

Reply to prebid queries held on 30.06.2023.**Reference:**

1. E-tender No.: RailTel/Tender/OT/NR/NTP/2023-24/VSS/04 Dated: 23.06.2023.

2.IREPS e-tender notice no.: RCIL-VSS-NR-04, dated 23.06.2023

3.Name Of Work:“Supply, Installation, Testing, Commissioning, Integration with Existing VSS Infra, Operation and Maintenance of IP based Video Surveillance System (VSS) at Railway Stations under Northern Region of RailTel for and on

Pre-Bid responses to the queries raised during Prebid meeting are as under-

Sr No	Page No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Clause Description	Bidders Query	Bidders Justification	RailTel Remarks
1	100	4	Clause 4.A.22 'Earnest Money Deposit (EMD)/ Bid Security		In case of cameras, different OEM are permitted only for different sensor size. Bidder has to offer only single make and model against each SOR Item other than Cameras. Offers without particulars of Make & Model or multiple OEMs of same item are liable to REJECTED.	The tenderer (or lead bidder in case of Consortium/JV) shall furnish amount mentioned in Open E-Tender Notice (Page no. 2 of Tender document) as Earnest Money Deposit (EMD)/Bid Security online through IREPS tendering Portal only.	It is requested to allow submission of Bid Securing Declaration for CPSEs OR Please allow to submit EMD in form of Bank Guarantee	The bidder is allowed to submit EMD in form of BG on IREPS portal. Please see Corrigendum-I
2	216	8	8.3.B.xiii	-		- Please explain this term "Should have AC power supply arrangement as given below in chassis without any external adaptors with redundant power supply (RPS): AC power supply 100 to 240 V AC with 50 to 60 Hz "	Generally, It is advisable to have external power supply for RPS, Hence requesting you to modify the clause to allow external power cable/adaptor.	It will be as per RDSO specification.
3	216	8	8.3.B.xiii	-		Term : Should support ITU-T G.8032 Ethernet Ring protection for Loop Protection and fast convergence time (Sub 50 ms) in ring topologies/ IEEE 802.1W RSTP for Sub Second failover. Industry Standard IEEE 802.1W RSTP is standard for Ring /STP topology	ITU-T G.8032 is an ERPS Protocol. Please elaborate whether the said specification is providing an option of RSTP over ERPS?	It will be as per RDSO specification.
4	216	8	8.3.B.xiv	-		- Please explain this term "Should have AC power supply arrangement as given below in chassis without any external adaptors with redundant power supply (RPS): AC power supply 100 to 240 V AC with 50 to 60 Hz "	Generally, It is advisable to have external power supply for RPS, Hence requesting you to modify the clause to allow external power cable/adaptor.	It will be as per RDSO specification.
5	217	8	8.3.B.xii	-		Switch Should Support 8 10/100 BASE-T PoE and 2 SFP 1000 Mbps Uplink ports	100 Mbps port speed is very low and it is not future proof. Please make it 8x10/100/1000 Base-T PoE	It will be as per RDSO specification.
6	217	8	8.3.B.xii	-		Switch Should Support Security Features like Broadcast/Multicast/Unicast Storm Control, Traffic segmentation, TLS, DoS attack prevention, 802.1X Port- based Access Control , Port Security, ARP Spoofing Prevention, DHCP Server Screening, IP-MAC-Port Binding, ARP Inspection, DHCP Snooping, 802.1X Authentication local/RADIUS database (IPv4 & IPv6), port-based access control.	DHCP server screening is restricting the participation of few OEMs, Hence requesting you to modify the clause as DHCP server screening or equivalent.	It will be as per RDSO specification.
7	78	CHAPTER-4	4.A.14 Qualification Criteria		The Bidder must have successfully completed or substantially completed any of the following during last 07 (seven) years, ending last day of month previous to the date in which tender is invited.	Please confirm on-going work order which is 80% completed is also allow for experience criteria.		Ongoing work which are 80% or more (value wise) completed are eligible as per the terms and conditions mentioned in the Tender.
8	228	CHAPTER-8	8.3.6.3 Service		xv. Tool should provide development environment where more Content/Reports can be created and data sources such as — Generic .csv files, and, — Databases supporting JDBC. Should also be included to pull data and create reports from such data	We understand that Databases like supporting JDBC is not generic requirement, some OEM support other 3rd party open source databases like Postgre, MySQL etc. to provide custom reporting. Please confirm whether our understanding is correct.	We understand that Databases like supporting JDBC is not generic requirement, some OEM support other 3rd party open source databases like Postgre, MySQL etc. to provide custom reporting. Hence, we request you to kindly make it more generic by amending the clause as any 3rd party database can be utilized by OEM to provide custom reporting	Please refer Corrigendum-I

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9	228	CHAPTER-8	8.3.6.4 Network Automation	iv. Recording every access to a device including not only scripted and automated access, but a full keystroke log. Who made what change, the reason for the change and associated ticket number must be captured.		We understand that recording of full keystroke log of the devices & users shall be in the scope of AAA/AD/LDAP services where such keystrokes can be logged. EMS can be integrated with such 3rd party platforms to record such keystrokes. Kindly confirm whether our understanding is correct.	Such recording of detailed keystrokes log of the devices & users will be captured & maintained by 3rd party applications such as AAA/AD/LDAP etc. To include such functionality in NMS/EMS will give undue advantage to specific OEMs who have built their EMS solution around such services. We request you to kindly dilute such functionality or make it more generic to allow 3rd party integrations to achieve the required functionality.	It will be as per Tender document.
10	229	CHAPTER-8	8.3.6.4 Network Automation	x. Deploy and monitor operating system images from a centralized network management system. Create a repository, and synchronize all device software images across your enterprise network.		We understand that deploy & monitor operating system images from a centralized network management system means that the operating system images of network devices. Kindly confirm whether our understanding is correct.	Understanding is needed based on query section.	It will be as per Tender document.
11	229	CHAPTER-8	8.3.6.4 Network Automation	xi. Enforce change processes in real time. Model complex approval processes with flexible rules. Force approvals for changes, including changes made by a direct command line interface (CLI) session.		We understand that "Enforcing changes approval process including changes made by a direct command line interface (CLI) session" shall be in the scope of AAA/AD/LDAP services where such approval changes can be logged. EMS can be integrated with such 3rd party platforms to record such incidents. Kindly confirm whether our understanding is correct.	Understanding is needed based on query section.	It will be as per Tender document.
12	229	CHAPTER-8	8.3.6.5 Service Management (Help Desk) and SLA Management	i. The proposed Helpdesk tool should be Axelos Gold level/Pink Elephant/Service certified on at least 2 ITIL 2011 processes and complying at least 11 (undertaking on OEM's letter head to be submitted) of all the ITIL processes that are implemented for at least three IT organizations: Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfillment etc. The certification copy to be submitted.		The NMS system should have an integrated with ITSM tool from the same OEM. OEM of EMS/NMS software application should have CMMI Level 3 certification. OEM shall facilitate the validation of CMMI L3 Certificate from CMMI Institute i.e., https://cmmiinstitute.com/pars/?StateId=19e5a075-0d0b-4bd6-95f5-0e60c80e386e NMS software application should have qualified Security verification certificate by STQC (Ministry of Electronics & Information Technology) or any other Government agency from the list of CERT-IN empanelled Information Security Auditing organization for testing and issuing the certificate /clearance.	Since PinkVerify certificate is asked in the tender & connecting ITSM tool with NMS & making it available from same OEM restricts other Make in India OEMs to participate. PinkVerify certificate is a foreign certificate which is under restrictive criteria as per GOI - MII Policy. As a part of "Make in India" initiative, MoUD has advised that restrictive clauses that work against the Indian companies should be modified or removed. Such conditions include - requirement of foreign certifications such as ITIL gold/Pink Verify etc. (Refer enclosed GoI policy). Moreover, PinkVerify is no more doing this certificate, this info can be validated in the article published on 15th May 2023 where PeopleCert ends partnership with Pink Elephant. Article link: https://www.businesswire.com/news/home/20230517005620/en/Goodbye-ITIL%C2%AE%E2%80%93-PeopleCert-Ends-Partnership-with-Pink-Elephant We request that a level playing field must be provided to Indian Start-up, MSME companies to participate in the Government projects without requirement to foreign certification. Hence, we request you to kindly amend the clause as	It will be as per Tender document. Axelos Gold level/Pink Elephant/ITIL certifications provide only broader framework for effective implementation of EMS software and any company including domestic OEMs can get these certifications. It is pointed out that CMMI certification is also issued by USA based institute. Please refer Clause -XIII(c) under SOR, Chapter-2, for which specifies security audit of complete solution offered by the Bidder (including EMS application) at the time of implementation.
13	229	CHAPTER-8	8.3.6.5 Service Management (Help Desk) and SLA Management	iii. The CMDB should provide visualization (graphical view) as well as support federation (seamlessly federates information from other distributed data sources), reconciliation and synchronization.		Clause mentioning "Support federation (seamlessly federates information from other distributed data sources), reconciliation and synchronization." is OEM specific clause & only give undue advantage to specific set of OEMs. Hence, requesting you to dilute the clause for wider participation.	OEM specific clause.	The requirement of support federation (seamlessly federates information from other distributed data sources) is a generic requirement and OEM can meet the requirement through suitable solution.
14	44	Layer 2 Switches (24 ports)	14.0	The Switch Should have: a. 24 x 10/100/1000 BASE-T PoE ports • 4 x 1G (minimum) SFP+ ports with minimum PoE Power Budget of 370W or better. or b. Non-PoE 24 x 10/100/1000 BASE-T ports • 4 x 1G (minimum) SFP+ ports		Please clarify, Type of Switch required for bid, 24 port PoE Switch or 24 port Non PoE Switch		Please refer Page 217, Clause 8.3, B (xiv) of Tender document which mentions that Non-PoE, 24 x 10/100/1000 BASE-T ports • 4x 1G (minimum) SFP+ ports are required.

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15	97	Security Considerations & Security Agreement	4.A.1.8		The directives issued from time to time by the Department of Telecommunications(DoT), Ministry of Communications and IT or any other Ministry of Govt. of India on security considerations shall be applicable to the present tender.	Ref: Circular issued by Department of Telecommunication.	OEM or equipment/software of the same series/family from the same OEM should have registered under Trusted Source Certificate from NSCS (National Security Council Secretariat)/ Trusted Telecom Portal for tendered item	It will be as per Tender document.
16	97	Security Considerations & Security Agreement	4.A.1.8		The directives issued from time to time by the Department of Telecommunications(DoT), Ministry of Communications and IT or any other Ministry of Govt. of India on security considerations shall be applicable to the present tender.	As per circular, Government of India, vide Gazette Notification G.S.R. 1131(E) Dated 5th September 2017, mandated that every telecom equipment shall undergo mandatory testing and certification prior to its sale/import	OEM or equipment/software of the same series/family from the same OEM should have valid Mandatory Testing and Certification of Telecommunication Equipment.	It will be as per Tender document.
17	229	CHAPTER-8	8.3.6.5 Service Management (Help Desk) and SLA Management		i. The proposed Helpdesk tool should be Axelos Gold level/Pink Elephant/Service certified on at least 2 ITIL 2011 processes and complying at least 11 (undertaking on OEM's letter head to be submitted)of all the ITIL processes that are implemented for at least three IT organizations: Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfillment etc. The certification copy to be submitted.	The potential restriction posed by the inclusion of a PinkVerify certificate and the requirement for integrating the ITSM tool and NMS from the same OEM in the tender has raised concerns regarding the participation of other Make in India OEMs. It is worth noting that the PinkVerify certificate, a foreign certification, falls within the restrictive criteria outlined by the Government of India's Make in India (MII) policy. The Ministry of Urban Development (MoUD) has emphasized the need to modify or remove restrictive clauses that disadvantage Indian companies. These conditions encompass foreign certifications like ITIL gold/PinkVerify, which can impede the involvement of Indian startups and MSME companies in government projects. Given these considerations, we kindly request an amendment to the clause mentioned in the query section to ensure a level playing field and equal opportunities for quality OEM participation, in alignment with the principles of the Make in India	The potential restriction posed by the inclusion of a PinkVerify certificate and the requirement for integrating the ITSM tool and NMS from the same OEM in the tender has raised concerns regarding the participation of other Make in India OEMs. It is worth noting that the PinkVerify certificate, a foreign certification, falls within the restrictive criteria outlined by the Government of India's Make in India (MII) policy. The Ministry of Urban Development (MoUD) has emphasized the need to modify or remove restrictive clauses that disadvantage Indian companies. These conditions encompass foreign certifications like ITIL gold/PinkVerify, which can impede the involvement of Indian startups and MSME companies in government projects. Given these considerations, we kindly request an amendment to the clause mentioned in the query section to ensure a level playing field and equal opportunities for quality OEM participation, in alignment with the principles of the Make in India initiative.	It will be as per Tender document.
18	65	CHAPTER 4	4.A.5.1 Payment Terms for Supply Items:		4.A.5.1.1 For hardware supply items, payments will be made on the basis of stations covered under RPF Thana/Post each Separately for the material supplied in stages for various items supplied. Made on issue of PAC of the last cluster of station of RPF Thana/Post where site was available for CCTV at stations as per the decision of Executive Director/ Regional General Manager of the region.5% on issue of FAC and remaining 5% after completion of warranty period after deduction of penalty, if any, as per clause 4.A.2.4 and 4.A.8. readiness or as per the decision of Executive Director/Regional General Manager of the region.Will be made on issue of PAC of the last RPF Thana/Post for CCTV at stations, each separately.5% on issue of FAC and remaining 5% after completion of warranty period after deduction of penalty, if any, as per clause 4.A.2.4 and 4.A.8. readiness or as per the decision of Executive Director/Regional General Manager of the region. Will be made on issue of PAC of the last RPF Thana/Post for CCTV at stations, each separately.5% on issue of FAC and remaining 5% after completion of warranty period after deduction of penalty, if any, as per clause 4.A.2.4 and 4.A.8. For spares 15% will be made after issue of PAC of the first RPF Thana/Post for CCTV at stations, 5% on issue of FAC and remaining 5% payment after completion of warranty period. 4.A.5.1.2 For software items, payment will be made for the software/ licenses supplied in stages for various items supplied. a) 40% payment of the items would be made on receipt of software/ licenses by the consignee duly inspected and on submission of the documents as mentioned in para 4.A.5.1.1 above. b) 25% payment of the value of items of Schedule – A shall be made by RailTel on installation & commissioning of stations/sites including at the concerned RPF Thana/Post of the cluster for CCTV at stations. c) 25% payment on issue of Provisional Acceptance Certificate (PAC). d) 5% payment on issue of Final Acceptance Certificate (FAC) after deduction of penalty, if any, as per clause 4.A.2.4 and 4.A.8. e) Remaining 5% payment shall be made by RailTel on successful completion of Warranty Period after deduction of penalty, if any, as per clause 4.A.2.4 and 4.A.8. 4.A.5.1.2.1 (25% + 25%) payment of value of software items of Schedule – A which could not be installed for want of site a) 75% payment of the items would be made on receipt and acceptance	Since the project is mainly of CAPEX. Therefore request to please change payment terms as below : and stations being recorded at that particular RPF Thana/ Chowki) c) 5% payment on issue of Final Acceptance Certificate (FAC) after deduction of penalty, if any, as per clause 4.A.2.4 and 4.A.8. a) 90% payment of items would be made on receipt and acceptance of material by the consignee duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract: i) Tax Invoice ii) Delivery Challan iii) Packing list. iv) Factory Test Report. v) Consignee receipt vi) Warranty certificate of OEM vii) Insurance certificate for transit insurance viii) Contractor's All Risk Insurance Policy (refer clause 4.A.10) ix) Inspection certificate (refer clause 3.D.1/3.D.3) x) A certificate duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification or RDSO inspection certificate wherever applicable. b) 5% payment of the value of items of Schedule – A shall be made by RailTel on issue of Provisional Acceptance Certificate (PAC)for concerned cluster station of RPF Thana/Post (including station where RPF/Thana/Post is located		It will be as per Tender document.

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19	70	CHAPTER 4	4.A.6 Performance Bank Guarantee (Security Deposit)	The successful bidder has to furnish security deposit in the form of Performance Bank guarantee @10% for issued PO/ LOA value, the same should be submitted within 30 days of issue of LOA/PO, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO.				Query not clear
20	65	CHAPTER 4	4.A.4 Phase-wise Delivery/Implementation timelines Phase-wise Delivery/Implementation timelines Phase-wise Delivery/Implementation timelines			As you aware that there is a gap between demand & supply & shortage of RAW materials therefore request you to kindly change/amend the Delivery & Rollout Schedule Terms as below. Considering the timelines from various OEMs, please change this clause to D+9 months		It will be as per Tender document.
21	78	CHAPTER 4	4.A.14.1 (Technical Capability)	The Bidder must have successfully completed or substantially completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited:		Kindly consider "The Bidder/ it's subsidiary must have successfully completed or substantially completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited:	This will allow the wider participation of tender.	It will be as per Tender document.
22	224	Chapter-8	Telecom Rack	8.3.5.2- Dimension-As per requirement		Kindly clarify the dimension of 42U Rack to propose against this bid.		Dimension of Rack will be as per the VSS solution offered by the bidder.
23	224	Chapter-8	Fiber Management System (FMS) (12/24 Fiber)	8.3.3.-The FMS should be of Suitable TEC Specifications for Outdoor applications		Please clarify the requirement of FMS whether it is Wall mount or Rack Mount. As per clause FMS should be of suitable TEC specification for outdoor application so please confirm if it FDMS if yes please confirm type (Type-I,Type-II,Type-III)		It will be as per the VSS solution offered by the bidder, conforming to suitable TEC specification for outdoor application.
24	149	Chapter-6	Form-7 OEM Undertaking	New Point "Security Verification Certificate"		Bidders to ensure that the Camera OEM have obtained the Security Verification Certificate as per the clause 3.9 and/or as per relevant clause of the each item as applicable as per RDSO Specification RDSO/SPN/TC/65/2021 Version 6.0 bids submitted without security audit certification shall be rejected	The bidders in past have quoted CCTV which Railtel has cleared in POC over a year ago. But the CCTV have not cleared the security audit by Cert-in approved labs till date. Some companies have been unable to obtain this certification since over 2 years now. Due to this not a single Railway Station has been commissioned for VSS by the Western Region of Railtel. Bidders need to check the certification of security audit for CCTV before bidding for the tender.	It will be as per Tender document.
25	23	Chapter-2	SOR NOTE (XIII (b))	New Point		The Type Test Certificate issued by RDSO for all types of cameras offered, should be submitted along with the bid. Bids submitted without the Type Test Certification of each type of camera would be rejected.	This is the only way for both the bidders and Railtel to ensure that RDSO compliant CCTV are quoted in the bid.	It will be as per Tender document.
26	66	SECTION-I CHAPTER 4	4.A.4 Phase-wise Delivery/Implementation timelines	II. Completion of Installation, Testing and Commissioning of VSS at all stations (This Timeline is binding on the Bidder: D+6M		Below is the suggested clause II. Completion of Installation, Testing and Commissioning of VSS at all stations (This Timeline is binding on the Bidder: For Deliveries: D+1-2M Project completion: 3-4M	Since, surveillance is a mission critical application and in interest, to save time of the delivery and completion of the precious project. We request to amend the delivery timelines as requested. Kindly confirm.	It will be as per Tender Document.

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27	31	SECTION-1 CHAPTER 3	3.A.1.4 Scope of Work	iv) Supply of complete hardware components for the proposed solution (cameras, Servers/Workstations/NVR, storage systems, PC workstations, LFD, manageable switches etc.) including AMC and Warranty		Below is the suggested clause Supply of complete hardware components (Only RDSO approved) for the proposed solution (cameras, Servers/ Workstations/NVR, storage systems, PC workstations, LFD, manageable switches etc.) including AMC and Warranty RDSO Inspection certificates of the products need to be submitted as a proof along with the bid submission	Since, surveillance is a mission critical application and In intreset, to save time of the delivery and completion of the pretigious project. We request to amend the delivery timelines as requested. Kindly confirm.	It will be as per Tender Document.
28	33	SECTION-1 CHAPTER 3	3.A.1.5 Quality Assurance Programme and Implementation Methodology	New addition		Below is the suggested clause All the certificates as required in rdso specifications need to be submitted along with the bid submission	In order to maintain the quality assurance of the network. Certification like EMI/EMC/Safety have critical roles. We request to present the certification at the time of bidding to avoid any EMI/EMC & Safety related issues in network. Also, surveillance is a mission critical application and In intreset, to save time of the delivery and completion of the pretigious project. We request to amend the delivery timelines as requested. Kindly confirm.	It will be as per Tender Document.
29	48	Chapter 3, C. ENTERPRISE MANAGEMENT SYSTEM	3.C.2 Enterprise Management System (EMS)	3.C.2.2		Server/workstation Change, Provisioning & Configuration	Server provisioning & configuration is general scope of bidder. Request you to remove this point from EMS and put it under general scope of work. Instead you can put " Network Change, Provisioning & Configuration " which is already asked under Network Automation section.	It will be as per Tender document.
30	227	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.3 Service Level Reporter	2		Should provide reports that can prove IT service quality levels, such as application response times and server/workstation resource consumption	Application monitoring is not part of the solution so application response time is not applicable here. Request you to modify the clause as " Should provide reports that can prove IT service quality levels, such as network device latency and server/workstation resource consumption "	It will be as per Tender Document.
31	230	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.5 Service Management (Help Desk) and SLA Management	9		The product must monitor SLAs against Service, Problem, and Change Management	As per standards having SLA on Problem is not recommended as agents need to do RCA. Request you to rephrase it as " The product must monitor SLAs against Service, Incident, and Change Management. "	It will be as per Tender Document.
32	233	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.9 Asset Management	2		AM should provide a built-in workflow to suggest to the software asset managers in user organization that they should request more licenses or remove installed software that is not in use or assign rights to others users rather than procuring more licenses.	Request you to rephrase it as following to make it more generic " AM should provide a built-in dashboard to suggest to the software asset managers in user organization that they should request more licenses or remove installed software that is not in use or assign rights to others users rather than procuring more licenses. "	It will be as per Tender Document.
33	233	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.9 Asset Management	3		AM will directly alert users whenever a software installation exceeds the purchased volume. AM will also automatically ensure that no additional users are able to subscribe to that software until additional licenses are made available.	Controlling the users is not best practice as it requires AM tool to have admin privileges of the asset. Request you to rephrase it as " AM will directly alert users whenever a software installation exceeds the purchased volume. AM will also alert the user whenver that software is installed until additional licenses are made available. "	It will be as per Tender Document.
34	233	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.9 Asset Management	6		Should be able to recover software licenses when hardware is retired, returned (for leases).	This feature completely depends on Software OEM whether they allow recovery or not of their licenses. Request you to rephrase it as " Should be able to recover software licenses when hardware is retired, returned (for leases), if the software OEM supports recovery. "	It will be as per Tender Document.

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35	234	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.10 Service Management (Help Desk) and SLA Management under Enterprise Management System(EMS)			Offered system must have mobile web interface (with screen adaptation and notification) or App for field engineers for Work Order Issuance, ERT & resolution. Solution should provide a Framework to create SLA Templates.	Mobile App is necessary for field users to work. It is very hard and complex to navigate websites on Mobile browser. Request you to rephrase it as " Offered system must have mobile web interface (with screen adaptation and notification) and Mobile App (IOS & Android) for field engineers for Work Order Issuance, ERT & resolution. Solution should provide a Framework to create SLA Templates. "	It will be as per Tender Document.
36	227	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.3 Service Level Reporter	2		Should provide reports that can prove IT service quality levels, such as application response times and server/workstation resource consumption	Application monitoring is not part of the solution so application response time is not applicable here. Request you to modify the clause as " Should provide reports that can prove IT service quality levels, such as network device latency and server/workstation resource consumption "	It will be as per Tender document.
37	230	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.5 Service Management (Help Desk) and SLA Management	9		The product must monitor SLAs against Service, Problem, and Change Management	As per standards having SLA on Problem is not recommended as agents need to do RCA. Request you to rephrase it as " The product must monitor SLAs against Service, Incident, and Change Management. "	It will be as per Tender document.
38	233	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.9 Asset Management	2		AM should provide a built-in workflow to suggest to the software asset managers in user organization that they should request more licenses or remove installed software that is not in use or assign rights to others users rather than procuring more licenses.	Request you to rephrase it as following to make it more generic " AM should provide a built-in dashboard to suggest to the software asset managers in user organization that they should request more licenses or remove installed software that is not in use or assign rights to others users rather than procuring more licenses. "	It will be as per Tender document.
39	233	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.9 Asset Management	3		AM will directly alert users whenever a software installation exceeds the purchased volume. AM will also automatically ensure that no additional users are able to subscribe to that software until additional licenses are made available.	Controlling the users is not best practice as it requires AM tool to have admin privileges of the asset. Request you to rephrase it as " AM will directly alert users whenever a software installation exceeds the purchased volume. AM will also alert the user whenever that software is installed until additional licenses are made available. "	It will be as per Tender document.
40	233	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.9 Asset Management	6		Should be able to recover software licenses when hardware is retired, returned (for leases).	This feature completely depends on Software OEM whether they allow recovery or not of their licenses. Request you to rephrase it as " Should be able to recover software licenses when hardware is retired, returned (for leases), if the software OEM supports recovery. "	It will be as per Tender document.
41	234	Chapter 8, 8.3.6 Enterprise Management System (EMS)	8.3.6.10 Service Management (Help Desk) and SLA Management under Enterprise Management System(EMS)			Offered system must have mobile web interface (with screen adaptation and notification) or App for field engineers for Work Order Issuance, ERT & resolution. Solution should provide a Framework to create SLA Templates.	Mobile App is necessary for field users to work. It is very hard and complex to navigate websites on Mobile browser. Request you to rephrase it as " Offered system must have mobile web interface (with screen adaptation and notification) and Mobile App (IOS & Android) for field engineers for Work Order Issuance, ERT & resolution. Solution should provide a Framework to create SLA Templates. "	It will be as per Tender document.

Sr No	Page No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Clause Description	Bidders Query	Bidders Justification	RailTel Remarks
42					Clarification	With reference to clause no. 18.6.9, 18.6.18, 18.6.18.3 of RDSO specification no. RDSO/SPN/TC/65/2021, kindly confirm if additionally to the RPF VMS supply, are bidders supposed to supply additional VMS Channels at the ICCC at the DR & DC respectively and quantity for same, as the specifications mention VMS in it.	There is VMS mentioned in ICCC specs. Is this separate from VMS at RPF ?	VMS mentioned in ICCC is same VMS as mentioned in Clause 18.1 of RDSO specification.
43	149	Chapter-6	Form-7 OEM Undertaking	New Point "Security Verification Certificate"		Please confirm the companies name of the companies that have cleared the security verification process successfully, so that we can quote accordingly for : (i) Cameras (ii) VMS (iii) AI (iv) FRS		Please verify it from concerned OEMs.
44				Additional Point		We have cleared the following successfully - Security Verification as per OWASP L2 Appendix 'C' from Cert-In empanelled Government Lab as per RDSO requirements, RDSO Type Test, RDSO Acceptance Tests and are already successfully supplying material for various Railtel VSS Tenders. We request you to kindly makesecurity verification certificate mandatory for submission with the tender in order to avoid overt delays in execution by avoiding non compliant products to bid in the tender.		It will be as per Tender Document.
45		Tender Dpocument "TD VSS-NR-04", Page No. 14 of 258	SECTION-I CHAPTER- 2 SCHEDULE OF REQUIREMENT (SOR) Schedule B IT infrastructure, applications and associated items at RPF/GRP Thana/Post Item# 17	Supply of 19" 42U racks along with all accessories like electrical fitting (power strip, MCB etc.), Fantray, Patch Panel etc. required for installation of the equipment as per specification defined in chapter 8.	Unit - No. Qty. - 52	The number of stations mentioned are 151 wheareas number of racks required is 52, please confirm - a. Whether existing racks will be used for for rest 99 stations, b. Whether "One 17-inch Monitor with Keyboard, Mouse, KVM Switch along with associated accessories" needs to supplied for 52 Racks only or for all 151 Racks, as per RDSO 6.0 specifications requirement	Kindly clarify	a. Number of Racks are required to be supplied as per quantity mentioned in Tender SOR. b. "One 17-inch Monitor with Keyboard, Mouse, KVM Switch along with associated accessories" are required to be supplied for each Rack for Servers or Workstation (including Existing Racks) at all locations as required in RDSO specification.
46			18.6.9, 18.6.18, 18.6.18.3			With reference to clause no. 18.6.9, 18.6.18, 18.6.18.3 of RDSO specification no. RDSO/SPN/TC/65/2021, kindly confirm the total number of VMS Channels to be provided with the ICCC at the DR & DC respectively.		Please refer clause no. 18.6.3 of RDSO specification no. RDSO/SPN/TC/65/2021, version-6, ICCC applications should have capability to manage 100s to 1000s of cameras and required ICCC application is to be integrated with VMS applications of NR, WR, ER and SR RailTel by using their VMS licenses for Cameras at both DC & DR. Integration with other VMS application of Railway/RailTel is to be done separately as per Point-VI, Note (v) under SOR, Chapter-2.
47						Vms at stations are separate from vms at DR/DC so both have to be supplied or only one at stations.Plz clarify		Bidder is advised to quote as per SOR, Chapter-2. For technical specification, please read Chapter-8 of Tender document.

Sr No	Page No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Clause Description	Bidders Query	Bidders Justification	RailTel Remarks
48						We also request you to kindly provide the details of installation location		Please read Annexures given in Chapter -7 for details of Installation location
49						This is with reference to the above-mentioned RFP No. RailTel/Tender/OT/NR/NTP/2023-24/VSS/04 for Supply, Installation, Testing, Commissioning, Integration with Existing VSS Infra, Operation and Maintenance of IP based Video SurveillanceSystem (VSS) at Railway Stations under Northern Region of RailTel for and on behalf of IndianRailways from Nirbhaya/Railway Fund We, M/S Vehant Technologies- an IIT Delhi associated technology company, founded by 5Professors of IIT Delhi for development of AI based Physical Security, Surveillance and TrafficMonitoring & Enforcement solutions in year 2005. Success of Vehant Technologies is attributed largely due to its Strong R&D, Best in Industryperformance, wide range and its open ear policy to devise the system as per Indian trafficenvironment and Indian customer requirements. I feel proud to mention here that we are aClass-I Local manufacturer and supplier for the ITMS & Video Analytics solutionas per latestMake In India Public Procurement Policy with successful implementations in more than 46 smartcities/ITMS/NHAI and Govt projects. We are also registered vendor in RDSO for our security screening product 'Depscan-UnderVehicle Screening System'. We request for addition of our Make in India Brand 'VEHANT' in the RFP. As you may know, Vehant Technologies has made significant progress in recent years and has gained a widereputation for manufacturing & developing ITMS & Video Analytics solution at competitive prices. Therefore, we kindly request you to consider adding VEHANT to the make list of your bid. Weare confident that this addition will benefit you in terms of quality, cost-effectiveness, and diversity. Thank you for your attention to this matter. Please let me know if you require any furtherinformation or clarification.		Not Agreed as RailTel is not maintaining any such list.