

Annexure-I

Pre-Bid Queries against Tender Number: 6000019262 /IT, Dated: 14.05.2025 for Supply, Installation, Testing & Commissioning For Upgradation Of Existing CCTV Surveillance System For IGMH

S. No	Section / Point No	As per Tender	Query Received from Bidders	IGMH Reply
1	Section VII: Technical Specifications / B. EXISTING SYSTEM DESCRIPTION/ Point.1)	1. THERE ARE APPROX. 89 NOS. IP CAMERAS INSTALLED AT VARIOUS LOCATIONS.	Kindly provide the make and model of all existing 89 IP cameras currently installed at the site.	Godrej, Panasonic , Axis , Bosch , CP plus.
2	Section VII: Technical Specifications / B. EXISTING SYSTEM DESCRIPTION/ Point.1)	1. THERE ARE APPROX. 89 NOS. IP CAMERAS INSTALLED AT VARIOUS LOCATIONS.	Please share the resolution of the installed cameras (e.g., 2MP, 4MP) and confirm the video codecs supported (H.264 / H.265).	Ranging from 2mp to 5mp ,H.264 / H.265
3	Section VII: Technical Specifications / B. EXISTING SYSTEM DESCRIPTION/ Point.1)	1. THERE ARE APPROX. 89 NOS. IP CAMERAS INSTALLED AT VARIOUS LOCATIONS.	Confirm whether the existing cameras support ONVIF profiles, and if so, mention the supported versions.	Yes ONVIF Support , Profile S
4	Section VII: Technical Specifications / B. EXISTING SYSTEM DESCRIPTION/ Point.1)	1. THERE ARE APPROX. 89 NOS. IP CAMERAS INSTALLED AT VARIOUS LOCATIONS.	Are all 89 cameras currently functional? If not, kindly provide a list of non-working or faulty cameras.	All the 89 cameras are currently functional
5	Section VII: Technical Specifications / B. EXISTING SYSTEM DESCRIPTION/ Point.3)	3. FIELD SWITCHES ARE CONNECTED TO CORE SWITCHES THROUGH OFC BACKBONE.	Confirm whether the existing network infrastructure (core/field switches, OFC backbone, Cat-6 cabling) is in good working condition and does not require replacement or re-termination. If any issues are known, please specify.	In Working condition
6	Section VII: Technical Specifications / B. EXISTING SYSTEM DESCRIPTION/ Point.4)	4. VMS SERVER, RECORDING SERVERS, CORE SWITCHES AND NAS STORAGE ARE INSTALLED AT CCTV CONTROL ROOM.	Please confirm if the existing server infrastructure is capable of handling the upgraded system requirements for 200 IP cameras (recording at 720p, 25fps, H.265), or if a complete server replacement is expected. Kindly provide current server specifications (CPU, RAM, HDD, throughput).	As the tender is for upgradation of existing system to new system, details as provided in the tender document are enough.
7	Section VII: Technical Specifications / B. EXISTING SYSTEM DESCRIPTION/ Point.4)	4. VMS SERVER, RECORDING SERVERS, CORE SWITCHES AND NAS STORAGE ARE INSTALLED AT CCTV CONTROL ROOM.	Kindly confirm the current health, available capacity, and make/model of the existing NAS. Is it fully operational and compatible with the proposed VMS upgrade and server architecture?	This is a complete replacement of existing server compatible to 200 IP cameras as metioned in the tender doment.
8	Section VII: Technical Specifications / B. EXISTING SYSTEM DESCRIPTION/ Point.4)	4. VMS SERVER, RECORDING SERVERS, CORE SWITCHES AND NAS STORAGE ARE INSTALLED AT CCTV CONTROL ROOM.	Please reconfirm whether the existing servers can support the expected recording load of 200 IP cameras for 90 days.	No
9	Section VII: Technical Specifications / E. FINAL ACCEPTANCE TEST (FAT)/ Point. 8.1)	8. 1.THE SI MUST UPGRADE EXISTING VMS VERSION TO LATEST VERSION OF MILESTONE XPROTECT WITH BELOW SCOPE OF WORK ENSURING ALL THE PREREQUISITES FOR THE SYSTEM	Can bidders propose any other VMS solution instead of Milestone XProtect, or is the upgrade limited strictly to Milestone?	Upgradation of existing Milestone VMS only.
10	Section VII: Technical Specifications / E. FINAL ACCEPTANCE TEST (FAT)/ Point. 8.1)	8. 1.THE SI MUST UPGRADE EXISTING VMS VERSION TO LATEST VERSION OF MILESTONE XPROTECT WITH BELOW SCOPE OF WORK ENSURING ALL THE PREREQUISITES FOR THE SYSTEM	Confirm whether the existing Milestone VMS licenses are perpetual, and clarify if any base or channel license expansion is needed to support 200 cameras.	Milestone VMS licenses are perpetual in nature. Yes, base or channel license expansion is needed to support 200 cameras.

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11			Detailed technical specification not available in Tender about existing Server, failover servers, workstation and Network switches.	As the tender is for upgradation of existing system to new system, details as provided in the tender document are enough.
12			Is it Possible to upgrade the EXISTING MILESTONE XPROTECT VIDEO MANAGEMENT to BOSCH Video Management System (latest Version).	No, The tender is for upgradation of existing milestone VMS only.
13			Site Visit is mandatory to bid the Tender, please confirm.	Advisible/ Preferred
14			Price Bid Excel sheet format missing in NIT Downloads	As per tender conditions
15			Some major items missing in Tender like UPS, Power cable, network cable and installation accessories.	UPS, Power cable, network cable are not required.
16	Section VII: Technical Specifications / D. OTHER REQUIREMENTS/ Point.2)	2. SPARES AND SERVICE SUPPORT: SUPPLIER SHALL ATTEND PERIODICAL AND BREAKDOWN MAINTENANCE OF THE SYSTEM DURING THE WARRANTY PERIOD WITHOUT ANY ADDITIONAL COST. ALSO, THE BIDDER SHALL ENSURE SPARE SUPPORT FOR MINIMUM OF EIGHT YEARS FROM THE FAC DATE. NON AVAILABILITY OF SPARES/STANDBY UNITS/COMPONENTS WILL NOT BE ACCEPTED AS A REASON FOR WAIVING OF PENALTY TOWARDS DELAY IN RENDERING PROMPT SERVICE. FOR ENSURING PROMPT SERVICE, MINIMUM REQUIRED SPARES/STANDBY UNITS SHALL BE MAINTAINED AT SITE DURING WARRANTY PERIOD. AFTER USE OF ANY SUCH SPARE UNIT/CARDS ETC., THE SAME SHALL BE REPLENISHED AT THE EARLIEST.	OTHER REQUIREMENTS Column. Please elaborate this THE BIDDER SHALL ENSURE SPARE SUPPORT FOR MINIMUM OF EIGHT YEARS FROM THE FAC DATE-is it Free of cost or Chargeable basis.	SPARES AND SERVICE SUPPORT: SUPPLIER SHALL ATTEND PERIODICAL AND BREAKDOWN MAINTENANCE OF THE SYSTEM DURING THE WARRANTY PERIOD WITHOUT ANY ADDITIONAL COST. NON AVAILABILITY OF SPARES/STANDBY UNITS/COMPONENTS WILL NOT BE ACCEPTED AS A REASON FOR WAIVING OF PENALTY TOWARDS DELAY IN RENDERING PROMPT SERVICE. FOR ENSURING PROMPT SERVICE, MINIMUM REQUIRED SPARES/STANDBY UNITS SHALL BE MAINTAINED AT SITE DURING WARRANTY PERIOD. AFTER USE OF ANY SUCH SPARE UNIT/CARDS ETC., THE SAME SHALL BE REPLENISHED AT THE EARLIEST. Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 8 years residual market life i.e. the offered product shall not be declared end-of life by the OEM before this period. (An undertaking to this effect needs to be submitted in Technical bid)