

Pre- Bid Queries Reply Dated 19th July, 2013 for Tender No. GEL/PRI/SUR-02 Dated 02nd July, 2013 for Supply, Installation and Commissioning of Surveillance System for Colvale Jail, Inspector General of Prisons, Goa.

Sr. No.	Company	Q No	RFP Conditions	Query	Reply
1	United Telecoms Ltd.	1	The bidder must have successfully supplied, installed and commissioned atleast 3 Surveillance Projects with atleast one comprehensive CCTV based surveillance which may include associated system such as hand held & metal detectors, X – ray & screening system and public address system in any prison in India amounting to total order of not less than 80% of the total estimated value in the last 3 years.	CAN BE AMENDED TO : The Bidder must have successfully supplied, installed ,commissioned and maintained for atleast 1 Surveillance Project with at least one comprehensive CCTV based surveillance system including installation of Control room system amounting to total order of not less than 80% of the total estimated value in last 3 years"	Ammended in corrigendum-I
2	Galaxy Infosolutions Pvt. Ltd.	1	2.1.3 b) The bidder has to deploy a Team of Engineers for Operation, Maintenance and Management of the equipments /system installed (24 x 7). GEL reserves the right to instruct bidder to increase manpower requirement anytime. It is mandatory for the Bidder to provide specialist service staff for all the critical items such as Servers, Storage, Network in the tender.	For 24 x 7 support - Is there any qualification criteria for onsite Manpower	Mandatory Qualification Criteria For key profiles is mentioned at section3.3
		2	2.1.4. Integration with PRISMS: a) The bidder should integrate surveillance system with existing Prison Management System (PRISMS) at Colvale Jail. b) PRISMS is a web based Prisons Management Software with point & click access to all functions of the Jail. The extremely high level of system wide integration increases efficiency by eliminating redundant data entry. c) The software serves as a one point information outlet for jails. It includes all the functions & services of the departments with detailed description of status & statistics of inmates under various categories.	Please provide further details of your present Prison Management System, PRISMS	Included in Corrigendum-I
		3	2.1.5 2.1.5. Capacity Building of the Jail Staff: Onsite training is to be given by the Bidder on operation and troubleshooting of all items of the system during the time of installation. Training schedules have to be planned and all training reports have to be documented. The complete staff of the Jail has to be trained for the operations of the system.	Training to Jail staff - Number of Persons & number of sessions - please clarify	Training of 4 Persons for 1 week as mentioned at Page33 and Page35 of the RFP
		4	4.1 All materials supplied by the Vendor shall be guaranteed to be of the best quality of their respective kinds and shall be free from faulty design, workmanship and materials.	Can you provide details on approved brands	No

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3	Paradin Technologies Pvt Ltd	1	2.1.4. Integration with PRISMS: a) The bidder should integrate surveillance system with existing Prison Management System (PRISMS) at Colvale Jail. b) PRISMS is a web based Prisons Management Software with point & click access to all functions of the Jail. The extremely high level of system wide integration increases efficiency by eliminating redundant data entry. c) The software serves as a one point information outlet for jails. It includes all the functions & services of the departments with detailed description of status & statistics of inmates under various categories.	Please provide details of your present Prison Management System (PRISMS)	Included in Corrigendum-I
		2		How many licenses required for Video Mangement System	Quote as per Number of Camera requirement given in BOQ
		3		What type of reports required to be generated	All reports mentioned in the RFP and in addition any other reports as required by the department from time to time
4	Nelco - A Tata Enterprise	1	The Bidder should have a minimum of 100 employees on payroll. Additionally the bidder should have minimum 20 employees in the Goa Office or an undertaking needs to be submitted that the same would be set up within 1 month of award of contract.	Tender Project requirements do not require to employe 20 employees in Goa. We request you to kindly reconsider this point.	Retained as per RFP
		2	The bidder must have successfully supplied, installed and commissioned atleast 3 Surveillance Projects with atleast one comprehensive CCTV based surveillance which may include associated system such as hand held & metal detectors, X – ray & screening system and public address system in any prison in India amounting to total order of not less than 80% of the total estimated value in the last 3 years.	Can the projects executed with higher level of integration with Govt departments other than prisons can be considered like Defence, Central Govt. etc.	Changed as per corrigendum-I
		3	Experience in terms of number of years dealing with Government of Goa for hardware Supply / maintenance/ Installation	We would request to consider experience and expertise done at Central Govt level for similar projects	Retained as per RFP
		4	List of preferred OEM	We request you to kindly share the list of OEM Makes	Question is not clear
		5	Details of existing system	Kindly share details of existing system which needs to be integrated	Integration with PRISMS required as mentioned in RFP and Corrigendum-I
		6	Site visit Permission	Details of Customer representative who can be contacted for site visit	Hari Naik - 9225905918
5	Technocrat Systems Pvt. Ltd.	1	Taxes	Will C-form be issued . Please clarify	Yes
		2	In Project profile, cameras will be connected to matrix switch	In IP CCTV system , there is no provision to connect the matrix switch, as the same is use in analogue system	Ammended in Corrigendum I

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		3	The GEL proposes to design, supply, install, integrate & implement various security solution, in its 1st phase at Colvale Jail, Goa, by providing video surveillance solution, coupled with Access control system for staff, prisoners & visitors, various security checks such as X-ray checking, Metal detectors along with state of the art public address system.	Their is NO BOQ of Access system and for Public address system there is no clear requirement like no's of speaker required, type of controller, no's of zone required, no's of channel required etc.	Ammended in Corrigendum I
	2.1.1.l.vii	4	Recording in CIF, 2CIF & 4 CIF	As per industry practice, it should support CIF / 4 CIF and the same is supported by Bosch	Retained as per RFP
	2.1.1.M.iv	5	Each control room may have one or more Operators simultaneously using the installed monitors	Please clarify	Since the control room would be operated by more than one operator at any given time, the vendor has to consider the same while setting up the control room infrastructure
	2.1.1.M.vi	6	Database Server shall keep track of all configurations & events. This will help in proper System administration & management of redundancies etc.	Do we need Redundant or failover server.	H/w Requirement is as per BOQ mentioned in the RFP
	2.1.1.M.ix	7	All outdoor LAN switches shall be industrial type with POE facility	Shall it be 60 deg or 70 deg rated	Retained as per RFP
	2.1.1.M.xiii	8	If the controlling PC equipped with the remote monitoring software fails, then the cameras encoder's built-in web server should enable any PC on the network to monitor camera position for mission critical application.	It is not possible for web server to enable any PC to monitor but any camera can be monitored through IE from any PC in the network	It means any PC on the Network through IE should be able to manage the cameras if remote monitoring software fails
	2.1.1.n.xvi	9	Backup: Online backup should be maintained to protect against storage failure.	Online backup is not possible in one tape cartridge, operator has to manually select the cameras for backup	Ammended in Corrigendum I
	2.1.1.n.xviii	10	Image tracking facility	It's a feature of the PTZ camera	It is for fixed Cameras only
	2.1.1.n.xviii	11	Queuing analysis	the same would be achieved through loitering feature	Retained as per RFP
	2.1.1.p.r	12	Support simultaneous time-synchronous playback of up to 32 cameras.	Our software supports only 16 camera simultaneous time - synchronous playback as for 32 cameras the tilt size is very small for investigation.	Retained as per RFP
	2.1.3.b	13	GEL reserves the right to instruct bidder to increase manpower requirement anytime for operation	Increase the manpower may not be possible as their would be cost implication for the same. Kindly specify the manpower require, so that the same can be considered in the costing.	Ammended in Corrigendum I
	2.1.4	14	The bidder should integrate surveillance system with existing Prison Management System (PRISMS) at Colvale Jail	Surveillance system is independent and we can provide one client to the PRISMS, integration may not be possible	Retained as per RFP and Corrigendum-I
	4.5	15	Install & Implement in 30 days	Most of the equipment our imported, it takes minimum 8 to 10 weeks for importing the same and 45 to 60 days for handover after that	Retained as per RFP
	5	16	5% penalty for every three weeks	It is generally 0.5% per weeks in all the government project	Retained as per RFP
	6	17	Tender upload by 22nd July	At least 10 days after receiving the pre bid replies.	Ammended in Corrigendum I
	Annexure A.1	18	EMD	We request you to consider BG also , as the same is accepted by all the government / PSU tenders.	Retained as per RFP

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	3.d	19	The bidder must have successfully supplied, installed and commissioned at least 3 Surveillance Projects with at least one comprehensive CCTV based surveillance which may include associated system such as hand held & metal detectors, X – ray & screening system and public address system in any prison in India amounting to total order of not less than 80% of the total estimated value in the last 3 years.	OEM Bosch has done CCTV project for Tihar jail and they are supporting us in design for this project, can we qualify. Kindly give the estimate value of the tender. We have separate order for CCTV system and X ray and metal detectors.	The bidder has to qualify the requirement. Retained as per RFP and Corrigendum-I
	3.i	20	The Bidder should have a minimum of 100 employees on payroll. Additionally the bidder should have minimum 20 employees in the Goa Office	We have more than 100 employees on payroll but our Goa office have 4 to 5 staff and the same would be increased to 7 -8. Maximum 4 to 5 team would be required to manage such type of project.	Retained as per RFP
	3.1.B	21	Dealing with Government of Goa	Kindly consider the experience of dealing with any Government in India, as it being a open tender so that their would be more participation and healthy competition.	Retained as per RFP
	3.1.E	22	Experience in terms of number of projects executed in CCTV based surveillance system which may include hand held & metal detectors, X – ray & screening system and public address system.	Generally X-ray and metal detectors are not part of CCTV project, core competency of cctv should be considered.	Retained as per RFP
	Annexure B.1	23	IP Based IR Camera with IR Distance of 30 Mtrs	Generally for jail application dome cameras are used so that inmates can't change the direction of camera view.	Retained as per RFP
	Annexure I	24	Tape Drive	Kindly specify the no's of tape cartridges to be given	2 Nos
	Annexure II	25	Fixed Outdoor camera	Recording has been specifies at 4CIF but the same resolution is not available in the cameras specification,	All cameras have to meet this standard
		26		Should we quote for 1080P or 720P camera.	Please quote as per the specifications mentioned in the RFP
		27	As your requirement is for Megapixel camera	As per the industry standard , HD need to be specified, as display available our HD compatible and proper picture is seen on monitor screen, if the camera is not HD that there is picture cut from top & bottom is seen on the screen	Retained as per RFP
		28	S/N Ratio greater 42dB	As per the industry standard signal to noise ration should be greater than 50dB for a good quality camera and the same has been asked for the PTZ cameras.	Retained as per RFP
		29	Certification FCC,CE	As Jail is a highly sensitive area, we recommend that UL certification should also be added, UL certified cameras are THIRD PARTY certified for its operation and quality and this will prevent the cheap Chinese OEM products from participating in this tender, kindly add FCC, CE and UL	Ammended in Corrigendum I
		30	Digital Zoom 16x (up to 312x with optical zoom)	Kindly allow 12x digital zoom with total up to more than 400x with optical zoom, as more optical zoom gives a better clear distance picture	Retained as per RFP

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		31	PTZ camera shall support multiple protocol	As you have asked for ONVIF compliant cameras, it should work with any software mentioning all those protocol implies a specific brand	Retained as per RFP
		32	PTZ outdoor operating temperature of 40 deg to 70 deg	Most of the reputed manufactures have cameras for 40 to 55 deg, kindly confirm	Ammended in Corrigendum I
		33	Certificate	As Jail is a highly sensitive area, we recommend that UL certification should also be added, UL certified cameras are THIRD PARTY certified for its operation and quality and this will prevent the cheap Chinese OEM products from participating in this tender, kindly add FCC, CE and UL	Ammended in Corrigendum I
		34	VMS software alerting	Recording has been specifies at 4CIF but the same resolution is not available in the cameras specification,	All cameras have to meet the standards mentioned in RFP
6	Vaibhav Enterprises	1	1Project Profile D ÒThese cameras will all be connected to a matrix switchÓ.	Contradiction D Matrix switcher is an analog component	Ammended in Corrigendum I
		2	1Project Profile D ÒThese shall be short term server based, hard-drive storage and long term, digital archiving tape storage.	Tape Drive Should be used as a last alternative in case archiving is required beyond 180 days. For specific evidence clips; suggest backups being taken over CD/DVD or cloud as the whole	Ammended in Corrigendum I
		3	32.A ÒProposed CCTV system shall be an open standard based integrated systemÓ	Standards not mentioned; ONVIF 2.0 or PSIA as per current industry standards	Ammended in Corrigendum I
		4	42.A.1 MPEG4/MJPEG compression formats asked	MPEG4 is Old & Bulky compression format which requires more storage	Retained as per RFP
		5	52.A.4 Video Analytics	Inbuilt Video Analytics will slow down the overall system. Suggest using a separate Video Analytics server as it involves a lot of CPU usage. Stream for video analytics must be separate from the incoming video recording stream as this would load more on the CPU usage	Retained as per RFP
		6	62.1.1.d Annex 2. Camera Specs System shall provide sufficient storage of all the camera recordings for a period of 30 days or more @ 30/25 FPS, at 4 CIFÓ Picture resolution mentioned - 1600x1200, 1280x1024, 1280x960, 1280x720,	Contradiction Megapixel cameras are asked for but recording on less than 0.5 Megapixel resolution (4CIF). Why invest in MP cameras if recording at 4CIF?	Retained as per RFP

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		7	72.1.1.j Temp Range - (-)10°C to (+)50°C	Suggest temp upto 55degrees and beyond considering Goa's hot and humid weather	Retained as per RFP
		8	82.1.1.l.vi The recording shall support audit trail feature.	Also need to elaborate that the clips cannot be exported or leaked. It should be played only on authorized video	Retained as per RFP
		9	92.1.1.l.viii System to have facility of additional camera installation beyond the originally planned capacity and shall be expandable. It shall be possible to view, manage and record all cameras simultaneously.	Overall requirement needs to be specified very clearly. License cost should be asked for the entire system at one go such that only cameras need to be added later. Camera licenses should not attract additional cost	As per RFP Quote as per Number of Camera requirement given in BOQ
		10	102.1.1.l.viii In order to optimize the memory, while recording, video shall be compressed using H.264/MPEG-4 or better standard and streamed over the IP network. Once on the network, video can be viewed on a Control room workstation and shall be recorded on CENTRAL SERVER and shall be backed up on NAS/RAID Backup device.	Also include DAS and SAN storages for high writing speeds. NAS are slower. The more no.of cameras are added this will slow down recording/retrieval speeds over NAS	Retained as per RFP
		11	112.1.1.l.viii System shall be triplex i.e. it should provide facility of Viewing, Recording & Replay simultaneously	Triplex shall not suffice. Need to be Pentaplex D Live view, recording, playback, backup & remote access as per the other given specs of the system	Retained as per RFP
		12	122.1.1.l.xi Viewing of this recording shall be possible on standard PC using standard software like windows media player etc.	This is a security concern. Clips can be easily leaked to media. Clips must be play-able ONLY on authorized client machines with encrypted players. Video exported MUST be encrypted else	Retained as per RFP
		13	Database Server shall keep track of all configurations & events. This will help in proper System administration & management of redundancies etc.	Needs to be elaborated as a SQL database server.	Retained as per RFP
		14	142.1.1.l.viii It should be possible for all workstations in LAN to view and control the Cameras and retrieve the recorded video images from the CENTRAL SERVER/NAS/Raid backup device seamlessly.	Only authorized client machines to be given viewing privileges. Else system is compromised if each and every computer on the network can view the cameras. Also refer Sr. No. 12 as above	Retained as per RFP

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		15	152.1.1.n.iii The software should have inbuilt facility to store configuration of all cameras.	Database needs to be defined	Retained as per RFP
		16	162.1.1.n.xiv The software for clients should also be working on a browser based system for remote users	VVideo over browser is easier to hack into as it uses only single layer security. Only authorized client machines to be given viewing privileges. Else system is compromised if each and every computer on the network can view the cameras. Also refer Sr. No. 12 as above	Retained as per RFP
		17	172.1.1.n.xv Retrieval - É any other device in a format which can be replayed through a standard PC based software.	Backup clips Should be play-able ONLY in Authorized Video Player as clips can be easily leaked to media . Also audit trail cannot be maintained.	Retained as per RFP
		18	182.1.1.n.xvi Backup: Online backup should be maintained to protect against storage failure	Please elaborate	Backup of data is to be maintained on Tape Drive and CD/DVD as mentioned in RFP and Corrigendum
		19	192.1.1.n.xviii Artificial Intelligence	Suggest separate analytics server. Due to 100+ cameras in future and algorithms running onmost of them, the processing requirements will be very high and the Video Management System may crash due to over-usage of processing power	Retained as per RFP
		20	202.1.1.o.iii Archive Player	Must be encrypted	Retained as per RFP
		21	212.1.1.o.iv Instant Playback function	Instant playback should function WITHOUT DISTURBING LIVE VIEW	Ammended in Corrigendum I
		22	222.1.1.p The VMS shall be designed to use a facilityÖs existing IT infrastructure and require no special cabling	This may or may not be possible. Network has to be designed with manageable switches and considering Each camera to consume approx 2.5 Mbps at 4CIF resolution. Higher resolutions will require better rand stronger network throughput	Ammended in Corrigendum I
		23	232.1.1.p.i & j Dual Authorization Logon function for operator access group. Generate a report any modification done to the system; what was changed, who & when.	LDAP authentication works best with Audit trails. Reports and audit trails must be non-tamperable	Ammended in Corrigendum I
		24	242.1.1.p.m The site maps shall be capable of being zoomed and panned to show a desired location simply using a standard PC mouse and there shall be a separate Overview Map that shows the operator the portion of the zoomed site map currently in view.	What is the use of just a map which you can zoom in or out? Maps must be interactive. Cameras must be placed at their locations over the map and if clicked upon should give a pop up window where it can show live view. Else this is just a feature that shall never be required.	Ammended in Corrigendum I

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		25	25Annex II Box Camera Specs Δ SN Ratio >42dB	Current industry standard is 50dB or more	Retained as per RFP
		26	26Annex II Box Camera Specs Δ Protocols	Does not mention IPV4 and IPV6 protocols as per current industry standards	Retained as per RFP
		27	27Annex II Box Camera Specs Δ	Operating TempNeeds to be atleast upto 55 degrees	Ammended in Corrigendum I
		28	28Annex II Box Camera Specs Δ ONVIF	Version not mentioned	Ammended in Corrigendum I
		29	29Annex II PTZ Camera Specs Δ Min. Illumination	IR requirement not mentioned. Atleast 200mtrs IR distance would be required	Retained as per RFP
		30	30Annex II PTZ Camera Specs Δ IP66 Rated	For jails, recommended is IP67 and Vandal proof	Retained as per RFP
		31	31Annex II Video Management Software	Client viewer features not defined. Total licenses not defined Total Clients not defined Integration features not defined MAP formats and features not given Must also be able to integrate with legacy analog system but not defined ONVIF compliance for software also needed which is not defined Make of the software MUST be same as that of cameras. Makes not defined	Client viewer features not defined & Total licenses not defined : The System would be browser based and hence should support no of cameras mentioned in BOQ. Total Clients not defined : Minimum 4 Clients required. Integration features not defined : Integration with PRISMS software is needed. MAP formats and features not given : As per latest Industry formats and standards. Must also be able to integrate with legacy analog system but not defined : Since this is a new prison no legacy system needs to be integrated. ONVIF compliance for software also needed which is not defined : ONVIF 2 or later compliance is required for Software. Make of the software MUST be same as that of cameras. Makes not defined : Retained as per RFP
		32	32Annex II VMS Δ No. of cameras	Must be an single whole and sole enterprise scalable solution. What is the use of separate multiple systems with 64 cameras each	Retained as per RFP
		33	VMS Δ Video Analytics	Suggest separate server with VA software. Integrated module will slow down the system or may crash it as well	Retained as per RFP
		34	34Annex II VMS Δ OS Supported	Must be a server grade OS	Retained as per RFP
		35	VMS Δ Remote Backup in .DAT format	.DAT is a common format with which clips can be easily leaked without audit trail. Suggest encrypted formats.	Retained as per RFP
		36	36Annex II Storage Specification	Storage Specs not given. Resolution, fps and total no. of cameras per server not mentioned Throughput in terms of writing speed not mentioned No point regarding redundancy is mentioned	BOQ states Number of Cameras is 24 and No of Servers is 1. Rest retained as per RFP