	The varifocal lens size varies OEM to OEM, So please accept 30x or better	Please refer to Sr. No. 930 in this regard
15 47	OEM PQ		Specific Requirements: The OEMs(Including Parent Company, Group company, Subsidiary, Joint Venture or Sister concern of any type) of major items (like CCTV Camera of all types, VMS, Video Analytics, Servers, Storages, switches etc.) should not have been blacklisted in last 3 years by any Ministry under Government of India or by Government of any State in India or any of the Government PSUs as on tender floating date.; Documents Required: Certificate / affidavit mentioning that the Bidder is not blacklisted by any Ministry under Government of India or by Government of any State in India or any of the Government PSUs.	Tender terms shall prevail.
15 48	OEM PQ		Specific Requirements: Direct presence of OEM in India for more than 10 years as on bid submission date (not as joint venture, partnership firms or through any other association) and global presence in same manufacturing line from last 15 years; Documents Required: Camera OEM	Tender terms shall prevail.



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			should submit a declaration letter along with letter of incorporation confirming the same.	
15 49	OEM PQ		Specific Requirements: Self-Owned RMA set up in India for last 4 years from the date of submission of bid (not as joint venture, partnership firms or through any other association); Documents Required: OEM's GST registration document clearly mentioning service tax no. to be given as proof	Tender terms shall prevail.
15 50	OEM PQ		Specific Requirements: OEM of CCTV camera must be ISO 9001:2015 and ISO 14001:2015 certified. OEM shall be in top 10 in any of the Physical Security report of HIS in last five years.; Documents Required: Documentary proof to be submitted	Tender terms shall prevail.
15 51	OEM PQ		Specific Requirements: The MAC address of the IP cameras must be registered in the same name of OEM supplying the cameras. The API/SDK of VMS shall be available on the OEM's official Website; Documents Required: Proof to be provided by the OEM	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 52	OEM PQ		Specific Requirements: The CCTV Company should have created enough Job opportunities in India as per the current PMO directive and should have minimum 500 employees on its payroll in India. Any OEM which is part of a larger group company but meeting the 1500 employee criterion is also eligible. This is to justify that CCTV OEM has made substantial investment in India and is serious about its business in India which will ensure long term after sales support and spare support from the OEM.; Documents Required: Declaration letter from the HR to be submitted along with the bid	Tender terms shall prevail.
15 53	OEM PQ		Specific Requirements: The CCTV OEM should be in the line of CCTV manufacturing and supply for more than 15 years Globally. Information should be available in Public domain.; Documents Required: Valid document to be provided for verification	Tender terms shall prevail.
15 54	OEM PQ		Specific Requirements: The CCTV OEM should have its toll free number for any technical support query from the SI or end customer which is very much required for such a big project.; Documents Required: Toll free nos should be mentioned in the manufacturer's authorization letter and submitted along with the	Tender terms shall prevail.



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.			bid.	
15 55	OEM PQ		Specific Requirements: The supplied CCTV product should be as per NDAA Compliant and Undertaking from OEM must be submitted along with bid.; Documents Required: As per the current PMO directive to ban on specific Chinese OEM owned by The central government of Communist Party of China, for the purpose of public safety , security of government facility, physical Security surveillance of critical infrastructure and other national security purposes over video surveillance and other telecommunication equipment.	Tender terms shall prevail.
15 56			Since the tender ask for integration of VC with Video management system . Do we have to also consider recording for video conferencing system at local courts .	Yes. Please refer to the tender document in this regard.
15 57			The earlier tender was limited to surveillance of courtroom cameras however the new tender speaks of multiple requirements including storage of courtroom recordings for 5 years . As per our calculations the earlier estimated tender value of 120 cr might not be adequate, can you please throw light	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			on what could be the estimated tender value for this project.	
15 58	Page: 7Point: 3	The Physical copy of the Technical Bid (submission of hardcopy of the technical bid is mandatory) along with original EMD should also be submitted at the address below latest by 06:00 P.M. on 28th January, 2021.	We request you to please ask to submit the bid only through Electronic form/ Online not physically. Infect due to COVID-19 Pandemic All the Government department are reducing their physical paper work as much they can. We request you to please remove physical submission points even you are also calling the Prospective Bidders/OEMs through online/VC for Pre bid Meeting to avoiding the physical presence.	Tender terms shall prevail.
15 59	Page: 8Point: 1.1 (Last Point)	The firms registered under NSIC and MSME (The vendor to be registered with both NSIC and MSME for claiming exemption of tender fees) are exempted for submission of tender fees only. But they have to submit valid EMD as per the tender requirement.	We request you to please allow exemption of EMD as well who all are registered under NSIC and MSME both. As per the Ministry of Finance, Govt. of India, has released an official memorandum with order no. F.9/4/2020-PPD, dated 12th Nov 2020 (attached herewith as annexure 1) according to which it is decided by Government of India as who all are registered under MSEs are exempted for submission of EMD/Bid Security.	Tender terms shall prevail.
15 60	Page: 13Point: 2.18 (2)	The average annual turnover of the firm should be at least Rs. 126 Crore	As per the Tender doc, estimate of the project cost is 126 Cr. And as per the said prequalification criteria "The average annual turnover of the firm	Tender terms shall prevail.



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		during the last three consecutive financial years. (i.e. 2019-20, 2018-19 2017-2018).	<p>should be at least Rs. 126 Crore” it means estimation of project and turnover of the company both are same, Even as per the CVC guidelines “Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 30% of the estimated cost. “</p> <p>We request you to please reduce the turnover criteria so that maximum Participation can be done.</p>	
15 61	Page: 13Point: 2.18 (4)	<p>The bidder shall have experience in successfully implementing at least One (1) completed similar work of the value of at least Rs. 100.8crores OR Two (2) completed similar works of at least Rs. 63 crores OR Three (3) completed similar works of at least Rs. 50.4 crores “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or</p>	<p>We request you to please amend the criteria as suggested below as for the high value project like the said project now all government department are accepting the work completed or if the project is under execution then 80% of the work is completed on the tender submission date.</p> <p>It will increase the no. of participants otherwise only few companies can be participates.</p> <p>The bidder shall furnish purchase orders & work completion certificates with all details clearly mentioned</p> <p>Or</p> <p>The bidder shall furnish purchase orders & for the project under execution either Go Live or should have completed 80 % of the order, Execution Certificate Mentioning the</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Wide Area Networking System, carried out within seven years from the last day of the month previous to the one in which tender is invited, through a single work order.	same from the customer.	
15 62	Page: 14Point: 6	Consortium of upto two companies can bid for the project. However, both the consortium members should meet the pre-qualification criteria.	We request you to please amend the said criteria as below, Consortium of upto two companies can bid for the project. Any of the Consortium Member meet the pre-qualification criteria asked in the tender. Consortium can meet the pre-qualification criteria on together basis like if of one Member meeting the criteria but it can't not be like both the consortium are meeting the one criteria jointly.	Tender terms shall prevail.
15 63	Page: 14Point: 2.19.1 (1)	The camera OEM shall have supplied & installed a minimum of 2000 IP cameras in a single project in India since the last three years ending last day of the month previous to the	We request you to please amend the said criteria as below, The camera OEM shall have supplied & installed a minimum of 2000 IP cameras in a single project in India since the last three years or if the Project is under execution then 2000 IP Cameras should be supply & installed on the tender	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		one in which tender is invited.	submission date.	
15 64	Page: 14Point: 2.19.1 (3)	The camera OEM should be operating in India for the last three years & should have an installation base of more than 10000 cameras in India.	For this clause what document is required as per our undertaking OEM declaration is required confirming 10000 cameras installation base in India, Please clarify.	Tender terms shall prevail.
15 65	Page: 19Point: 3.2 (a)	The Successful Bidder will be required to furnish performance guarantee in the form of unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India of amount equivalent to 5% of the Capital Value valid for a period of 36 months within 15 days from the date of contract.	As per the Ministry of Finance, Govt. of India, has released an official memorandum with order no. F.9/4/2020-PPD, dated 12th Nov 2020 (attached herewith as annexure 1) according to which it is decided by Government of India to reduce the Performance Security from existing 5% - 10% to 3% of the value of the contract for all existing contracts. We request you to please reduce the Performance guarantee from 5% to 3% of the capital value.	Please refer to Sr. No. 757 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 66	Page: 20Point: 3.5	<p>PAYMENT TERMS</p> <p>a. For the supply, installation, commissioning, testing, training and warranty of items& system as per tender and post-warranty comprehensive Annual Maintenance Contract for 48 months (Note: Payments will be made in Indian Rupees only)</p> <p>b. 60% of total price against delivery of equipment at the site, on pro-rata basis.</p> <p>c. 20 % of total price against successful Installation of the system.</p> <p>d. 20% against successful commissioning & UAT.</p>	<p>We request to you please amend the Payment Terms as below:-</p> <p>a. For the supply, installation, commissioning, testing, training and warranty of items& system as per tender and post-warranty comprehensive Annual Maintenance Contract for 48 months (Note: Payments will be made in Indian Rupees only)</p> <p>b. 80% of total price against delivery of equipment at the site, on pro-rata basis.</p> <p>c. 10 % of total price against successful Installation of the system.</p> <p>d. 10% against successful commissioning & UAT.</p>	Tender terms shall prevail.
15 67	Page: 21Point: 3.9	<p>LIQUIDATED DAMAGES</p> <p>1% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the</p>	<p>For such high value project liquidity damage charges are very high, we request you to please change the clause as 0.25% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the contract price.</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		contract price.		
15 68	Page no. 30, 5.1.2.2 Video Analytics	Video analytics adds intelligence to the video surveillance system. Video Analytics work on predefined rules over an area of interest within a scene in the field of view of the camera. The VA system can alert the operator in case the rule condition is matched. Video Analytics can be used on the Gate surveillance cameras to count vehicles and their direction. A synchronous VA on all entry / exit gates can give exact count of vehicles within the premise. There are multiple types of VA rules such as people counting through a particular gate, tripwire, abandoned	As this project is envisaged to enhance the security of court complexes across the state of MP, we request you to consider following suggestions to ensure high quality & proven products/solutions. 1. VMS & VA requires different level of expertise and hence VMS & VA shall be either from same OEM or different OEM. 2. Video Analytics which are mentioned in the RFP does not have any use cases explained. Kindly explain the use cases scenario briefly to optimize the solution correctly. 3. Furthermore we suggest to incorporate few advance video analytics use cases for optimum utilization of security infrastructure like crowd detection, vandalism detection, fire detection, face mask detection, social distancing. These analytics use cases can be used in conjunction with selective cameras(wherever applicable). 4. We suggest to incorporate few VA OEM's minimum eligibility criteria as below	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		object, object removal, motion detection, etc.	<p>i. To meet the minimum quality & performance standard, VA OEM should be CMMI L3 Company.</p> <p>ii. To meet the proven-ness requirement, Proposed make of Video Analytics should have been supplied/ deployed in min. 5 government campuses or high security complexes. PO copies for same should be submitted along with the bid.</p> <p>iii. To meet the proven-ness requirement, OEM of the Proposed VA should have supplied & integrated it's solution with min. 3 makes of C4i & VMS software. This is to ensure open architecture & interoperability of proposed Video Analytics make with 3rd party hardware & software.</p>	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 69	Document Reference: MPHC-IVSS_CLAS S-TenderDoc-Part_I	Specifications of ANPR cameras	<p>Only Hardware specs of the ANPR camera are mentioned in tender document unlike the previous MP high court tenders. Request you to kindly incorporate the minimum software specs of ANPR system as below.</p> <p>1. Proposed server based ANPR system should have at least 90% accuracy for standard number plates in daytime and 80% during night-time.</p> <p>2. To meet the minimum quality & performance standard, ANPR software OEM shall be CMMI Level 3 Company.</p> <p>3. OEM of proposed ANPR software should have testing & certification for ANPR applications from any CERT-In empaneled agency in India for data protection & cyber security compliance of proposed central & local application. This is to ensure that critical information during transit, process and storage by the ANPR application is secured from cyber attacks.</p> <p>4. To meet the proven-ness requirement, Proposed make of ANPR software should have been supplied/ deployed in min. 5 government campuses or high security complexes. PO copies for same should be submitted along with the bid.</p>	Please refer to Sr. No. 126 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			<p>5. To meet the proven-ness requirement, OEM of the Proposed ANPR software should have supplied & integrated it's solution with min. 3 makes of C4i & VMS software. This is to ensure open architecture & interoperability of proposed ANPR software make with 3rd party hardware & software.</p>	
15 70	Page no. 56, 6.6. ANPR Camera		<p>Suggestive Technical specifications of Automatic Number plate Recognition as below : Functional Specifications - Automated Number Plate Recognition System</p> <p>Sr. No. Description</p> <p>1 License Plate Detection</p> <p>a)The System shall automatically detect the license plate in the captured video feed in real-time.</p> <p>b)The system shall perform OCR (optical character recognition) of the license plate characters (English a lpha-numeric characters in standard fonts).</p> <p>c)The System shall store JPEG image of vehicle and license plate and enter the</p>	Please refer to Sr. No. 126 in this regard



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			license plate number into Postgre SQL database along with date time stamp and site location details. d)System should be able to detect and recognize the English alpha numeric License plate in standard fonts and formats of all vehicles including cars, HCV, and LCV.....	
1571	2.19.2 C4i& VMS OEM, Point #5	VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	The PQ clause for the VMS OEM is too specific and may lead to the thin competition. The large projects may have less than the video servers and application server combination mentioned in the PQ and at the same time may have higher number of cameras being managed on the application platform in the single project.	Please refer to Sr. No. 97 in this regard
1572			The clause absolves the OEMs from global top 5 list as per the IHS report from proving the experience of 9000 cameras on the specified number of video servers and application server combination. The OEMs from this list may or may not qualify for the	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			mentioned PQ requirement.	
15 73			The project is in India and IHS publishes separate statistics for the India or Asia separately. It would give justice to the companies which have a strong market share, wide installation base and strong investment in India.	Tender terms shall prevail.
15 74			In view of the above, we request you to kindly amend the clause as "VMS should be a part of Top 5 VMS as per the latest IHS Report for India/Asia market OR the VMS OEM should have at least one successful installation with over 9000 Cameras which are handled on the single application platform in a single project. The single project requirement of 9000 cameras, as mentioned above, also applies to the Top 5 VMS OEMs as per the latest IHS report for India/Asia market".	Tender terms shall prevail.
15 75	5.1.2 Solution Overview, Point # 10	The proposed solution should allow MPHC to locally and centrally monitor its facilities from a remote location securely on a Portable/Fixed personal computer monitor using IP-based Cameras in a	Kindly let us know the number of smart phone clients to consider and also the concurrency to consider for the solution. The concurrency will ensure minimum basis for server sizing for all the Bidders.	Please refer to Sr. No. 98 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		bandwidth efficient manner. The solution should also enable viewing of camera feeds on smart phones. The system shall be highly secure.		
15 76	5.1.2 Solution Overview, Point # 17, Bullet Point	The tehsil courts shall use a touch-screen monitor+workstation to monitor the video feeds whereas the district courts shall use a bank of monitors, connected to the network through decoders, and workstations for monitoring live video feeds of the local cameras as well as the feeds coming from respective tehsil courts.	We request you to kindly consider non-touch screen based workstation at the Tehsil courts and other locations. In the wake of the Covid 19 Pandemic, it would be easier to sanitize the keyboard and mouse than a touch-screen monitor.	Please refer to Sr. No. 99 in this regard
15 77		Indoor Dome Camera - 5 MP - Objective - Face identification	As we understand, the objective for Face Identification means Face Identification through Facial Recognition System. Kindly confirm if our understanding is correct.	Please refer to Sr. No. 100 in this regard
15	5.1.2.2	Various Video	Please let us know the	Please refer to Sr. No. 101



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
78	Video Analytics,	Analytic Requirements mentioned	Video Analytics licenses to consider and on how many cameras at each location	in this regard
15 79	5.1.2.3 Video Management System	The application also records the video on a unified SAN storage device configured in high availability mode	Kindly let us know if the High Availability is required for both SAN storage device and the Video Recorder Servers.	Please refer to Sr. No. 102 in this regard
15 80	5.1.2.3 Video Management System	The application is the heart of the system and can integrate with other components such as sensors, access control, video analytics, and give user a single window solution to access and control other integrated sub-systems.	As per our understanding, the Security Management Software (C4i system) integrates Video Management System and other systems in the project and provides the users a unified window for operation in all the control rooms including CCC at Jabalpur. Please let us know if our understanding is correct.	Please refer to Sr. No. 103 in this regard
15 81	5.1.2.6 Storage and Recording	In order to enable the system for live streaming as well as archiving of courtroom proceedings....	The clause mentions redundant recording of Court Room Proceedings. As we understand, the scope for redundant recording of the video feeds at the CCC, Jabalpur is required for all the cameras from all the courts in addition to the courtroom proceedings. Kindly confirm if our understanding is correct.	Yes, it is correct.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 82	5.1.2.6 Storage and Recording	It is, therefore, proposed that redundant servers at each location shall be placed at CCC Jabalpur in physical/virtualized environment	As we understand the OEMs have the flexibility in proposing the required number of servers to achieve the recording redundancy for the video feeds being received from all the courts. Kindly confirm if our understanding is correct.	Please refer to Sr. No. 105 in this regard
15 83	5.1.2.6 Storage and Recording	CCC Jabalpur shall also have archiving servers & cold storage for archived courtroom recordings	We request you to kindly allow the OEMs flexibility to propose the appropriate architecture and compute requirements to fulfill the functional requirement.	Please refer to Sr. No. 105 in this regard
15 84	5.1.2.6 Storage and Recording	A DR site is also decided to be set-up at Indore HC premises for storage of audio-visual recordings of courtroom proceedings.	Kindly clarify if the DR site will only have redundant storage or it will also have the redundant servers in case the DC site fails and/or inaccessible. Also, clarify if only courtroom proceedings with audio-visual data from the respective courtroom cameras needs to be stored in the DR	Please refer to Sr. No. 18 in this regard
15 85	5.1.2.7 Video Management Workstation	The workstation shall have an interactive & intuitive GUI with touchscreen monitor.	We request you to kindly consider non-touch screen based workstation at the Tehsil courts and other locations. In the wake of the Covid 19 Pandemic, it would be easier to sanitize the keyboard and mouse than a touch-screen monitor.	Please refer to Sr. No. 99 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 86	5.1.2.8 Network Connectivity, Point #6	Authorized personnel (within its individual user rights, specific to individual) should be able to rapidly zero in on video / images of specific locations, people, and events, anytime and anywhere, without reviewing countless hours of video recordings.	Kindly clarify the functional requirement for Video / images of people. Does the system require people search solution based on the people attributes?	Please refer to Sr. No. 109 in this regard
15 87	5.1.2.11 Control Room	Control rooms are proposed to provide complete situational awareness with adequate redundancy at the district level.	Reference on Page 32 mentions N+N server architecture at 208 nos. of courts. We understand, N+N server architecture is the expectation for Management, Database and Recorder Servers. Kindly confirm if our understanding is correct.	Please refer to Sr. No. 110 in this regard
15 88	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	In line with the above-mentioned functional requirements mandated by the Hon'ble Supreme Court of India, MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-dema	as we understand, the requirement is strictly on-demand to record the proceedings of the courtroom cameras at the discretion of Hon. Judge only. Kindly confirm if the understanding is correct.	Please refer to Sr. No. 111 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		nd through MPHC website and integration with MPHC's CIS (Case Information System) of audio-visual content (video, synchronised audio & VC content) associated with courtroom proceedings.		
1589			The live court proceedings will be sent to the CCC Jabalpur for redundant recording and simultaneous broadcasting through the MP HC Website. There may be some latency in broadcasting the videos due to the latency of the communication links which would be acceptable in the solution. Kindly confirm if the functional requirement is correctly understood.	In fact, a delay of 2-min in live-streaming is the requirement.
1590	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	In line with the above-mentioned functional requirements mandated by the Hon'ble Supreme Court of India, MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-dema	After the live-streaming of the proceedings is over, the Video Recordings would be available for historic viewing for 5 years on the website. Can we assume people watching the historic videos would not be more than 5% of the total concurrent users? Kindly clarify.	Please refer to Sr. No. 112 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		nd through MPHC website and integration with MPHC's CIS (Case Information System) of audio-visual content (video, synchronised audio & VC content) associated with courtroom proceedings.		
15 91	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	For the purpose of system sizing, following assumptions shall be made....Total concurrent users at any given time = 15000	We hope the required bandwidth would be available to stream the video content to 15000 concurrent users for video streams of 720P resolution and 12 FPS. The bandwidth requirement would be very high in this case. Kindly confirm.	Please refer to Sr. No. 113 in this regard
15 92	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Integration of VC with the system shall also be included in the scope.	Kindly clarify the integration functional scope for the VC.	Please refer to Sr. No. 114 in this regard
15 93	5.2. Mandatory Technical Requirements, point # 1,e	The system should offer recorded video corresponding to any incident in primary storage disk for its presentation in the court of law without affecting the smooth functioning of the system (particularly,	The SAN/NAS storage offers storage location to the Operating System or to the VMS system in the form of Logical Unit Numbers (LUNs) or network storage location which may comprise of more than one underlying hard disks. It would be difficult to estimate the exact hard disk corresponding to the specific recorded video clip as this part is handled by the Storage OEM. The	Please refer to Sr. No. 115 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		recording) OR any loss of data	functional use case can be achieved when a particular incident is detected from the Video Analytics or marked by an operator and the video clip of such an incident is recorded separately on a particular storage location. We request you to kindly look into the challenges and clarify.	
15 94	5.2. Mandatory Technical Requirements, point # 1,m	Bidders should confirm that all recordings will be admissible as evidence in any court of law and should be able to demonstrate the following standard features: Image Quality, tamper-proof image recording and storage, tamper-proof export, digital certification, time & date stamps & full audit trail.	Kindly clarify if the digital certificates should be provided for each workstation / user by the Bidder.	Please refer to Sr. No. 116 in this regard
15 95	5.2. Mandatory Technical Requirements, point # 2	The Video Surveillance system shall have intelligent video analytics software on any of selected cameras (individually & in parallel).	Kindly clarify the scope of analytics in terms of how many analytics to consider on each camera and total number of cameras.	Please refer to Sr. No. 101 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
15 96	5.2. Mandatory Technical Requirements, point # 37	VMS software licenses are the sum total of camera quantity. However, IVA requirement is for select cameras. Bidders should assume the quantity to be 20% of the outdoor fixed & indoor dome cameras. The IVA requirement is for general/basic analytics, such as Area/region wise loitering detection, multiple trip-wire, abandoned object, motion detection, camera tampering, cord-cut, no mask detection, social distancing compliance etc.	Kindly clarify the following:	The query is ambiguous & hence cannot be answered.
15 97			1. 20% of the cameras for Video Analytics would mean consideration of 1 analytic per camera for the system design and licensing purpose.	Please refer to Sr. No. 118 in this regard
15 98			2. Analytic servers would be provisioned for each court.	Please refer to Sr. No. 118 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1599			3. Analytics such as No mask detection and social distancing compliance are Artificial Intelligence based analytics and may require GPU compute. We request you to kindly indicate the quantities for such analytics at each court. This will remove the ambiguity in considering the system sizing and licensing requirements.	Please refer to Sr. No. 118 in this regard
1600	6.6. ANPR Camera	Video compression H.265 or better	The ANPR systems require H.264 compression for high accuracy considering non-standard number plates of the vehicles. H.265 compression is a lossy compression as compared to the H.264 compression. We request allowing H.264/H.265 compression for the ANPR cameras for better ANPR results.	Please refer to Sr. No. 119 in this regard
1601	6.16. VMS/IVA Software	Automatic tracking and classification of objects such as cars and people and push content to security personnel over local LAN as required. Page 67: Software should be intelligent and capable of automatically discriminating between objects like people, animals, vehicles	Kindly clarify if the requirement of tracking and classification of objects is to be considered for 20% of the cameras (which are mentioned for Video Analytics)	Please refer to Sr. No. 120 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
16 02	6.36. C4i Software	The C4I Software, VMS & IVA should work in an integrated matters a single product & should preferably be from the same OEM.	Robust integration is possible among the C4i, VMS and IVA software. The VMS and VA solution integrated with C4i application is acceptable for the solution. Kindly confirm if our understanding is correct.	Please refer to Sr. No. 121 in this regard
16 03	6.36. C4i Software, Collaboratio n	The C4I shall be a full 2 Dimensional geo-spatial GIS based system for managing and controlling routing operations and incidents. TheC4I system shall maintain operational continuity and facility management, whilst addressing several key critical issues regarding security, safety and facility management, such as: Fusion of information from different sensors, systems, data sources like CCTV, Fire Alarm Systems.	As we understand , the C4i software integrates with the VMS and other systems to receive alerts on the incidents automatically generated through analytics, receive live as well as archived video feeds as and when required and also receive and aggregate alerts from other systems and sensors. Kindly let us know if our understanding is correct.	Please refer to Sr. No. 122 in this regard
16 04	6.36. C4i Software	The C4I shall seamlessly integrate with	The capability of integrating with the VMS software is asked for the	Please refer to Sr. No. 123 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		existing cameras, DVR's, access control and all other allocated devices and systems, in order to provide an on-line display of 2D / 3D geospatial situational awareness, live video streams and operational/decisions support data, all in one unified C4I system located in the main Control Room, as well as in remote C4I system stations.	C4i system, we assume, the cameras, DVRs or NVRs are part of the VMS software and C4i integrates with the VMS system. Kindly let us know if our understanding is correct.	
16 05	6.36. C4i Software	The C4I shall provide 3D object tracking - The ability to locate moving object (human or vehicle), track its movement in crowded environment and Display the suspect's movement and trail on the 3D GIS map at Real- Time.	As we understand, tracking of objects is to be done by the operator manually using the cameras which are seen on the GIS map. The tracking should be possible for live as well as recorded videos. Kindly let us know if our understanding is correct.	Please refer to Sr. No. 124 in this regard
16 06			Also, from the BoQ and the locations of the cameras, majority of the cameras are installed indoors and within the	System capability is asked for.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.				
			court premises. Having GIS map and live tracking of suspects will not work within the closed premises. We request clarity on the requirement.	
16 07		The C4I shall have the ability to locate and track suspects using recorded video from the CCTV DVR/NVR and display the suspect's movement and trail on the 3D GIS map. The C4I shall provide the ability to track suspects using DVR/NVR from a certain point forward or backward in various speeds. The C4I will support real time or recorded tracking by selecting and setting the cameras on screen based on the advancing path of the tracked object. The C4I shall support a display of the suspect's presumed advancing ways and direction in	We also understand that the same use case should be acceptable from the VMS system. Kindly let us know if our understanding is correct.	The system, irrespective of the software component, should meet the mentioned functionalities, please note.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		case of a lost suspect event. Export all video clips from tracking report from a single command across a single or multiple video management C4I systems.		
16 08	6.36. C4i Software	Modules - VMS, NVR, DVR, Video Display System,.....	Various modules mentioned under the C4i system could be from the same OEM or integrated from other OEMs. Kindly confirm if this understanding is correct.	Please refer to Sr. No. 125 in this regard
16 09	General Query		ANPR camera specifications are mentioned. There is no mention of the ANPR software specifications. We request you to kindly provide ANPR software specifications	Please refer to Sr. No. 126 in this regard
16 10	Minimum Technical Specifications 6.23. FRS Terminals	Device should be intelligent enough to prevent the kind of security breach by determining whether a face in a video stream is "live" or a photograph.	As we have still not overcome from the current pandemic situation at least all entry points cameras should be intelligent enough to identify Face , Mask and Temperature screening . So as to avoid spreading of diseases.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
16 11	Minimum Technical Specifications 6.16. VMS/IVA Software (Video Analytics)	Definable and available triggers should be for: Vehicles Moving , Vehicles Parking, Vehicles Starting to Move, People Moving, Anything Moving, Camera Obstructed, Cord Cut, Hardware alarm Input, Unknown Starting, unknown Moving, Unknown Parking, Item left Behind, Item Removed, People Loitering.	As in Current pandemic situation social distancing is must along with people counting camera should generate local alarm by doing age based analytics and in case social distancing is not maintained. For such analytics UHD(Ultra High Definition) cameras are recommended	Tender terms shall prevail.
16 12	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA	The camera OEM should be operating in India for the last three years & should have an installation base of more than 10000 cameras in India.	As Govt of India ministry of commerce & industry for public procurement, preference for Made In India is ordered. Such OEM & MSME should be given exemption from the condition where in three years of operations & an installation base of more than 10000 cameras in India is asked.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
16 13	Minimum Technical Specifications 2.19.2 C4i& VMS OEM	VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer.	As Govt of India ministry of commerce & industry for public procurement, preference for Made In India is ordered Such OEM & MSME 's VMS should be given exemption from to be part of Top 5 VMS	Please refer to Sr. No. 97 in this regard
16 14	Technical Specifications 6.2. Outdoor Panoramic Camera:	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant, It should be FCC, CE, UL certified	REACH certification is for chemical products and it is not standard for CCTV cameras, hence requesting it to be removed Certification: Make in India will not have UL certification hence requesting it to be exempted and preference should be given to all other relevant certifications and standards.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
16 15	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.1. Outdoor Fixed Camera/ Page No 50	Audio/Video out port: Camera should allow the connection of an option Y cable or mini cable with BNC connector. Camera should allow to connect a video monitor to the mini cable with BNC connector (The functional objective of being able to connect to a video monitor has to be met using either a BNC Connector or using a web browser). Camera should have option to connect an external microphone Camera should have provision for fine-tuning the focus.	Most of the IP cameras do not have connection for BNC or Y cable because of motorized lens hence no need to have BNC interface and objective can be achieved through LAN cable/RJ45 interface if mini monitor have RJ45 interface then camera can be viewed through web browser as well. Therefore, kindly remove this clause	Please refer to Sr. No. 507 in this regard
16 16	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.1. Outdoor Fixed	Supported protocol : DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time	To have a healthy competition kindly amend it as: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Real Time Transport Protocol (RTP), Bonjour, SNMP, and	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Camera/ Page No 51	Transport Protocol (SRTP), Bonjour, SNMP, and Secure Shell (SSH). Differentiated-service-code-point (DSCP) marking and class-of-service (CoS) marking	Secure Shell (SSH).	
16 17	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.1. Outdoor Fixed Camera/ Page No 51	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	Some of asked certifications have same purpose. Therefore Kindly amend it as: CE,FCC,UL,ROHS/WEEE /REACH/	Tender terms shall prevail.
16 18	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.2. Outdoor Panoramic Camera / Page No 52	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant It should be FCC, CE, UL certified	Some of asked certifications have same purpose. Therefore Kindly amend it as: ISO-14001,CE,FCC,UL,ROHS/WEEE/REACH/	Tender terms shall prevail.
16 19	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.2. Outdoor Panoramic	Supported protocol : DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time	To have a healthy competition kindly amend it as: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Real Time Transport Protocol (RTP), Bonjour, SNMP, and Secure Shell (SSH).	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.	Camera / Page No 52	Transport Protocol (SRTP), Bonjour, SNMP, and Secure Shell (SSH).		
16 20	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.3. Outdoor PTZ Camera / Page No 53	Lens type: Varifocal min 4.3-129 mm or equivalent or better	As different OEMs have different models and different lens sizes but are same in optical zoom, therefore kindly amend it as: Lens type: Varifocal min 4.3-129 (±1mm) mm, 30x or equivalent or better	Please refer to Sr. No. 930 in this regard
16 21	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.4. Indoor Fixed Dome Camera / Page No 54	Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 5 streams.	As most of the OEMs have 3 streams and 5 streams are not useful as all other cameras are configured with 3 streams. Therefore, Kindly amend it as: Resolutions and frame rates (H.265): At 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 3 streams.	Please refer to Sr. No. 136 in this regard
16 22	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.4. Indoor	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant It should be FCC, CE, UL	Some of asked certifications have same purpose. Therefore Kindly amend it as: ISO-14001,CE,FCC,UL,ROHS/WEEE/REACH/	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Fixed Dome Camera / Page No 54	certified		
16 23	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.4. Indoor Fixed Dome Camera / Page No 54	Supported protocol : DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol (SRTP), Bonjour, SNMP, and Secure Shell (SSH).	To have a healthy competition kindly amend it as: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Real Time Transport Protocol (RTP), Bonjour, SNMP, and Secure Shell (SSH).	Tender terms shall prevail.
16 24	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.5. Indoor Panoramic Camera / Page No 55	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant It should be FCC, CE, UL certified	Some of asked certifications have same purpose. Therefore Kindly amend it as: ISO-14001,CE,FCC,UL,ROHS/WEEE/REACH/	Tender terms shall prevail.
16 25	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.5. Indoor Panoramic Camera / Page No 55	Supported protocol : DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Secure Real Time Transport Protocol	To have a healthy competition kindly amend it as: DHCP, HTTP, HTTPS, NTP, RTP, RTSP, SMTP, SSL/TLS, TCP/IP, Real Time Transport Protocol (RTP), Bonjour, SNMP, and Secure Shell (SSH).	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		(SRTP), Bonjour, SNMP, and Secure Shell (SSH).		
16 26	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.6. ANPR Camera / Page No 56	Resolution: Minimum 5 megapixel progressive scan	2MP camera is good enough for ANPR camera. Also, in all the smart cities, client has asked 2MP cameras only. Therefore kindly change it to 2MP to save unnecessary expenses. Kindly amend it as: Resolution: Minimum 2 megapixel progressive scan	Tender terms shall prevail.
16 27	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.6. ANPR Camera / Page No 56	Resolution and frame rates: Minimum 3 user configurable (resolution, frame rate & compression) streams	Most of the ANPR cameras come with 2 streams. Therefore for a healthy competition, kindly amend it as: Resolution and frame rates: Minimum 3 user configurable (resolution, frame rate & compression) streams	Tender terms shall prevail.
16 28	Tender for IVSS & CLASS for MPHC Part 1 / 6. Technical Specifications / 6.6. ANPR Camera / Page No 56	Certification and housing: IP66 and IK 10 rated housing	Kindly amend it as: Certification and housing: IP66 rated or better housing	Tender terms shall prevail.
16 29	2.18. ELIGIBILITY / PRE-QUALIFICATION CRITERIA	The bidder should be in the business of implementing electronic security systems	Request you to consider 5 Years of company existence in India for more and competitive participation	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	(Sr. No. 01)	/ solutions for at least seven years as on 31st December, 2020.		
16 30	2.18. ELIGIBILITY / PRE- QUALIFICA TION CRITERIA (Sr. No. 04)	The bidder shall furnish purchase orders & work completion certificates with all details clearly mentioned	Request you to also ask for ongoing certificate from the bidder because most of such project are in implementation stage so request you to kindly consider our change request for healthy participation The bidder shall furnish purchase orders & work completion certificates / Ongoing Certificate with all details clearly mentioned	Tender terms shall prevail.
16 31	2.18. ELIGIBILITY / PRE- QUALIFICA TION CRITERIA (Sr. No. 05)	The bidder shall furnish purchase orders & work completion certificates with all details clearly mentioned	Request you to also ask for ongoing certificate from the bidder because most of such project are in implementation stage so request you to kindly consider our change request for healthy participation The bidder shall furnish purchase orders & work completion certificates / Ongoing Certificate with all details clearly mentioned	Tender terms shall prevail.
16 32	2.19.4 Networking Equipment OEM	All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share	Proposed OEM should be present in latest Gartner Magic quadrant. Please mentioned Industrial switches and DC core switches should be from same OEM for seamless integration with Network Management system (NMS)	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, published		
16 33		prior to the date of the tender publication. For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication.	Proposed OEM Should be present in Latest Gartner Magic quadrant. Please mentioned Industrial switches and DC core switches should be from same OEM for seamless integration with Network Management system (NMS)	Tender terms shall prevail.
16 34	6.31. WIFI router	Frequency - Dual Band and Dual Radio supporting IEEE 802.11 a/g/n AP, IPV6 Compliant	802.11n is old and outdated technology hence kindly include latest and improved wireless technology i.e. 802.11ax WIFI-6.	Please refer to Sr. No. 208 in this regard
16 35	6.8. Field Switch - 4 Port (Outdoor) POE	Layer-2 Managed Industrial Switch with 4 Port 10/100/1000 Base-T GE Switch with 2 OFC, 1GBPS	Kindly include Uplink from 2 ports to 4 ports for better redundancy connectivity options	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.		
16 36	6.8. Field Switch - 4 Port (Outdoor) POE	Temperature - 0°C to 65°C	As this is field switch hence kindly keep standard - 0°C to 75°C as switches stay in outdoor temperature + heat generated through these switches may increase temperature to beyond 70 Degree	Tender terms shall prevail.
16 37	6.9. Field Switch - 8 Port POE	Temperature 0°C to 45°C	As this is field switch hence kindly keep standard - 0°C to 75°C as switches stay in outdoor temperature + heat generated through these switches may increase temperature to beyond 70 Degree	Tender terms shall prevail.
16 38	6.10. Field Switch - 24 Port	Layer-2 Managed Switch with 24 Port 10/100/1000 Base-T GE Switch with 2 OFC , 1GBPS SFP ports (IPv6 Compliant) To be IEEE802.3 compliant, MTBF> 1 lakh hours.	Kindly include Uplink from 2 ports to 4 ports for better redundancy connectivity options	Tender terms shall prevail.
16 39	6.10. Field Switch - 24 Port	Temperature 0°C to 45°C	As this is field switch hence kindly keep standard - 0°C to 75°C as switches stay in outdoor temperature + heat generated through these switches may increase temperature to beyond 70	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			Degree	
16 40	6.11. CR Switch	Management - Digital optical monitoring, cable fault detection DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	kindly remove Digital optical monitoring, cable fault detection points as it is vendor specific	Tender terms shall prevail.
16 41	6.41. CR/MR Infrastructure 1. CR/MR Infrastructure (Type I-Medium Installations)	Control Room Infrastructure for Cr of approx. area 25sqm. with false flooring (in Data Room), carpet, wall painting, Operator Workstation, chair, Partition, CR Camera, Fire Detection System, False Ceiling, LED Lighting, Electrical & associated cabling work as per the standard practices.	In the Referred RFP document, one of the important aspects has been overlooked i.e. control room design & supply as per International ergonomic, safety norms. It is requested to refer the below information to ensure that the project/city get world class control room in line to International norms.	Tender terms shall prevail.
16 42	6.41. CR/MR Infrastructure 2. CR/MR Infrastructure (Type II- Larger Installations)	Control Room Infrastructure for Cr of approx. area 40sqm. with false flooring (in Data Room), carpet, wall painting, Operator Workstation, Partition, CR	<u>Control Room interior application is entirely different then normal room interior work.</u> The control room must be designed as per International Ergonomic norms i.e. ISO 11064. Therefore, one single professional agency shall be brought on board who will be responsible to give point by point	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Camera, Fire Detection System, False Ceiling, LED Lighting, Electrical & associated cabling work as per the standard practices.	<p>compliance to these standards i.e. ISO 11064 for Interiors, HVAC, Control Desk & Illumination.</p> <p>To ensure this the Control Room Turnkey Solutions Provider shall have In-house architect or should bring a professional architect firm with an experience of doing at-least five control room ergonomic studies.</p> <p>Control Room Turnkey Solution Provide declaration and reference PO copies to be attached.</p>	
16 43	<p>6.42 Command & Control Infrastructure</p> <p>1. Flooring</p>	<p>1. Flooring Floor finishing with Anti-static, fire resistant laminated solid resilient unbreakable and homogeneous flexible quartz reinforced PVC Vinyl tiles composed of 100% vinyl from face to back with alkaline resisting color pigments and other plastic compounds in different shades and designs and in different sizes and thickness and shall conform to IS: 3462 or its equivalent British Standards.</p>	<p>Control Room interior application is entirely different then server farms. As of now the false flooring specifications are not defined as per the Control Room Ergonomic & Aesthetic Norms. It is therefore requested to mention the following details:-</p> <p>False flooring specifications are not defined as per the Control Room Ergonomic & Aesthetic Norms. It is therefore requested to mention the following details:-</p> <p>1. False flooring systems shall be provided with calcium silicate floor tiles with acoustic laminate finish on the top. Calcium silicate floors are resistant to fire and acoustic laminate offers wide range of colors and has acoustic property to add ergonomic value to ambience of the control room.</p>	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		Quantity Approx.: 100 sqm.	<p>2. Top finish material shall be bio-degradable, acoustical in nature and must not emit any harmful VOCs, should be durable in nature and resistant to scratches.</p> <p>3. Top finish of acoustic Laminate shall reduce impact sound by 14dB (ISO 717-2)). It shall be twin layer linoleum built up from 2 mm acoustic laminate.</p> <p>For Normal Floor following information to be used :- Acoustic flooring :- The decorative flooring shall reduce impact sound by 14dB (ISO 717-2)). It shall be twin-layer linoleum built up from 2 mm acoustic laminate and 2 mm Corkment backing.</p>	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
16 44	6.42 Command & Control Infrastructur e 2. False Ceiling	2. False Ceiling False Ceiling: The Data Center, Monitoring Room & Conference Area should have False Ceiling confirming to the following specifications: It should be of Armstrong Mineral Fiber board 16mm thick and 600mm x 600mm Dune RH 99 tile with Microlook edge in true horizontal level suspended on locking Armstrong Grid system made of Hot Dip Galvanized steel section powder coated as per manufacturers specification including making opening for electrical & air conditioning fitting complete as required. The tiles are to be installed on Armstrong 15 mm grid system having fire rating of 60 minutes as per	The control room should be aesthetically appealing, functionally superior, acoustically sound, ergonomically designed, safe in operations and low in maintenance. So the ceiling specs are designed for providing a state-of-art control room to the customer so, instead of conventional tiles we recommend to use the specifications mentioned below. 1. Factory made acoustic modular metal false ceiling of powder coated panels. 2. Fire Safety: It is well known that metal is resistant to fire as compared to wood & fabric. However, from fire and safety point of view, to ensure that the used material is not subjected to any kind of surface treatment which provokes fire. The proposed ceiling tiles should be Class A certified as per ASTM E84 (from UL/Intertek) for surface spread of flame and smoke generation. This is mandatory to ensure that the materials used in the interiors do not provoke fire. Certificate to be submitted along with the technical bid. 3. RoHS Certified: To ensure restriction of hazardous substances; so that the final product does not contaminate the environment and we give a healthy life to our coming generations it is necessary that the modular metal paneling	Tender terms shall prevail.



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.		<p>BS 476 f 23 of 1987 with following properties : Noise Reduction Co-efficient (NRC) of 0.50, Sound Attenuation of 32 db, Light Reflectance of 83%, Thermal Conductivity K-0.052 – 0.057 ,Weight of 4.0 kgfm2 and Humidity Resistance of RH – 99. Quantity: Maximum 50 Sqm. Make: Armstrong f India Gypsum f AMF f Equivalent</p>	<p>and modular metal ceiling shall be RoHS certified (from UL / Intertek). Valid Certificate to be submitted along with the technical bid.</p> <p>4. Earthquake Safety: Seismic safety of user & control room equipment is a prime concern area. The metal ceiling must sustain the seismic vibrations as per design spectrum IS 1893 for zone 4 vibrations. The test must be carried out by authorized government agency. Test Report to be submitted along with the technical bid.</p> <p>5. To avoid dark spots/areas in the control room it is necessary that continuous linear lights are used across the width/length of the control room. UL audit certified design feature of integrated channel in ceiling for quick installation &irreplaceability of continuous linear light: The ceiling system having integrated inbuilt channel for installation of cove lights and shall permit quick and easy replacement of cove light without using any tools. Replacement to be carried out within 120 Seconds per meter. Valid UL audit Certificate to be submitted along with the technical bid.</p> <p>6. CCR is mission critical facility and is meant for 24X7 working; for years to come (without taking any shut-downs/interruptions)</p>	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			therefore whatever material is used in the control room, it should be maintenance free and sustainable. Gypsum being prone to water and humid conditions , it is recommended not to use Gypsum ceiling in the control room.	
16 45	6.42 Command & Control Infrastructur e 4. Wall Painting	4. Wall Painting The existing walls & roof shall be painted in plastic velvet. Make: Asian Paints f Nerolac f Berger equivalent Glass walls shall be provided with sun-reflecting opaque films. Make:3M f equivalent Partition, wherever	The specifications for wall finishes and partitions are not defined as per the Control Room Safety & quality norms. It is therefore requested to mention the following details:- Instead of painting on walls and conventional partitioning systems it is recommended to use the following text for the same to ensure that the end user gets a quality product:- 1. Safety - Wall-paneling / partition system shall be seismic zone 5 tested and certified from government approved test laboratory	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		required, Quantity: Max. 20 Sqm As-required. Doors with all the hardware to be provided. Type of partition & material specs to be provided.	on the name of Control Room Solution Provider. 2. Environmental Concern - RoHS (Restriction of Hazardous Substances) certified (from UL/Intertek) wall-paneling / partition to ensure restriction of hazardous substance. 3. Acoustic - Wall-paneling / partition Tiles shall have minimum 10,000 micro-perforations per square meter to achieve NRC of 0.6 or more as per IS: 8225-1987 Equivalent to ISO: 354- 1985 / ASTM 423-90. Test report from reputed agency to be attached to the tender proposal. 4. Fire Safety - ASTM E84 certificate (From UL/Intertek) for control room wall-paneling / partition tiles to be submitted to ensure that the material does not provoke fire and does not generate smoke. 5. Look and Feel of the control room wall paneling shall be ultra-modern & unique. To solve monotony in control room in future, the paneling shall have inbuilt design in 20% tiles of paneling to change the color without ordering new. The Control Room Turnkey Solution Provider shall propose 3 color options in advance during approval stage and shall change the approved color scheme in future at no additional cost.	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
16 46	6.42 Command & Control Infrastructur e	Why painted surfaces should not be used in the control room.	Why conventional gypsum and paint ceiling is not recommended in Control Room. CCR is mission critical facility and is meant for 24X7 working; for years to come (without taking any shut-downs / interruptions) therefore whatever material is used in the control room, it should be maintenance free and sustainable. Gypsum being prone to water and humid conditions (<u>please refer attached image of Mold Formation in one of the control rooms</u>), it is recommended not to use Gypsum ceiling in the control room.	Tender terms shall prevail.
16 47	6.42 Command & Control Infrastructur e 10. Operator Work Desk.	10. Operator Work Desk. 2. nos. Modular branded desks suitable for IT use (for all Station, Decoders , etc. with provisions to mount/install wireless base station, PA systems and Telephones. All wiring shall be done by the bidder. Suitable Cable ducting shall be provisioned. Additional 3 nos. power points (Non- UPS) per Operator desk shall be	Control Desk is one of the most important aspect of control room because from these stations any kind of operation & monitoring shall be done. The console furniture must be designed to ensure fatigue free operations even if the operators work for more than 10-12 hours. To ensure quality in the final product i.e. Control Desk it is recommended to use below mentioned information and necessary documents, test certificates shall be submitted along with the bid. 1. Table-top: - The material of the working surface shall be 25mm thick MDF. The worktop is in direct contact of the users hence the probability of getting scratches is on a higher	Tender terms shall prevail.



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.		<p>provided for customer use. (over and above the vendor's requirements & PA System Power requirements</p> <p>Make: Godrej Interio, Equivalent</p>	<p>side. The control room solution provider must ensure that the top finish of the work surface is scratch resistant. Therefore, the top finish shall be of high-pressure ANSI/NEMA LD3 certified scratch-resistant Laminate. The proposed console's life cycle should be assessed (from approved LCA consultant) for environmental impacts associated with all the stages of a product's life for cradle to grave analysis. Each operator desk shall have programmable touch panel having five modules. The first module shall be used to power on/off the Task Light, next two modules to adjust the intensity of task light and the balance module for any further customization.</p> <p>2. Structure Stability :- Made of heavy duty extruded vertical and horizontal aluminum profiles of HE9WP grade. The Extrusions shall be duly powder coated with 40+ micron over all surfaces. All sheet metal parts must be finished with a durable, black, electrostatic powder coating. The structure shall allow easy assembly of shutters, slat wall, gland plate, and monitor arms in extremely rigid manner. To allow future extension and expansion, a weld free system shall be proposed. Interconnecting joints shall not be visible. The structure shall be rigid</p>	



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			<p>enough to withstand BIFMA X5.5: 2014 (Latest Edition) tests. Seismic safety of user & control room equipment is a prime concern area. Control Desk shall be tested and qualified to sustain Seismic vibrations as per design spectrum IS 1893 for zone 5 vibrations with monitor mounted on monitor arms of the console. Seismic test report of bare control desk shall be deemed unacceptable. This test must be carried out by authorised government agency. Test report with images of control desk seismic test should be submitted along with the bid.</p> <p>3. Maintainability Feature- UL audit certified design feature of modular PU Edge. High density polyurethane foam moulded on industrial grade aluminum core to form 50mm deep tapered edge to be installed on worktop. The edge shall be mechanically replaceable within 30 minutes in case of damage or wear without opening or removing the worktop. Valid UL audit Certificate to be submitted along with the technical bid. Extruded PU edging / PVC T-beading shall be deemed unacceptable.</p> <p>4. Quality & Durability - The proposed console must be UL Listed product. The Control Room Turnkey Solution Provider should have Valid trademark</p>	



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			registration certificate issued by the Government of India for the console offered in the Tender. This is to ensure that the offered product is an engineered solution. Valid certificates to be enclosed with the bid	
16 48			5. Environmental Concern :- The Control Desk Manufacturer must be FSC Certified company for past Four years prior to April 1st 2020. Valid certificate to be enclosed with the bid.	Tender terms shall prevail.
16 49	6.13. Workstations	500 GB or better; SATA @ Min. 7500 RPM – 8MB Cache	Request you to change HDD speed to 7200 RPM instead of 7500 RPM as this is not industry standard and is not available with leading OEM Brands	Please refer to Sr. No. 377 in this regard
16 50	6.9. Field Switch - 8 Port POE Page no.58	Add New Clause	"Switch should have 1GB RAM. " Please add RAM and Flash requirement for smooth operation of	Please refer to Sr. No. 356 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			switches features.	
16 51	6.9. Field Switch - 8 Port POE Page no.58	Add New Clause	Switch should have 130 watt POE budget.	Please refer to Sr. No. 359 in this regard
16 52	6.10. Field Switch - 24 Port Page no.60	Add New Clause	"Switch should have 1GB RAM. " Please add RAM and Flash requirement for smooth operation of switches features.	Please refer to Sr. No. 358 in this regard
16 53	6.10. Field Switch - 24 Port Page no.60	Add New Clause	Switch should have 500 watt POE budget.	Please refer to Sr. No. 359 in this regard
16 54	6.35. Layer-2 Switch Page no.87	Add New Clause	"Switch should have 1GB RAM. " Please add RAM and Flash requirement for smooth operation of switches features.	Please refer to Sr. No. 365 in this regard
16 55	6.35. Layer-2 Switch Page no.87	Add New Clause	Switch should have 500 watt POE budget.	Please refer to Sr. No. 366 in this regard
16 56	6.43. All in One Computer	Brightness 235 cd/m2	This is OEM specific, request you to change it to minimum 200 cd/m2	Please refer to Sr. No. 384 in this regard
16 57	6.43. All in One Computer	Contrast Ratio 1000:1	This is OEM specific, request you to change it to 600:1	Please refer to Sr. No. 385 in this regard
16 58	6.33. Servers	External Interface: 5 USB Ports, 2 VGA, Serial Port , ODD, USB Keyboard, Mouse, Monitor	Please modify the clause as" 3 USB Ports or higher, 2 VGA, Serial Port , ODD, USB Keyboard, Mouse, Monitor " because at least three USB ports are available across all OEMs	Please refer to Sr. No. 369 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
16 59	6.15. Recording, Archiving & Back-up& Management Servers	External Interface: 5 USB Ports, 2 VGA, Serial Port , ODD, USB Keyboard, Mouse, Monitor	Please modify the clause as" 3 USB Ports or higher, 2 VGA, Serial Port , ODD, USB Keyboard, Mouse, Monitor " because at least three USB ports are available across all OEMs	Please refer to Sr. No. 369 in this regard
16 60	6.43. All in One Computer	Graphics Card NVIDIA® Quadro® P3200 6GB GDDR5	Please allow NVIDIA GeForce GTX 1650- 4 GB as mentioned card is very specific and is available with a specific OEM	Please refer to Sr. No. 387 in this regard
16 61	6.15. Recording, Archiving & Back-up& Management Servers	HDD:10K HDD (1.8TB x 3 numbers with RAID) or (Storage + System requirements + 50% spare space x 3 numbers with RAID) whichever is higher & shall be scalable.	Please specify the RAID configuration required so that OEMs can accordingly quote the usable capacity required because it is just mentioned "RAID" with no specific information as RAID 5,6 or whatever is required as per the requirement ask for data loss	Please refer to Sr. No. 368 in this regard
16 62	6.33. Servers	HDD:10K HDD (1.8TB x 3 numbers with RAID) or (Storage + System requirements + 50% spare space x 3 numbers with RAID) whichever is higher & shall be scalable.	Please specify the RAID configuration required so that OEMs can accordingly quote the usable capacity required because it is just mentioned "RAID" with no specific information as RAID 5,6 or whatever is required as per the requirement ask for data loss	Please refer to Sr. No. 368 in this regard
16 63			Control Room is considered to be heart of any Operation, So any kind of "BASIC CONTROL ROOM NORMS" shall not suffice	Tender terms shall prevail.



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			the quality, safety, functionality & durability requirement. hence it is recommended to use the below certificates and details so that the project get world class control Room in line to international norms.	
16 64			1. Scope of Work: The scope of the project includes designing; engineering, supply & installation of 24X7 mission critical Control Centre Interiors. Being a project of National repute this state-of-the-art facility & all its components like ceiling, flooring, paneling, Glass partitions, Control desks, ceiling light & luminaire's electrical etc. must look integrated and therefore it shall be treated as a part of one single solution i.e. Control Room Interior Solution. To ensure an integrated solution, to qualify as per the international control room design & safety norms; main bidder shall bring one single professional Control Room Interior Solution Provider on board with an experience of designing, manufacturing and installing at least twenty control rooms interiors along with control desks. Corresponding purchase orders/work orders and their appreciation/completion letters to be submitted along with the bid. It is mandatory for the main bidder that the control	Tender terms shall prevail.



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.			room interior solution provider supplies & executes all the activities like ceiling, flooring, control desks, paneling, partitions & illumination to avoid interface & quality related issues.	
16 65			2. The critical components of the control room i.e. designer metal ceiling, carpet/laminated flooring, modular metal wall paneling/partitions must not emit formaldehydes, TVOC, Aldehydes beyond permissible limits i.e. 9 µg/m ³ , 0.22 mg/m ³ , 0.043 ppm respectively. This is to ensure healthier air quality for the operators. Therefore, the control room interior shall be Greenguard Gold Certified (Modular Metal Ceiling, Flooring & Modular Metal wall paneling) from UL/Intertek. Valid certificate needs to be submitted along with the bid.	Tender terms shall prevail.



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16 66			<p>3. Paneling/cladding tiles shall be designed to achieve shape and design as per the design consultant. To enhance the aesthetic appeal the control room interior solution provider must include diffused & concealed light elements in the control room wall paneling. These illumination elements must have provision of for quick & easy installation & maintenance. These concealed lights shall have RGB combination and shall be controlled through a touch screen mounted on the supervisor/main control desk. Various light colors like blue for VIP visit, green for normal operations and red for emergency shall indicate different control room scenarios and shall have additional customizations also. Control room ceiling shall also feature same illuminated strip on the periphery. The ceiling strip shall be in sync with the paneling light strip.</p>	Tender terms shall prevail.
16 67			<p>4. Wood, Gypsum, Aluminum Composite Panels, Laminates, Fabric and Paint are prone to damages & ageing. These components shall not be used to ensure maintenance free working environment. Control Room Interior Solution Provider to submit an undertaking on letterhead to comply the same.</p>	Tender terms shall prevail.



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16 68			<p>6. Up gradation - The control desk shall feature ergonomic display mounting arms. It shall enable quick & easy replacement of VESA mounts & arm extensions as per the ergonomic requirement defined in ISO 11064. UL audit certified design feature of monitor arm assembly shall have auto lock, push & remove feature for quick release of VESA mounts and modular arm extensions for ease in maintenance and fixing of monitor by one technician within 30 seconds without using any tools. Valid UL audit certificate to be submitted along with the bid. The Control Desk cable manager opening, and rear edge of desktop shall be protected from minimum 5mm high no spill edge, it shall come above desktop surface to prevent liquid from spilling inside the CPU/Equipment Cabinet. Material of edge shall be Polyurethane. Valid UL audit certificate to be submitted along with Technical Bid. Extruded PU edging / PVC T-beading shall be deemed unacceptable.</p>	Tender terms shall prevail.
16 69			<p>7. Shutters & Side Legs: - Front, back shutters shall be of 18mm Laminated MDF Board with premium finish. Side leg shall be of 25mm of the same finish. Hinges shall have ten year's warranty against manufacturing defects. Proposed console shall</p>	Tender terms shall prevail.



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			<p>comply with the stringent/advanced version of BIFMA X7.1 standard. The Console (open plan) must not emit TVOC(A), Formaldehyde, Total Aldehydes(B), 4-Phenylcyclohexene, 1-Methyl-2-pyrrolidinone(C) i.e. 152 µg/m²*hr., 6.2 µg/m²*hr., 1.2 µmol/m²*hr., 4.5 µg/m²*hr., 110 µg/m²*hr. respectively. This is to ensure healthier air quality for the operators. Control desk manufacturer must have had this certificate for at-least two years prior to April 1st, 2020. Valid certificate to be submitted along with the bid.</p>	
16 70			<p>8. Ergonomics - Ergonomic compliance report as per latest ergonomic norms of ISO 11064 to be submitted along with the bid. Being one of its kind facility; the control room deserves a tested & proven product having genuine design. As a proof of supplier's commitment towards the product it is mandatory that the Control Room Interior Solution Provider proposes a console which has valid trademark registration certificate issued by Government of India. Trademark registration certificate to be submitted along with the bid. The EPD (Environmental product declaration) of control desk must be verified in accordance with ISO 14025 (from UL/Intertek)</p>	<p>Tender terms shall prevail.</p>



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.			for Impacts on Environment by Console.	
16 71			9. Supervisor/main operator desk shall have features of voice command to activate desk functions like : A. "Raise the worktop" to raise the height of control desk top. B. "Lower the worktop" to lower the height of control desktop. C. "Stop" will stop the worktop while it is in motion (either up or down). D. "Tasklight On". E. "Tasklight Off". F. "Tasklight Dim" will dim the light to three different intensities. G. "Activate Emergency Mode" to alert the operators by changing the strip lights to red. H. "Activate VIP Mode" to indicate the VIP visit/arrival to the operators by changing the strip lights to Blue. I. "Activate Routine Mode" to change the strip light color to normal mode.	Tender terms shall prevail.
16 72	6.34. Layer-3 Core Switch Page no.86	L3 Features Should support · Static RIP · RIPv1 &v2	Layer 3 features missing from the switch. Kindly modify clause as"L3 Features Should support Static RIP, RIPv1 &v2, OSPF, BGP, PBR, PIM from day one"	Tender terms shall prevail.
16 73	6.11. CR Switch Page no.60	L3 Features Should support Static RIP,	Layer 3 features missing from the switch. Kindly modify clause as"L3 Features Should	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		RIPv1 &v2	support Static RIP, RIPv1 &v2, OSPF, BGP, PBR, PIM from day one"	
16 74	6.9. Field Switch - 8 Port POE Page no.58	L3 Features: Should support Static RIP, RIPv1 &v2	Field switch - 8 port switch is required for Layer 2 connectivity for CCTV cameras. Static routes and RIPv1 and v2 are Layer 3 features which are not required in Layer 2 Switch. Kindly delete this clause for Layer 2 Switch requirement.	Please refer to Sr. No. 39 in this regard
16 75	6.43. All in One Computer	Make- Wacom, Apple	Please allow Dell as an OEM to participate	Please refer to Sr. No. 388 in this regard
16 76	6.45. HDD based Storage Archival System	Media Asset management and Archive Software	Current specification are OEM Specific , Hence we request for detailed discussion on this as other Leading OEMS will not qualify here to participate .	Please refer to Sr. No. 350 in this regard
16 77	6.43. All in One Computer	Other Connections 1x LAN port(Gigabit) 3xDC Jack	Please remove 3xDC Jack as this is specific	Please refer to Sr. No. 389 in this regard
16 78	6.43. All in One Computer	Pen-holder/Stand: Yes	OEM Specific, please remove this	Please refer to Sr. No. 390 in this regard
16 79	6.43. All in One Computer	Pen: Yes	This is OEM specific, request you to please remove or please highlight the functionality of the same in the RFP. Major touch screens are finger touch enabled	Please refer to Sr. No. 391 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1680	6.43. All in One Computer	Ports : 4 x USB3 ports, 1 x USB C port, 1 x USB3 port (Upstream port connected to computer), 1 x HDMI2.0 port, 1 x DisplayPort, 1 USB-A Port	Request change as per below One USB 3.2 Gen 2 Type-C port One USB 3.2 Gen 1 Type-A port with PowerShare Two USB 3.2 Gen 2 Type-A ports with Smart Power On Two USB 3.2 Gen 2 Type-A ports 1 x HDMI2.0 port, 1 x DP++	Please refer to Sr. No. 392 in this regard
1681	6.43. All in One Computer	Processor : Intel® Core™ i5-7300HQ	Request you to please mention i7-10700 as 7th Generation is obsolete	Please refer to Sr. No. 393 in this regard
1682	6.15. Recording, Archiving & Back-up & Management Servers	Processor: Two socket x86-64 architecture, E5-2600 Series Processor 2.4GHz with 1 populated CPU	Please specify the exact processor specifications i.e. Cores/L3 cache. All server OEMs support latest Intel Cascade series processor family. So, Please specify the Intel Cascade processor model number	Please refer to Sr. No. 367 in this regard
1683	6.33. Servers	Processor: Two socket x86-64 architecture, E5-2600 Series Processor 2.4GHz with 1 populated CPU	Please specify the exact processor specifications i.e. Cores/L3 cache. All server OEMs support latest Intel Cascade series processor family. So, Please specify the Intel Cascade processor model number	Please refer to Sr. No. 367 in this regard
1684	6.43. All in One Computer	Remote : Remote with more than 16 customizable, application specific keys	OEM Specific, or please highlight functionality	Please refer to Sr. No. 394 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1685	6.43. All in One Computer	Resolution > 5000 lines per inch	OEM specific, please change it to 1920 x 1080	Please refer to Sr. No. 395 in this regard
1686	6.43. All in One Computer	Response: 14 ms	This is OEM specific, request you to change it to 25 ms	Please refer to Sr. No. 396 in this regard
1687	6.45. HDD based Storage Archival System	Specifications for Transcoding server- HDD: 2 X 200GB 6Gbps SSD on Raid 1	Please modify the clause as " 2*480GB 6Gbps SSD RAID 1 " because there is no 200GB SSD 6 Gbps drive available with this capacity	Please refer to Sr. No. 375 in this regard
1688	6. Technical Specifications 6.1. Outdoor Fixed Camera	Certification: The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	Certification: The system shall be ROHS/ WEEE/ REACH compliant and ISO -14001.	Tender terms shall prevail.
1689	6.43. All in One Computer	Technology IPS Ultra HD	Major of the AIO Computer specifications are specific to one OEM, request change it to IPS Full HD to accommodate all OEMs	Please refer to Sr. No. 397 in this regard
1690	6.6. ANPR Camera	Certification: FCC, CE, UL certified	Certification: FCC, CE, UL/BIS certified	Tender terms shall prevail.
1691	6.2. Outdoor Panoramic Camera	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	The system shall be ROHS/ WEEE/ REACH compliant and ISO -14001. It should be FCC, CE, UL/BIS certified	Tender terms shall prevail.
1692	6.4. Indoor Fixed Dome Camera	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be	The system shall be ROHS/ WEEE/ REACH compliant and ISO -14001. It should be FCC, CE,	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		FCC, CE, UL certified	UL/BIS certified	
16 93	6.5. Indoor Panoramic Camera	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant. It should be FCC, CE, UL certified	The system shall be ROHS/ WEEE/ REACH compliant and ISO - 14001. It should be FCC, CE, UL/BIS certified	Tender terms shall prevail.
16 94	BID DOCUMENT – PART I, 6.45. HDD based Storage Archival System, Page-113	The Archive will be purchased without disks or Tapes such that standard commercially available disks or Tapes may be sourced from local suppliers with local warranty and added to the Archive storage as required	With the current clause, Specifications being ONE OEM Specific , any Standard OEM for storage will not be able to support as each OEM has defined way to support system. Adding any disk from the open market is not supported by leading OEMs. Hence this clause must be removed.	Please refer to Sr. No. 346 in this regard
16 95	Deep Archive Storage (Tier-3 Storage): Page-114	The Archive must support mixed disks drive capacities or mixed Tape Capacities within the same array. It is anticipated that 18TB disks will be used initially with the option to use 20TB and larger disk capacities as	Current specs are OEM specifics . We request to change the drive capacity to 12TB or `16TB capacity drives as these are the highest available at this time with Storage OEMs.	Please refer to Sr. No. 347 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		they become available, in any mix without loss of storage yield		
16 96	6.14. SAN/NAS Storage/ Page-62	The storage box shall have required number of 8 Gbps FC server ports (backward compatible to 4GBPS) across both controllers based on the design proposed by the Bidder + 25% redundant Ports. The Storage box shall accept FC, iSCSI, SAS, FCoE as front end connectivity;	We request to change the port speed to 16Gbps FC as this is current and is compatible to 8Gbps/4Gbps. This will assure latest product are offered. Also FCoE is aged protocol and not supported by leading OEM on Storage.	Please refer to Sr. No. 348 in this regard
16 97	6.14. SAN/NAS Storage/ Page-62	The system should have a minimum of 4 GB per controller	We request for modify the cache required to "The system should have a minimum of 8 GB per controller" as this is minimum that is offered and would be needed for CCTV data recording as minimal to meet the efficient , non-disruptive operations of the system.	Please refer to Sr. No. 349 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1698	2.19.4 Networking Equipment OEM Page no.15	<p>· All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, published prior to the date of the tender publication. For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication.</p>	<p>Please allow India Specific IDC Ethernet switch report for OEM qualifications. Kindly modify clause as" All networking switches proposed should be from OEMs who are amongst the top 5 for World-wide Market share or India in terms of Revenue as per IDC / Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, published prior to the date of the tender publication. For Industrial Grade Switches - From any of Top 10 OEM from Latest IMS/ HIS / Gartner World Report, published prior to the date of the tender publication."</p>	<p>Please refer to Sr. No. 351 in this regard</p>
1699	6.9. Field Switch - 8 Port POE Page no.58	<p>Should support RPR/IEEE 802.17/equivalent for sub 50ms ring protection in following</p>	<p>Asked feature will required Layer 3 switch to be proposed. Kindly delete this clause for proposing the Layer 2 switch to connect CCTV cameras. MSTP is a equivalent</p>	<p>Tender terms shall prevail.</p>



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.		scenarios: single, dual fiber cuts in ring	Layer 2 feature for achieving the same. Kindly modify clause as" Should support MSTP/RPR/IEEE 802.17/equivalent for ring protection"	
17 00	6.9. Field Switch - 8 Port POE Page no.58	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP. Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable. Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation. https://www.orolia.com/sites/default/files/document-files/Differences_Between_NTP_and_Sntp_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20time%20itself. Kindly Modify clause as" Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"	Please refer to Sr. No. 354 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1701	6.10. Field Switch - 24 Port Page no.60	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	<p>The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP.</p> <p>Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable.</p> <p>Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation.</p> <p>https://www.orolia.com/sites/default/files/document-files/Differences_Between_NTP_and_Sntp_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20time%20itself.</p> <p>Kindly Modify clause as "Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"</p>	Please refer to Sr. No. 354 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 02	6.11. CR Switch Page no.61	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	<p>The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP.</p> <p>Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable.</p> <p>Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation.</p> <p>https://www.orolia.com/sites/default/files/document-files/Differences_Between_NTP_and_Sntp_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20time%20itself.</p> <p>Kindly Modify clause as" Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"</p>	Please refer to Sr. No. 354 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 03	6.34. Layer-3 Core Switch Page no.87	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	<p>The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP.</p> <p>Various NTP implementations can operate as either a client or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable. Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation.</p> <p>https://www.orolia.com/sites/default/files/document-files/Differences_Between_NTP_and_SNTP_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20time%20itself.</p> <p>Kindly Modify clause as" Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"</p>	Please refer to Sr. No. 354 in this regard
17 04	6.35. Layer-2 Switch Page no.87	Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6	<p>The Simple Network Time Protocol (SNTP) is widely used for synchronizing network resources. SNTP Version 4 is described in RFC 2030. Please allow SNTP.</p> <p>Various NTP implementations can operate as either a client</p>	Please refer to Sr. No. 354 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			<p>or a server. To an NTP or SNTP server, NTP and SNTP clients are indistinguishable. Likewise, to an NTP or SNTP client, NTP and SNTP servers are indistinguishable. Furthermore, any version of NTP is compatible with any other version of NTP. Please allow SNTP for our Participation.</p> <p>https://www.orolia.com/sites/default/files/document-files/Differences_Between_NTP_and_Sntp_v1-02-13-19.pdf#:~:text=The%20difference%20between%20NTP%20and,PC%20(Server%20or%20Workstation).&text=The%20Time%20Server%20does%20not,correction%20to%20the%20time%20itself.</p> <p>Kindly Modify clause as" Management: DHCPv6, DNSv6, Telnetv6 and SSHv6, NTPv6/SNTP"</p>	
1705	6.45. HDD based Storage Archival System	Specifications for MAM & Archive Server at DR location: Network Adapter: Dual 10Gbps/40Gbps	<p>Please modify the clause "Network Adapter: Dual 10Gbps/25Gbps" and even mention the transceivers required from day 1 for uplink connectivity requirement. This specific adapter is available with few OEMs and modification will make it generic across all OEMs and even 40Gbps Network adapter will need Top of Rack Switch to have 40 Gbps ports from day 1</p>	Please refer to Sr. No. 376 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1706	6.45. HDD based Storage Archival System	Specifications for Transcoding server- Network Adapter: Dual 10Gbps/40Gbps	Please modify the clause "Network Adapter: Dual 10Gbps/25Gbps" and even mention the transceivers required from day 1 for uplink connectivity requirement. This specific adapter is available with few OEMs and modification will make it generic across all OEMs and even 40Gbps Network adapter will need Top of Rack Switch to have 40 Gbps ports from day 1	Please refer to Sr. No. 376 in this regard
1707	6.43. All in One Computer	Video Out 1x Mini DisplayPort (DP1.2, 4K 60Hz) 1x Mini HDMI (HDMI2.0, 4K 60Hz)	Request change as 1 x HDMI2.0 port and 1 x DP++	Please refer to Sr. No. 411 in this regard
1708	6.17. UPS (Required Capacity)	UPS (Capacity not defined) - High frequency - 120 mins backup SMF - With ACDB input and output	1. LiPeO4 Battery 2. output power factor: unity 3. Inbuilt TVSS	Tender terms shall prevail.
1709	6.24. Smart Rack	10KVA rack mountable	LiPeO4 Battery (smaller space requirements, rack mountable too)	Tender terms shall prevail.
1710			Request to add FCC certificate mandatory	Tender terms shall prevail.
1711	6.39 Modular UPS (10KVA)	10KVA x 6 power modules Ni-Cd batteries (we do not provide 120 minutes backup	1. LiPeO4 Battery 2. FCC certificate mandatory 3. Output power factor: unity 4. Inbuilt TVSS	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 12	Additional Points		We would like to have details about No. of Workstations and Servers for Antivirus (Windows, Linux and MAC).	Bidders are advised to size the servers based on its solution. Workstation quantity is mentioned in the BoQ,
17 13	Additional Points		Are we going to have Virtual Infrastructure. If Yes, is it VMware, Microsoft Hyper-V or Citrix XenApp.	Bidders are free to propose virtual infrastructure, provided all the associated costs (e.g. software) are accounted for/ included in the solution cost.
17 14	Additional Points		Can we have more details on Advanced Persistent Threat (APT) requirement.	Please refer to Sr. No. 228 in this regard
17 15	106	130 minutes with Ni-Cd batteries	Request you to kindly amend the same as Gel Type Maintenance Free Battery.	Please refer to Sr. No. 93 in this regard
17 16	84	Microsoft Surface Pro, Apple iPad	Request You to allow SAMSUNG also as brand	Tender Terms shall prevail.
17 17	84	Retina Display	Request you to Delete this word Proprietary of One OEM.	Tender Terms shall prevail.
17 18	54	All The cameras (sensors) shall have minimum 5 streams	Kindly allow Cameras, VMS with Four/Three Stream with Multicast Feature is acceptable as it can Create multiple streams required by the department	The functional requirement in this regard is clearly stated, please note.
17 19	Prequalification Criteria	The bidder should be in the business of implementing electronic security systems / solutions for at least seven years as on 31st December, 2020.	The bidder should be in the business of implementing electronic security systems or IT or ITES solutions for at Least five years as on 31st December, 2020.	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 20	Prequalification Criteria	<u>Note</u> <u>6. Consortium of upto two companies can bid for the project.</u> <u>However, both the consortium members should meet the Pre-qualification Criteria.</u>	<i>It means cumulative credentials for both members of consortium shall match the prequalification criteria. Kindly confirm us the same?</i>	Yes. Both the consortium partners should match the PQ in toto.
17 21		The bidder shall have experience in successfully implementing at least One (1) completed	"Similar work" is defined as the Supply, Installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System or Digitalization System, carried Out within seven years from the last day Of the month previous to the one in	Tender Terms shall prevail.
17 22	Recommended		Request You to ask for CMMI Level 5 Certification from all System Integrator so that can easily understand the requirement of Hon'ble Court Vision as this certifications decides the quality of System Integrator & Providing best services	Tender Terms shall prevail.
17 23	6.43 ALL IN ONE	Technology: Ultra HD	Full HD	Tender Terms shall prevail.
17 24	6.43 ALL IN ONE	Brightness: 235 cd/m2	250 Nits for brighter display	Tender Terms shall prevail.
17 25	6.43 ALL IN ONE	Pen	VMS OEM need to support pen Features. Hence request you to delete this	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			point	
17 26	6.43 ALL IN ONE	OS: Windows 7 or later	Request you to ask Windows 10 as Windows 7 support has been over by Microsoft	Latest Windows OS version should be considered.
17 27	6.43 ALL IN ONE	Make: Wacom, Apple	Request you to consider Make: DELL,HP or Equivalent Make matching the System Requirement	Tender Terms shall prevail.
17 28	Unfair Practices	Any equipment which is manufactured in a country which currently has a land border dispute ...	Companies having Registered in Department of Promotion of industry & Internal Trade (DPIIT) are eligible to bid In this tender or not (Having border dispute with India) kindly clarify the same (Companies like AMD, Huawei, Lenovo etc. having origin in one of the disputed country listed by Indian Govt. Hence request you to please clarify ?	Tender Terms shall prevail.
17 29	6.16. VMS/ IVA Software General Features & Specifications	Capable of geo-referencing and supporting cross-cueing of sensors	Please provide detail scope of work from VMS perspective. Since Geo tagging & referencing requires GIS Map.	System should be capable of geo-referencing and supporting cross-cueing of sensors



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 30	Alarm Management	Alarms are linked to corresponding icons in the mapping function Consolidates all alarms from integrated systems to a central alarm queue Dual phase acknowledgement (alarm acknowledgement initially, then acknowledgement on resolution) Two-way acknowledgement (i.e. acknowledgement in C4I = acknowledgement in sub-system and vice versa) Acknowledgement in any phase requires operator comments System status monitoring for integrated platforms Received alarms can call up linked cameras Camera call up allow access to live and archived video Provides automated actions based on receipt of	Need Details use case on auto-call, post on social media. Social Media - As you know due to global privacy protection laws, most of the social media platforms does not allow any kind of API ' s for extracting information directly. Under such limitations kindly advise how do you envisage the social media feeds being bought in to C4i application also let us know if only the Web URL link of Social media feed could be integrated	Alarms from user-defined keywords should be generated from social media wherever such integrations are possible.



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		certain alarms (e- mail, SMS, auto-call, post on social media, etc.) Alarms display response instructions, notification lists, special procedures and/or notices Alarms can be assigned a priority that is visually distinguished from higher/lower priority alarms, with flags (popup window or other feature) for critical items Priorities assigned by subordinate systems are respected		
17 31	Management Reporting	Shall provide user-defined reports	Various Standard Reports shall be provided. Pls. provide user-defined report format required for the project.	The reports shall be finalized post selection of vendor, please note.
17 32	Management Reporting	Shall have a de-briefing tool for incident reporting with ability to report on all the user/operator & system actions, videos, communications etc.	Please provide the use case	Please refer to Sr. No. 786 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 33	Modules	VMS, NVR, DVR, Video Display System, GIS Integration, GPS & VTS, Communication Systems (Intercom/Digital PBX, Cellular Communications- GSM/GPRS/MS, Broadcast Communications, Public Broadcast/Analog PA/IP-PA with zone selector feature, Variable Message Signages, UHF/VHF Communications, Email, Social Network), BMS, Alarm Management (PIDS, IDS, FAS, CBRNE), Disaster Response Management System, ANPR, Sensor Integration, Access Control System, Integration (for any third-party application like Visitor Information Management System, Parking	<p>1. Are these integrations needs from day 1 and the associated commercials for the same must be consider?</p> <p>2. If yes, please share the Qty's of each type of integration to do proper HW sizing needed for such integrations</p> <p>3. API ' s required for such integrations from 3rd party vendors, please advise whose scope would be those.</p> <p>4. Our recommendation to avoid specific proprietary integration lock down, it is advisable to go through open frameworks like NTCIP, SIP, OPC, Modbus, Bacnet followed with ONVIF Profile G, IN / OUT for NVR / DVR integrations. Please advise if those standards could be considered as a framework for integrations</p>	Integrations, as & when required for existing or new sub-systems mentioned in the clause, shall be the sole responsibility of the vendor, without any additional financial burden to MPHC. The APIs shall be made available by MPHC.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 34	Collaboration	The C4I shall be a full 2 Dimensional geo-spatial GIS based system for managing and controlling routing operations and incidents. The C4I system shall maintain operational continuity and facility management, whilst addressing several key critical issues regarding security, safety and facility management, such as: Fusion of information from different sensors, systems, data sources like CCTV, Fire Alarm Systems. Interface to various sensors and systems as a future upgrade. Real time management during both routine operation and emergency situations.	1. please provide the GIS provider details and also kindly let us know how many entities, no of KML layers to be adapted for proper HW sizing. Also advise what are the systems which are part of this RFP should be bought on to GIS layer 2. Do you need native live and playback of recorded video footages from GIS layer which would need a native player from the VMS provider and also this would impact on the overall HW sizing of the C4i platform.	System capability in this regard is asked, kindly note.
17	Collaboration	The C4I shall provide both	In the earlier compliance line it is mentioned 2D GIS	Support for 2D, 3D including



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
35	n	2D and 3D interactive geo-spatial GIS display that provides situational awareness and real-time location of all sensors, personnel and alarms.	map is required. However, this compliance line indicates 3D GIS map. Kindly confirm if SDB want 2D or 3D GIS Map or just a support to GIS is required.	GIS maps is required
17 36	Collaboration	The C4I shall seamlessly integrate with existing cameras, DVR's, access control and all other allocated devices and systems, in order to provide an on-line display of 2D / 3D geospatial situational awareness, live video streams and operational/decision support data, all in one unified C4I system located in the main Control Room, as well as in remote C4I system stations.	Kindly Provide List of existing cameras & other hardware list. ?	The same shall be shared with the selected vendor, please note.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 37	Collaboration	The C4I shall support the use of 3D simulative predictions, based on smart algorithms in the planning, training and real time modes.	Kindly provide detail use case. Our understanding on the requirement is, under C4i the incident management module must support a test / simulation mode to simulate specific incidents prior a SOP / Dynamic SOP ' s are triggered for specified incident types. Please advise if our understanding is correct. If not please share specific use cases of the specification outlined	Yes. It is correct.
17 38	Operational Mode	Training mode	Our Understanding is customer can do the training of the platform on a standalone system. Pls. confirm if such standalone system shall also be quoted. Alternatively, if customer want to do training on a production system itself - Our understanding is it can be a "Test Mode" for incident. During this mode actual behavior of the incident can be simulated from a training prospective, but it does not log the activity in the incident report. Pls. confirm	No separate training system is asked for. The training mode shall be on the system itself.
17 39	Routine management	Scheduling application (i.e. MS Outlook) – The user would be able to schedule tasks, activities and meetings giving each entity a 3D GIS location, time and attribute.	Kindly Provide Detail use case in order to arrive at BOM & Cost. How many MS - Outlook users would be needed for MS licenses. Is there any requirement of integrating with Active Directory	No licenses are required to be considered by the bidders, please note.



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No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		Site status – The C4I shall support all infrastructure and business related status in user define graphical display (e.g. gages, graphs, other).		
17 40	Tracking/Ret racing	The C4I shall provide 3D object tracking - The ability to locate a moving object (human or vehicle), track its movement in a crowded environment and Display the suspect's movement and trail on the 3D GIS map at Real- Time.	1. Please advise the source of the suspect , would SDB be providing any Hot list suspect data base ? if yes , please advise the type and size of the DB to do a proper HW sizing of the total solution offering	The query is ambiguous & cannot be answered.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 41	Tracking/Ret racing	<p>The C4I shall have the ability to locate and track suspects using recorded video from the CCTV DVR/NVR and display the suspect's movement and trail on the 3D GIS map.</p> <p>The C4I shall provide the ability to track suspects using DVR/NVR from a certain point forward or backward in various speeds.</p> <p>The C4I will support real time or recorded tracking by selecting and setting the cameras on screen based on the advancing path of the tracked object.</p> <p>The C4I shall support a display of the suspect's presumed advancing ways and direction in case of a lost suspect event.</p> <p>The C4I shall have the ability to locate and track suspects</p>	Kindly Provide Detail use case in order to arrive at BOM & Cost.	The clause is self-explanatory.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		<p>using recorded video from the CCTV DVR/NVR and display the suspect's movement and trail on the 3D GIS map. The C4I shall provide the ability to track suspects using DVR/NVR from a certain point forward or backward in various speeds. The C4I will support real time or recorded tracking by selecting and setting the cameras on screen based on the advancing path of the tracked object. The C4I shall support a display of the suspect's presumed advancing ways and direction in case of a lost suspect event.</p>		



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 42	Alarm Policies and Business Logic Administration	Ability to match keywords or text from the alarming Sub system's event description to raise an alarm using criteria including exact match, exact NOT match, contains match, wildcard match and regularly expression match (such as forced door alarm, denied access, door open too long, etc.).	<p>1. Our Understanding is an Audio alarm to be raised specific to event types like Access denied, Access door open too long etc. Please advise if our understanding is correct</p> <p>2. Please note these functionalities would be feasible only if the Sub system vendor exposes such alarm data through the API ' s and a similar specification must be drawn from the sub system provider also.</p> <p>3. Alternatively it is recommended to have as much as possible sub system Software components from One OEM as a unified solution to avoid integration risks and efficient life cycle management</p>	The clause is self-explanatory.
17 43	102 of 129, Part-1	Enable custom Microsoft PowerShell activity to be created and included in the business logic flow	<p>Please advise whose scope it would be to write the Power shell scripts as it would need a programming understanding, possible use case as this situation of power shell scripts would only arise if the C4i platform User interface is not matured enough to provide easy drag / drop functionalities.</p> <p>And if power shell is mandatory , how many scripts are required and for what use cases</p>	System capability in this regard is asked, kindly note.
17 44	102 of 129, Part-1	Enable business logic to execute a	Kindly provide functional use case against the compliance	The clause is self-explanatory.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		web services call.		
17 45	102 of 129, Part-1	Enable business logic to execute ODBC database call.	<p>It is not recommended to access direct DB of 3rd party systems for following reasons 1. In efficient life cycle management between the C4i platform and sub systems for ex a table or attribute being changes in sub system would impact the C4i platform provider 2. Cyber security risk of exposing the whole DB</p> <p>Hence it is recommended to adapt only API approach to do any kind of 3rd party integration where the life cycle management would reside through the API ' s and all vendors must provide forward and backwards compatibility for at least 3 major version of SW life cycle</p>	Tender Terms shall prevail.
17 46	102 of 129, Part-1	Ability to simulate alarms through business logic designer.	Our understanding is it is "Test Mode" for incident. During this mode actual behavior of the incident can be simulated, but it do not log the activity in the incident report.	The clause is self-explanatory.
17 47		Device should be able to support the "Walk through Face Recognition" where device can read the user's face from a distance of up to 2 meters min.	Face Scan distance should be relaxed and acceptable distance should be 1 meter. This will ensure that only Authorized person should get the Access. At 2 meter distance multiple Users may come in the focus of camera.	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 48	IP Rating	IP65	We understand that these devices will be installed indoor so kindly remove the IP rating	Tender Terms shall prevail.
17 49	Memory	Flash / RAM: 16GB / 2 GB RAM	Request department to relax Flash to 8GB as the overall storage will be less due to less no of users.	Tender Terms shall prevail.
17 50	Storage	Device should be able to store 20,000 Face & shall not be dependent on any server for storage of Face & hence storage capacity shall not be divided between terminal & server.	As per the tender requirement, the devices will be used for fewer users so the specs should be relaxed to 10,000 faces. It will allow more OEMs to participate.	Please refer to Sr. No. 575 in this regard
17 51		Device should be able to store up to 1,00,00,000 transaction logs along with min. 20,000 picture logs.	As device will be used for less no. of users and device pushes the logs in real time mode to the server, hence it is not required to store 1,00,00,000 logs in the device. This specification will limit very specific brands to qualify. The specs should be relaxed to 1,00,000 transaction logs and 5000 pictures. However, we see there is security threat to store snapshot logs in device as this may breach the privacy of the user if data is compromised due to some malware. The snapshots of important person in High Court may leak. We suggest	Please refer to Sr. No. 575 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			removing snapshot logs storage in device.	
17 52		The Device should be able to store upto 5,00,000 card users.	As device will be used for less no. of users the user capacity should also be relaxed to 20,000 Users.	Please refer to Sr. No. 575 in this regard
17 53	Controller	Device should have in built controller provision for door control and also provide the Wiegand & RS 485 OSDP output and should be compatible with any 3rd party controller to transfer card holder information for Authentication.	We request to remove OSDP as department will use these devices as standalone standard device. So standard Wiegand & RS485 should be appropriate.	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 54	Image Capture	Device should have min 2MP HD camera to capture the picture of authorized or unauthorized users & Private Limited shall be transferring the same to server on real time basis w/o any delay unless network is down. It should support 0 lux to 25000 lux for extreme dark environments to outdoor lighting conditions.	We request department to clarify, if the devices will be used for INDOOR or OUTDOOR condition. If it's a INDOOR usage only then please remove OUTDOOR lighting conditions in the specs.	Tender terms shall prevail.
17 55	Display	Display should have min 5" enhanced touch sensitivity and shall be capturing & displaying USER's picture on main window / screen after authentication for valid / invalid logs both with other credentials like Name, User ID, Time etc. Systems with changeable custom background to	The display size should be relaxed to 4" for wider participation.	Please refer to Sr. No. 1131 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		put MPHC logo shall be preferable.		
17 56	Operating Temperature	0-50 Deg C; upto 95% RH non-condensing	We request department to reduce RH from 95% to 80%	Tender Terms shall prevail.
17 57	Certifications	CE / FCC / MIC / ROHS / BIS	MIC certificate is not required in India so please remove it.	Tender Terms shall prevail.
17 58	Point no 6.12 (Monitor) and Point no: 6.32(Video Wall)	Very narrow & black bezel (<3mm) CCTV Monitor suitable for continuous (24x7x365) use with MTBF of more than 80,000 Hrs.; MILSTD- 1275 Surge & spike protection	Bezel to Bezel Gap (<1.8mm) or less	Tender Terms shall prevail.
17 59	Point no 6.12 (Monitor) and Point no: 6.32(Video Wall)	UL, FCC, CE	Pls allow UL/NRTL, FCC, CE,BIS	Tender Terms shall prevail.
17 60	Point no 6.12 (Monitor) and Point no: 6.32(Video	Screen 42" LED	Pls amend 49" or Higher, No video wall option in 42"	42" or better shall be acceptable.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Wall)			
17 61	Point no 6.12 (Monitor) and Point no: 6.32(Video Wall)	Additional Request for Video wall & Monitor	Pls add LAN in LAN out Feature	Tender Terms shall prevail.
17 62	Lens	3.6 to 9 mm or better	FoV varies for different manufacturers based on their specification would request to kindly allow +/- 2 mm	Please refer to Sr. No. 1 in this regard
17 63	Page No.: 50; Lens	3.6 to 9 mm or better	FoV varies for different manufacturers based on their specification would request to kindly allow +/- 2 mm	Please refer to Sr. No. 1 in this regard
17 64	Page No.: 51; Certification	The system shall be ROHS, WEEE, ISO -14001 and REACH compliant	ISO-14001 is more for related to sustainability , would request if compliance to IT security like ISO 27001 is requested	Please refer to Sr. No. 2 in this regard
17 65	Page No.: 51; Quality Image	Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	our understanding is that the overall requirement is of 15 MP would request to allow required pixels using 4 lens system	Please refer to Sr. No. 3 in this regard
17 66	Page No.: 51; PoE	It should be PoE enabled and outdoor ready with IK10 enclosure	Since cameras are being installed in a controlled environment would request if IP66 and IK10 ratings are relaxed for internal applications	Please refer to Sr. No. 4 in this regard
17 67	Page No.: 52; Tilting range and speed	0 to 15 deg above horizontal to 90 deg down, max 120 deg	15 deg upward is usually required for application which wants to view above horizon , please allow 0-90 deg tilt angle	Please refer to Sr. No. 5 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		per second		
17 68	Page No.: 54; Digital I/O (Audio I/O, Alarms)		Need clarification on requirement details	Please refer to Sr. No. 6 in this regard
17 69	Page No.: 55; PoE & IK rating	It should be PoE enabled and outdoor ready with IK10 enclosure	Since cameras are being installed in a controlled environment would request if IP66 and IK10 ratings are relaxed for internal applications	Please refer to Sr. No. 8 in this regard
17 70	Page No.: 55; Quality Image	Minimum 5-megapixel progressive scan HD CMOS (Per Lens); Should have minimum 3 lenses/sensors	our understanding is that the overall requirement is of 15 MP would request to allow required pixels using 4 lens system	Please refer to Sr. No. 9 in this regard
17 71	Page No.: 56; POE Standard	Power over Ethernet (PoE) IEEE 802.3af Class 2	would request for class 4 POE	Please refer to Sr. No. 12 in this regard
17 72	6.20. Passive Components / 1. Outdoor (Field) Junction Box	IP66 junction box suitable for outdoor application, suitable for use in corrosive environments, extreme weather conditions and flame proof.	It is recommended to have IP55 Junction boxes as we learn that there are active devices mounted in the enclosure. IP55 Junction boxes is engineered to have louvers with filters for fresh air cooling to equipment's for breathing and cooling fans at Top for exhaust of return hot air.	Please refer to Sr. No. 862 in this regard
17 73	6.20. Passive Components / 1. Outdoor (Field) Junction Box	The box shall have customized locking mechanism.	Recommended to have 3point lock with IP protection and cover.	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 74	6.20. Passive Components / 1. Outdoor (Field) Junction Box	The box shall fit all the field equipment (Amplifier, Media Converter/Switch, Power Supply, LIU, PoE injector, Patch Panels, etc.) with proper mounting arrangements.	Junction boxes will have proper 19" arrangement for mounting all the IT hardware .	Tender Terms shall prevail.
17 75	6.20. Passive Components / 1. Outdoor (Field) Junction Box	The door shall be surface mounted with 130° opening. It shall have concealed removable hinges with captive pin. Hinges can be mounted to allow left or right hand opening.	It is recommended to have only one side opening as the application is outdoor .	Tender Terms shall prevail.
17 76	6.20. Passive Components / 1. Outdoor (Field) Junction Box	Sealing shall be ensured by an injected one-piece polyurethane gasket or better.	EPDM GASKETS are easy to deploy at sites and also easy to replace during any damages to the gasket.	Tender Terms shall prevail.
17 77	6.20. Passive Components / 1. Outdoor (Field) Junction Box	The junction box shall be of SS construction complete with SS mounting arrangements, accessories, bolts, nuts, washers, screws, etc.	It is recommended to specify the grade of SS materials as every grade has its own advantage , the highest grade 304 or 316 can be recommended for this application , also customer to specify as whether powder coating is required for the unit.	Please refer to Sr. No. 862 in this regard



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 78	6.20. Passive Components / 1. Outdoor (Field) Junction Box	Battery & UPS compartment shall be separate from the other accessory compartment.	JB construction will be twin compartments for Power and IT hard- ware separately. This is only possible in IP55 design .	Please refer to Sr. No. 862 in this regard
17 79	6.20. Passive Components / 1. Outdoor (Field) Junction Box	Junction box shall be provided with an additional FRP canopy to completely cover the Junction Box from rainfall (in any direction).The Canopy shall have suitable coverage.	Rain canopy will be part of the de- sign which should be extended from the front for protection of direct sunlight and water .	Tender Terms shall prevail.
17 80	6.24. Smart Rack	Rack mount on line double conversion UPS of 10 KVA up to 94% efficiency at full load and 0.8 output power factor. UPS to be provided with External battery bank withSMFbatteri esfor30 min. backup on 100% IT load with required rack mount accessories. UPS should follow all standards including UL/CE,ISO 9001 and ISO 14001	Customer to specify as whether UPS To be mounted inside the rack or to be kept separate in the UPS room.	It should be inside the rack.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 81	6.24. Smart Rack	• Fans: Low noise axial fans with high air flow, high static head with minimum losses	It is recommended to have EC fans then Axial fans.	Tender Terms shall prevail.
17 82	Outdoor Fixed Camera	1/2.7" progressive scan HD CMOS	1/2.8" progressive scan HD CMOS	Please refer to Sr. No. 131 in this regard
17 83	Outdoor Fixed Camera	Camera should allow the connection of an option Y cable or mini cable with BNC connector. Camera should allow to connect a video monitor to the mini cable with BNC connector (The functional objective of being able to connect to a video monitor has to be met using either a BNC Connector or using a web browser).	Delete	Please refer to Sr. No. 507 in this regard
17 84	Outdoor Fixed Camera	Secure Real Time Transport Protocol (SRTP), Bonjour,	Delete	The specifications are as per the DoJ guidelines in this regard.
17 85	Outdoor Panoramic Camera & Indoor	Minimum 5-megapixel progressive scan HD	3 Megapixel per Lens: Should have minimum 4 Sensors	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
	Panoramic Camera	CMOS (Per Lens); Should have minimum 3 lenses/sensors		
1786	Outdoor Panoramic Camera & Indoor Panoramic Camera	Fixed 6 mm, DC-Iris	4.8 mm Lens or better Our camera Supports 4.8 mm lens which give 180 degree immersive view. Kindly amend it as 4.8 mm or better	Please refer to Sr. No. 62 in this regard
1787	Outdoor Panoramic Camera & Indoor Panoramic Camera	H.265, motion JPEG	H.264 & MJPEG	Tender terms shall prevail.
1788	Outdoor Panoramic Camera & Indoor Panoramic Camera	30FPS at full Resolution	upto 30 FPS	Tender terms shall prevail.
1789	Outdoor Panoramic Camera & Indoor Panoramic Camera	Secure Real Time Transport Protocol (SRTP), Bonjour,	Delete	The specifications are as per the DoJ guidelines in this regard.
1790	Outdoor Panoramic Camera & Indoor Panoramic Camera	Should cover radial distance of upto 20m. Bidders can propose external IR (with all the necessary ports/ power supply & wiring) if the camera doesn't support the same.	Delete	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 91	Outdoor PTZ Camera	Auto track, Auto pan, pre- set control, patrol modes	Auto pan, pre-set control, patrol modes; Auto Tracking feature is practically not successful feature when there is multiple object present in the scene. So, request you to remove the same.	The specifications are as per the DoJ guidelines in this regard.
17 92	Outdoor PTZ Camera	at 5 MP (2592×1944), the frame rate shall be 25 FPS or better for viewing. All the streams shall be user configurable (with respect to resolution, frame rate & compression standard). All the cameras (sensors) shall have minimum 5 streams.	Minimum 3 Streams	Please refer to Sr. No. 136 in this regard
17 93	Outdoor PTZ Camera	Secure Real Time Transport Protocol (SRTP), Bonjour,	Delete	The specifications are as per the DoJ guidelines in this regard.
17 94	Proven Track Record	VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a	Delete; Cameras are going to install at 160 nos Civil Courts. This clause is contradicting the same. Also We have installed 800+ Camera along with VMS in Supreme Court of India .Request you to Accept the same.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		single application server in High Availability mode in Government/Private customer.		
1795	BID DOCUMENT - PART I, page 76, points 6.22 access control software	It is envisaged that the access control system software shall either be a part of the VMS or pre-integrated with the VMS, such that the VMS should be able to manage ACS & video managements as one product .The ACS shall be a true 64-bit, ODBC compliant architecture with all the standard feature such reporting, audit trail, search, integration with VMS (pop-up of nearby camera on ACS alarm/event etc)& global anti-press back.	ACS and alarm management should be able to function without connectivity to server in 100% design mode(for security failover mode should not have degraded working)	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
17 96		Support for multi-mode /technology: Proposed reader should support multi modal authentication like, face reorganization where , multi technology card(EMI pox & smart card)& password with touch screen for providing multi factor authentication by reading the face cards, passwords & various combinations.		Tender Terms shall prevail.
17 97	BID DOCUMENT - PART 1, PAGE 77, POINTS 6.23, FRS terminals.	Live face detection: device should be able to support the walk through face recognition where device can read the users face from a distance of up to 2 meters min.	Access control face reading should be for the person who wants come in and show their face for access control. Extra-long range may hamper normal operation.	Tender Terms shall prevail.
17 98	BID DOCUMENT -PART I, PAGE 77, POINTS 6.23 FRS TERMINALS	IP rating : IP6S	Face reader are be installed in indoor environment so please IP65 rating as it is for outside operation.	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
1799	BID DOCUMENT -PART I, PAGE 77, POINTS 6.23 FRS Terminals	Memory: Flash/ram: 16 GB /2GB RAM	Depends on type of reader will require different type of memory for doing the same operation. Specific memory can specific to some make. Please give functional features for memory like face template capacity etc.	Tender Terms shall prevail.
1800	BID DOCUMENT -PART I, PAGE 77, POINT 6.23 FRS terminals	Storage: Device should be able to store 20,000 face & shall not be dependent on any server for storage for face & hence storage capacity shall not be divided between terminals & server.	In prebid meeting it was told that 4-5 people will be registered per biometric we request you to keep the memory capacity 6000 as more capacity is not required and RBH biometric has capacity of 6000.	Please refer to Sr. No.575 in this regard.
1801	BID DOCUMENT -PART I, PAGE 77, POINTS 6.23 FRS terminals	Storage: Device should be able to store up to 1,00,000 transaction logs along with min,20,000 picture logs.	This feature is specific to some make. we request court required to be mentioned keeping in mind one week of network failure.	Please refer to Sr. No.575 in this regard.
1802	BID DOCUMENT - PART I, PAGE 77, points 6.23 FRS terminals	Storage: The device should be able to store up to 5,00,000 card users.	In prebid meeting it was told that no cards will be taken so please look into. Generally card capacity is equal to biometric capacity.	Please refer to Sr. No.575 in this regard.
1803	BID DOCUMENT - PART I, page 77, points 6.23 FRS	Storage: Min. 3GHz quad core processor or better for fast processing.	This seems specific to a particular manufacture. Please specify functional requirement.	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.	terminals			
18 04	BID DOCUMENT - PART I, page 77, points 6.23 FRS terminals	Controller: Device should have built controller provision for door control and also provided the wiegand & RS 485 OSDP output and should be compatible with any 3 party controller to transfer card holder information for authentication.	.in any access controller the door and is installed at a safe location so even in case biometrics is switching off or damaged door will always be secured all alarm management inputs like panic switch, alarm, input from DFMD , fire alarm hooter etc. are connected to controller and controller has UL. Certification for this purpose ULCS319 which is for alarm management controller has UL294 and ULCS319 which is for secured access control. Secured ACS without controller is not possible so we request you to take separate controller for secured operation.	Tender Terms shall prevail.
18 05	BID DOCUMENT - PART I, page 78, points 6.23 FRS terminals	Image capture: Device should have min 2MP HD camera to capture the picture of authorized users & shall be transferring the same to server on real time basis w/o any delay unless network	These feature are of some specific make please specify functional feature	Tender Terms shall prevail.
18 06	BID DOCUMENT - PART 1, PAGE 78 POINT 6.23 FRS terminals	Anti-pass-back: Should support local/global anti pass back feature & shall be	Antipas back global back in a high security system works even if server or connectivity to main site is down. Separate controller required for this feature.	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		configurable user wise.		
1807	BID DOCUMENT - PART 1, PAGE 78 POINT 6.23 FRS terminals	Display: Display should have min 5 color LCD with enhanced touch sensitivity and shall be capturing & displaying USERS picture on main window screen after credentials like name, users ID, time etc. systems with changeable custom background to put MPHC logo shall be preferable.	Display size and some points are very specific to a particular make we request to put functional features. RBH display is 4.3 touch screen kindly consider.	Please refer to Sr. No. 1131 in this regard.
1808	BID DOCUMENT - PART 1, PAGE 78 POINT 6.23 FRS terminals	Management: The reader should have full functionality in offline mode.it should be able to send all events once connectivity is re-established	Full access control functionality or just reader functionality?	Please refer to Sr. No. 1192 in this regard
1809	BID DOCUMENT - PART 1, PAGE 78 POINT 6.23 FRS terminals	Temper proof: System should give warning alarm in case tempering with machine4. In the give of reader failure/ malfunction/ tempering, it	If the reader inbuilt is controlling door lock then in case of failure or tempering door will open. So ewe request to take separate controllers as per global standards for a high security system.	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		shall be generated at workstations/ server. Fault of one reader should not affect the operations of other readers in the network.		
18 10	BID DOCUMENT - PART 1, PAGE 79 POINT 6.23 FRS terminals	Other: Should be bundled with emergency break glass & exit switch inside the secure area.	Emergency glass break unit may not be required as in case of emergency you can open door just by switching off reader. Emergency glass break will be require only when door is controlled by controller because controller does not have any provision of switching off.	Tender Terms shall prevail.
18 11	BID DOCUMENT - PART 1, PAGE 77 POINT 6.28 smart card	The cards shall be 4 kilobytes memory & shall employ Mifare DES fire EV1/ HID iclass platform for storing & accessing data items	8 kb memory EV2 to be considered as being latest with best encryption.	MPHC may decide not to use smart cards & instead, can decide to use 1:N authentication, please note. Tender terms shall prevail.
18 12		Alarm management in court (alarm from reader , panic, switch, DFMD , fire alarm etc.)	In a court local alarms are received on client PC for access control panic alarms DFMD, CCTV , fire alarms etc. every court will also require two computer literate security personal for attending alarms and operating security system from pc.	Tender Terms shall prevail.



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196

Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
18 13			In a multilocational environment alarms management is done in redundant mode hardware console and pc. Globally hardware console are used where alarm is attended even when server is not working or connectivity is not there. On this console all alarms from face reader CCTV camera analytic panic switch , DFMD , fire alarm etc. are shown via LED lights and alarms can also be attended by security person all logs of this device are available with c4i.	Tender Terms shall prevail.
18 14			This panels can be used by a security person who is not computer literate with just 10.15 minute of training.	Tender Terms shall prevail.
18 15			This console concept is globally used as dependency as alarm management cannot be only dependent on computer. Having computer literate security persons in 208 court is not easy.	Tender Terms shall prevail.
18 16			This security console are successfully being used by metros, navy six air base intelligence agencies etc. in India this console is made in India.	Tender Terms shall prevail.
18 17			Security console is redundant mode as when server or pc is not working security person cannot understand from noise on hooter that alarms is coming from which place	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
.			exactly.	
18 18		Biometric face reader with inbuilt controller for access control	Inbuilt controller based biometrics is not secured at all. If biometric is tempered switched off or damaged access control door will open automatically as it is controlled by biometric installed outside the door in unsafe zone.	Tender Terms shall prevail.
18 19		Biometric template management and access level management	This is very critical in a multi locational environment that all the persons who are enrolled in access control system have access level as per their requirement so access level is centrally managed in a secured way. All local controller and biometric have details of all allowed persons in any area. Template of only allowed persons is kept in memory of biometric.(we cannot have all registered persons biometric template in all biometric or controllers , overloading of information will make the system show.	Tender Terms shall prevail.
18 20		Id management – registration of persons	Most of large multilocal organizations strict black listing policy have to be maintained to controlled the system. If id management is not manage property then after some time it will not be possible to control the flow of duplicate, lost damaged access card/ template	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
18 21		CERTIFICATI ONS	Access control best of certification are UL294 and ULCS 319 for access control hardware/ software and UL 1076 for alarm management. There is no Indian parallel certification for access control and alarm management. These certifications assure you of getting best of product, all leading companies are having such certifications, these are important to keep low end Chinese type products not to qualify for quoting.	Tender Terms shall prevail.
18 22		Encryption	This is very important as non-encrypted systems is very easy to hack. Encryption is in access controlled automatic working environment. It is very important, encryption is for access control in all communication between controllers to servers and servers to client. latest encryption in access control is to 256 bit AES. all leading brand comply to it.	Tender Terms shall prevail.
18 23		reliability	There are lot of local companies making access control software and integrate with third party controller. This is not safe and reliable for a large installation. So go for same make of access control hardware and software for reliability and responsibility of operations.	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
18 24		Provenance	2000 readers access control system is not very easy to deploy and manage successfully. In India there has been many failures in deployment of large access control system. request you to consider OEM to have an experience of 3000 reader project installation and successfully operating with 2,3 customers globally and operational for 2 years.	Tender Terms shall prevail.
18 25	2.19.1(1)	The camera OEM shall have supplied & installed a minimum of 2000 IP cameras in a single Project in India since the last three years ending last day of the in which tender is invited	These are restrictive conditions which are limiting competition. We are a global leading OEM with over 20 years of manufacturing experience and as we are already supplying equipment to sensitive defense. Paramilitary installations including MHA. We request you to kindly modify the clause to the camera OEM shall have supplied & installed a minimum of 2000 IP cameras on a single project in India/ Global for wider participation.	Tender Terms shall prevail.
18 26	2:19:1(3)	The camera OEM should be operating In India for the last three years & should have an installation base of more than 10000 cameras in India	These are restrictive conditions which are limiting competition, you are requested to modify them for wider participation as: The camera OEM should be operating in India for the last three years & should have and installation base of more than 10000 cameras in India/Globally”	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
18 27	10	All certificates of offered model no of camera should be enclosed with technical bid and it should have complete model no of camera including all alphabet & Number. UL certificate for a series of cameras will not be considered, please note Bidders are required to provide a we link for online verification of UL certification in their proposals.	You are requested to remove UL certification and replace it by BIS certification as this is in violation of the Government notification F.No 12/17/2019-PPD on dated 12.05.2020 issued by Ministry of finance as UL is a American certification. Department of Expenditure – public procurement through Rule 144(iii) of GFR 2017. It is reiterated that wherever Indian Technical specifications and Quality certification exist the procurement entity should prescribe them. So we hereby request to remove UL make BIS(Indian standard compulsory.)	Tender Terms shall prevail.
18 28	2.19.3(5)	VMS should be a part of Global Top S VMS as per the latest HIS Report OR the VMS OEM should have at latest one successful Installation with over 9000 Cameras & 300 video in a single Government/P rivate customer servers.	You are requested to remove restrictive conditions as these are in violation on of Notification F.NO P-45021/121/2018 Dt.12 th June 20 2019 from OPIT Annexure “A” and is restricting completion.	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
18 29	2.29.4	All networking switches proposed should be from OEMS who are amongst the top S for Worldwide Market share in terms of Revenue as per IDC/Similar organization's latest published quarterly report / presence in the latest Magic Quadrant by Gartner, Published prior to the date of the tender publication. For industrial Grade Switches. From any 10 OEM from Latest IMS/HIS/Gartner World Report, published prior to the date of the of Top tender publication.	You are requested to remove rest Magic Quadrant by Gartner and restrictive conditions as these are in violation of Notification F.No.P-45021/121/2018 Dt.12 th June 20 2019 from DPIT Annexure "A" and is restricting competition.	Tender Terms shall prevail.
18 30	50	Audio/Video out port: Camera should allow the connection of an option Y cable or mini cable with BNC	You are requested to remove the BNC option as these are IP cameras and BNC is an analogue output. It will provide no benefit to the solution. In addition this only raises the cost of the camera. This will only lead to	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		connector. Camera should allow to connect a video monitor to the mini cable with BNC connector(The functional objective of being able to connect or using a web browser)	wastage of national resources.	
18 31	51	Certification : The system shall be ROHS,WEEE,I SO-14001 and REACH compliant	You are requested to remove WEEE and REACH as this is in violation of the Government notification F.No-12/17/2019-PPD.on dated 12.05.2020 Ministry of finance, Department of expenditure public procurement on terms of Rule 144 (iii) of GFR 2017.It IS reiterated that wherever Indian Technical specification and Quality certifications exists , the procurement entity should prescribe them. These are nonstandard certifications and restrict competition. (Copy Enclosed)	Tender Terms shall prevail.
18 32	51	Minimum S-megapixel progressive scan HD CMOS Lens), Should have minimum 3 lenses/sensors .	The same functionality can be achieved through one lens with lower cost so request you to change and allow the use of one lens to achieve similar result and save National resources. There is restriction in competition by asking for 3 lenses with 6mm. It may be further noted that with use of 3 lenses, the bandwidth	Tender Terms shall prevail.



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Jabalpur, Dated:-10-02-2021

Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
			consumption is increased by three times making the system inefficient and increasing the cost exponential by increasing the computing requirements, bandwidth and storage requirements.	
18 33	52	Certifications: The System shall be ROHS, WEEE, ISO-14001 and REACH compliant It should be FCC,CE,UL certified	You are requested to remove WEEE and REACH certification and replace it by BIS certification. Government notification F.No.12/17/2019-PPD.on dated 12.05.2020 Ministry of faineance, Department of expenditure public procurement division support national standard in public. It is against the national standard in public procurement entity should prescribe them. These are nonstandard certifications and restrict competition.(Copy Enclosed)	Tender Terms shall prevail.
18 34	52	Horizontal Resolution Minimum 2 Mp or better as applicable	Request you change the resolution of the PTZ to 5Mpxl as all other cameras asked for are 5Mp. This will maintain same level of video quality across the system. Higher resolutions in PTZ are very necessary for clear picture.	Tender Terms shall prevail.
18 35	53	Compression MPEG4/H.265/ MJEG/MXPEG support	Kindly remove MXPEG as this is not common and not and industry standard this is proprietary to Mobotix Brand	Tender Terms shall prevail.
18 36	55	Certification: The System shall be ROHS,WEEE,I SO-14001 and	You are requested to remove WEEE and REACH certification and replace it by BIS certification. It is against	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		REACH compliant; It should be FCC,CE,UL certified	the Government notification F.No.12/17/2019-PPD,on dated 12.05.2020, Ministry of finance, Department of expenditure public procurement division support national standard in public. Procurement on terms of Rule 144(iii) of GFR 2017. It is reiterated that wherever Indian Technical specification and Quality certifications exists, the procurement entity should prescribe them. These are nonstandard cortication and restrict competition.(Copy Enclosed)	
18 37	Additional Point:		1. You are requested to incorporate GFR guidelines in the tender as per F/No.6/18/2019- PPT Dt.23rd July 2020 from Department of expense for rule 144(xi)	Tender Terms shall prevail.
18 38	Additional Point:		2. It is recommended that HDD and Bandwidth consumption should be left open. The tender may just mention the no of days. Resolution and frame rate that is to be recorded this will help reduce cost in crores as new technologies are available with all vendors that allows further compression over H.2665.	Tender Terms shall prevail.
18 39	2.15 Termination based on Funding	The contract resulting from this tender will be subject to availability of funds with the High Court. In the event of	We request you to Both Bidder & Hon'ble HC decide on it as it will have financial impact on the bidder for any suspension & Termination will not be done for the same.	Tender Terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		paucity of such funds, the High Court of Madhya Pradesh reserves the right to terminate or suspend the contract for an agreed period of time without any penal charges.		
18 40	Unfair Practices	Any equipment which is manufactured in a country which currently has a land border dispute with India, or where conditions are such that supply chains & support during the project or product lifecycle are likely to be affected (to be solely determined by MPHC), shall not be acceptable, please note	Request you to please elaborate this point in more detailed to avoid confusion. If any Equipment manufactured in India & Origin is from Disputed country will it be allowed to bid this tender.?	Please refer to Sr. No. 539 in this regard.
18 41	2.18 Eligibility Criteria/Pre Q.C	The bidder should be in the business of implementing electronic security systems / solutions for at least seven	Request you to kindly amend this point for IT/ICT/Security Systems for at least Five Years as on 31st decemeber,2020	Please see General Instructions/ Clarifications in this regard.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		years as on 31st December, 2020.		
18 42	2.18 Eligibility Criteria/Pre Q.C	Note 6. Consortium of upto two companies can bid for the project. However, both the consortium members should meet the pre-qualification criteria.	Note 6. Consortium of upto two companies can bid for the project. However, both the consortium members should meet the pre-qualification criteria ? Is it mean both the Consortium members must have to match all the Points of PQC individually ?	Tender terms shall prevail.
18 43	2.19.2 C4i & VMS OEM	VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer	VMS should be a part of Global Top 5 VMS as per the latest IHS Report OR the VMS OEM should have at least one successful installation with over 9000 Cameras & 300 video servers in a single application server in High Availability mode in Government/Private customer with no Poor Service /Non Performance in any Govt Entity/PSUs etc. in India.	Tender terms shall prevail.
18 44	2.19.5 FRS OEM	The FRS OEM should have supplied at least 500 no. of devices in India, through a single order, during last 3	The FRS OEM should have supplied at least sufficient no of devices with Work Completion & Working Successfully globally/India. Also consider Face Algorithm & Hardware from same oem.	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		years from the date of publication of the tender.	Apart this also have Sales & Support Office Directly Operating in India(No Joint venture/Distributorship) for proper support & services.	
18 45	3.6 Prices	The rates and prices quoted by the bidder shall be fixed for the duration of the contract and shall not be subjected to adjustment.	As per VC dated 18.12.2020.Please clarify if the Taxes or Cess etc raised by State / Union Government will be paid by the High Court	Please refer to Sr. No. 1028 in this regard.
18 46	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	MPHC has decided to implement a solution for recording, live-streaming, archiving, its retrieval based on video-on-demand through MPHC website and integration with MPHC's CIS (Case Information System) of audio-visual content (video, synchronised audio & VC content) associated with courtroom proceedings.	Integration is only required to be done for VC & CIS by any means Hardware /software but we request to define complete scope of Integration ?	It is clearly defined in the tender document.
18 47	g.	Bidders are required to submit a statement indicating Country of Origin (CoO) for servers,	Country of Origin & country of Manufacturing are two different scenarios need to be clarified? For Example: APPLE; Product whose COO is in USA. But	Both Country of Origin & Country of Manufacturing shall be treated as the same.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		switches, cameras, monitors, storage, networking hardware along with the technical bid. The same shall be verified (at any stage of the evaluation process) with the certificate of Country of Origin required to be submitted at the time of supply as well as with the certificates submitted by the OEM for obtaining Indian (BIS) Standards.	manufactured/Assembled in Disputed Countries sharing land border with us. Is these goods are acceptable to department? For Cameras, NetworkingDevice, Datacenter equipments	
18 48	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Each camera shall provide separate user-program mable streams for local monitoring (Full resolution, 25FPS, H.265), recording (Full HD resolution, 15 FPS, H.265) monitoring at District Court (HD Resolution, 15 FPS, H.265),	We request you to kindly consider the Monitoring at District Court & Recording at CCC JBP at same resolution i.e. HD ,12FPS,H.265 Sending data of same camera multiple times will increase the bandwidth Requirement as well as streaming server requirement for optimized solution we request you to at Civil Court , District Court & JBP CCC end. For Civil Courtjobat,alirajpur Cameras Qty 44 minimum Bandwidth required at 12FPS @HD For sending stream to Jabalpur will be	Tender terms shall prevail.



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Sr. No	Bid Clause	Bid Condition	Query	MPHC Response
		monitoring & recording at CCC, Jabalpur (HD Resolution, 12 FPS, H.265). All the cameras shall have in-built recording on SD card for recording & subsequently synchronizing of the (7-days) video with the local as well as remote recording setups in the event of network outage	<p>approx 29.5 Mbps Also as per RFP Selected Cameras will be viewed in District Court. Viewing 10% Cameras camera at DC i.e. 4 with HD@15FPS stream will require additional 3.3 Mbps =Total 33Mbps Also as per 5.1.2.8 Network Connectivity Point 4 CR Connected to District Court @ 10 MBPS.</p> <p>Hence Request you to kindly clarify is 10Megabyte(MBPS)leased Line or it is 10 Megabits(Mbps) Also Request you to ask Same stream 12FPS @HD for JBPCCC & DC Monitoring.</p>	
18 49	5.1.2.14 Live Streaming & Archiving of Courtroom Proceedings	Total Archival Storage Requirement for 5 Years at Jabalpur DC 15PB	Total Archival Storage Requirement for 5 Years at Jabalpur DC 15PB is it Fixed minimum storage need to be provided to the department or we can optimize the same. Kindly clarify the same.?	It is the indicative. Bidders are advised to propose the exact quantity based on its own design/ solution, please note.

**Annexure I - Technical Specifications
AUTOMATIC NUMBER PLATE RECOGNITION SYSTEM**

Sr. No.	Description
1.	Vehicle Detection and Video Capture Module
a)	The System should automatically detect a vehicle in the camera view using video detection and activate license plate recognition.
2.	License Plate Detection
a)	The System shall automatically detect the license plate in the captured video feed in real-



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	time.
b)	The system shall perform OCR (optical character recognition) of the license plate characters (English alpha-numeric characters in standard fonts).
c)	The System shall store JPEG image of vehicle and license plate and enter the license plate number into an SQL database along with date time stamp and site location details.
d)	System should be able to detect and recognize the English alpha numeric License plate in standard fonts and formats of all vehicles including cars, HCV, and LCV. In case of a non-standard number plate, the system shall register the image and allow the operator (with a rule based, authenticated and commented exception) to manually enter the number plate details. The system should identify the non-standard number plates automatically to provide an alert and enable an auto generation of challan.
e)	The system shall be robust to variation in License Plates in terms of font, size, contrast and color and should work with good accuracy.
3.	The system shall work with the same effectiveness in both day and night mode
4.	Color Detection
a)	The system shall detect the color of all vehicles in the camera view during daytime and label them as per the predefined list of configured system colors. The system will store the color information of each vehicle along with the license plate for each transaction in the database.
b)	The system shall have options to search historical records for post event analysis by the vehicle color or the vehicle color with license plate and date time combinations.
5.	Vehicle Log
a)	The system shall enable easy and quick retrieval of snapshots, video and other data for post incident analysis and investigations.
b)	The system should provide advanced and smart searching facility of License Plates from the database. There should be an option of searching number plates almost matching with the specific number entered (up to 1 and 2 character distance).
6.	Vehicle Classification module
a)	System should be able to classify the vehicle into LMV, HMV and 2-wheelers.
7.	The system should have reading accuracy of at least 80% on vehicles including 2 & 4 wheelers which are visible by human eye for English alphanumeric number plates excluding cursive fonts.
8.	System should be easily integrable to vehicle databases like VAHAAN, State RTO database etc.
9.	System should be able to detect Wrong Direction Vehicle Movement in the ANPR camera view and also read the number plate using ANPR technology.

The ANPR system shall be provided with the associated edge processor mounted in a junction box & inductive loop and capable to withstand external harsh conditions.



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Alarm Call Point (Panic Switch)

Features	Minimum Specifications
Voltage	6/12V DC
Housing	Surface Mount
Indicator	Bicolor LED (latching)
Relay Output	SPDT

General Instructions / Clarifications:-

1. This Corrigendum / clarification shall now be a part of the main tender document and shall be submitted duly stamped and signed along-with the tender.
2. Section 2.18.1 of Part I of the tender document shall be read as “The bidder should be in the business of implementing electronic security systems / ICT solutions for at least seven years as on 31st December, 2020”.
3. The definition of Similar Work in Section 2.18.4 of Part-I of the tender document shall be read as “Similar work” is defined as the supply, installation and commissioning of an Integrated Video Surveillance System or Wide Area Networking System or ICT System, carried out within seven years from 31st December, 2020.
4. Section 2.18.4 of Part-I of the tender document shall be read as “The bidder should have experience of executing projects for the implementation of Video Surveillance System of cumulative value of minimum Rs. 50.40 Crore or more (*maximum 3 projects / work done shall be considered*) during last 5 years from 31st December, 2020”.
5. Bidders are advised to follow & submit duly filled check-list provided in the attached “Annexure-2” for submission of documents in the technical bids. Also, the format for detailing makes & models of various components, attached as “Annexure-3”, should be used (*duly filled format to be submitted*) for providing the details, please note.

Annexure-2 - Check-list of Documents (*Technical Bid*)

Tender Ref. No.	Document Name	Submitted (Yes/ No)	Page No.
2.18.1	Purchase orders / completion Certificates/performance Certificates with details of electronic security systems / solutions.		
2.18.2	Audited balance sheets and profit and loss accounts shall be submitted for the corresponding three years duly certified by statutory auditor.		



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2.18.3	Audited balance sheets and profit and loss accounts shall be submitted for the corresponding year.		
2.18.4	Purchase orders & work completion certificates with all details clearly mentioned		
2.18.5	Purchase orders & work completion certificates with all details clearly mentioned		
2.18.6	A declaration, duly certified by an auditor.		
2.18.7	The details for administrative & service infrastructure, as a part of a declaration duly certified by an auditor. Valid GST registrations for the respective offices, along with the details of the project & support staff. OR A declaration that the bidder shall open office within 30 days of issue of work order.		
7.2	Form: PQ-1 - Techno-commercial Bid		
7.3	Form: PQ-1 –BIDDER’S ANNUAL TURNOVER		
7.4	Form: PQ-2 - SIMILAR WORK EXPERIENCE		
7.5	Compliance to Technical Specifications		
7.6	DEVIATION STATEMENT FORMAT		
7.7	PART – I - BID FORM (1 sheet)		
7.8	Bidder's Technical Proposal		
7.11	BIDDER INFORMATION SHEET		
7.12	PROVEN TRACK RECORD		
7.12.1	Camera OEM		
7.12.2	C4i OEM		
7.12.2	VMS OEM		
7.12.3	Networking Equipment (Other than Industrial)		
7.12.4	Networking Equipment (Industrial)		
7.12.5	IT Hardware		
7.14	MANUFACTURERS AUTHORISATION FORM		
7.14.1	Command & Control Application (C4i)		
7.14.1	VMS		



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7.14.1	VAS		
7.14.2	Server, Storage & Workstation OEM,		
7.14.3	ACS		
7.14.4	Camera OEM		
7.14.5	Active Networking,		
7.14.6	DFMD		
7.14.7	Courtroom Microphones		
7.14.8	Courtroom Audio Recording System		
7.14.9	Archival System		
7.15	BIDDERS UNDERTAKING		
7.16	DECLARATION ON BLACKLISTING		
7.17	SOLUTION ASSURANCE CERTIFICATE		
7.19	BIDDER'S UNDERTAKING FOR IDE		
7.20	BIDDER'S UNDERTAKING FOR COUNTRY OF ORIGIN (COO)		
7.20.1	Video Surveillance Cameras		
7.20.2	Servers, Workstations Storage System		
7.20.3	Monitors/ Video Wall		
7.20.4	Networking Switches		
7.21	BIDDER'S UNDERTAKING FOR EXPORT OF EVIDENCE		
7.22	CERTIFICATE FOR SERVICE SUPPORT		
7.23	RESPONSIBILITY CHART		
7.24	COMPLIANCE STATEMENT FROM OEMS		
7.25	COMPLIANCE STATEMENT FROM BIDDER		
7.26	LIST OF DEVIATIONS		
7.27	TECHNICAL COMPLIANCE		
8	SECTION VII – Certificates		
5.1.2.6	Rationale, vetted by the camera OEM, for the storage calculations.		
5.2	Compliance to Technical Specifications		
Corrigendum	Tender Document & Corrigendum – duly		



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2	stamped & signed		
5.2.28	Site-wise UPS & Power Calculations		
5.2.28	Site-wise Storage Calculations (Vetted by OEM)		
Sr. No. 14 Corrigendum 2	Bandwidth Calculation (Streaming)		
Sr. No. 25 Corrigendum 2	Bandwidth Calculation (All sites)		
Sr. No. 1095 Corrigendum 2	BIS Certificates (Cameras, Networking Equipment, Servers, Archival System, Workstations & Monitors) as per guidelines		
Sr. No. 983 Corrigendum 2	Evidence establishing third-party pre-integrated sub-systems in the form of list of completed projects.		

Note: Bidder may use additional sheet, if required .

NOTE:-

1. The preference shall be given to Make in India products, meeting out the quality and all technical specifications/ standards and parameters as per the tender documents and Proof of Concept (POC).
2. The specifications mentioned in tender document are minimum and the vendor may quote equivalent or higher specifications for the articles in the tender document.
3. All the pages of the bids and Annexure's are to be sealed and signed by the authorized officers of the company / vendor.
4. The bidder has to quote only 01 product of single make / brand at a time and not multiple brands for same item.
5. The Original equipment manufacturer (OEM) may authorize more than one partner for participation in the bid.
6. Back-to-Back support letter is to be submitted by OEM regarding support of the quoted products.
7. The High Court of Madhya Pradesh has full rights to accept or reject any bid, without assigning any reason.
8. The High Court of Madhya Pradesh have right to alter the scope of work as per the requirement.



HIGH COURT OF MADHYA PRADESH

PRINCIPAL SEAT – JABALPUR

No. Reg(IT)(SA)/2021/196 Jabalpur, Dated:-10-02-2021

9. All Prospective bidders are requested to submit the bid with all relevant documents and product brochures / catalogues in sequenced manner.
10. If any variations in specifications then please mention the same in compliance sheet.
11. The above clarifications are for all the prospective bidders' for tender reference and necessary action.
12. On introduction of new levy / taxes / duties the rate / price of items shall be changed in same proportionate.
13. The decision of the High Court in selection / finalization of items / products shall be final and no objection in this regard shall be entertained.
14. All future clarification / corrigendum shall be made available in the official website of the High Court.
15. The date of online tender submission is extended to 25th February, 2021 before 06:00 P.M. (**mandatory**); hardcopy of tender submission is 26th February, 2021 before 05:00 P.M. (**mandatory**) and opening of technical bids is 27th February, 2021 at 11:00 A.M.

Sd/-

REGISTRAR GENERAL