

Subject: Pre-bid Query response of CTV-Video Monitoring & Surveillance System .SOW and SOR update

Ref. Documents:

No Attachment

PRE-BID QUERIES - Supply, installation, configuration of CCTV-Video Monitoring & Surveillance System including all components like camera, PoE /non-PoE switches, NVR, Display Monitors, Video Management Software and all related Licenses across CNG stations , Stores and office locations of GEL.

Tender ID: 334663

S r. N o.	Tender Clause No. / Annexures	Page No.	Tender Description	Clause	Bidders Queries	Comments /	Gujarat Energy Reply / Clarifications
------------------------------	--	---------------------	-------------------------------	---------------	----------------------------	-------------------	--

1	8.17. VMS for Monitoring / Sr. No. 12	Page No 44	Display Split Layout: Software shall support video split layouts such as 1 / 4 / 9 / 16 / 25 / 36 / 49 / 64/ 81 / 100 or customized layouts, subject to hardware and software capability	We understand that the requirement of viewing multiple cameras on a single screen. We would like to highlight that the industry standard for the camera layout are limited upto 49/64 cameras maximum for doing justice to the viewing by the operator on a on single screen. it is requested & suggested that the same standard i.e. 49/64 cameras on single screen should be followed. However, please specify the resolution at which the cameras shall be viewed so that the workstation hardware inclusive of GPU cards shall be proposed accordingly for keeping in mind maximum camera matrix view required.	We want camera to be viewed on full resolution. Already it is mentioned that the video split layouts such as 1 / 4 / 9 / 16 / 25 / 36 / 49 / 64/ 81 / 100 or customized layouts, subject to hardware and software capability
---	---------------------------------------	------------	--	---	--

2	8.17. VMS for Monitoring / Sr. No. 14	Page No 44	Device Operations : Software shall support device discovery/auto-find, add, delete, grouping, reboot, configuration, and other standard device management operations as supported by the OEM	This functionality can be met only when the CCTV system devices such as NVRs/Cameras are compliant to the ONVIF standards available. Therefore, it is suggested to ensure that the OEMs supply the CCTV System devices which are compliant to ONVIF standards ensuring the availability of these features in their devices which then can be integrated by the VMs/CMS software by using the ONVIF Stack. Please make the appropriate changes in the clauses ensuring the compliance to the ONVIF standards by OEMs of the CCTV System Devices \ for integration with third-party applications for delivering the said requirements.	tender terms prevails
3	8.17. VMS for Monitoring / Sr. No. 22	Page No 44	Playback Features : Software shall support playback functions such as snapshot, audio playback where applicable, E-PTZ, playback speed increase/decrease up to 8X or better, synchronized playback,	Since the recording is happening on the local NVRs and also due to the limitation of the device APIs/SDKs or ONVIF protocol, some features like motion search, and alarm/event search, are not available in the playback operations. We	tender terms prevails

			time search, motion search, and alarm/event search.	request you to please remove the requirements of "motion search, and alarm/event search" from the clause.	
4	8.17. VMS for Monitoring / Sr. No. 24	Page No 44	Event Actions : Software shall support event actions such as trigger recording, PTZ movement, operator alarm indication, video pop-up, and related supported event response actions	Since the recording is happening on the local NVRs and also due to the limitation of the device APIs/SDKs or ONVIF protocol, some features like Trigger Recording in the NVRs/SD Cards can not be implemented by integrating with the third-party independent standard protocol based softwares. Therefore, we request you to please remove the requirements of "Trigger Recording" from the clause.	tender terms prevails
5	8.17. VMS for Monitoring / Sr. No. 25	Page No 44	Device Configuration Access : Software shall support remote device configuration such as network, encoding, PTZ, image, event, record, storage, account, and maintenance settings, subject to user privilege and OEM support.	This requirement can met in 2 ways: 1) Since this features is limited to propriety VMS/CMS supplied by the OEM of Cameras and NVR, third-party CMS/VMS application need SDK based integration for th, which maks functionality to be met. So to meet this requirement, the OEM of the NVRs/Cameras	Bidders should propose either of solution which is best suitable as per the requirement of GEL.It must follow RFP specificatio

				should share the required SDKs along with necessary technical support with the CMS/VMS vendor for doing the necessary integration which should be specified in the tender document by GEL. OR 2) The other way to be able to meet this requirement is that an Interface Tab can be made available in the VMS/CMS software UI through which the necessary login can be done by the authorised user to log into a particular device to make the desired changes one by one. Please clarify which methodology is expected and accordingly ensure the necessary changes in the respective clauses to ensure the support of the CCTV OEM (NVRs/Cameras) for the required SDKs along with the technical support for integration.	n and requirement .
--	--	--	--	--	----------------------------

6	8.17. VMS for Monitoring / Sr. No. 18	Page No 44	Operator Functions : Software shall support multi-screen split, snapshot, local manual recording, audio, talkback, alarm output control, and PTZ control including PTZ movement, presets, cruise, auto-scan, pattern, focus, and joystick control wherever supported	We understand that The requirement of the "Local Manual Recording" under this clause means that the Operator should be able to record on demand the CCTV camera feeds at the centralised location through the VMS/CMS Software being used. If yes, then this requirement contradicts with the requirements mentioned under Section 2.1 Current Architecture basis Sr. No. 5 "Bidder shall not be required to undertake any work pertaining to the centralized recording of video feeds, procurement of enterprise VMS licenses, data centre, disaster recovery, etc. as part of the scope of work under this RFP." And if no, then please remove this requirement under this clause. Also the other functional requirements under this clause are dependent on the APIs/SDKs to made available by the OEM of the CCTV Devices which should be esnure by GEL	tender terms prevails . Local manual recording means authorised operator may save Ondemand video clip at central location.It dosent mean centralized continuos recording
---	---------------------------------------	------------	--	---	---

				by specifying the requirements of necessary APIs/SDKs by GEL. Please clarify on the above.	
7			Additional Clause suggested	It is suggested that an independent third-party VMS/CMS application as required under this tender document should be procured by GEL than the one to be proposed by OEM of a particular CCTV Vendor/OEM. A third-party industry standard based CMS application will ensure that multiple CCTV OEM brands & models can be integrated futuristically into the application that the specific CCTV OEM application which will limit itself to integration	This is futuristic requirement . However if 3rd party VMS /CMS application meets GEL requirement as per RFP terms than it is OK

				with its own offered NVRs & cameras. This will ensure that the investments made into the CMS application by GEL at this stage shall be protected for the next 5-7 years as the scope of the integration of CCTV devices expands during the said period for multiple locations which may deploy CCTV devices from other OEMs.	
8	8.1.2MP Dome Camera	20	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
9	8.2.2MP Bullet Camera	21	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
10	8.3.2MP PTZ Camera 30X	23	SNR: 55 dB or better	SNR: Consider 45db or better	tender terms prevails
11	8.4.5MP Dome Camera	25	Camera Resolution Minimum 5MP	Camera Resolution Minimum 4MP or better	tender terms prevails
12	8.4.5MP Dome Camera	25	Supported Resolution: 5MP (2560 × 1920 / 2592 × 1944), Full HD (1920 × 1080), HD (1280 × 720) or better	Supported Resolution: 2568(H) x 1448(V) (4MP) or better	tender terms prevails

1 3	8.4.5MP Dome Camera	25	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
1 4	8.4.5MP Dome Camera	26	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress.	tender terms prevails
1 5	8.5.5MP Bullet Camera	26	Camera Resolution Minimum 5MP	Camera Resolution Minimum 4MP or better	tender terms prevails
1 6	8.5.5MP Bullet Camera	27	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
1 7	8.5.5MP Bullet Camera	27	Supported Resolution: 5MP (2560 × 1920 / 2592 × 1944), Full HD (1920 × 1080), HD (1280 × 720) or better	Supported Resolution: 2568(H) × 1448(V) (4MP) or better	tender terms prevails

1 8	8.5.5MP Bullet Camera	28	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress.	tender terms prevails
1 9	8.6.5MP Long Range Bullet Camera	28	Camera Resolution Minimum 5MP	Camera Resolution Minimum 4MP or better	tender terms prevails
2 0	8.6.5MP Long Range Bullet Camera	29	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
2 1	8.6.5MP Long Range Bullet Camera	28	Supported Resolution: 5MP (2560 × 1920 / 2592 × 1944), Full HD (1920 × 1080), HD (1280 × 720) or better	Supported Resolution: 2568(H) × 1448(V) (4MP) or better	tender terms prevails

2 2	8.6.5MP Long Range Bullet Camera	30	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress.	tender terms prevails
2 3	8.7.5MP PTZ Camera 30X	30	Camera Resolution Minimum 5MP	Camera Resolution Minimum 4MP or better	tender terms prevails
2 4	8.7.5MP PTZ Camera 30X	30	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
2 5	8.7.5MP PTZ Camera 30X	31	Supported Resolution: 5MP (2560 × 1920 / 2592 × 1944), Full HD (1920 × 1080), HD (1280 × 720) or better	Supported Resolution: 2568(H) × 1448(V) (4MP) or better	tender terms prevails
2 6	8.7.5MP PTZ Camera 30X	30	SNR: 55 dB or better	SNR: Consider 45db or better	tender terms prevails

2 7	8.8.2MP Motorized ANPR / LPR Bullet Camera	32	Frame Rate: Minimum 50 fps at 1080p; 60 fps preferred	We request the department to kindly consider 25 FPS or better at 1080p instead of the specified minimum 50 FPS, as 25 FPS is a standard frame rate for CCTV surveillance applications and is sufficient for normal security monitoring and recording requirements.	tender terms prevails
2 8	8.8.2MP Motorized ANPR / LPR Bullet Camera	33	SNR 55 dB or better	SNR: Consider 45db or better	tender terms prevails
2 9	8.8.2MP Motorized ANPR / LPR Bullet Camera	34	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress.	tender terms prevails

30	8.4.5MP Dome Camera	25	9. Lens Type - Fixed Lens	As per the specification, Lens Type is mentioned as "Fixed Lens", whereas the required focal length is specified as "3.0 mm to 11.0 mm or better," which indicates a varifocal lens. These two requirements appear contradictory. We request the authority to kindly clarify and amend the specification to "Varifocal Lens – 3.0 mm to 11.0 mm or better or Fixed Lens - 3.6 mm or better" to allow technically compliant products.	RFP to be revised - Kindly consider Fixed lense with -3.6 mm or better .
31	8.4.5MP Dome Camera	25	10. Focal Length - 3.0 mm to 11.0 mm or better		RFP to be revised - Kindly consider Fixed lense with -3.6 mm or better

3 2	8.4.5MP Dome Camera	25	11. Frame Rate - Minimum 25 fps at full resolution	Most domestic and industry-standard 5MP dome cameras operate at 20 fps at full resolution, while 25 fps at 5MP is available only in select OEM-specific models, making the current requirement restrictive. Reducing the minimum frame rate to 20 fps maintains smooth video capture suitable for general surveillance applications without compromising evidentiary quality. The proposed amendment ensures wider OEM participation and aligns the specification with commonly manufactured 5MP camera sensors and encoders. It also avoids unnecessary increases in bitrate and storage consumption associated with mandatory 25 fps recording. The revised clause remains performance-oriented while ensuring procurement neutrality. <u>Request Suggestion:</u> Frame Rate - Minimum 25 fps 20 fps or better at full resolution	RFP to be revised - Frame rate - minimum 20 fps or better at full resolution
--------	---------------------------	----	--	--	---

3 3	8.4.5MP Dome Camera	25	15. Stream Profile Requirement - Minimum main stream at 5MP and sub-stream at 720p or better		
3 4	8.5.5MP Bullet Camera	27	11. Frame Rate - Minimum 25 fps at full resolution	Most domestic and industry-standard 5MP dome cameras operate at 20 fps at full resolution, while 25 fps at 5MP is available only in select OEM-specific models, making the current requirement restrictive. Reducing the minimum frame rate to 20 fps maintains smooth video capture suitable for general surveillance applications without compromising evidentiary quality. The proposed amendment ensures wider OEM participation and aligns the specification with commonly manufactured 5MP camera sensors and encoders. It also avoids unnecessary increases in bitrate and storage consumption associated with mandatory 25 fps recording. The revised clause remains performance-oriented while ensuring procurement neutrality.	RFP to be revised - Kindly consider Fixed lense with -3.6 mm or better .

				<u>Request</u> <u>Suggestion:</u> Frame Rate - Minimum 25 fps 20 fps or better at full resolution	
3 5	8.5.5MP Bullet Camera	27	15. Stream Profile Requirement - Minimum main stream at 5MP and sub-stream at 720p or better	The requirement specifying a minimum 720p resolution for the sub-stream appears to be OEM/product-specific, as sub-stream resolution is dependent on the camera OEM's encoding architecture and available stream profiles. Different OEMs may provide different sub-stream resolutions while still meeting the required video quality, bandwidth optimization, and VMS compatibility requirements. We therefore request the Authority to kindly remove the mandatory minimum 720p requirement for the sub-	RFP to be revised - Kindly consider, Minimum Main Stream: 5MP and Sub-Stream: 720p/ D1 or better

				stream and allow 720p or equivalent/lower resolution as supported by the OEM, provided that the camera meets all other required technical parameters and delivers the required video performance. <u>Request Suggestion:</u> Minimum Main Stream: 5MP and Sub-Stream: 720p D1 or better	
3 6	8.6.5MP Long Range Bullet Camera	29	9. Lens Type - Motorized Varifocal Lens	The amendment is requested because motorized varifocal lenses with a 5.0mm–50.0mm focal range are OEM-specific and not manufactured by most domestic bullet-camera OEMs, making the current clause restrictive. Standard industry practice is to use manual/DC-Iris/Auto-Iris /P-Iris varifocal lenses in bullet cameras, while long-range focal requirements are typically met using box cameras with interchangeable CS/C-mount lenses. Revising the clause to a non-motorized varifocal	tender terms prevails

				lens maintains the required focal range without limiting vendor participation. The proposed wording aligns with standard manufacturing practices and ensures a procurement-neutral specification. <u>Request Suggestion:</u> Lens Type - Motorized Varifocal Lens	
3 7	8.7.5MP PTZ Camera 30X	31	20. Stream Profile Requirement - Camera shall support minimum two streams at 2MP or better	The requirement of two streams at 2MP or better is OEM/model-specific and may not be technically supported by certain 5MP PTZ cameras. This may restrict wider participation. We respectfully request the Authority to revise the clause to ensure broader and fair participation of technically compliant OEMs/models, as follows: <u>Request Suggestion:</u> Stream Profile Requirement - Minimum Main stream at 5MP and	RFP to be revised- Stream Profile Requirement - Minimum Main stream at 5MP and sub-stream at 720p or better

				sub-stream at 720p or better	
3 8	8.7.5MP PTZ Camera 30X	31	21. Frame Rate - Minimum 25 fps at 5MP resolution and minimum 50/60 fps at 2MP resolution	The requirement of 25 fps at 5MP and 50/60 fps at 2MP is OEM/model-specific and may not be technically supported by certain 5MP PTZ cameras, which could restrict wider participation. We respectfully request the Authority to revise the clause to ensure broader and fair participation of technically compliant OEMs/models, as follows: <u>Request Suggestion:</u> Frame Rate - Minimum 25 fps at 5MP resolution and minimum 25/30 fps at 2MP resolution or better	RFP to be revised- Frame Rate - Minimum 25 fps at 5MP resolution and minimum 25/30 fps at 2MP resolution or better

3 9	8.8.2MP Motorized ANPR / LPR Bullet Camera	33	10. Focal Length - Approximately 5 mm to 50/60 mm or suitable OEM ANPR lens range based on lane geometry and capture distance	The requirement of Focal Length - Approximately 5 mm to 50/60 mm or suitable is OEM/model-specific and may not be technically supported by certain ANPR cameras, which could restrict wider participation. We respectfully request the Authority to revise the clause to ensure broader and fair participation of technically compliant OEMs/models, as follows: <u>Request Suggestion:</u> Focal Length - Approximately 5 mm 10mm to 50 mm or suitable OEM ANPR lens range based on lane geometry and capture distance	tender terms prevails
--------	--	----	--	--	-----------------------------

40	8.2.2MP Bullet Camera	22	27. Protection Rating - Minimum IP67, IK10 and NEMA-4X rated housing	NEMA 4X is primarily intended for equipment/enclosures exposed to corrosive environments, such as coastal, chemical, marine, or highly corrosive industrial locations. Requiring NEMA 4X along with IP66/IP67 and IK10 may unnecessarily restrict participation, as many technically compliant CCTV camera models provide the required IP66/IP67 and IK10 protection without NEMA 4X certification.	RFP to be revised - Protection Rating - Minimum IP67, IK10 and NEMA-4X (optional) rated housing
41	8.3.2MP PTZ Camera 30X	24	35. Protection Rating - Minimum IP66/IP67, IK10, and NEMA 4X or better	We kindly request the Authority to make NEMA 4X an optional requirement and retain IP66/IP67 and IK10 as the mandatory protection requirements. This will ensure wider participation of technically qualified OEMs/models.	RFP to be revised - Protection Rating - Minimum IP67, IK10 and NEMA-4X (optional) rated housing
42	8.5.5MP Bullet Camera	28	27. Protection Rating - Minimum IP67, IK10 and NEMA-4X rated housing	<u>Request Suggestion:</u> Protection Rating - Minimum IP67, IK10 and	RFP to be revised - Protection Rating - Minimum IP67, IK10 and NEMA-4X (optional) rated housing

4 3	8.6.5MP Long Range Bullet Camera	29	27. Protection Rating - Minimum IP67, IK10 and NEMA-4X rated housing	NEMA-4X (optional) rated housing	RFP to be revsied - Protection Rating - Minimum IP67, IK10 and NEMA- 4X (optional) rated housing
4 4	8.7.5MP PTZ Camera 30X	32	35. Protection Rating - Minimum IP66/IP67, IK10, and NEMA 4X or better		RFP to be revsied - Protection Rating - Minimum IP67, IK10 and NEMA- 4X (optional) rated housing
4 5	8.8.2MP Motorized ANPR / LPR Bullet Camera	34	36. Protection Rating - Minimum IP66/IP67, IK10, and NEMA 4X or better		RFP to be revsied - Protection Rating - Minimum IP67, IK10 and NEMA- 4X (optional) rated housing
4 6	8.11. 16- port Indoor				

	PoE switch with SFP				
4 7	8.11. 16-port Indoor PoE switch with SFP	36	Minimum 16 x 10/100/1000 Mbps RJ-45 PoE/PoE+ ports • Minimum 2 x 1G SFP (1000BASE-X) uplink ports • All required SFPs and patch cords must be included • Forwarding rate : Minimum 26 Mpps or Better • Auto MDI/MDI-X, auto-negotiation • Minimum 36 Gbps switching capacity, non-blocking for all access and uplink ports.	It is respectfully requested to consider amending the specifications to accommodate a future-ready network architecture supporting at least 16 x 10/100/1000 Mbps PoE/PoE+ ports, 2 x 10GE ports, and 4 x 10G SFP+ uplink ports. Additionally, to ensure optimal performance, robust throughput, and future expansion headroom, it is recommended to specify a minimum switching capacity of 160 Gbps and a packet forwarding rate of at least 120 Mpps. Provisioning for Lite Layer-3 capabilities is also suggested to facilitate enhanced network segmentation, inter-VLAN routing, and overall network scalability.	RFP specifications are minimum requirement, bidders can be bid for higher specifications

4 8		36	• Minimum 8K MAC address table • Static MAC address configuration (256 entries) • Packet buffer: Minimum 1MB or better	It is respectfully requested to update the specification to support a minimum 16K MAC address table (including static MAC address configuration capability) and a minimum packet buffer of 4MB or better. This enhancement will ensure efficient traffic buffering during bursts, improve network resiliency under dense endpoint deployments, and accommodate future network growth.	RFP specifications are minimum requirement, bidders can be bid for higher specifications
4 9		36	• Switch with internal power adaptor • PoE power budget: Minimum 240W	It is respectfully suggested to allow/incorporate provision for redundant/dual power supply support (internal or optional external redundant PSU) to ensure high availability and hardware fault tolerance. Furthermore, it is recommended to enhance the PoE power budget to a minimum of 370W to adequately power high-draw PoE/PoE+ edge devices and support future expansion.	RFP specifications are minimum requirement, bidders can be bid for higher specifications

50		37	Compliance/Certification • BIS, CE/ FCC / UL • RoHS compliance	It is requested to formally include Mandatory Testing and Certification of Telecommunication Equipment (MTCTE) certification alongside BIS, CE, FCC, UL, and RoHS as an acceptable/applicable regulatory compliance requirement in accordance with TEC/DoT guidelines.	RFP specifications are minimum requirement, bidders can be bid for higher specifications
51				Recommendation / Clarification Request: To ensure high availability, enterprise-grade security, and robust routing scalability for the proposed Layer 3 Managed Switch, it is respectfully requested to incorporate the following industry-standard technical capabilities: 1. Redundancy & Resiliency: Support for Ethernet Ring Protection Switching (ERPS) to achieve sub-second ring recovery and network resilience. 2. Advanced L2/L3 Capabilities: Support for Layer 3 Multicasting, comprehensive 802.1Q	RFP specifications are minimum requirement, bidders can be bid for higher specifications

				VLAN support, advanced QoS, and multi-field Access Control Lists (ACLs) matching 802.1p priority, VID, MAC address, EtherType, LLC, IP address, IP Precedence/ToS, DSCP, protocol type, TCP/UDP ports, IPv6 Traffic Class, and IPv6 Flow Label. 3. Layer 3 Dynamic Routing: Full dual-stack support for IPv4/IPv6 Static Routing, VRRP v2/v3, ECMP, Policy-Based Routing (PBR), Route Redistribution, RIPv1/v2/ng, OSPFv2/v3, OSPF Passive Interface, Stub/NSSA, Default Route, Null Route, and configurable Route Preference. These specifications will ensure a resilient, vendor-neutral, standards-compliant, and future-proof deployment.	
5 2	8.18. 8-port Indoor PoE switch with SFP	46	BIS, CE/ FCC / UL RoHS compliance	It is respectfully requested to clarify and broaden the compliance criteria to accept standard regulatory certifications flexibly, specifically: BIS / CE / FCC	tender terms prevails

				/ UL / RoHS certification compliance.	
5 3		46	0°C to +45°C or better Humidity: 10% to 90% non-condensing	Considering the elevated ambient operating conditions across project deployment sites, it is recommended to specify an operating temperature range of 0°C to +50°C (or better) with 10% to 90% non-condensing relative humidity, thereby ensuring continuous thermal reliability and uninterrupted field operation.	RFP specifications are minimum requirement, bidders can bid for higher specifications

5 4				Recommendation / Clarification Request: To ensure robust network redundancy, edge security, and optimized multicast media handling, it is respectfully requested to incorporate the following technical specifications: 1. Resiliency & Routing: Support for Ethernet Ring Protection Switching (ERPS) enabling sub-50ms failover, advanced Layer 3 routing (IPv4/IPv6 Static Routing, RIP, and OSPF), and native dual-stack architecture for enhanced availability and scalability. 2. Access Security: Support for granular L2/L3/L4 ACLs, 802.1X port-based authentication, RADIUS/TACACS+ integration, IP-MAC-Port Binding, and hardware-based DoS attack mitigation. 3. Quality of Service (QoS): Support for 802.1p and DSCP classification, granular ingress/egress	RFP specifications are minimum requirement, bidders can bid for higher specifications
--------	--	--	--	---	--

				rate limiting, and SP/WRR queue scheduling for deterministic traffic prioritization. 4. Multicast Management: Hardware support for IGMP v1/v2/v3 Snooping, IGMP Querier, and multicast filtering to ensure seamless transmission of CCTV surveillance streams. These provisions will guarantee high availability, strict security enforcement, and operational efficiency.	
5 5	8.20. 24 Port Network Layer 2 Switch				
5 6		48	The Switch should have 24 10/100/1000Base-T ports + 4 x 10G SFP+ ports, Managed Switch.	It is respectfully requested to modify the interface requirements to: 24 x 10/100/1000Base-T (GE) RJ-45 ports, 2 x 10GE ports, 4 x 10G SFP+ uplink ports, and 1 x USB 2.0 (Type-A) port for	RFP specifications are minimum requirement, bidders can bid for higher

				streamlined local configuration, firmware upgrades, and recovery.	specifications
57		48	Store & Forward, Switching Capacity: 128 Gbps, Packet Forwarding Rate: 95 Mpps, and 16K MAC address table.	It is respectfully requested to specify: Store-and-Forward architecture, Switching Capacity of 168 Gbps or higher, Packet Forwarding Rate of 125 Mpps or higher, and a MAC address table size of at least 16K entries. Justification: Higher backplane bandwidth and forwarding throughput eliminate packet processing bottlenecks, guarantee non-blocking wire-speed forwarding across all ports, and provide ample headroom for long-term network growth.	RFP specifications are minimum requirement, bidders can bid for higher specifications
58		48	The Switch should support for Physical stacking up to 4 units per stack with dedicated Stacking Ports and support long-distance stacking over fiber or VSS with support up to 4 Switches in single	It is requested to amend the stacking specification to support physical stacking of up to 9 units per stack (utilizing dedicated stacking interfaces or standard 10G uplink ports), alongside Virtual Stacking / Single IP	RFP specifications are minimum requirement, bidders can bid for higher

				Management supporting up to 30 units per virtual domain, thereby enhancing architectural flexibility and centralizing administrative control.	specifications
59		48	The Switch should support Static routing, OSPF, RIP, DHCP Server, Client, Relay, DHCP Snooping, DHCP option 82	It is respectfully requested to amend the specification to read as follows: "The switch shall support Static Routing, Ethernet Ring Protection Switching (ERPS), RIP/RIPng, OSPFv2/v3, DHCP Server/Client/Relay, DHCP Snooping, and DHCP Option 82." Justification: Incorporating RIP/RIPng and OSPFv2/v3 ensures comprehensive IPv4/IPv6 dual-stack routing readiness, while ERPS guarantees sub-50ms ring protection switching. Furthermore, DHCP Snooping and Option 82 deliver vital access-layer protection and reliable IP address assignment.	RFP to be revised - The switch shall support Static Routing, RIP/RIPng, OSPFv2/v3, DHCP Server, Client, Relay, DHCP Snooping, and DHCP Option 82. Support for Ethernet Ring Protection Switching (ERPS) is preferred/optional if standard loop protection protocols (RSTP/MSTP) are fully

					implemente d
6 0				Pre-Bid Query / Clarification Request: Compliance & Certification Standards: - Electromagnetic Interference / Compatibility (EMI/EMC): FCC / CE / VCCI and MTCTE (India) - Safety: CB / cUL and MTCTE (India), as applicable Request: It is respectfully requested to formally include Mandatory Testing and Certification of Telecommunication Equipment (MTCTE) as an authorized compliance certification to ensure full alignment with Indian statutory	RFP specifications are minimum requirement, bidders can bid for higher specifications

				telecommunications regulations.	
6 1		SOR Item 35, p.4		OFC cable specification is not defined in the SOR. Please confirm fiber type, core count, SM/MM, OS2/OM4, construction, armoring, attenuation and applicable standards.	RFP to be revised - OFC shall be 6-core single-mode OS2, outdoor/underground suitable, armoured where directly buried or exposed to mechanical risk, compliant with applicable IEC 60793/60794 and ITU-T G.652.D. The bidder shall submit

					attenuation data, drum test reports and OEM datasheet.
6 2		Item 33, p.4		CAT6 cable specification/brand is not defined in SOR. Please confirm approved makes and whether 23 AWG, solid bare copper CAT6 as specified in SOW is mandatory.	RFP to be revised - CAT6 shall be 100-ohm, 4-pair, solid bare-copper cable, 23 AWG, compliant with ANSI/TIA-568.2-D and ISO/IEC 11801 Class E; CCA conductors are not permitted. Outdoor runs shall use UV-resistant, moisture-resistant

					outdoor cable or protected conduit as approved. OEM shall meet the specification; no brand restriction applies.
63		Item 18, p.3		Patch cord quantity is 10,000 mtr, whereas SOW specifies CAT6 UTP patch cords of 1 m and 2 m. Please clarify whether the SOR quantity/unit is correct and whether patch cords are to be quoted in Nos. or meters.	SOR shall be revised , Patch cord of 1 mtr ,unit to be changed
64		Item 19, p.3; SOW §§8.24–8.25		HDPE pipe discrepancy: SOR specifies 25 mm HDPE pipe, whereas the technical specification contains 32 mm and 50 mm HDPE pipe. Please clarify the required diameter(s) and applicable SOR item.	Kindly consider 32mm Inner diameter HDPE pipe
65		Item 22, p.3		Cable tray quantity is 350 EA, although the item is described as 50 × 100 mm GI cable tray and would normally be measured by length.	SOR shall be revised, Unit in Mtr , QTY - 1000 mtrs in 1st Year , 500 mtr in

				Please confirm whether the unit EA is correct or should be meter.	2nd year , 500 mtr in 3rd year
6 6		Item 32, p.4		Trenching and ducting is shown as Mtr ³ , which appears inconsistent with the nature of the work. Please confirm the correct unit and whether excavation, laying, backfilling and reinstatement are included.	trenching/d ucting shall be measured in running metres for the approved standard trench cross- section. The rate shall include excavation, shoring where needed, bedding, duct laying assistance, warning tape, backfilling, compaction, debris disposal and reinstateme nt;
6 7		Item 37, p.4		Digging/refilling is also shown as Mtr ³ . Please	SOR to be revised, unit

				clarify the measurement methodology—running meter, cubic meter, or actual excavated quantity.	to be changed to mtr
6 8		Items 19, 32 & 34		Please clarify whether HDPE/PVC pipe supply and trenching/ducting are separate payable items or whether pipe laying/installation is included in the trenching item.	SOR to be revised - Trenching and Ducting and unit to be revised to Mtr. QTY to revised Trenching and ducting SOR QTY to be revised as QTY - 5000 IN 1st year , 3000 in 2nd year , 3000 in 3rd year . SOR to be revised , Line item :32 to be combined with line item 37 and renamed as Trenching and Ducting of digging and refilling

69		Items 33 & 35		Please clarify whether OFC cable laying/installation and CAT6 cable laying are included in the cable supply rate or are to be considered separately under installation/trenching items.	Yes ,bidder understanding is correct , SOR supply rate is inclusive of installation
70		Items 38–40 & 42, p.4		Paver/RCC/rubble/PCC quantities are separately listed. Please clarify whether these quantities are indicative or whether payment will be based on actual executed quantities at site.	Yes ,bidder understanding is correct ,these quantities are indicative and payment will be based on actual executed quantities at site
71		Item 22, p.3		Please clarify whether cable tray supports, clamps, bends, tees, reducers, couplers and other accessories are included in the cable tray item or payable separately.	Cable-tray accessories—including supports, clamps, bends, tees, reducers, couplers, covers, fasteners and bonding,

					etc.— required for a complete installation shall be included in the cable- tray rate unless a separate SOR line is expressly provided.
7 2		SOR Items 27/35 + SOW \$7.1		Please clarify the required OFC termination accessories such as LIU/FODP, splice trays, pigtails, adapters, patch cords and joint closures, as these are not separately identifiable in the SOR. The SOW requires such associated accessories.	All OFC termination accessories required for a complete link— rack/wall LIU/FODP, splice trays, pigtails, adapters, glands, joint closures and duplex patch cords, etc.—shall be included in the offered solution and itemized in the site BOQ.

7 3		Item 27, p.3; SOW \$8.29		Please clarify whether CAT6 patch panels, information outlets/faceplates and keystone jacks are required for every CAT6 node or only at specified locations.	CAT6 patch panels, information outlets/face plates, keystone jacks, patch cords, and other structured cabling accessories shall be provided at locations where required as per the approved design, site conditions, and structured cabling best practices. The bidder shall include all such components necessary for successful installation, testing, commissioning, and operation of the system
--------	--	-----------------------------------	--	--	---

					within the quoted cost.
7 4				Please clarify the testing and certification requirement for CAT6 and OFC, including whether Fluke certification and OTDR/OLTS reports are mandatory. SOW requires testing and documentation but the SOR does not provide a separate testing item.	Fluke certification and OTDR /olts report are not mandatory , However bidder need to submit same as and when required by GEL.Cost for same is included in respective SOR Line item
7 5				SOR states that passive components have 1-year warranty from commissioning, while active components have 5-year comprehensive onsite warranty. Please	Yes , bidder understanding is correct

				confirm that the 1-year warranty applies to all passive cabling materials and civil works.	
7 6	BQC - Sr. No. 1 (OEM / System Integrator criteria); Bid Reference Number field	BQC, Page 1	BQC document header shows Bid Reference Number 'GGL/IT&ERP/2025' and file reference 'GGL-IT & ERP-2026-4-176792' (GGL being the erstwhile Gujarat Gas Ltd. name), whereas the current tender is e-Tender ID 334663 (File No. GEL-IT & ERP-2026-7-187580).	Kindly confirm whether the BQC document uploaded with this tender is the correct and currently applicable Bidder Qualification Criteria for e-Tender ID 334663, since it bears a different bid reference number/file number. If a revised/updated BQC applies to this tender, kindly upload the same.	The BQC document attached with Bid Reference Number 'GGL/IT&ERP/2025' and file reference 'GGL-IT & ERP-2026-4-176792' is correct, The Tender ID:D 334663 and the SOW File No: GEL-IT & ERP-2026-7-187580

7 7	Section II - SOW, Scope of Work (Clause 3); ITB Clause 24.2	Section II, Page 8; Section I (ITB), Page 14	The scope is described as covering CCTV systems 'across CNG stations, Stores and office locations of GEL' without specifying a total number of sites or their region/state-wise distribution. ITB Clause 24.2 states SOR quantities are tentative and subject to change based on actual requirements.	Kindly confirm the total/estimated number of CNG stations, stores, and office locations proposed to be covered under this rate contract over the 3-year period. Further, kindly provide a region-wise/state-wise list (e.g., Gujarat & UT-Dadra Nagar Haveli, Palghar/Thane - Maharashtra, Punjab & Haryana, Madhya Pradesh, Rajasthan) or at least a tentative outlet count per region/state, so that bidders can plan region-wise manpower, spares inventory, service centers, and logistics more accurately for the bid.	Gujarat: 1st year-180,2nd Year-60 , 3rd year-40. MP-1st year-30,2nd Year-15 , 3rd year-20. Rajasthan- 1st year-20,2nd Year-15 , 3rd year-30. Punjab&Haryana:1st year-30,2nd Year-25 , 3rd year-10. Maharashtra :1st year20,2nd Year-20 , 3rd year-45 . These quantity are tentative ..GEL shall provide quantity as part of contract award.
--------	---	--	---	---	---

7 8	Section V (STC) Clause 3 (Rate Validity) and Clause 4 (Guarantee/Warranty); Section II Payment Terms	Section V (STC), Page 2; Section II, Page 62	Rate Contract validity/ordering period is stated as 3 years, while the comprehensive onsite warranty for active IT components (camera, switches, UPS, NVR, monitor, etc.) is 5 years from the date of commissioning of each site.	Kindly confirm that: (a) the successful bidder's warranty/O&M support obligations on already-supplied/commissioned sites continue to apply for the full 5 years even after the 3-year Rate Contract validity period expires, and (b) the process/mechanism to be followed in the event GEL floats a fresh tender for a new rate contract before the 5-year warranty period on sites commissioned under this contract has lapsed.	a) Bidder understanding is correct the comprehensive warranty of Active components shall be for 5 years .B) No fresh tender shall be floated for the CCTV setup catered as part of above tender
7 9	Section II Clause 10 (Delivery) vs. Section II Clause 14 (Indicative Payment Terms, Sr. No. 3)	Section II, Page 56 & Page 62	Clause 10 (Delivery) specifies a delivery period of 4 weeks from the date of issuance/award of Purchase Order/Call-out Order, whereas the Indicative Payment Terms table (Sr. No. 3 - 'Delivery of approved material for released batch') indicates the delivery milestone timeline as 'T1 + 2 Months'.	Kindly clarify the correct/binding delivery timeline applicable for hardware and software supply after issuance of a call-out order - 4 weeks (per Clause 10) or 2 months (per the Payment Terms milestone table).	Delivery to be revised to 2 months (i.e 8 weeks) in clause - 10 Delivery

80	Section II, Clause 5 (Camera Installation - ANPR/LPU sub-section)	Section II, Pages 13-14	The ANPR/LPU camera is specified to capture vehicle number plate, image, and metadata (site, camera, lane, date, time) at site entry/exit points, with an optional whitelist/blacklist event trigger supported as an alarm feature. The current scope does not specify any statutory/regulatory compliance verification (e.g., PUC certificate, vehicle insurance, cylinder hydro-testing validity) linked to the ANPR capture.	Bidders strongly recommend that GEL consider enhancing the ANPR/LPU system's scope to also verify/flag vehicle statutory compliance at the time of CNG refuelling entry - specifically valid Pollution Under Control (PUC) certificate, valid vehicle Insurance, and valid Cylinder Hydro-testing certification for CNG-fitted vehicles - by integrating with the relevant databases/APIs (e.g., VAHAN/Parivahan for PUC & Insurance records for cylinder hydro-testing), given the safety-critical nature of gas station operations. This recommendation follows the incident dated 19.08.2026, where a truck's CNG cylinder exploded near Tikri Kalan Metro Station, Delhi, at an IGL CNG station, killing at least 3 people - with IGL's preliminary assessment attributing the cause to extra/unauthorized CNG cylinders illegally fitted on the truck. This	tender terms prevails
----	---	-------------------------	---	--	-----------------------

				underscores the criticality of validating vehicle-level statutory and safety compliance before permitting entry/refuelling at CNG stations. Kindly confirm whether GEL wishes to include such compliance-verification functionality within the current scope, as this would materially affect the ANPR/LPU system design, data integration requirements, and cost.	
8 1	BQC Sr. No. 1 (OEM Authorization - PAN India support) vs. STC Clause 10 (Delivery Point)	BQC, Page 1; Section V (STC), Page 3	BQC Sr. No. 1 requires the OEM/bidder to provide 'supply and support with original parts, PAN India' during the warranty period, while STC Clause 10 (Delivery Point) lists specific operating locations across Gujarat & UT-Dadra Nagar Haveli, Palghar/Thane (Maharashtra), specified districts of Punjab & Haryana, Madhya Pradesh, and Rajasthan.	Kindly confirm whether the bidder's service/support obligation under this tender is limited to the specific delivery locations listed in STC Clause 10, or whether a broader PAN-India service network/presence is mandatorily required for qualification and ongoing warranty support.	The delivery and support should be available across Gujarat & UT-Dadra Nagar Haveli, Palghar/Thane (Maharashtra), specified districts of Punjab & Haryana, Madhya Pradesh, and Rajasthan.

8 2	BQC Sr. No. 2 (Bidder's Experience Criteria)	BQC, Page 2	BQC Sr. No. 2 requires the bidder to have COMPLETED similar CCTV-Video Monitoring System works (three works of Rs. 25 Lacs SOV each, or two of Rs. 33.75 Lacs SOV each, or one of Rs. 50 Lacs) in the last 7 years, evidenced through Purchase Order/Work Order and a completion/execution certificate.	Ongoing work orders/contracts for similar CCTV-Video Monitoring & Surveillance System works, where the executed/billed value to date meets or exceeds the value threshold specified under BQC Sr. No. 2, constitute valid and demonstrable experience for technical qualification/evaluation, on par with fully completed works, since the executed value is objectively verifiable through a client-issued certificate confirming the value executed till date. This is consistent with standard public procurement practice, wherein partial/ongoing execution of a contract of adequate value and scope is accepted as valid experience, provided it is duly certified by the client. GEL is requested to formally confirm that such ongoing work orders, duly supported by a client certificate confirming the executed value till date, shall be considered as valid	BQC criteria prevails
--------	--	-------------	---	---	-----------------------

				experience under BQC Sr. No. 2, in addition to fully completed works.	
8 3	Section II - SOW, Technical Specifications Clause 8.1 (2MP Dome Camera), Clause 8.2 (2MP Bullet Camera), Clause 8.8 (2MP Motorized ANPR/LPR Bullet Camera); Section II, Clause 5 (Camera Installation	Section II, Pages 19, 21 & 32 (Technical Specifications) and Pages 13-14 (Camera Installation); Section III, Page 2	The base technical specification for the general surveillance cameras (2MP Dome - Clause 8.1, 2MP Bullet - Clause 8.2) as well as the Motorized ANPR/LPR Bullet Camera (Clause 8.8) prescribes a minimum resolution of 2MP (1920 x 1080). Separately, Clause 5 (Camera Installation - ANPR/LPU sub-section) requires the ANPR camera to reliably capture legible, OCR-readable number plates across varying lane widths, vehicle approach angles, mounting	A 2MP (1920x1080) sensor, while adequate for general-purpose area monitoring, does not provide sufficient pixel density at the number-plate region for consistent, high-accuracy ANPR/OCR performance under real-world site conditions - e.g., vehicles approaching at an angle, wider multi-lane capture zones at station entry/exit, variable vehicle speed, and low-light/night operation, where the number-plate crop from a 2MP frame yields too few pixels-per-character for reliable	Tender terms prevails

- ANPR/LPU sub-section); Section III - Schedule of Rates (SoR), Sr. No. 1, 2 & 8		heights/offsets, capture distances, lighting conditions (including headlight glare), and vehicle speeds. The overall Scope of Work (Section II, Clause 3) also envisages video analytics-based surveillance functionality across CNG stations.	recognition. This places an undue burden on lane geometry and camera tuning alone (as contemplated under Clause 5) to compensate for an inherently limited base sensor resolution. Further, since the Scope of Work also envisages video analytics use cases (e.g., forensic search, incident investigation, evidentiary-quality review) in addition to live monitoring, a 2MP feed provides materially less image detail for accurate object/vehicle identification during zoom-in or cropped review, as compared to a higher-resolution feed - impacting both ANPR accuracy and analytics output quality, which are safety- and evidence-critical functions at a CNG station. Bidders therefore recommend that GEL revise the minimum camera resolution specified for the general surveillance cameras (Dome/Bullet - Clause 8.1, 8.2) as well as the ANPR/LPR camera (Clause 8.8) from 2MP to	
---	--	---	---	--

				a minimum of 4MP, so as to ensure adequate image detail for dependable ANPR recognition accuracy and to meaningfully support the video-analytics functionality envisaged under this Scope of Work. Kindly confirm whether GEL is agreeable to revising the minimum resolution specification from 2MP to 4MP for the relevant camera types/line items under Section III - SoR (Sr. No. 1, 2 & 8), and if so, kindly issue a corrigendum revising the applicable technical specification clauses and SoR line items accordingly, to ensure a level playing field for all bidders quoting cameras of adequate resolution for the intended ANPR and analytics scope.	
--	--	--	--	---	--

8 4	BQC , clause No. 2	2	The Bidder shall have Any of the following experience for supply, installation, successful commissioning and maintenance of CCTV VIDEO MONITORING SYSTEM (Monitoring System includes NVR, Camera, PoE / non-PoE switches, Display Monitors, VMS software and other associated components) in last 7 years reckoned from tender publish month. a. Three similar completed works, each costing not less than 25 Lacs of SOV b. Two similar completed works, each costing not less than 33.75 Lacs of SOV c. One similar completed works, costing not less than 50 Lacs	1. Eligibility of GGL Non-Associated Bidder: For a GGL Non-Associated Bidder, kindly confirm whether a copy of the Purchase Order/Work Order/Contract, along with the corresponding Completion Certificate issued by a Central Government/State Government Department, PSU, or Private Organization, shall be considered acceptable for meeting the stipulated experience criteria. 2. Meaning of SOV: Kindly clarify the meaning and full form of "SOV" mentioned in the tender document.	Please refer BQC criteria , SOV means "Single order value"
--------	-----------------------	---	--	--	---

8 5	Section I - ITB, Clause No.5	4	SITE VISIT, IF APPLICABLE - The BIDDER is advised to visit and examine the sites of work and its surroundings and obtain for itself at his own responsibility, all information that may be necessary for preparation of the bid and entering into contract.	Site Visit Requirement: Kindly confirm whether the site visit prior to submission of the tender is mandatory for the bidders or whether it is optional.	Site visit is recommended but not mandatory
8 6	Section II - SOW for CCTV, Clause No.2.1, Point No.4	7	Central location shall be used only for centralized live viewing, remote playback, event review, health monitoring, and download/export of video clips from remote NVRs using OEM-provided CMS / viewing software.	CMS/Viewing Software and Associated Infrastructure: Kindly confirm whether the CMS/Viewing Software is within the Bidder's scope. If yes, kindly clarify the scope and technical requirements for the associated Server, Storage, Network Switches, and other related hardware/components required for the CMS/Viewing solution. Further, please clarify whether the network connectivity between the remote NVRs and the Central CMS/Viewing System is also within the Bidder's scope.	OEM CMS/viewing software and the designated server-grade workstation are in bidder scope and it should comply with the requirements mentioned under the RFP. No centralized recording storage is required. GEL will provide connectivity

8 7	Section II - SOW for CCTV, Clause No.3	8	The scope of complete work shall include design, engineering, supply, installation, testing, commissioning, integration, site acceptance testing, documentation, warranty and maintenance of the IP-based video surveillance system for gas station / field locations.	CNG Station, Store Locations and Office Address: Kindly provide the tentative details and addresses of the CNG Stations and Stores/locations covered under the scope of work. This information will enable the bidder to assess the transportation and logistics requirements, manpower/team mobilization, deployment strategy, and overall project execution plan more accurately.	Gujarat: 1st year-180,2nd Year-60 , 3rd year-40. MP-1st year-30,2nd Year-15 , 3rd year-20. Rajasthan- 1st year-20,2nd Year-15 , 3rd year-30. Punjab&Har yana:1st year-30,2nd Year-25 , 3rd year-10. Maharasthra :1st year20,2nd Year-20 , 3rd year-45 . These quantity are tentative ..GEL shall provide quantity as part of contract award.
--------	---	---	--	--	--

8 8	Section II - SOW for CCTV, Clause No.8.17	43	VMS for Monitoring	VMS / Central Monitoring Software: It is observed that the VMS/Central Monitoring Software with associated hardware has not been included in the Schedule of Rates (SOR)/BOQ. We kindly request the Tendering Authority to incorporate the required VMS/Central Monitoring Software with associated hardware item in the SOR/BOQ, along with the applicable technical specifications and quantity, to enable bidders to quote accordingly.	The OEM CMS/viewin g software, required current- scope client entitlement s and the designated server- grade workstation are deemed part of the complete SITC scope even if not separately listed. Bidder needs to factor its cost under the complete cost
8 9	Section III - SOR for CCTV, Clause No.8	2	CAMERA, CCTV, MOTORIZED ANPR/LPR BULLET, 2MP (with LPU)	ANPR Software and LPU: It is observed that the ANPR Software and LPU (Local Processing Unit) have not been included in the Schedule of Rates (SOR)/BOQ. We kindly request the Tendering Authority to incorporate the required ANPR Software and LPU items in the SOR/BOQ, along	Plz refer RFP Section 3 point no.13 at pg no. 10and Section 5 at page no. 14

				with the applicable technical specifications and quantities, to enable bidders to quote accordingly.	
90	Section II – Clause 2.1 Proposed Architecture	7	Local NVR-based architecture and centralized monitoring through OEM CMS	Kindly clarify whether the bidder is required to integrate the proposed CCTV system with the existing GEL network/WAN infrastructure, including configuration of existing network switches, VLANs, IP addressing, routing and firewall policies, or whether the required network connectivity and configuration shall be provided by GEL.	Network connectivity will be provided by GEL. However, all configuration, integration, commissioning, and activities required to make the system operational shall be entirely within the bidder's scope. GEL will provide necessary support related to its network infrastructure wherever required.

9 1	Section II – Clause 2.1 / 2.3	7–8	Future integration with ICCC/DC/DR/Enterprise VMS	The tender states that the proposed system shall be integration-ready for future integration with DC, ICCC, Enterprise VMS and analytics platforms. Kindly clarify the minimum integration protocols/APIs/standards expected under the present scope and confirm that any additional hardware, software, licenses and infrastructure required for such future integration shall be separately payable.	Future integration with DC, ICCC, Enterprise VMS, Analytics Platforms, or any other external systems shall be treated as a separate scope of work and shall be payable separately. However, the bidder shall provide all necessary APIs, SDKs, protocols, interface details, documentation, and technical support required to enable such future integrations . The proposed
--------	-------------------------------------	-----	---	---	---

					solution shall be integration-ready and compliant with open/industry-standard integration mechanisms wherever applicable.
9 2	Section II – Clause 8.17 – VMS for Monitoring	43	OEM Central Monitoring / Client Viewing Software	Kindly clarify the exact number of VMS/CMS client workstations, monitoring locations and concurrent users required under the present scope.	Present scope includes decentralized monitoring that involves a 1-2 client workstations at Zone / GA level. However, the solution should be capable to address requirement of an additional centralized monitoring location through a Central Control Room setup

9 3	Section II – Clause 8.17 – VMS for Monitoring	43	VMS licensing	The tender permits OEM freeware/no-cost client software or OEM software with required current-scope client entitlements. Kindly confirm whether any VMS/CMS server license, client license, device/channel license, concurrent-user license or future expansion license is required to be included in the bidder's scope.	The bidder shall provide a fully functional, perpetual, and unrestricted VMS/CMS licensing package covering all cameras, devices, users, channels, clients, and functionalities required under the present scope. All licenses required for successful operation of the system shall be included in the bidder's scope. Any future expansion licenses beyond the current scope shall be procured
--------	--	----	---------------	---	--

					separately, if required.
9 4	Section II – Clause 8.17 – VMS for Monitoring	43	Multi-site access	Kindly clarify the maximum number of remote sites/NVRs and cameras that are required to be simultaneously accessible through a single central VMS/CMS client workstation.	Gujarat: 1st year- 180,2nd Year-60 , 3rd year-40. MP-1st year-30,2nd Year-15 , 3rd year-20. Rajasthan- 1st year- 20,2nd Year-15 , 3rd year-30. Punjab&Har yana:1st year-30,2nd Year-25 , 3rd year-10. Maharasthr a :1st year20,2nd Year-20 , 3rd year-45 . These

					quantity are tentative ..GEL shall provide quantity as part of contract award.
9 5	Section II – Clause 7.11	19	Multiple-layer monitoring	The tender specifies local 24x7 monitoring, second-level monitoring at Regional Office and third-level monitoring at State level. Kindly provide the number and locations of proposed local, regional and state-level monitoring workstations/displays to be considered in the bidder's scope.	The exact number and locations of monitoring workstations/displays shall be finalized by GEL based on operational requirements. The bidder shall provide a scalable solution capable of supporting monitoring at local, regional, and state levels as

					envisaged in the RFP.
9 6	Section II – Clause 2.1 / 2.2	7	Local recording and central monitoring	Kindly confirm that primary recording shall remain at the respective site NVR and that centralized VMS/CMS shall be used only for live viewing, remote playback, event review, health monitoring and video export, with no centralized continuous recording required under the present scope.	Bidder understanding is correct. Primary recording shall remain at the respective site NVRs. The centralized VMS/CMS shall be used only for live viewing, remote playback, event review, health monitoring, and video export. No

					centralized continuous recording or centralized storage is envisaged under the current scope.
9 7	Section II – Clause 7.12 Software Licenses	19	Software licenses	Kindly clarify whether all software licenses required for the complete 5-year contract period, including VMS/CMS, NVR software, device licenses, operating system and other application software, are required to be included in the initial quoted price.	The bidder shall provide all software licenses, subscriptions, entitlements, updates, and support required for successful operation of the proposed solution during the complete contract period. The cost of all such licenses shall be deemed

					included in the bidder's quoted price.
9 8	Section II – Clause 2.3 Future Readiness	8	Future integration readiness	Kindly clarify whether future integration-readiness is limited to providing standard APIs/SDKs/protocol support and technical coordination, and confirm that any additional VMS server, integration middleware, licenses, analytics software or storage required in future shall be treated as a separate scope.	Future integration with DC, ICC, Enterprise VMS, Analytics Platforms, or any other external systems shall be treated as a separate scope of work and shall be payable separately. However, the bidder shall provide all necessary APIs, SDKs,

					protocols, interface details, documentation, and technical support required to enable such future integrations . The proposed solution shall be integration-ready and compliant with open/industry-standard integration mechanisms wherever applicable.	
99	Section II – Clause 3, Scope of Work	8–9	Complete responsibility	system	The tender states that any item not specifically mentioned but required for complete SITC and successful operation shall be deemed included in bidder's scope. Kindly clarify that modifications/additions to GEL's existing WAN, firewall, routing, core network or other IT infrastructure, if required	Modifications, hardware additions, or license upgrades to GEL's pre-existing enterprise WAN, central firewalls, core

				for CCTV connectivity, shall not be considered bidder's scope unless specifically identified in the SOR.	distribution network, or external IT infrastructure shall not fall under the bidder's scope of work. Network/WAN connectivity shall be provided by GEL. However, all configuration, integration, commissioning, testing, and activities required to make the proposed CCTV system operational over the available network shall be entirely within the bidder's scope. GEL
--	--	--	--	---	---

					shall provide necessary support related to its existing IT/network infrastructure wherever required.	
100	Section II – Clause 7.11 / VMS	19 / 43	WAN-based monitoring	live	Kindly provide the available WAN bandwidth at the respective locations and the central/regional monitoring locations, or confirm that the bidder shall only design the CCTV solution based on bandwidth made available by GEL. The tender itself states that live monitoring over WAN shall be optimized based on available bandwidth.	The details shall be provided at time of contract award

1 0 1	Section II – Clause 2.2	7	Edge recording / ANR	The tender mentions camera SD-card-based edge recording and automatic backfill where supported. Kindly clarify whether SD cards for all cameras are mandatory or only where specifically mentioned in the respective camera technical specification/SOR.	SD cards are required with all the cameras
1 0 2	Section II – Clause 3 / Site Survey	8	Site survey and final BOQ	Since the final site-specific BOQ shall be prepared after site survey, kindly confirm that the actual quantities approved by GEL after site survey shall be payable at the respective quoted SOR rates, irrespective of the indicative quantities mentioned in the SOR.	Yes understandi ng iscorrect

1 0 3	Section II – Clause 10	56	Delivery	Kindly clarify whether the 4-week material delivery period shall commence from the date of individual Call-out Order/LOI or from approval of the site survey and final BOQ.	Revised RFP- 8 Weeks shall commence from the call out order/LOI
1 0 4	Section II – Clause 12	57–58	SLA / Complaint Resolution	Kindly provide the location-wise classification/list of HO, District, Critical and Remote locations for determining the applicable 72-hour and 150-hour complaint resolution SLA.	Location shall be shared at time of contract award/LOI

1 0 5	Section II – Clause 12	57–58	99.50% uptime	Kindly clarify the methodology for calculating 99.50% uptime at individual component level and confirm that downtime attributable to GEL power supply, WAN/network, internet connectivity, firewall, site access and other dependencies beyond bidder's control shall be excluded from uptime calculations.	The bidder shall be responsible for achieving the stipulated uptime for all equipment, software, and services under its scope. Downtime attributable to bidder-supplied equipment, software, configuration, integration, maintenance, or support activities shall be considered in uptime calculations. Downtime arising solely due to factors outside the bidder's scope, shall
-------------	---------------------------	-------	---------------	---	--

					be excluded from uptime calculations, subject to verification and acceptance by GEL
1 0 6	Section V – Clause 3	2	Rate Validity	The tender specifies firm and fixed rates for 3 years, whereas comprehensive onsite warranty/support is required for 5 years. Kindly clarify the applicable commercial mechanism for warranty/O&M obligations during Years 4 and 5.	This is ARC contract with validity of 3 years from Date of contract award . Whereas the comprehensive onsite warranty for Active component shall be of 5 years from the completion of the work for respective call out order.

107	Section III – SOR	SOR	3-year quantities / 5-year warranty	The SOR provides quantities/rates for First, Second and Third Year, while the tender requires 5-year comprehensive onsite warranty. Kindly clarify the applicable rates/quantities/payment mechanism for Years 4 and 5.	This is ARC contract with validity of 3 years from Date of contract award. Whereas the comprehensive onsite warranty for Active component shall be of 5 years
108	Section III – SOR / Payment Terms	SOR / 62	80% SITC + 20% Years 2–5	Kindly clarify whether the 20% amount retained/released during Years 2–5 is applicable against each individual Call-out Order from its respective commissioning date or against the overall Rate Contract value.	20% amount retained for respective call out order
109	Section V – Clause 4	2	5-year comprehensive warranty	Kindly clarify whether all VMS/CMS software updates, firmware upgrades, OS upgrades, security patches and version upgrades required during the 5-year warranty/support period shall be provided	yes it shall be part of Comprehensive warranty support period

				by the OEM without any additional license/subscription charges. The SOW states that such upgrades and patches are to be made available at no extra cost.	
1 1 0	Section III – SOR	SOR	Indicative quantities	Kindly confirm whether GEL provides any minimum quantity/order commitment during the 3-year Rate Contract period, or whether orders shall be placed entirely at GEL's discretion based on actual requirement.	Order shall be placed solely at GEL discretion
1 1 1	BQC – OEM Authorization / Supporting Documents	BQC	Bidder shall be an OEM or an authorized system integrator, and an OEM Authorization Letter mentioning the GGL Bid/Tender ID is required.	We request Gujarat Energy to clarify whether an OEM shall be permitted to authorize only one bidder for participation in this tender. To ensure fair competition and avoid multiple bidders participating with the same OEM authorization, kindly confirm that the OEM authorization issued for this tender shall be exclusive to a single bidder for the complete CCTV solution. Alternatively, please clarify the permitted number of bidders that may be authorized by the	OEM can bid through multiple channel partners

				same OEM against this tender.	
1 1 2	Section II - SOW for CCTV Supply & Installation - Topic 3 - Page 8	8	12. All connecting cables used in the field shall be suitable for the application and environment, including outdoor-rated / industrial-grade cable where required.	Outdoor Cable (Ethernet) Specifications are not available in the tender Specifications	CAT6 shall be 100-ohm, 4-pair, solid bare-copper cable, 23 AWG, compliant with ANSI/TIA-568.2-D and ISO/IEC 11801 Class E; CCA conductors are not permitted. Outdoor runs shall use UV-resistant, moisture-resistant outdoor cable or protected conduit as approved. OEM shall

					meet the specification; no brand restriction applies.
1 1 3	Section II - SOW for CCTV Supply & Installation - Page 8 Topic 7.1 - OFC General Scope - Page 15	15	The bidder shall be responsible for laying required LAN and OFC cabling along with all associated accessories such as PVC conduit, HDPE pipe, GI pipe, LIU, pigtails, patch cords, clamps, supports, tags, casing/capping, protection arrangements, and reinstatement of the site to original condition. The bidder shall follow industry best practices of structured cabling including proper laying, dressing, tagging, clamping, casing, capping, testing, and documentation.	In the SOR Only OFC Cable is mentioned. Also there is no detailed specifications of the 6 Core OFC Singlemode Cable. - Fiber Panel, Fiber Patch Cords - specifications are not there in the Tender. Also these components are not there in the SOR.	OFC shall be 6-core single-mode OS2, outdoor/underground suitable, armoured where directly buried or exposed to mechanical risk, compliant with applicable IEC 60793/60794 and ITU-T G.652.D. The bidder shall submit attenuation data, drum

					test reports and OEM datasheet. All other items, components, accessories, services, configurations, integrations, and activities required for successful installation, commissioning, testing, and making the system fully operational/live, whether explicitly specified or not, shall be deemed to be included in the bidder's scope of work and cost.
--	--	--	--	--	--

1 1 4	Section II - SOW for CCTV Supply & Installation - Page 8 Topic 7.3 - Standard Cat6 cabling best practices - Page 15	15	All nodes shall be connected through proper I/O, patch panel, and rack arrangement wherever applicable.	In SOR - Information Outlets, MPTL Plugs, Faceplates are not mentioned	Bidders must factor the costs for all necessary I/Os, faceplates, and MPTL plugs into their overall commercial bid
1 1 5	Section II - SOW for CCTV Supply & Installation - Index 8.28	Index 8.2	Cat 6 UTP Patch Cord – LSZH- 1 Mtr & 2 Mtr	Specifications are for 1 mtr patch cord length. Do we also need to consider 2 mtrs length. Please specify the quantity.	It is for 1 mtr length only
1 1 6	Section V - STC - 3 Page 2	2	RATES specified in the CONTRACT shall remain firm & fixed for 03 (Three) years from the date of notification/award of RATE CONTRACT.	In current scenario maintaining the price is difficult due to high fluctuation in USD and Copper LME	Tender terms prevail
1 1 7	BQC Clause 2 (Technical Experience)	1	Bidder shall have experience of similar completed works (Option a/b/c) in last 7 years, involving NVR, Camera, PoE/non-PoE switches, Display Monitors, VMS software and associated components.	Kindly clarify whether 'similar work' includes CCTV/IP surveillance projects executed for smart city projects and other government CCTV Projects are considered.	Bidder understanding is correct, but it must comply other terms and conditions mentioned

					under the RFP.
1 1 8	Section III - SoR, Sr. No. 1-42 (Quantities)	1-4	Quantities for Year 1, Year 2 and Year 3 are indicated against each SOR line item (e.g. 200/100/100 cameras).	Kindly confirm whether the indicated quantities are firm minimum guaranteed order quantities, or purely estimated/indicative quantities for bid evaluation purposes, given ITB Clause 24 states quantities are 'tentative only'. Also confirm the basis of price evaluation - lowest total SOR value across all 3 years, or Year-1 value only.	Quantity mentioned in SOW is tentative in nature .The rate quoted for all the 3 years shall be considered for price evaluation

1 1 9	Section II - SOW, Clause 14 (Payment Terms)	62-63	80% of quoted amount to be paid in staggered manner during SITC phase; remaining 20% released in equal quarterly instalments from Year 2 to Year 5.	Request clarification on how the milestone-wise payment schedule (10%/40%/30%/10%/10 % retention) interacts with the 80:20 SITC:O&M split mentioned in the SoR cover page, as the two payment structures appear to describe different splits. Time line for submission of invoice is not mentioned. Request to Time line for submission of invoice should be fixed.	The milestone-wise payment schedule specified under Section 14 at Page No. 63 in RFP and shall govern the release of payments for the SITC portion of each batch. The retention/h old amount shall be released after completion of the stipulated retention period, subject to satisfactory performance and fulfilment of contractual obligations. The milestone-based
-------------	---	-------	---	---	--

					payment schedule and retention mechanism shall prevail for payment processing under this tender. Invoices may be submitted by the bidder upon successful completion and acceptance of the respective milestone along with the requisite supporting documents. Payments shall be processed as per the terms and conditions of the tender and GEL's standard
--	--	--	--	--	---

					payment procedures.
1 2 0	Section II - SOW, Clause 2 (Architecture)	7-8	Central location to be used only for centralized live viewing / remote playback / health monitoring; enterprise VMS, DC/DR, ICCO out of scope.	Kindly confirm the exact number of concurrent users / workstations required at the central location for live viewing and the client/viewer license quantity to be quoted, since this affects VMS licensing cost.	5 number of concurrent users
1 2 1	Section III - SoR (Site List / Locations)	-	Delivery point covers GEL locations across Gujarat, Maharashtra (Palghar/Thane), Punjab, Haryana, MP and Rajasthan.	Request GEL to share the complete list of sites/locations (CNG stations, DCS stations, warehouses, offices) along with the number of cameras planned per	Location shall be shared at time of contract award/LOI

				site/location, to enable accurate cabling, logistics and O&M resource planning.	
1 2 2	Proposed Architecture / CMS	7-8	Central location shall be used for centralized live viewing, remote playback, event review, health monitoring and video export through OEM-provided CMS / viewing software.	Kindly clarify whether CMS/VMS software and licenses are required at each individual site or only at the central monitoring location.	CMS/client software is required at the designated central/regional monitoring workstation (s), not as a separate server application at every site. Each site requires the local NVR and any local client/access needed for commissioning and authorized operation.
1 2 3	Scope of Work / Network Connectivity	8	Remote live view and playback from site NVRs to central location over WAN/VPN is required.	Kindly clarify whether WAN/Internet/VPN connectivity between sites and the central location will be provided by GEL or is to be	Connectivity will be provided by GEL

				included in the bidder's scope.	
1 2 4	Camera Installation / Pole for Camera Mounting	13, 50	Pole height is specified as 4–7 meters or higher, with final height to be decided during feasibility study.	Kindly clarify the required camera mounting height and the process for finalizing camera locations/clearances at each site. Also, please confirm whether Ex-proof cameras are required in any CNG station hazardous area.	Final mounting height and location will be approved after site survey, coverage/FOV study and safety clearance; the specified 4–7 m range is indicative. Need to check with GEL for Ex proof camera
1 2 5	CMS / VMS & ONVIF Support	8, 19 onward s	Central monitoring shall be through OEM-provided CMS/viewing software and cameras shall support ONVIF Profile S/G/T.	CMS/VMS software should be OEM neutral as the same can be expanded to entire network and should be able to integrate with any ONVIF make of NVR and camera. This will give GEL a flexibility to replay any NVR with any make NVR also GEL becomes brand neutral hence gets	Bidders understanding is correct

				enhanced financial benefits.	
1 2 6	ANPR / LPR Camera	32-35	Tender includes provision for Motorized ANPR/LPR Bullet Camera.	We suggest ANPR to be locally and integrated with Vahan so that every vehicle when comes for CNG, it gets detected by camera and identified with ANPR if the vehicle is having valid PUC and Insurance within 3 seconds of number detection and the same message goes to WhatsApp so that relevant action of disallowing the vehicle for CNG fueling. Same can be displayed on large LED screen with number displayed in Red to disallow. This if procured in the current tender, it becomes much easier and cheaper than to do it separately.	The suggested requirement is not part of the current scope of work and may be considered separately in future, if required by GEL.
1 2 7	AI / Video Analytics / Health Management Software	55	Tender includes provision for Health Management Software and CCTV video surveillance system	Currently, for CNG stations, AI like time required for each vehicle fuelling, attendant in uniform or not, vehicle empty when fuelling, fire or smoke detection, mobile phone usage,	The suggested requirement is not part of the current scope of work and

				littered/dirty floor of pump, wrong-side vehicle entry, etc., apart from if PUC and Insurance is valid on the day of fuelling.	may be considered separately in future, if required by GEL.
1 2 8	Delivery / Project Implementation	56	The tender specifies timelines for material delivery, installation, testing, UAT and final acceptance.	The stipulated 4-week delivery period is very short considering the quantity, site survey, procurement, installation and commissioning activities involved. Kindly consider extending the delivery period. We need 8 to 10 weeks	SOW to be revised with 6 weeks for material delivery
1 2 9	8.17. VMS for Monitoring / Sr. No. 12	Page No 44	Display Split Layout: Software shall support video split layouts such as 1 / 4 / 9 / 16 / 25 / 36 / 49 / 6/ 81 / 100 or customized layouts, subject to hardware and software capability	We understand that the requirement of viewing multiple cameras on a single screen. We would like to highlight that the industry standard for the camera layout are limited upto 49/64 cameras maximum for doing justice to the viewing by the operator on a on single screen. it is requested & suggested that the same standard i.e. 49/64 cameras on single screen should be followed. However, please specify the resolution at which the cameras shall be viewed so that the workstation	Bidder may propose the product having a minimum capacity to show 64 cameras on a single screen layout.

				hardware inclusive of GPU cards shall be proposed accordingly for keeping in mind maximum camera matrix view required.	
1 3 0	8.17. VMS for Monitoring / Sr. No. 14	Page No 44	Device Operations : Software shall support device discovery/auto-find, add, delete, grouping, reboot, configuration, and other standard device management operations as supported by the OEM	This functionality can be met only when the CCTV system devices such as NVRs/Cameras are compliant to the ONVIF standards available. Therefore, it is suggested to ensure that the OEMs supply the CCTV System devices which are compliant to ONVIF standards ensuring the availability of these features in their devices which then can be integrated by the VMs/CMS software by using the ONVIF Stack. Please make the appropriate changes in the clauses ensuring the compliance to the ONVIF standards by OEMs of the CCTV System Devices \ for integration with	Yes, Cameras must support ONVIF protocol

				third-party applications for delivering the said requirements.	
1 3 1	8.17. VMS for Monitoring / Sr. No. 22	Page No 44	Playback Features : Software shall support playback functions such as snapshot, audio playback where applicable, E-PTZ, playback speed increase/decrease up to 8X or better, synchronized playback, time search, motion search, and alarm/event search.	Since the recording is happening on the local NVRs and also due to the limitation of the device APIs/SDKs or ONVIF protocol, some features like motion search, and alarm/event search, are not available in the playback operations. We request you to please remove the requirements of "motion search, and alarm/event search" from the clause.	Tender terms prevails

1 3 2	8.17. VMS for Monitoring / Sr. No. 24	Page No 44	Event Actions : Software shall support event actions such as trigger recording, PTZ movement, operator alarm indication, video pop-up, and related supported event response actions	Since the recording is happening on the local NVRs and also due to the limitation of the device APIs/SDKs or ONVIF protocol, some features like Trigger Recording in the NVRs/SD Cards can not be implemented by integrating with the third-party independent standard protocol based softwares. Therefore, we request you to please remove the requirements of "Trigger Recording" from the clause.	Tender terms prevails
1 3 3	8.17. VMS for Monitoring / Sr. No. 25	Page No 44	Device Configuration Access : Software shall support remote device configuration such as network, encoding, PTZ, image, event, record, storage, account, and maintenance settings, subject to user privilege and OEM support.	This requirement can met in 2 ways: 1) Since this features is limited to properitery VMS/CMS supplied by the OEM of Cameras and NVR, third-party CMS/VMS application need SDK based integration for th, which makes functionality to be met. So to meet this requirement, the OEM of the NVRs/Cameras should share the required SDKs along with necessary technical support with the CMS/VMS vendor for doing the necessary integration which should	Bidders should propose either of solution which is best suitable as per the requirement of GEL.It must follow RFP specification and requirement .

				be specified in the tender document by GEL. OR 2) The other way to be able to meet this requirement is that an Interface Tab can be made available in the VMS/CMS software UI through which the necessary login can be done by the authorised user to log into a particular device to make the desired changes one by one. Please clarify which methodology is expected and accordingly ensure the necessary changes in the respective clauses to ensure the support of the CCTV OEM (NVRs/Cameras) for the required SDKs along with the technical support for integration.	
--	--	--	--	---	--

1 3 4	8.17. VMS for Monitoring / Sr. No. 18	Page No 44	Operator Functions : Software shall support multi-screen split, snapshot, local manual recording, audio, talkback, alarm output control, and PTZ control including PTZ movement, presets, cruise, auto- scan, pattern, focus, and joystick control wherever supported	We understand that The requirement of the "Local Manual Recording" under this clause means that the Operator should be able to record on demand the CCTV camera feeds at the centralised location through the VMS/CMS Software being used. If yes, then this requirement contradicts with the requirements mentioned under Section 2.1 Current Architecture basis Sr. No. 5 "Bidder shall not be required to undertake any work pertaining to the centralized recording of video feeds, procurement of enterprise VMS licenses, data centre, disaster recovery, etc. as part of the scope of work under this RFP." And if no, then please remove this requirement under this clause. Also the other functional requirements under this clause are dependent on the APIs/SDKs to made available by the OEM of the CCTV Devices which should be esnure by GEL	tender terms prevails . Local manual recording means authorised operator may save Ondemand video clip at central location.It dosent mean centralized continuos recording
-------------	--	---------------	--	--	--

				by specifying the requirements of necessary APIs/SDKs by GEL. Please clarify on the above.	
1 3 5			Additional Clause suggested	It is suggested that an independent third-party VMS/CMS application as required under this tender document should be procured by GEL than the one to be proposed by OEM of a particular CCTV Vendor/OEM. A third-party industry standard based CMS application will ensure that multiple CCTV OEM brands & models can be integrated futuristically into the application that the specific CCTV OEM application which will limit itself to integration	This is futuristic requirement . However if 3rd party VMS /CMS application meets GEL requirement as per RFP terms than it is OK

				with its own offered NVRs & cameras. This will ensure that the investments made into the CMS application by GEL at this stage shall be protected for the next 5-7 years as the scope of the integration of CCTV devices expands during the said period for multiple locations which may deploy CCTV devices from other OEMs.	
1 3 6	8.27 Cat6 UTP Cable(Secti on II SOW for Supply and Installation)	52&53	4. Jacket- FR PVC	PVC	Tender terms prevails
1 3 7	8.27 Cat6 UTP Cable(Secti on II SOW for Supply and Installation)	52&53	12. Bend Radius-4*Cable Diameter	8*Outer Diameter of Cable	Tender terms prevails
1 3 8	8.27 Cat6 UTP Cable(Secti on II SOW	52&53	15. Conductor Resistance- 75 Ohms/Km Max	Conductor Resistance- Max 9.38 Ω /100m	RFP specifications are minimum

	for Supply and Installation)				requirement , bidders can bid for higher specifications
139	8.27 Cat6 UTP Cable(Section II SOW for Supply and Installation)	52&53	15. Conductor Resistance- 75 Ohms/Km Max	Conductor Resistance- Max 9.38 Ω /100m	RFP specifications are minimum requirement , bidders can bid for higher specifications
140	8.27 Cat6 UTP Cable(Section II SOW for Supply and Installation)	52&53	16.Propagation Delay Skew-35ns/100 Mtrs. MAX	Propogation Delay Skew- Max. 45 ns/100 m	Tender terms prevails
141	8.27 Cat6 UTP Cable(Section II SOW for Supply and Installation)	52&53	20. Certification -UL, CE, ETL, ETL channel tested	UL	Tender terms prevails
142	8.29 CAT 6 Unshielded Keystone Jack (ection	54	22. Certification -UL, CE	UL	Tender terms prevails

	II SOW for Supply and Installation)				
1 4 3	8.28. Cat 6 UTP Patch Cord – LSZH- 1 Mtr & 2 Mtr	53	2. Wire Insulation-SFS PE	HDPE	RFP specifications are minimum requirement , bidders can bid for higher specifications
1 4 4	8.13 CAT 6 Unshielded Keystone Jack (ection II SOW for Supply and Installation)	54	32. Certification -UL, CE	UL	Tender terms prevails
1 4 5	8.1.2MP Dome Camera	20	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
1 4 6	8.2.2MP Bullet Camera	21	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
1 4 7	8.3.2MP PTZ Camera 30X	23	SNR: 55 dB or better	SNR: Consider 45db or better	tender terms prevails
1 4 8	8.4.5MP Dome Camera	25	Camera Resolution Minimum 5MP	Camera Resolution Minimum 4MP or better	tender terms prevails

149	8.4.5MP Dome Camera	25	Supported Resolution: 5MP (2560 × 1920 / 2592 × 1944), Full HD (1920 × 1080), HD (1280 × 720) or better	Supported Resolution: 2568(H) × 1448(V) (4MP) or better	tender terms prevails
150	8.4.5MP Dome Camera	25	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
151	8.4.5MP Dome Camera	26	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress.	tender terms prevails
152	8.5.5MP Bullet Camera	26	Camera Resolution Minimum 5MP	Camera Resolution Minimum 4MP or better	tender terms prevails
153	8.5.5MP Bullet Camera	27	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
154	8.5.5MP Bullet Camera	27	Supported Resolution: 5MP (2560 × 1920 / 2592 × 1944), Full HD (1920 ×	Supported Resolution: 2568(H) × 1448(V) (4MP) or better	tender terms prevails

			1080), HD (1280 × 720) or better		
1 5 5	8.5.5MP Bullet Camera	28	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress.	tender terms prevails
1 5 6	8.6.5MP Long Range Bullet Camera	28	Camera Resolution Minimum 5MP	Camera Resolution Minimum 4MP or better	tender terms prevails
1 5 7	8.6.5MP Long Range Bullet Camera	29	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
1 5 8	8.6.5MP Long Range Bullet Camera	28	Supported Resolution: 5MP (2560 × 1920 / 2592 × 1944), Full HD (1920 × 1080), HD (1280 × 720) or better	Supported Resolution: 2568(H) x 1448(V) (4MP) or better	tender terms prevails

1 5 9	8.6.5MP Long Range Bullet Camera	30	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress.	tender terms prevails
1 6 0	8.7.5MP PTZ Camera 30X	30	Camera Resolution Minimum 5MP	Camera Resolution Minimum 4MP or better	tender terms prevails
1 6 1	8.7.5MP PTZ Camera 30X	30	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
1 6 2	8.7.5MP PTZ Camera 30X	31	Supported Resolution: 5MP (2560 × 1920 / 2592 × 1944), Full HD (1920 × 1080), HD (1280 × 720) or better	Supported Resolution: 2568(H) x 1448(V) (4MP) or better	tender terms prevails
1 6 3	8.7.5MP PTZ Camera 30X	30	SNR: 55 dB or better	SNR: Consider 45db or better	tender terms prevails

1 6 4	8.8.2MP Motorized ANPR / LPR Bullet Camera	32	Frame Rate: Minimum 50 fps at 1080p; 60 fps preferred	We request the department to kindly consider 25 FPS or better at 1080p instead of the specified minimum 50 FPS, as 25 FPS is a standard frame rate for CCTV surveillance applications and is sufficient for normal security monitoring and recording requirements.	tender terms prevails
1 6 5	8.8.2MP Motorized ANPR / LPR Bullet Camera	33	SNR 55 dB or better	SNR: Consider 45db or better	tender terms prevails
1 6 6	8.8.2MP Motorized ANPR / LPR Bullet Camera	34	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress.	tender terms prevails

1 6 7	SOW		Location Details Missing	No of Sites in Every Year at Least Count is required	GEL shall not be able to provide the minimum guaranteed number of sites.
1 6 8	SOW		Old Setup of CCTV Surveillance Details not provided	Details of Old CCTV Set up in Sites are required	The details shall be provided at time of contract award
1 6 9	SOR	4	Cat 6 Cable -200 mtr Every year	interchange with Cat6 UTP Patchcord Quty	SOR to be revised,
1 7 0	SOR	3	Patch Chord UTP-10000 mtr Every year	interchange with Cat6 UTP Cable Quty	SOR to be revised,
1 7 1	SOR	4	Procurement Schedule Finalization not given for One time every year	Min Procurement of all items of Active Required to be Approved on start of year	GEL shall not be able to provide the minimum guaranteed number of sites.

1 7 2	BQC Document File No: GGL-IT & ERP-2026- 4-176792	2	The Bidder shall have Any of the following experience for supply, installation, successful commissioning and maintenance of CCTV VIDEO MONITORING SYSTEM (Monitoring System includes NVR/Camera, PoE / non-PoE switches, Display Monitors, VMS software and other associated components) <u>in last 7 years</u> reckoned from tender publish month.	The Bidder shall have Any of the following experience for supply, installation, successful commissioning and maintenance of CCTV VIDEO MONITORING SYSTEM (Monitoring System includes NVR/Camera, PoE / non-PoE switches, Display Monitors, VMS software and other associated components) <u>in last 5 years</u> reckoned from tender publish month. Please consider changing the experience requirement from the last 7 years to the last 5 years reckoned from the tender publish month, to enable wider participation of bidders having recent and relevant experience in CCTV Video Monitoring & Surveillance Systems.	No changes in the terms of the RFP
1 7 3	8.1.2MP Dome Camera	20	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
1 7 4	8.2.2MP Bullet Camera	21	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails

1 7 5	8.3.2MP PTZ Camera 30X	23	SNR: 55 dB or better	SNR: Consider 45db or better	tender terms prevails
1 7 6	8.4.5MP Dome Camera	25	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
1 7 7	8.4.5MP Dome Camera	26	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress. We further request that acceptance of the STQC/BIS-ER application letter/acknowledgement may be considered sufficient for bid participation, with the final STQC Test Report and BIS-ER Certificate to be submitted at the time of SITC.	tender terms prevails

1 7 8	8.5.5MP Bullet Camera	27	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
1 7 9	8.5.5MP Bullet Camera	28	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress. We further request that acceptance of the STQC/BIS-ER application letter/acknowledgement may be considered sufficient for bid participation, with the final STQC Test Report and BIS-ER Certificate to be submitted at the time of SITC.	tender terms prevails
1 8 0	8.6.5MP Long Range Bullet Camera	29	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails

1 8 1	8.6.5MP Long Range Bullet Camera	30	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress. We further request that acceptance of the STQC/BIS-ER application letter/acknowledgement may be considered sufficient for bid participation, with the final STQC Test Report and BIS-ER Certificate to be submitted at the time of SITC.	tender terms prevails
1 8 2	8.7.5MP PTZ Camera 30X	30	SNR: 50 dB or better	SNR: Consider 45db or better	tender terms prevails
1 8 3	8.7.5MP PTZ Camera 30X	30	SNR: 55 dB or better	SNR: Consider 45db or better	tender terms prevails

1 8 4	8.8.2MP Motorized ANPR / LPR Bullet Camera	32	Frame Rate: Minimum 50 fps at 1080p; 60 fps preferred	We request the department to kindly consider 25 FPS or better at 1080p instead of the specified minimum 50 FPS, as 25 FPS is a standard frame rate for CCTV surveillance applications and is sufficient for normal security monitoring and recording requirements.	tender terms prevails
1 8 5	8.8.2MP Motorized ANPR / LPR Bullet Camera	33	SNR 55 dB or better	SNR: Consider 45db or better	tender terms prevails
1 8 6	8.8.2MP Motorized ANPR / LPR Bullet Camera	34	Compliance and Certification: Availability of security testing report for CCTV/VSS issued by Standardization Testing and Quality certification (STQC) Laboratory or any other agency notified by Meity. BIS Registration (CRS) for safety general requirements as per IS 13252 (Part 1):latest.	We request the department to kindly allow OEMs who have already applied for STQC security testing/certification for the offered 5MP camera. The OEM shall submit the STQC Test Report and applicable BIS-ER Certificate at the time of SITC/installation. This will enable participation of compliant OEMs whose certification process is currently under progress. We further request that	tender terms prevails

				acceptance of the STQC/BIS-ER application letter/acknowledgement may be considered sufficient for bid participation, with the final STQC Test Report and BIS-ER Certificate to be submitted at the time of SITC.	
1 8 7	8.11. 16- port Indoor PoE switch with SFP				
1 8 8	8.11. 16- port Indoor PoE switch with SFP	36	Minimum 16 x 10/100/1000 Mbps RJ-45 PoE/PoE+ ports • Minimum 2 x 1G SFP (1000BASE-X) uplink ports • All required SFPs and patch cords must be included • Forwarding rate : Minimum 26 Mpps or Better • Auto MDI/MDI-X, auto-negotiation • Minimum 36 Gbps switching capacity, non-blocking for all access and uplink ports.	The specification may be revised to provide a future-ready 1G-to-10G network, with 16 x GE PoE ports or more, 2 x 10GE ports and 4 x 10G SFP+ uplinks. The higher 160 Gbps switching capacity and 120 Mpps forwarding rate will provide better performance and sufficient bandwidth for future network expansion. Lite Layer-3 functionality will enable improved network segmentation, routing and scalability,	RFP specifications are minimum requirement, bidders can be bid for higher specifications

				making the solution suitable for future network requirements.	
1 8 9		36	• Minimum 8K MAC address table • Static MAC address configuration (256 entries) • Packet buffer: Minimum 1MB or better	The specification may be revised to support a higher-capacity MAC address table and packet buffer, ensuring better scalability for a growing number of network devices. The proposed switch should support minimum 16K MAC address entries with static MAC configuration and minimum 4MB packet buffer. This will provide better traffic handling, network stability, and future-ready capacity for the expanding network infrastructure.	RFP specifications are minimum requirement, bidders can be bid for higher specifications

190		36	• Switch with internal power adaptor • PoE power budget: Minimum 240W	The specification may be revised to support dual power supply for power redundancy, or provide an option for future addition, ensuring improved network availability. The PoE power budget should be 370W or higher to support future expansion and a higher number of PoE devices.	RFP specifications are minimum requirement, bidders can be bid for higher specifications
191		37	Compliance/Certification • BIS, CE/ FCC / UL • RoHS compliance	Kindly add MTCTE	RFP specifications are minimum requirement, bidders can be bid for higher specifications
192				Suggestion From D-Link We kindly request you to consider adding the following features in the tender specification for the proposed Layer 3 Managed Switch. These features are important for network security, centralized management, redundancy, scalability, and advanced routing. The switch should	RFP specifications are minimum requirement, bidders can be bid for higher specifications

			support ERPS (Ethernet Ring Protection Switching) for network redundancy and fast recovery. It should also support advanced Layer 3 features, including L3 Multicasting, VLAN, Quality of Service (QoS), and comprehensive ACL capabilities based on 802.1p priority, VID, MAC address, EtherType, LLC, VLAN, IP address, IP Precedence/ToS, DSCP, protocol type, TCP/UDP port, IPv6 Traffic Class, and IPv6 Flow Label. The switch should further support advanced L3 routing features, including IPv4/IPv6 Static Routing, VRRP v2/v3, ECMP, PBR, Route Redistribution, RIPv1/v2/ng, OSPFv2/v3, OSPF Passive Interface, Stub/NSSA, Default Route, Null Route, and Route Preference. These features are required to provide secure, resilient, scalable, and centrally manageable network infrastructure.	
--	--	--	--	--

1 9 3	8.18. 8-port Indoor PoE switch with SFP	46	BIS, CE/ FCC / UL RoHS compliance	Kindly change with BIS/CE/ FCC / UL/ RoHS compliance	Tender terms prevails
1 9 4		46	0°C to +45°C or better Humidity: 10% to 90% non-condensing	Considering the high ambient temperature conditions in Gujarat, particularly during the summer season, we strongly recommend revising the specification to Operating Temperature: 0°C to +50°C or better, with Humidity: 10% to 90% non-condensing, to ensure reliable and stable switch operation under high-temperature conditions.	RFP specifications are minimum requirement , bidders can be bid for higher specifications

1 9 5				Suggestion From D-Link It is recommended to include ERPS with less than 50 ms protection switching, advanced Layer 3 routing (Static Routing, RIP and OSPF), and IPv4/IPv6 dual-stack support to improve network redundancy, availability and future scalability. The tender may also include advanced L2/L3/L4 ACL, 802.1X, RADIUS/TACACS+, IP-MAC-Port Binding and DoS protection for enhanced network security and access control. For better performance of voice, video and critical applications, 802.1p/DSCP-based QoS, traffic policing/shaping and SP/WRR queuing may be added. It is also recommended to include IGMP v1/v2/v3 Snooping, IGMP Querier and multicast filtering to efficiently support CCTV, IPTV and other multicast	RFP specifications are minimum requirement, bidders can be bid for higher specifications
-------------	--	--	--	--	---

				applications. These features will provide better network security, redundancy, performance, manageability and future expansion capability.	
1 9 6	8.20. 24 Port Network Layer 2 Switch				
1 9 7		48	The Switch should have 24 10/100/1000Base-T ports + 4 x 10G SFP+ ports, Managed Switch.	Kindly revise the specification to include 24 x 10/100/1000Base-T (GE) ports, 2 x 10GE ports, 4 x 10G SFP+ ports, and 1 x USB 2.0 Type-A port for configuration backup and restoration.	RFP specifications are minimum requirement, bidders can bid for higher

					specificatio ns
1 9 8		48	Store & Forward, Switching Capacity: 128 Gbps, Packet Forwarding Rate: 95 Mpps, and 16K MAC address table.	Kindly revise the specification to Store & Forward, Switching Capacity: 168 Gbps or higher, Packet Forwarding Rate: 125 Mpps or higher, and 16K MAC address table or higher. Justification: Higher switching capacity and packet forwarding performance will provide better network throughput, reduce packet-processing bottlenecks, and ensure sufficient performance for future network expansion.	RFP specifications are minimum requirement, bidders can bid for higher specifications
1 9 9		48	The Switch should support for Physical stacking up to 4 units per stack with dedicated Stacking Ports and support long-distance stacking over fiber or VSS with support up to 4 Switches in single	We request the customer to kindly revise the specification to allow physical stacking of up to 9 units per stack, either through dedicated stacking ports or supported 10G uplink ports, along with VSS/Virtual Stacking with Single IP Management supporting up to 30 units per virtual stack.	RFP specifications are minimum requirement, bidders can bid for higher specifications

200		48	The Switch should support Static routing, OSPF, RIP, DHCP Server, Client, Relay, DHCP Snooping, DHCP option 82	Kindly revise the specification to: "The Switch shall support Static Routing, ERPS, RIP/RIPng, OSPFv2/v3, DHCP Server/Client/Relay, DHCP Snooping and DHCP Option 82." Justification: Support for RIP/RIPng and OSPFv2/v3 provides comprehensive IPv4/IPv6 Layer 3 routing capabilities, while ERPS provides fast Ethernet ring protection and improved network resiliency. DHCP Snooping and Option 82 enhance network security and centralized IP address management.	RFP to be revised - The switch shall support Static Routing, RIP/RIPng, OSPFv2/v3, DHCP Server, Client, Relay, DHCP Snooping, and DHCP Option 82. Support for Ethernet Ring Protection Switching (ERPS) is preferred/optional if standard loop protection protocols (RSTP/MSTP) are fully implemented
-----	--	----	---	--	---

201				Suggestion From D-Link Emission (EMI): FCC /CE /VCCI and MTCTE (India) Safety: CB/ cUL and MTCTE (India), wherever applicable Pre-Bid Request: Kindly include MTCTE (Mandatory Testing and Certification of Telecommunication Equipment) as an applicable certification for the offered equipment to ensure compliance with Indian regulatory requirements.	RFP specifications are minimum requirement , bidders can bid for higher specifications
-----	--	--	--	---	---