Sl No	Clause	Page No	Description	Remarks	Nabfins Response
1	Schedule	Page No 6, Pt No 2 & 3 and Page No 14	We understand the Prebid meeting scheduled on 07th July, 2025 at 11:30 AM and the Bid submission date is 14th July, 2025 till 3:00 PM. Later vide page No 14 you also stated "Bids in sealed covers should reach the above address latest by 10th July, 2025 at 03:00 PM."	This creates a confuion reg the date for submission. However, as per general RFP practice, bidders are given at least 15 days window from the the date of corrigendum published. We request you to honour the same and give us 15 days time for the bid submission after corrigendum published.	A corrigendum has been published on the NABFINS website regarding the CCTV tender (Tender Ref. No: NABFINS/004/2025-26), revising the bid submission deadline. The new due date for bid submission is 04th Aug 2025 by 3:00 PM.
2	Table 1: Bidder Eligibility Criteria	Page No 9, Pt No 3	RFP states "The Annual Turnover of the Bidder during each of the last 03 financial years (2022-23, 2023-24 and 2024-25) shall not be less than Rs. 15.00 crore.	We are having shortcoming on this. However, we believe that we qualify the clause vide memo No. F.20/2/2014-PPD (Pt) dated 25th July 2016 published by Ministry Of Finance, Govt. Of India as attached. Please confirm. Or if you put the clause as "The Annual Turnover of the Bidder during each of the last 03 financial years (2022-23, 2023-24 and 2024-25) shall not be less than Rs. 9.00 crore." we will qualify. Please consider.	Please refer to the extant provisions of the RFP
3	Table 1: Bidder Eligibility Criteria	Page No 9, Pt No 7	RFP states "The bidder should have executed atleast 01 single order value of Rs. 10.00 Crore or 02 separate orders of Rs. 5.00 Crore each for the supply and installation of CCTV surveillance systems to any of the of NBFC/Govt of India/State Government /PSU/ Enterprise in the last 05 years as on date of bidding for this tender.	We are having shortcoming on this. However, we believe that we qualify the clause vide memo No. F.20/2/2014-PPD (Pt) dated 25th July 2016 published by Ministry Of Finance, Govt. Of India as attached. Please confirm. Or if you put the clause as "The bidder should have executed atleast 01 single order value of Rs. 6.00 Crore or 02 separate orders of Rs. 5.00 Crore each for the supply and installation of CCTV surveillance systems to any of the of NBFC/Govt of India/State Government/PSU/Reputed Private Enterprise in the last 05 years as on date of bidding for this tender."	Please refer to the extant provisions of the RFP
4	Table 1: Bidder Eligibility Criteria	Page No 9, Pt No 8; ISO Certificate	RFP states "Bidder shall be ISO 9001, ISO 27001 and ISO 20000 certified"	We understand ISO 20000 refers to an international standard for IT service management (ITSM), providing a framework for organizations to establish, implement, maintain, and continually improve their service management systems (SMS). This may not be applicable for your RFP requirement. Hence request you to delete the ISO 20000 as statutory requirement.	Bidder must have any 02 of following ISO certificates - ISO 9001/ISO 27001/ISO 20000.
10	OEM Criteria		The MAC address of all the CCTV cameras should not be registered in the name of any OEM/Company/entity sharing land border with India until unless specifically allowed by the Government of India	Amendment request :The MAC ID of all the CCTV Cameras and NVR should be registered in Name of OEM registered in INDIA. And OEM will be defined as the Name who is having Manufacturing Plant , Licences and all requisites Certificates on their Name .. (This will help as few OEMs are arranging Cam -NVrs from other OEMs and doing Labelled as their brand)- Manufacturing plant shouldn't be JOINT venture or contractual Manufacturing.	Please refer to the extant provisions of the RFP
			The CCTV OEM should have ISO 9001:2015, ISO 14001:2015, ISO 27001:2013, ISO 45001:2018, WEEE & GDPR Certificate	Amendment request : - WEEE & GDPR Certificates are OEM Specific .. WEFE is generally meant for Waste Electrical and electronics and majorly been for EU countries and GDPR is for Data protection for EU Countries . And PRAMA INDIA being all type of ISO certifications and CMMI Level 5 Certified complies these but going with OEM specific certificates restricts other prospective OEMs equal opportunity	WEEE & GDPR Certificates not mandatory.

			The OEM of the CCTV camera must have atleast 500 employees on its payroll in India	Amendment request : The OEM of the CCTV camera must have atleast 100 employees on its payroll in India Many BIG CCTV OEMs are operating in India with major City / Metro City Presence with less than 100 Employee and providing Technical- Warranty Supports for Banking Airports and other establishments . and being the End User , you should check majorly Bidders presence in multiple cities and not of OEMs. and Many CCTV OEMs with StartUp or make in india doesn't have 500 employees. Please consider the amendments under MSME Criteria	The OEM of the CCTV camera must have atleast 100 employees on its payroll in India
			The CCTV OEM should have an average annual turnover of ₹500 Crore over the last 03 financial years.	Amendment request: CCTV OEM Should have Avg Turnover of 100Cr .. Please consider the amendments under MSME Criteria	Please refer to the extant provisions of the RFP
		23	Technical Specifications	NVR specification Where NABFINs are going with currently 3 Cameras , going with 16ch 8 SATA NVRs is too high specification. We request you to amend it 8ch 2 SATA NVR (Supporting 8TB Each) provides 16TB Storage which are more than enough for 180 days storage (Attached storage calcutaion Screenshot) If You allow, Will share very generic Specification of 8ch NVR 2 SATA which are open for majority OEMs	NVR - 8 channel, 2 SATA supporting 8TB each
			Similarly the Cameras are selected as Varifocal Lens cam which comes with 2.8-12mm Motorized lens , used to focus on select area like Cash counter- Jewellery counter - Entery exit with selecting any lens .. You can go with that.	In the meantime, We will suggest to go with 2MP Fixed lens Dome Cam (2.8mm) which provided approx 100 degree view angle (Attached Spec sheet) which can meet the requirements And please add 128GB SD cards to each Cam so if anytime NVR fails, the camera will have the recordings storage in the SD card	2MP Fixed lens Dome Cam (2.8mm or above) specification.
For command centre Setup			The BOQ seems Confusing, if required, We can suggest a very simple BOQ comprise of	Server - To have video management software to View it from central location Sream media Server enabling smooth communication Videowall with 3*2 = 6 Screens of 55" thin Bezel Health monitoring dashboard to provide real time update how many devices are up and how many are down because of Network/Power or HDD failure Video management SOftware for all the Camera .	Please refer to the extant provisions of the RFP

Ref	Clause	Query	Response
6 & 7	All MSEs having registration as per provisions of the Public Procurement Policy for Micro and Small Enterprises i.e. District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC) or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME and Start-ups (recognized by DIPP) are exempted from submission of EMD only.	Since our company M/s. Raman IT Pvt Ltd. comes under Small Category under MSME and we are also registered under NSIC. We request to confirm. EMD is exempted! Enclosed: MSME & NSIC Certificates for your reference.	EMD shall be Exempted if providing MSME & NSIC Certificates.
9 & 3	Annual Turnover: The Annual Turnover of the Bidder during each of the last 03 financial years (2022-23, 2023-24 and 2024-25) shall not be less than Rs. 15.00 crore	We request the annual turnover of the bidder from 15.00 Crore to 10 Crores. Since being MSME Vendors asking 10 Crores will allow health participations among multiple bidders.	Please refer to the extant provisions of the RFP
9 & 7	Capabilities/Experience: The bidder should have executed at least 01 single order value of Rs. 10.00 Crore or 02 separate orders of Rs. 5.00 Crore each for the supply and installation of CCTV surveillance systems to any of the of NBFC/Govt of India/State Government/PSU/ Enterprise in the last 05 years as on date of bidding for this tender	We request he bidder should have executed at least 01 single order value of Rs. 06.00 Crore or 02 separate orders of Rs. 3.00 Crore each for the supply and installation of CCTV surveillance systems to any of the of NBFC/Govt of India/State Government/PSU/ Enterprise in the last 07 years as on date of bidding for this tender.	Please refer to the extant provisions of the RFP
9 & 8	Bidder shall be ISO 9001, ISO 27001 and ISO 20000 certified	Since we request you to consider ISO 9001 & ISO27001 OR ISO 20000 Certified.	Bidder must have any 02 of following ISO certificates - ISO 9001/ISO 27001/ISO 20000.
13 & 11	TERMS OF PAYMENT: Phase: I, II, III & IV. On completion of delivery, installation, configuration and commissioning of CCTV cameras at first 100 nos. of branches & 77 nos. of branches.	We request payment to be released 90% against supply of materials and 10% after installation is completed or We request Tender Inviting Authority to release 100% payment along with PO against submission of Bank Guarantee on PO Value.	Please refer to the extant provisions of the RFP
13 & 11	Post phase: For branches opened/ commissioned after 180 days of issue of Purchase Order.	We request to release payment 90% against supply of materials and 10% after work completion withing 15 Days.	Please refer to the extant provisions of the RFP
14 & 11	Bids in sealed covers should reach the above address latest by 10th July, 2025 at 03:00 PM	Kindly communicate the Bid Submission Last Date. Since 14-July2025 was mentioned in Page NO. 6. Point No. 03.	A corrigendum has been published on the NABFINS website regarding the CCTV tender (Tender Ref. No: NABFINS/004/2025-26), revising the bid submission deadline. The new due date for bid submission is 04th Aug 2025 by 3:00 PM.
	Estimate of the tender	We kindly request Tender Inviting Authority to provide estimated value is before GST or After GST.	No estimated value to be furnished to bidders.
Page No 20 SL. No 7	2 MP Bullet Cameras twoway talk	if meeting this requirement Mic for each branch with speakers Please clarify or Kindly amend to audio recording	Camera sholud have inbuilt video & audio communication facility.
20	SD Card	Please clarify whether SD card storage is required or can be excluded.	SD card storage is required.
Page No 20 SL. No 8	IR Range of 60 Mtrs	Kindly amend to 50 meters to meet compliance of one OEM.	Please refer to the extant provisions of the RFP

			Page No 22 SL. No 27	IR Range of 40 Mtrs	Kindly amend to 30 meters for compatibility with one OEM	Please refer to the extant provisions of the RFP
			Page No 22 SL. No 28	Micro SD	Kindly amend to 256 GB, as most OEMs do not support 512 GB SD cards.	Minimum 256 GB SD cards should support.
			Page No 25	9U Rack	Requesting rack dimensions to validate space and compatibility.	The propsed NVR should be able to mount in this 9U Rack. Please refer to the extant provisions of the RFP.
			Page No 25	Management Server – Hardware	Operating system is missing in BOQ – kindly confirm if it needs to be included.	OS & all softwares can be decided by the OEM depending upon their proposed products, but should be licenced and latest version.
			Page No 25	HDD 1TB	Kindly confirm if RAID configuration is to be considered	RAID configuration not required
			Page No 25	Database Software	Database software is not mentioned in BOQ – please clarify whether it should be included.	DB & all softwares can be decided by the OEM depending upon their proposed products, but should be licenced and latest version.
			Page No 25	Failover Consideration	Clarification needed on whether failover setup is required for the management server.	Failover for management server may be provisioned.
			Page No 25	Recording Servers	Price bid mentions 2 recording servers, but technical specifications are not provided – kindly clarify	Please refer to the extant provisions of the RFP.
			Page No 26	Client Workstation	Operating system not mentioned in compliance – should we include it or not?	OS & all softwares can be decided by the OEM depending upon their proposed products, but should be licenced and latest version.
			Page No 38 & 39	Control Room Connectivity	For branch monitoring at control room, please clarify if internet bandwidth and inter-branch connectivity will be client-provided or should be factored in	NABFINS branches already have existing Broadband Internet connection and there is no static IP. Hence, the proposed technology should work without static IP.
			Page No 38 & 39	VPN Availability	Please confirm whether VPN or internet connectivity is available at each branch.	there is no VPN,SD-WAN & leaseline technologies, all braches are using broad band connection and there is no mechanisam available to intraconnection with HO. All branches standing alon.
			Page No 38 & 39	Display Monitors	Monitoring 1596 cameras on two 55" monitors are inadequate – recommend minimum 8 to 10 displays for sufficient coverage	Please refer to the extant provisions of the RFP.
			Page No 38 & 39	Control Room Switch	Control room switch is not mentioned in the BOQ – kindly confirm if it needs to be considered.	16 Port Switch
			Page No 38 & 39	Recording Server Format	Kindly specify the video format and FPS for recording servers.	
			General	Server for NVR	Please confirm retention period for incident-based recordings. Current BOQ doesn't define this, but NVR is expected to retain data for 180 days – clarify for control room recording retention period	At the Control Room, it is not nessesary to record regular videos. Whenever particular events occurrred, control room can store and preserve those evidence for future referance.
			General	UTP Cabling	Do we need to consider 305 meters per branch only, or if any additional cable is use how to proceed additional length – please clarify.	Please refer to the extant provisions of the RFP.
			General	Cable Type	Kindly confirm whether to use Cat6 or Cat6A cable across the project.	Cat6A cable should be used
			7	(J. Point) MAF (Manufacturer Authorization Form) for all the quoted products	Request to Consider as only Primary components for the MAF Like from CCTV & PoE Switch	MAF required only for Primary Components - such as NVR, Camera and PoE Switch.
			9	MAF - MAF from the CCTV OEM	Request to Consider as olny Primary components for the MAF Like from CCTV & PoE Switch	MAF required only for Primary Components - such as NVR, Camera and PoE Switch.
			9	ISO Certificates	Request you consider that Bidder / OEM shall be ISO 9001, ISO 27001 and ISO 20000 certified	Bidder must have any 02 of following ISO certificates - ISO 9001/ISO 27001/ISO 20000.

	9	The Bidder should have a permanent office/ establishment at Bengaluru.	As this is a Pan-India Presence Project, we kindly request you to consider the bidder's existing nationwide experience. As the tender copy of eligibility. If the bidder does not currently have an office in Bengaluru, We request you to accept an undertaking from the bidder confirming that a local office will be established in Bengaluru upon issuance of the Letter of Award (LoA), in line with standard tendering practices	Please refer to the extant provisions of the RFP.
	14	The AMC period may be further extended by upto 02 years on mutually agreed terms, subject to cost escalation of maximum 5% year-on-year.	Request you to clarify the doubt as part of the Financials quoting price, do we need to consider the additional 2 years or no	You do not need to include the 2-year optional AMC extension in the quoted price.
Instructions with regard to submission of tender.	13	The selected vendor shall complete the delivery, installation, configuration and commissioning of all the devices/software at the existing NABFINS branches and General Surveillance Management Centre at HO within 06 months from the date of issue of the Purchase Order/Work Order.	We request you to amend the delivery, installation , configuration and commissioning of all the devices with in 8 months from the date of issue of purchase order/ work order.	Please refer to the extant provisions of the RFP.
Instructions with regard to submission of tender.	13	Activity: On completion of delivery, installation, configuration and commissioning of CCTV cameras at first 100 nos. of branches Payment: Payment for 75 nos. of CCTV camera installation	We request to provide clarity on the payment conditions since it has been mentioned as 1st 100 branches payment will be released where as payment mentioned as 75 cameras, kindly clarify 75 cameras or 75 branches. Since the tender requirement is for each branch 3 camera, so it contradicts the payment terms.	Need to modify
Instructions with regard to submission of tender.	14	NABFINS LIMITED will be executing the contract with the selected bidder for the supply, installation, configuration and commissioning of CCTV surveillance system for its branch offices (as per Annexure X), with a General Surveillance Management Centre at NABFINS HO, Bengaluru and 03 years' Annual Maintenance Contract for both branch offices and GSMC at HO. The AMC shall commence branch-wise from the date of commissioning of the CCTV surveillance at respective branch. The AMC period may be further extended by upto 02 years on mutually agreed terms, subject to cost escalation of maximum 5% year-on-year.	We request you to amend the Warranty terms and AMC terms as warranty 3 years from the date of Installation and Additional 3 years of AMC will commence against the quoted price from the date of completion of warranty period.	Please refer to the extant provisions of the RFP.
Evaluation of Bids	16	Point No.C Operations/Managed Services project (minimum Rs. 5.00 crore) running or having run for 1+ year in last 05 years *Atleast 1 project – 5 marks *Atleast 2 projects – 10 marks * Atleast 3 or more projects – 15 marks	We request you to amend, Point No.C Operations/Managed Services project (Minimum Rs. 2 Crores) running or having for 1+ year in last 05 years *Atleast 1 project – 5 marks *Atleast 2 projects – 10 marks * Atleast 3 or more projects – 15 marks	Please refer to the extant provisions of the RFP.

Evaluation of Bids	16	Surveillance project implemented over the last 05 years, with minimum 500 cameras *Atleast 1 project – 5 marks * Atleast 2 projects – 10 marks *Atleast 3 or more projects – 15 marks	We request you to amend as below, Point No.D Surveillance project implemented over the last 05 years, with minimum 200 cameras *Atleast 1 project – 5 marks * Atleast 2 projects – 10 marks *Atleast 3 or more projects – 15 marks OR We request you to amend as below, Point No.D Surveillance project implemented across multi location in last 5 years ,with *Minimum 500 Camera – 5 marks * Minimum 501 to 1000 cameras – 10 marks *Above 1000 Cameras – 15 marks	Please refer to the extant provisions of the RFP.
Technical Specifications	26	Specifications:	We request you to include to supply professional grade 32" Display monitor with 24/7	Please refer to the extant provisions of the RFP.
General		Additonal Terms and conditions	We request you to consider the STQC Certificate for VMS Software and also TTP Approved product for 8 Port PoE Switch.	Please refer to the extant provisions of the RFP.
Annexure II, Technical Bid Format	26	Management Server - Hardware for Server	Please confim if bidder needs to load any OS on the server	Yes, the server should be configured with OS having necessary license.
Annexure II, Technical Bid Format	26	Client Workstation - Hardware for PC Client	Please confim if bidder needs to load any OS on the workstation	Yes, the workstation should be configured with OS having necessary license.
Annexure IX, Financial Bid...	38	3, 16 Chanel NVR with 180 Days recording - 532 Nos.	Which RAID needs to be configured. Storage requirement for 180 days of backup will depend based on RAID configuration.	RAID configuration not required
Annexure IX, Financial Bid...	38	UPS with required capacity and battery backup	Please confirm if UPS with required battery backup will be provided by NABFINS	All NABFINS braches and Head Office are having battery backup already in place.
4. ORDER CANCELLATION:	11	NABFINS LIMITED reserves its right to cancel the entire/unexecuted part of the Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions: a) Delay in completion of work as per the scope of this tender, beyond 06 months from the date of acceptance/receipt/issue of the Work Order/Purchase Order (except with written permission from NABFINS LIMITED). b) Any other appropriate reason incidental to clause (a) above.	This clause should be modified to provide that reasons for such delays should be attributable at the end of the Bidder only and secondly there must be atleast 30 days notice to cure the defect	Please refer to the extant provisions of the RFP.

6. FORCE MAJEURE:	11,12	No Party shall be liable for any default or delay in the performance of its obligations under this Agreement, if and to the extent the default or delay is caused, directly or indirectly, by Force Majeure and provided that the non-performing Party could not have been prevented such default or delay. The affected Party shall provide notice of non-performance due to Force Majeure to the other Party within 21 days after the start of such non-performance (or, if providing notice within such time frame is not commercially practicable due to Force Majeure, then as soon as possible thereafter) and such non performance will be excused for the period such Force Majeure Event causes such non-performance; provided that if NABFINS LIMITED determines it is commercially or technically infeasible to cure the Force Majeure and so notifies the bidder, then NABFINS LIMITED may terminate this Agreement effective immediately upon delivery of notice of termination to the bidder.	Decision to terminate the Agreement should be either based upon mutual consensus or if the force majeure event continues for certain period e.g. 180 days or so. Secondly if such an eventuality arises, Bidder should be paid for the cost it has incurred till date.	Please refer to the extant provisions of the RFP.
10. DELIVERY.	13	Further, in respect of NABFINS branches openend post 06 months from the date of issue of the Purchase Order/Work Order, the vendor shall complete the delivery, installation, configuration and commissioning of all the devices/software within 30 days of issue of notification of branch establishment from NABFINS.	30 days period prescribed in clause no. 10 for completion of the obligations in case of new branch and that also merely upon notification without any Purchase Order is too short.It must be made atleast ..... Days.	Please refer to the extant provisions of the RFP.
General		30 days period prescribed in clause no. 10 for completion of the obligations in case of new branch and that also merely upon notification without any Purchase Order is too short. It must be made atleast ..... Days	Neither Party; not its subsidiaries or its affiliates will be liable to the other Party, whether in contract, tort (including negligence), strict liability or otherwise, for loss of business, revenue, profits, loss of goodwill or reputation; or indirect, consequential, or special loss, arising in connection with any order, product, service, related documentation, information and/or intended use thereof, even if a Party has been advised, knew or should have known of the possibility of such damages. ii. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of the Supplier for all claims under or in relation to this agreement shall be regardless of the form of claims shall be limited to the annual amount to be paid to the Supplier by NABFINS as of the date when the liability arose, under the applicable statement of work/Purchase Order that gives rise to such liability.	Please refer to the extant provisions of the RFP.
11. Terms of Payment	13	Payment is scheduled for 75% of the branch completion & 25% of the overall payment is held back until the Phase VI completion & shall be paid for the balance for rest of pending branches.	Request you to make the full payment for all the products supplied as it has capital expenditure & amount needs to be paid to all OEM's.	Please refer to the extant provisions of the RFP.
Limitation of Liability	14	There is no Limitation of liability clause mentioned in the RFP, kindly have the same inserted.	We can use the Limitation of liability as mentioned in the next column	Kindly follow the RFP.

	9 point no: 7	The bidder should have executed atleast 01 single order value of Rs. 10.00 Crore or 02 separate orders of Rs. 5.00 Crore each for the supply and installation of CCTV surveillance systems to any of the of NBFC/Govt of India/State Government/PSU/Enterprise in the last 05 years as on date of bidding for this tender.	Request to relax this criteria between a range viz. between 5.00 Crore to 10.00 Crore etc	Please refer to the extant provisions of the RFP.
	9 point no: 8	Bidder shall be ISO 9001, ISO 27001 and ISO 20000 certified	Request to relax this criteria to either of the mentioned certificate(s)	Bidder must have any 02 of following ISO certificates - ISO 9001/ISO 27001/ISO 20000.
Technical Evaluation	16	Bidder shall make a presentation on the technical offer in detail to NABFINS. The solution presented shall be evaluated out of 40 marks Bidder needs to score atleast 70% marks (out of 100) in technical evaluation in order to qualify for opening of the respective financial bids.	Request to review the points a, b, c, d under technical evaluation and provide relaxation in whichever points possible	Please refer to the extant provisions of the RFP.
ELIGIBILTY CRITERIA	page no 10(table 2) point no.3 & Annexure-II Page no 22 POINT NO 30,	The cctv oem should have iso 9001:2015, iso 14001:2015, iso 27001:2013, iso 45001:2018, WEEE & GDPR certificate	GDPR is a European regulation that applies to organizations handling the personal data of European Union (EU) citizens. It is not a mandatory requirement for government projects in India. Since STQC ER already covers the necessary security and data protection measures aligned with Indian government policies, there is no requirement for an additional GDPR certification.	GDPR certificate certificate not nessesary.
ELIGIBILTY CRITERIA	Pge no 10 (table 2) point no 4 & Annexure-II Page no 22 POINT NO 3i	The cctv oem should have CMMI IEVEL 5 or above certification	There is no directive from the Government of India that makes such a certification as a prerequisite for OEMs participating in tenders/Bids related to CCTV or NVR OEMs. Generally, Govt. projects request certifications like- STQC ER, ISO 9001, ISO 27001, BIS from CCTV and NVR OEMs. Requesting you to remove.	Please refer to the extant provisions of the RFP.
ELIGIBILTY CRITERIA	PAGE NO 10(table 2) point no.6	The CCTV OEM should have an average annual turnover of Rs.500 Crore over the last 03 financial years.	The Government of India actively promotes the participation of MSMEs and local manufacturers under the Make in India and Atmanirbhar Bharat initiatives. Restricting OEM eligibility to high turnover limits excludes several compliant and technologically advanced Indian manufacturers. As per Public Procurement Policy, tenders should encourage fair competition and not create entry barriers. Even GeM (Government e-Marketplace) allows MSMEs and MII-certified companies to participate without such a restrictive financial clause.requesting you to amend this with more than Rs. 150 crore over the last 03 financial years.	Please refer to the extant provisions of the RFP.
TERMS OF PAYMENT.	Page#13, Payment Terms	Phase wise payment for 75 branches after completion of 100 branches	for each phase of 100 branches, 80% payment towards supply of materials, Balance 20% of supply & 100% of service after installation of 100 branches	Please refer to the extant provisions of the RFP.
Bidder Eligibility Criteria	Page#9, Bidder Eligibility criteria	Bidder shall be ISO certified	Bidder/OEM should have ISO certificates	Please refer to the corrigendum.
Bidder Eligibility Criteria	Page#9, Bidder Eligibility criteria	MAF from the CCTV OEM	MAF from CCTV & PoE Switch OEM	MAF required only for Primary Components - such as NVR, Camera and PoE Switch.
Bidder Eligibility Criteria	Page#9, Bidder Eligibility criteria	Annual Turnover/Networth of Bidder	Annual Turnover/Networth of Bidder/OEM to be applicable	Please refer to the extant provisions of the RFP.
Technical Bid Format	PAGE NO 20 ANNEXURE II POINT NO 2 FOR 2MP IP MOTORISED BULLET CAMERA	Minimum Illumination: 0.006 Lux @ F1.6 (Color, 30IRE),0.0006 Lux @ F1.6(B/W, 30 IRE) 0 LUX (IR on)	In real-world scenarios, the difference in image performance between 0.01 lux and lower values in the triple-decimal range (e.g., 0.005 lux) is practically negligible. A lux rating of 0.01 is already sufficient for excellent low-light performance, and setting it as the benchmark ensures a level playing field while encouraging broader OEM participation without compromising operational effectiveness.	Please refer to the extant provisions of the RFP.

		Specification Reference	Original Spec	Justification	Clarification/Response
		PAGE NO 20 ANNEXURE II POINT NO 5 FOR 2MP IP MOTORISED BULLET CAMERA	RAM & ROM : 512MB & 128MB	The specified 128MB RAM is sufficient to ensure a smooth and reliable performance based on our system architecture and firmware optimization. Increasing the RAM to 512MB does not yield any significant performance advantage in real-life operation for the intended use case. This specification ensures efficiency without unnecessary hardware overhead.	RAM: 128 MB min.
		PAGE NO 20 ANNEXURE II POINT NO 6 FOR 2MP IP MOTORISED BULLET CAMERA	SHUTTER SPEED : Auto/Manual, 1/3-1/100000s	The specified shutter speed range of 1/15 to 1/100000 offers an optimal balance between low-light performance and motion clarity. While 1/3s may slightly improve brightness in extreme darkness, it significantly increases motion blur and is rarely practical in surveillance scenarios. The 1/15s lower limit is well-optimized for real-world applications, ensuring clear imaging with minimal blur while still performing efficiently in low-light conditions.	Please refer to the extant provisions of the RFP.
		PAGE NO 20 ANNEXURE II POINT NO 8 FOR 2MP IP MOTORISED BULLET CAMERA	LENS : 2.7mm-13.5mm Motorized	Matrix uses higher-quality 2.8 to 12mm varifocal lenses for enhanced zoom and focus capabilities. The focal length range (2.8mm to 12mm) offers superior flexibility, allowing for broader or tighter field-of-view adjustments, ensuring optimal surveillance coverage and more detailed imaging.	2.8–12mm Varifocal Lens Acceptable.
		PAGE NO 20 ANNEXURE II POINT NO 10 FOR 2MP IP MOTORISED BULLET CAMERA	DORI Distance : W--- 42m (Detect) 15m (Observe) 8m (Recognize) 4m (Identify) T- 142m (Detect) 56 (Observe) 27m (Recognize) 14m (Identify)	DORI (Detect, Observe, Recognize, Identify) distances, as defined by the international standard EN 62676-4, provide a standardized method for comparing the performance of surveillance cameras across different OEMs. These values depend on factors such as resolution, lens focal length, sensor size, and compression. However, to ensure consistency and fair competition, the following minimum threshold values are recommended for general-purpose surveillance deployments: WIDE (minimum focal length): Detect: 45m, Observe: 18m, Recognize: 9m, Identify: 4.5m TELE (maximum focal length): Detect: 110m, Observe: 44m, Recognize: 22m, Identify: 11m These baseline values represent realistic and practically achievable performance under standard conditions, avoiding inflated or marketing-driven figures. They also ensure a fair ground for evaluation among optimized camera models from various OEMs.	Please refer to the extant provisions of the RFP.
		PAGE NO 20 ANNEXURE II POINT NO 12 FOR 2MP IP MOTORISED BULLET CAMERA	ROI: Yes (4 areas)	A single Region of Interest (ROI) zone is sufficient for most surveillance applications, especially when the critical area of focus—such as an entrance, cash counter, or corridor—is clearly defined. By optimizing bitrate allocation to this primary zone, the camera ensures high image quality where it matters most, while still achieving significant savings in bandwidth and storage. This approach simplifies configuration, reduces processing overhead, and delivers reliable performance without the complexity of managing multiple ROI zones, which may not be necessary for typical deployment scenarios.	Please refer to the extant provisions of the RFP.

		PAGE NO 20 ANNEXURE II POINT NO 13 FOR 2MP IP MOTORISED BULLET CAMERA	Angle of view: Horizontal: 108°—30° Vertical: 55° —18° Diagonal: 130° —35°	The specified Field of View (FOV) range for a 2MP IP camera using a 1/2.8" sensor with a 2.8–12mm varifocal lens typically provides the following coverage: Horizontal FOV: ~95° (wide) to ~30° (tele) Vertical FOV: ~50° to ~18° Diagonal FOV: ~115° to ~33° These FOV ranges are in accordance with the optical characteristics of a 1/2.8" sensor and are aligned with IEC 62676-4 and ONVIF Profile S/G standards, which provide guidelines for surveillance camera testing and video performance.	Please refer to the extant provisions of the RFP.
		PAGE NO 20 ANNEXURE II POINT NO 16 FOR 2MP IP MOTORISED BULLET CAMERA	Privacy Mask : 4 Areas	The implementation of 3 privacy mask areas provides sufficient coverage for the vast majority of surveillance applications where masking is required to comply with privacy regulations (e.g., windows, private property, or public roads). These masks are typically used to block out fixed zones that do not change dynamically, and in practical deployments, more than 2–3 masked regions are rarely necessary. Furthermore, standards like IEC 62676-1-2 emphasize effective privacy protection rather than the number of masking zones, allowing flexibility as long as the intended private areas are successfully obscured. Thus, 3 configurable privacy mask areas are sufficient to meet compliance, maintain system performance, and address real-world privacy requirements without unnecessary complexity.	Please refer to the extant provisions of the RFP.
		PAGE NO 20 ANNEXURE II POINT NO 18 FOR 2MP IP MOTORISED BULLET CAMERA	Audio Compression: G.711a, G.711Mu, PCM, G.726	The camera supports G.726, G.711 A-law (G.711a), and G.711 μ-law (G.711Mu)—all of which are widely adopted and fully compatible with industry-standard IP audio systems, VoIP protocols, and most Video Management Systems (VMS). In comparison with PCM, G.711 and G.726 offer high-quality audio with better bandwidth efficiency and are more commonly used in real-world surveillance deployments. Therefore, the supported codecs sufficiently fulfill all operational needs, and we kindly request that the requirement be amended to ensure broader OEM participation without compromising on functionality, quality, or integration.	Please refer to the extant provisions of the RFP.
		PAGE NO 20 ANNEXURE II POINT NO 20 FOR 2MP IP MOTORISED BULLET CAMERA	Buil in Mic: supported	The decision to provide audio input and output ports instead of a built-in microphone is driven by the need for greater flexibility, installation-specific customization, and compliance with privacy regulations. Unlike fixed built-in mics, external mic support allows users to select and position directional, high-sensitivity, or noise-canceling microphones based on environmental needs—such as ATMs, interview rooms, or high-traffic areas—ensuring optimal audio capture quality. This modular approach also enables selective deployment, reducing unnecessary cost and potential privacy concerns in locations where audio is not required or legally restricted. This design aligns with industry practices where flexibility, compliance, and professional-grade audio capture are prioritized over basic onboard solutions	Please refer to the extant provisions of the RFP.

	PAGE NO 20 ANNEXURE II POINT NO 21 FOR 2MP IP MOTORISED BULLET CAMERA	protocol: IPv6, IPv4, TCP/IP, DNS, RTCP, SNMP VI/ V2/ V3/, PPPoE, NFS, UDP, ICMP, SSL, DHCP, SFTP, NTP, RTP, HTTP, HTTPS, SMTP,RTSPS, unicast, multicast	The camera supports a comprehensive suite of network, transport, security, and streaming protocols—including RTSP, RTP, RTCP, HTTPS, TLS/SSL, SSH, SFTP, SNMP, 802.1x, and IPv6—ensuring robust interoperability, secure data transmission, and compliance with enterprise-level network environments. RTSPS (RTSP over SSL) is not widely adopted or required by most mainstream VMS platforms and network video recorders, which instead rely on RTSP over TLS, SRTP, or secure tunnels (e.g., VPN or HTTPS reverse proxy) for encrypted media transport. Given that HTTPS and TLS/SSL protocols are already supported, along with secure alternatives like SFTP, SSH, and 802.1x, the functional need for RTSPS is effectively addressed using more flexible and widely supported methods. Therefore, omitting RTSPS does not compromise security, performance, or compatibility and helps streamline protocol stack efficiency.	Revised protocol: IPv6, IPv4, TCP/IP, DNS, RTCP, SNMP VI/ V2/ V3/, PPPoE, NFS, UDP, ICMP, SSL, DHCP, SFTP, NTP, RTP, HTTP, HTTPS, SMTP,RTSPS, unicast, multicast,SFTP,SSH.
	PAGE NO 21 ANNEXURE II POINT NO 21 FOR 2MP IP MOTORISED BULLET CAMERA	ONVIF: ONVIF (Profile S, Profile G, Profile T) OEM Should be a full member of ONVIF and model should be listed on ONVIF website at the time of bidding.		Please refer to the extant provisions of the RFP.
	PAGE NO 21 ANNEXURE II POINT NO 26 FOR 2MP IP MOTORISED BULLET CAMERA	User Account :20 users	The camera supports up to 10 individual user accounts, which is sufficient for the vast majority of real-world surveillance deployments. In typical scenarios, user access is managed at the centralized Video Management System (VMS) or Network Video Recorder (NVR) level, where user authentication, roles, and permissions are centrally administered. Edge-level user management (on the camera itself) is generally reserved for initial setup, maintenance, or direct access by limited technical personnel. Supporting 10 users allows adequate flexibility for administrators, security staff, and maintenance teams without overloading the camera's internal resources. Thus, expanding to 20 users at the camera level introduces unnecessary overhead and security complexity.	User Account :06 users min. - acceptable
	PAGE NO 21 ANNEXURE II POINT NO 27 FOR 2MP IP MOTORISED BULLET CAMERA	IR Range of 60 Mtr	The integrated IR illumination of the camera supports up to 50 meters, which sufficiently covers most standard surveillance applications such as perimeter monitoring, parking lots, and open grounds, while maintaining optimal image clarity and infrared balance. For applications where 60m or greater IR coverage is required, the system design allows the use of external IR blasters, offering greater flexibility in placement, intensity, and coverage angles without compromising the camera's built-in performance or thermal efficiency.	50 meters sufficient.

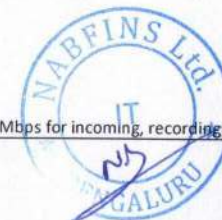|					
Technical Bid Format		PAGE NO 21 ANNEXURE II POINT NO 2 FOR 2MP IP MOTORISED DOME CAMERA	Minimum Illumination: 0.006 Lux @ F1.6 (Color,30IRE),0.0006 Lux @ F1.6(B/W, 30 IRE) 0 LUX (IR on)	In real-world scenarios, the difference in image performance between 0.01 lux and lower values in the triple-decimal range (e.g., 0.005 lux) is practically negligible. A lux rating of 0.01 is already sufficient for excellent low-light performance, and setting it as the benchmark ensures a level playing field while encouraging broader OEM participation without compromising operational effectiveness.	Please refer to the extant provisions of the RFP.
		PAGE NO 21 ANNEXURE II POINT NO 5 FOR 2MP IP MOTORISED DOME CAMERA	RAM & ROM : 512MB & 128MB	The specified 128MB RAM is sufficient to ensure a smooth and reliable performance based on our system architecture and firmware optimization. Increasing the RAM to 512MB does not yield any significant performance advantage in real-life operation for the intended use case. This specification ensures efficiency without unnecessary hardware overhead.	Please refer to the extant provisions of the RFP.
		PAGE NO 21 ANNEXURE II POINT NO 6 FOR 2MP IP MOTORISED DOME CAMERA	SHUTTER SPEED : Auto/Manual, 1/3-1/100000s	The specified shutter speed range of 1/15 to 1/100000 offers an optimal balance between low-light performance and motion clarity. While 1/3s may slightly improve brightness in extreme darkness, it significantly increases motion blur and is rarely practical in surveillance scenarios. The 1/15s lower limit is well-optimized for real-world applications, ensuring clear imaging with minimal blur while still performing efficiently in low-light conditions.	Please refer to the extant provisions of the RFP.
		PAGE NO 21 ANNEXURE II POINT NO 7 FOR 2MP IP MOTORISED DOME CAMERA	LENS : 2.7mm-13.5mm Motorized	Matrix uses higher-quality 2.8 to 12mm varifocal lenses for enhanced zoom and focus capabilities. The focal length range (2.8mm to 12mm) offers superior flexibility, allowing for broader or tighter field-of-view adjustments, ensuring optimal surveillance coverage and more detailed imaging.	Please refer to the extant provisions of the RFP.
		PAGE NO 21 ANNEXURE II POINT NO 10 FOR 2MP IP MOTORISED BULLET CAMERA	DORI Distance : W— 42m (Detect) 15m (Observe) 8m (Recognize) 4m (Identify) T- 142m (Detect) 56 (Observe) 27m (Recognize) 14m (Identify)	DORI (Detect, Observe, Recognize, Identify) distances, as defined by the international standard EN 62676-4, provide a standardized method for comparing the performance of surveillance cameras across different OEMs. These values depend on factors such as resolution, lens focal length, sensor size, and compression. However, to ensure consistency and fair competition, the following minimum threshold values are recommended for general-purpose surveillance deployments: WIDE (minimum focal length): Detect: 45m, Observe: 18m, Recognize: 9m, Identify: 4.5m TELE (maximum focal length): Detect: 110m, Observe: 44m, Recognize: 22m, Identify: 11m These baseline values represent realistic and practically achievable performance under standard conditions, avoiding inflated or marketing-driven figures. They also ensure a fair ground for evaluation among optimized camera models from various OEMs.	Please refer to the extant provisions of the RFP.

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		PAGE NO 22 ANNEXURE II POINT NO 16 FOR 2MP IP MOTORISED BULLET CAMERA	Privacy Mask : 4 Areas	The implementation of 3 privacy mask areas provides sufficient coverage for the vast majority of surveillance applications where masking is required to comply with privacy regulations (e.g., windows, private property, or public roads). These masks are typically used to block out fixed zones that do not change dynamically, and in practical deployments, more than 2–3 masked regions are rarely necessary. Furthermore, standards like IEC 62676-1-2 emphasize effective privacy protection rather than the number of masking zones, allowing flexibility as long as the intended private areas are successfully obscured. Thus, 3 configurable privacy mask areas are sufficient to meet compliance, maintain system performance, and address real-world privacy requirements without unnecessary complexity.	Please refer to the extant provisions of the RFP.
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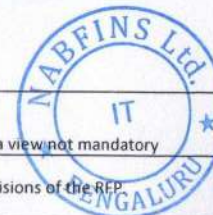|					
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		PAGE NO 22 ANNEXURE II POINT NO 21 FOR 2MP IP MOTORISED BULLET CAMERA	protocol: IPv6, IPv4, TCP/IP, DNS, RTCP, SNMP VI/ V2/ V3/, PPPoE, NFS, UDP, ICMP, SSL, DHCP, SFTP, NTP, RTP, HTTP, HTTPS, SMTP,RTSPS, unicast, multicast	The camera supports a comprehensive suite of network, transport, security, and streaming protocols—including RTSP, RTP, RTCP, HTTPS, TLS/SSL, SSH, SFTP, SNMP, 802.1x, and IPv6—ensuring robust interoperability, secure data transmission, and compliance with enterprise-level network environments. RTSPS (RTSP over SSL) is not widely adopted or required by most mainstream VMS platforms and network video recorders, which instead rely on RTSP over TLS, SRTP, or secure tunnels (e.g., VPN or HTTPS reverse proxy) for encrypted media transport. Given that HTTPS and TLS/SSL protocols are already supported, along with secure alternatives like SFTP, SSH, and 802.1x, the functional need for RTSPS is effectively addressed using more flexible and widely supported methods. Therefore, omitting RTSPS does not compromise security, performance, or compatibility and helps streamline protocol stack efficiency.	Revised protocol: IPv6, IPv4, TCP/IP, DNS, RTCP, SNMP VI/ V2/ V3/, PPPoE, NFS, UDP, ICMP, SSL, DHCP, SFTP, NTP, RTP, HTTP, HTTPS, SMTP,RTSPS, unicast, multicast,SFTP,SSH,RTSPS.
		PAGE NO 22 ANNEXURE II POINT NO 22 FOR 2MP IP MOTORISED BULLET CAMERA	ONVIF: ONVIF (Profile S, Profile G, Profile T) OEM Should be a full member of ONVIF and model should be listed on ONVIF website at the time of bidding.		Please refer to the extant provisions of the RFP.
		PAGE NO 22 ANNEXURE II POINT NO 26 FOR 2MP IP MOTORISED BULLET CAMERA	User Account :20 users	The camera supports up to 10 individual user accounts, which is sufficient for the vast majority of real-world surveillance deployments. In typical scenarios, user access is managed at the centralized Video Management System (VMS) or Network Video Recorder (NVR) level, where user authentication, roles, and permissions are centrally administered. Edge-level user management (on the camera itself) is generally reserved for initial setup, maintenance, or direct access by limited technical personnel. Supporting 10 users allows adequate flexibility for administrators, security staff, and maintenance teams without overloading the camera's internal resources. Thus, expanding to 20 users at the camera level introduces unnecessary overhead and security complexity.	06 users sufficient

Technical Bid Format	PAGE NO 23 ANNEXURE II	16CH NVR with 8 sata ports	"This is brand specific specification. The proposed 16-channel NVR is equipped with 2 SATA interfaces, each supporting hard drives up to 18TB, providing a total raw storage capacity of 36TB. This exceeds typical industry standards for 16-channel NVRs, which usually offer around 24–32TB maximum capacity. Equipping a 16-channel NVR with 8 SATA bays is technically excessive and economically inefficient, as such high drive counts are typically reserved for 64 or 128-channel enterprise-grade NVRs where high data throughput and extended retention periods are critical. With support for H.265 compression and storage optimization features, the provided 2 SATA interfaces comfortably meet storage and recording retention requirements for standard 16-channel deployments—even under 24/7 recording scenarios at high resolutions. Therefore, the configuration ensures a balanced design offering sufficient scalability, storage density, and performance, without adding unnecessary hardware cost or complexity.	changed NVR to 8 CH NVR
	PAGE NO 23 ANNEXURE II POINT NO 04	Audio In/Out: 1 channel Input, 2 channel Output, RCA	"This is brand specific specification. The NVR supports 1 audio input and 1 audio output via standard RCA connectors, which is aligned with practical usage patterns in most surveillance deployments. Providing 1 dedicated channel for audio in/out keeps the system design streamlined and cost-effective while still enabling full support for embedded or IP camera audio over the network. For installations requiring more audio interfaces, expansion through audio-enabled IP cameras or external audio encoders is the industry-recommended approach.	1 audio input and 1 audio output Sufficient
	PAGE NO 23 ANNEXURE II POINT NO 06	Video Resolution: 32 MP, 24 MP, 16 MP, 12 MP, S MP, 5 MP,4 MP, 10S0p, 720p, D1, CIF, QCIF	"This is brand specific specification. The system supports a practical range of video resolutions including 12MP, 8MP, 5MP, 4MP, 3MP, 2MP, 720p, D1, and CIF, covering all commonly used IP camera formats in modern surveillance systems. Higher resolutions like 16MP, 24MP, and 32MP are rarely used in real-world deployments and require significantly higher processing, storage, and bandwidth, which are unnecessary for typical applications. Similarly, QCIF is outdated and no longer relevant for current video quality or analytics standards. The provided resolution support ensures broad compatibility, efficient performance, and alignment with industry usage patterns.	video Resolution 12 MP, S MP, 5 MP,4 MP, 10S0p, 720p, D1, CIF, QCIF.
	PAGE NO 23 ANNEXURE II POINT NO 07	384 Mbps incoming, 384 Mbps recording and 384 Mbps outgoing	The NVR supports 180 Mbps for incoming, recording, and outgoing, which is sufficient for a 16-channel system handling up to 4K streams with H.265 compression. The 384 Mbps requirement is OEM-specific and exceeds typical needs for 16 channels, offering no real benefit in standard deployments. The available bandwidth fully meets industry norms and ensures reliable performance.	The NVR supports 180 Mbps for incoming, recording, and outgoing

	PAGE NO 23 ANNEXURE II POINT NO 09	Alarm Input : 16 Channel	"This is brand specific specification. The provision of 2 alarm inputs and 1 alarm output in an NVR is more than sufficient for most standard surveillance deployments. Typically, these inputs are used for critical event triggers like door contact sensors or panic buttons, while the output can be used to activate external devices such as sirens or strobes during an event."	8 Channel
	PAGE NO 23 ANNEXURE II POINT NO 10	Alarm Output : 8 channel	"This is brand specific specification. The provision of 2 alarm inputs and 1 alarm output in an NVR is more than sufficient for most standard surveillance deployments. Typically, these inputs are used for critical event triggers like door contact sensors or panic buttons, while the output can be used to activate external devices such as sirens or strobes during an event."	4 Channel
	PAGE NO 23 ANNEXURE II POINT NO 12	Raid: RAID 0/1/5/6/10	For 2 SATA, RAID 0 and RAID 1 is only possible. For higher RAID configurations, it is advisable to go with higher NVRs with more number of SATA support.	Please refer to the extant provisions of the RFP.
	PAGE NO 23 ANNEXURE II POINT NO 14	Recording Mode: General, motion detection, intelligent, alarm,POS	"This is brand specific specification. The system supports Scheduled, Manual, and Alarm-based recording, which are the most widely used and industry-standard modes for surveillance systems. The specified modes such as "intelligent" and "POS-based recording" are often OEM-specific terminologies or implementations that vary across manufacturers. These functions are typically handled at the VMS level or through metadata tagging and event filtering, rather than requiring native support within the NVR's recording mode. Therefore, the available recording modes fully meet practical deployment needs, while maintaining compatibility with broader system architectures.	Same specification if fullfilling from camera or NVR then acceptable.
	PAGE NO 23 ANNEXURE II POINT NO 15	Playback Mode : Instant playback, general playback, event,playback, tag playback, smart playback (face and motion detection)	This is brand specific. These advanced analytics functions typically require high-end AI-based server-side processing or dedicated VMS platforms with deep integration of video metadata indexing. Our NVR supports basic playback and event-based search functionalities; however, AI-based post-event search such as face or vehicle filtering is generally handled through centralized VMS or analytics servers, not directly through the NVR interface. This approach ensures better performance, accuracy, and scalability, which is more practical for professional surveillance environments.	Same specification if fullfilling from camera or NVR then acceptable.
	PAGE NO 23 ANNEXURE II POINT NO 16	Intelligent Alarm : Face detection, perimeter protection, face recognition, video metadata (human, motor vehicles, and non-motor vehicles), ANPR	This is Brand Specific. The features such as Face Detection, perimeter protection, face recognition, video metadata (human, motor vehicles, and non-motor vehicles), ANPR are camera-level AI analytics. These are best processed at the edge (within the IP camera itself or with VMS), ensuring faster, more accurate detection with reduced bandwidth and processing load on the NVR. Including these features in the NVR adds to cost and complexity without offering the same efficiency or performance. Hence, it's more practical and industry-standard to handle such analytics at the camera level. We recommend focusing on NVR functions like reliable recording, playback, and centralized management, while delegating analytics to edge devices. Please remove this from NVRs.	Same specification if fullfilling from camera or NVR then acceptable.

		Reference	Specification	Justification	Remark
		PAGE NO 23 ANNEXURE II POINT NO 18	Interface Ports: 4 (2 front USB 2.0 ports, 2 rear USB 3.0 ports), 2 HDMI, 2 VGA, 1 eSATA Port, 1 RS232, 2 RS485	"This is brand specific specification. The system includes 3 USB ports (1×USB 2.0, 2×USB 3.0) and 1 HDMI output, which are sufficient for export, control, and display in typical surveillance setups. Legacy interfaces like VGA, RS232, RS485, and eSATA are largely obsolete in modern systems. Functions such as PTZ control and device integration are handled via IP protocols (ONVIF, HTTP API, TCP/IP), and multi-display setups are managed through the VMS over IP, not requiring multiple physical video outputs. This streamlined design supports all essential functions while maintaining efficiency and reducing hardware complexity.	Interface Ports: 2 USB 2.0 ports, 2 USB 3.0 ports, 2 HDMI, 1 eSATA Port, 2 RS485
		PAGE NO 24 ANNEXURE II POINT NO 3	N+M redundancy of primary recording and event servers	The system supports N+1 redundancy for recording servers, which is a widely adopted and efficient fault-tolerance mechanism in surveillance environments. In this architecture, a single standby server can automatically take over the role of any one of the primary (N) servers in the event of failure, ensuring continuous recording and service availability. For most real-world deployments, N+1 redundancy provides the necessary reliability, simplifies system design, and reduces infrastructure cost while still meeting business continuity requirements. Therefore, the offered N+1 approach is more than adequate for standard 24×7 surveillance operations.	N+1 redundancy
		PAGE NO 25 ANNEXURE II POINT NO 12	Extended storage via iSCSI protocol	The system supports NAS and FTP protocols for external storage, which are widely adopted across the surveillance industry for their ease of integration, scalability, and compatibility with standard NVR and VMS architectures. The requirement for iSCSI (Internet Small Computer Systems Interface) is generally OEM-specific and used primarily where block-level storage is essential. However, iSCSI requires complex configuration, dedicated storage infrastructure, and advanced IT management, which are not typically necessary for standard NVR deployments. NAS, by contrast, provides file-level access with simpler setup, reliable performance, and seamless support for scheduled or backup recording. Therefore, the available NAS and FTP support sufficiently address external storage needs in a cost-effective and operationally efficient manner.	NAS and FTP protocols acceptable
		PAGE NO 25 ANNEXURE II POINT NO 14	customised layouts	The system offers a comprehensive set of predefined layouts (e.g., 1×1, 2×2, 3×3, 4×4, 1+5, 2+8, etc.), which are carefully designed to maintain aspect ratios, prevent view distortion, and ensure consistent, clean presentation of camera streams. Unlike free-form customized layouts, which often result in irregular video windows, stretched images, or uneven distribution, predefined layouts ensure uniformity and optimal use of screen space. This is critical for operators who rely on accurate image proportions and clear monitoring grids. With the variety of predefined options available, users can effectively manage and monitor different camera counts and critical zones without compromising clarity or usability.	Please refer to the extant provisions of the RFP.
		PAGE NO 25 ANNEXURE II POINT NO 17	Fisheye and panaromic camera view	As per the requirements, there is no use case for fisheye or panaromic cameras, hence this point is not applicable for this project.	Fisheye and panaromic camera view not mandatory
		PAGE NO 25 ANNEXURE II POINT NO 18	Region of interest Divides one window into 4 or 6 parts, one for whole image, others for the details	As per the requirements, the amended point aligns better for this project.	Please refer to the extant provisions of the RFP.

| | | | The system supports picture-based eMaps, which provide a static, high-resolution layout of the site such as floor plans, facility maps, or area schematics. This format is ideal for indoor surveillance, multi-floor buildings, and offline environments, where detailed site-specific visualization is critical.

While Google Maps-based eMaps offer live geographic data, they are more suited for outdoor or large-scale city-wide deployments and require constant internet connectivity, API integration, and may raise data privacy concerns. Additionally, Google Maps does not provide the necessary granularity for internal layouts like rooms, doors, or camera-specific zones.

Picture-based eMaps are lightweight, easy to update, and widely supported, making them the preferred choice for most practical surveillance deployments, especially in controlled or private | |
| | PAGE NO 25
ANNEXURE II POINT
NO 29 | VMS should support Google map and raster map | environments. | Picture-based eMaps Acceptable |