

Bid for Selection of Agency for Supply, Installation, Commissioning & Warranty Support of various Equipment's for the Implementation of Thermal Screening System for various offices and public places of Gujarat State
(Tender No. HWT290420615)

CLARIFICATIONS OF THE QUERIES

Sr. No	Clause Page No.	Tender Description	Queries	Final Clarifications
1	Tender Document, Introduction, EMD and Tender Fee	Page No. 2 & 3	<p>Submission of Tender Fees and EMD in physical</p> <p>Considering the lock-down situation and social distancing we request you to make it optional in case of Tender Fees and EMD has been trafrred online in the given bank details in tender document. And make it fully online and no physical submission required in that case. Also please consider if scanned copy of Bank Guarantee is submitted on tender portal and given 3 days additional from the last date of submission to submit the physical copy of same as Post and Courier services are hampered and require some additional time for movement of document.</p>	Scanned copy of Bank Guarantee to be submitted online. The physical copy to be submitted within 3-4 days from the last date of submission.
02	Tender Document and Corrigendum	N/A	<p>Bill of Quantity - Tri-pod to mount the thermal camera</p> <p>It has been observed that Tri-pod is not included in bill of material. In many cases to cover the area to be monitored and for the maximum efficiency of Thermal Camera for working Tri-pod may be required. We request you to cover the tri-pod in bill of material for better Financial Estimation and it can be always billed to the client as actual if tri-pod has been utilised during the implementation</p>	No change. As per RFP
3	Corrigendum-1 Dated 01.05.2020, Item No 1, Point No 22	Corrigendum-1 Dated 01.05.2020, Page No 1	<p>Resolution and Frame Rate :: Main Stream - Thermal - 25/30fps (1280x960, 1024x768, 640x480, 256x192)</p> <p>Main Stream Thermal Image resolutions is to be suggested 1280 × 720.</p>	As per corrigendum
4	Corrigendum-1 Dated 01.05.2020, Item No 1, Point No 29	Audio	<p>Should have Built-in microphone, Speaker and White light or Flash light support enabled.</p> <p>Kindly please make Microphone support enabled and Speaker should be Built-in to serve the purpose</p>	As per corrigendum
5	Corrigendum-1 Dated 01.05.2020, Item No 1,	Operating Conditions	<p>0° C ~ +35° C</p> <p>Considering the region to be implemented kindly please amend the operating conditions to 10 °C to 35 °C. As the application is</p>	No Change. As per RFP

	Point No 34		meant for indoor use.	
6	Corrigendum-1 Dated 01.05.2020, Item No 1, Point No 35	Ingress Protection	IP67 Rating As the application is indoor IP66 rating is sufficient, kindly request to amend the protection level to IP66	No Change. As per RFP
3	Item no. 3: 8 port PoE Layer-2 Network Switch		Sr No 10 : Should have console port for administration & management, CLI and web-based GUI for easy Management ADD : (availability of console port can be any port from above mentioned point no. 1 or USB/micro USB or additional)	No Change. As per RFP
4			Sr No 14 : Remove Duplicate address detection (DAD)	As per corrigendum
5			Sr No 18 : Remove UL/BIS Certificate	No Change. As per RFP
6			I Ajay Mandawale from Sheetal wireless, Pune. I have studied your tender (Tender No. HWT290420615) regarding Thermal CCTV system for COVID-19 screening with last date of submission is 06.05.2020. We having beautiful products in Thermal CCTV and we wish to submit the tender with required documents as mentioned in Tender documents. Due to this Corona effect our office is working with limited staff, so I request you to please give us extension up to one week to submit the Tender.	No Change. As per RFP
7	-	Corrigendum Page No. 1 Point no. 21 Resolution - 1080P(1920x1080) , D1 (704x576/704x480), CIF (352x288/352x240)) Point no. 22 Resolution & Frame Rate - Main Stream: Optical – 25fps (2560x1440) , 25/30fps (1920x1080, 1280x720),	Kindly clarify which resolution stream we consider either 1080P or 1440P	Required resolution for optical camera is minimum 1440P

8	-	Corrigendum Page No. 1 Point no. 22 Resolution & Frame Rate - Thermal - 25/30fps (1280x960, 1024x768, 640x480, 256x192) Point no. 7 Max IR Resolution - 120x90 pixels	Kindly clarify the thermal stream	As per corrigendum
9	-	Corrigendum Page No. 1	Point no. 34 - Operating Conditions 0° C ~ +35° C	No Change. As per RFP
10		Corrigendum -01.05.2020 Item No 1 Thermal Screening Bullet IP Camera Sr. No. 4	Accuracy: $\pm 0.5^{\circ}\text{C}$ or $\pm 0.5\%$ whichever is greater As this Camera will be used for fever detection, very small variation in temperature measurement by camera will lead to wrong results. Blackbody calibrator is required for calibration of camera to achieve temperate measurement accuracy of $\pm 0.3^{\circ}\text{C}$. Blackbody is also suggested by FDA which is international body to provide guidelines and approvals for medical equipment's. Hence, we request you to include requirement of blackbody in the tenders specifications. Also amend temperature measurement accuracy as $\pm 0.3^{\circ}\text{C}$	No Change. As per RFP
11		Corrigendum -01.05.2020 Item No 1 Thermal Screening Bullet IP Camera Sr. No. 7	MAX IR Resolution: 120x90 Pixels Thermal resolution is most critical parameter for accurate temperature measurement. Higher the resolution better will be the accuracy of temperature measurement. As this solution is going to be used primarily for fever detection, So thermal resolution should be minimum 400x300. Hence we request you to amend the clause as: "MAX IR Resolution: 400x300"	No Change. As per RFP
12		Corrigendum -01.05.2020 Item No 1 Thermal Screening Bullet IP Camera Sr. No. 22	Resolution and Frame Rate: Main Stream: Optical – 25 fps(2560x1440), 25/30fps (1920x1080, 1280x720), Thermal - 25/30fps (1280x960, 1024x768, 640x480, 256x192) Sub Stream: 25/30fps (704 576, 640 360, 352 288) Thermal sensor will be used for measurement of temperature and optical sensor will be used for evidence capturing. So resolution (2560x1440) mentioned for vison sensor is on very higher side, lesser	No Change. As per RFP

			resolution (1920x1080) can fulfill all the requirements. So we request you to amend the clause as: “Resolution and Frame Rate: Main Stream: Optical – 25/30fps (1920x1080, 1280x720); Thermal -25/30fps (1280x960, 1024x768, 640x480, 256x192); Sub Stream: 25/30fps (704x576, 640x360, 352x288)”		
13		Corrigendum -01.05.2020 Item No 1 Thermal Screening Bullet IP Camera Sr. No. 28	WDR: Real/True WDR (120dB) This solution will be used in indoor environment where lighting variations will be less. WDR is 90dB will be more than sufficient for this application. Hence we request you to amend the clause as: “WDR: 90dB”	No Change. As per RFP	
14		Corrigendum -01.05.2020 Item No 1 Thermal Screening Bullet IP Camera Sr. No. 29	Audio: Should have Built-in microphone, Speaker and White light or Flash light support enabled. We request you to amend the clause as “Audio: Should have Built-in/external microphone, Speaker and White light or Flash light support enabled.”	No Change. As per RFP	
15		Corrigendum -01.05.2020 Item No 1 Thermal Screening Bullet IP Camera Sr. No. 37	General Certification: CE, FCC, UL/BIS, ROHS (Optional) We request you to amend the clause as “General Certification: CE/ FCC/ UL/ BIS/ROHS”	As per corrigendum	
16		Request Addition for	As per WHO and govt. guideline face mask and maintaining social distance are going to be primary requirement after lockdown period. So we would request you to include requirement of facemask and social distancing detection. Alert should be raised at monitoring station whenever person is not wearing facemask or not maintaining social distancing norms.	No Change. As per RFP	
17	-	Pg.14, Point no. 32 Delivery & Installation should be within 15 days from the work order	Based on the current situation of the Novel Covid-19 Pandemic due to which whole country is in lockdown, we would request you to please extend the delivery/ completion period to at least 8 weeks from the date of Purchase Order.	No Change. As per RFP	
18	-	-	As per mention tender Number, we requesting you Please remove MAF Clause for Line Item 4 (Monitor). We have try but None of OEM is Providing MAF for small Requirement. We will Submit Compliance on Bidder letter head. Requesting you Please remove This clause for this tender and Consider our Query	Compliance on Bidder letter head accepted for Display/Monitor.	
19	Tender Page No	Clause No.	Description	Request to Change / Suggestion	See the corrigendum

	Page No.20	Minimum Technical Specification Item no.: 4 – 18.5” or higher LED Display unit	Brightness 300 nit or better Contrast Ratio 1200:1 or higher Input & Output HDMI-1, Audio in Wall mount kit, Quick Setup Guide, Warranty Card, 5 Mtr AOC HDMI Cable, Remote Control with Batteries	Maximum Nits is 200 for monitors up to 21.5" hence requesting you to kindly change it to 200 nits. Requesting you to kindly change Aspect Ratio to 1000:1 or higher. Requesting you to kindly make HDMI/VGA Optional & remove Audio in. Requesting you to kindly remove remote control with batteries.	
20	SECTION IV Minimum Technical Specification Item No 1 Thermal Screening Bullet IP Camera	37 General Certification: CE, FCC, UL/BIS, ROHS (Optional)	Please add thermal Calibration certificate from NABL Accredited Labs and ISO_13485:2016 for Medical Devices Requesting you to please accept the following and amend the clause as under: CE, FCC, UL/BIS & Calibration certificate (NABL Accredited Labs) & ISO_13485:2016	No Change. As per RFP	
21	SECTION IV Minimum Technical Specification Item no.: 2 : 08 CH Network Video Recorder	Certification- CE or FCC and UL/ETL and BIS certified at the time of bidding	Since you have accepted UL/BIS in Corrigendum 1 for Camera. So we are requesting you to accept the same in NVR also Requesting you to please accept the following and amend the clause as under: CE, FCC, UL/ETL/BIS	See the corrigendum	
22	SECTION IV Minimum Technical Specification Item No 1 Thermal Screening Bullet IP Camera	4 Accuracy $\pm 0.5^\circ\text{C}$ or $\pm 0.5\%$ whichever is greater	Thermal camera are recommended with Black body to get the achieve the better accuracy i.e. $\pm 0.3^\circ\text{C}$. Requesting you to add Black body with $\pm 0.3^\circ\text{C}$ Requesting you to please accept the following and amend the clause as under: Add blackbody with $\pm 0.3^\circ\text{C}$ accuracy	No Change. As per RFP	
23	SECTION IV Minimum Technical Specification	7 MAX IR resolution 120x90 pixels 22. Thermal -	As per our understanding 120x90 pixels is a thermal resolution which is contradict with point no: 22 (Thermal - 25/30fps (1280x960). 1280x960 is not a thermal resolution this resolution comes in optical Cameras. So our recommendation to accept the correct thermal	No Change. As per RFP	

	Item No 1 Thermal Screening Bullet IP Camera	25/30fps (1280x960, 1024x768, 640x480, 256x192)	resolution 352x288 <u>Requesting you to please accept the following and amend the clause as under:</u> Thermal Resolution: 352x288	
24	<u>SECTION IV Minimum Technical Specification</u> Item No 1 Thermal Screening Bullet IP Camera	21 Resolution 1080P(1920x1080), D1 (704x576/704x480), CIF (352x288/352x240) 22 Resolution and Frame Rate Main Stream: Optical – 25 fps(2560x1440), 25/30fps (1920x1080, 1280x720), Thermal - 25/30fps (1280x960, 1024x768, 640x480, 256x192) Sub Stream: 25/30fps (704 576, 640 360, 352 288)	Point No 21 mentioned 2MP resolution and point no: 22 mentioned 4MP resolution both are contradict with each other. In Temperature detection system 2MP resolution is sufficient and in Thermal 352x288 resolution which can capture the temperature up to 10mtr with better picture quality and accurate temperature. <u>Requesting you to please accept the following and amend the clause as under:</u> Visible Resolution : 1920X1080 @25/30FPS ; Thermal resolution 352x288@25FPS	No Change. As per RFP
25	<u>SECTION IV Minimum Technical Specification</u> Item No 1 Thermal Screening Bullet IP Camera	29 Audio Should have Built-in microphone, Speaker and White light or Flash light support enabled.	In temperature detection camera built in Microphone, speaker and white light or flash light is OEM specific. This Camera is used to detect the temperature. Why do we need builtin Microphone and speaker. <u>Requesting you to remove this feature</u>	No Change. As per RFP
26	<u>SECTION IV Minimum Technical Specification</u> Item No 1 Thermal Screening Bullet IP Camera	30 Ethernet RJ-45 (10/100Base-T), POE	Thermal camera and black body both required high power so cant operate on PoE. So, Request you to consider external power <u>Requesting you to please accept the following and amend the clause as under:</u> RJ-45 (10/100Base-T), POE/DC 12V	No Change. As per RFP
27	<u>SECTION IV</u>	33 Edge Storage	NVR is asked in the tender for recording so there is no use of SD	See the corrigendum

	<u>Minimum Technical Specification</u> Item No 1 Thermal Screening Bullet IP Camera	Micro SD card support up to 128GB	card. Requesting you to remove the SD Card Requesting you to remove this feature	
28	<u>SECTION IV Minimum Technical Specification</u> Item No 1 Thermal Screening Bullet IP Camera	39 Alarm In/Out Should support 1Ch alarm in /1 Ch alarm out	This is a live monitoring application where we can monitor and live segregation is done. This is not a CCTV application where alarm In/Out is required. So, Our request to remove physical alarm in/out and accept visible alarm in the system Requesting you to remove alarm In/out and accept Visible alarm on screen	No Change. As per RFP
29	<u>SECTION IV Minimum Technical Specification</u> Item No 1 Thermal Screening Bullet IP Camera	5 Temperature detection distance Support 1.5 to 3 meters	Requesting you to increase the temperature detection distance up to 10mtr to avoid the spread of COVID-19 virus. Requesting you to please accept the following and amend the clause as under: Temperature detection distance : Support Up to 10mtr	As per the application required only 10~12 feet or more. Bidder may propose if they have solution which support upto 10 mtr.
30	<u>SECTION IV Minimum Technical Specification</u> Item No 1 Thermal Screening Bullet IP Camera	New Suggestion	Camera shall be able to monitoring of walking 10 persons in one go and 30 persons as a standing crowd. The system is applicable for crowded and high crowded areas. Requesting you to accept that camera shall be able to measure temperature of atleast 10 persons simultaneously in live	Yes, we are looking for the solution through which we can scan people in mass i.e. 15-20 people.
31	<u>SECTION IV Minimum Technical Specification</u> Item No 1 Thermal Screening Bullet IP Camera	New Suggestion Thermal Lens not mentioned in the specification	Requesting to add thermal focal length: 18mm. In the technical specification thermal lens and resolution not mentioned which is most important parameter in thermal temperature detection system. Requesting you to please add this clause: Thermal Focal Length: 18mm	No Change. As per RFP

32	SECTION IV Minimum Technical Specification Item No 1 Thermal Screening Bullet IP Camera	5 Temperature detection distance Support 1.5 to 3 meters	Requesting you to increase the temperature detection distance up to 10mtr to avoid the spread of COVID-19 virus. Requesting you to please accept the following and amend the clause as under: Temperature detection distance : Support Up to 10mtr	As per the application required only 10~12 feet or more. Bidder may propose if they have solution which support upto 10 mtr.
33	:		7. MAX IR resolution: 120x90 pixels 7. MAX IR resolution: 256x192 pixels Request you to change to higher resolution, which will provide better thermal image.	No Change. As per RFP
34			32. Interoperability: ONVIF, CGI, SDK or API 32. Interoperability: ONVIF, CGI , SDK or API ONVIF & SDK/API are more than sufficient to integrate the camera with any management software.	See the corrigendum
35	SECTION IV Minimum Technical Specification Item No 1 Thermal Screening Bullet IP Camera		Additional Specs Management Features: Should be able to monitor and manage the uptime status of cameras and associated network accessories remotely. Should have options for managing SLA based on essential uptime status reports, to ensure maximum availability. The option should have following features: 1. To monitor the uptime status of the cameras from locally and remotely. 2. To monitor Down-UP-reboot-not reachable alert of IP Camera/ Workstation/ Router/ Switch/ NVR. 3. Multilevel escalation of alerts. 4. Metrics with option to specify threshold. 5. Multiple preconfigured and customizable dashboard view. 6. Tree structure design with multiple folder drill down option. 7. User configurable folder name to specify Name, location etc. 8. Send alert via E-mail / SMS Request you add these features as this will provide the health of all the cameras and will be beneficial for the security.	No Change. As per RFP
36	SECTION IV Minimum Technical Specification Item no.: 2 : 08 CH Network Video Recorder		Support 4K streaming, Support 08 Channel up to (3840*2160) Resolution Support 80 Mbps or higher of incoming Bandwidth Support 4K streaming, Support 08 Channel up to (3840*2160) Resolution Changes: Support 72 Mbps or higher of incoming Bandwidth	See the corrigendum

		Request you to consider this change as this will increase the participation.	
37	The Bidder should have at least 3 years of experience in setting up LAN / WAN, and should have installed minimum 02 LAN / WAN Systems with minimum 50 nodes (here node means IP Camera or Computer or any other networking device) installed and operational in the same campus or different campus. Copies of 02 Purchase Orders / Contract Agreement and Certificates of Successful Completion from Customer should be submitted. (Form no. E-3) OR The Bidder should have at least 3 years of experience in setting up LAN / WAN, and should have installed minimum 05 LAN / WAN Systems with minimum 50 nodes (here node means IP Camera or Computer or any other networking device) installed and operational in the same campus or different campus. Copies of Purchase Orders / Contract Agreement and Certificates of Successful Completion from Customer should be submitted. (Form no. E-3)	The Bidder should have at least 5 years of experience in setting up LAN / WAN, and should have installed minimum 02 LAN / WAN Systems with minimum 50 nodes (here node means IP Camera or Computer or any other networking device) installed and operational in the same campus or different campus. Copies of 02 Purchase Orders / Contract Agreement and Certificates of Successful Completion from Customer should be submitted. (Form no. E-3) The bidder should have experience of CCTV and Network Cabling work. They should have at least two orders of minimum value of Rs. 40 lacs in 5 years. Very few large SI companies would have executed 5 orders of setting up LAN / WAN with minimum 50 nodes. Hence this clause will restrict participation from other SI companies that have the relevant experience and financial backing to execute this project. Hence we request the department to kindly incorporate this change, to increase participation and competition.	No change. As per RFP
38	Camera installation at various offices /public places:	As per the tender document, delivery locations are not specified. We request the department to kindly specify the details of all delivery & Installation locations, as it will be required to calculate the costing and quote value for this project.	This is kind of rate contract valid for the period of 6 months. During the contract period, any Govt. department/officers across Gujarat may issue the work order. so it is not possible to provide the details of the delivery and installation at this point in time.
39	Delivery & Installation	Within 10 working days from the date of purchase order at respective site / locations. Within 4 - 6 weeks from the date of receipt of purchase order. Considering the current scenario movement of manpower and material is very difficult, hence we request the department to increase it 4 - 6 weeks from the date of receipt of purchase order.	No change. As per RFP
40	Page 19 , Item no.: 2 : 08 CH Network Video Recorder	Certification- CE or FCC and UL/ETL and BIS certified at the time of bidding Since you have accepted UL/BIS in Corrigendum 1 for Camera. So we are requesting you to accept the same in NVR also & confirm the same.	See the corrigendum

41	<p>page 184 Item No 1 Thermal Screening Bulletin IP Camera</p>	<p>Accuracy $\pm 0.5^{\circ}\text{C}$ or $\pm 0.5\%$ whichever is greater</p> <p>Thermal camera are recommended with Black body to get the achieve the better accuracy i.e. $\pm 0.3^{\circ}\text{C}$. Requesting you to add Black body with $\pm 0.3^{\circ}\text{C}$</p>	No Change. As per RFP/corrigendum
42	<p>page 187 Item No 1 Thermal Screening Bulletin IP Camera</p>	<p>22. Thermal - 25/30fps (1280x960, 1024x768, 640x480, 256x192)</p> <p>As per our understanding 120x90 pixels is a thermal resolution which is contradict with point no: 22 (Thermal - 25/30fps (1280x960). 1280x960 is not a thermal resolution this resolution comes in optical Cameras. So our recommendation to accept the correct thermal resolution 352x288</p>	No Change. As per RFP/corrigendum
43	<p>page 1821 Item No 1 Thermal Screening Bulletin IP Camera</p>	<p>21 Resolution 1080P(1920x1080), D1 (704x576/704x480), CIF (352x288/352x240)</p> <p>22 Resolution and Frame Rate Main Stream: Optical - 25 fps(2560x1440), 25/30fps (1920x1080, 1280x720), Thermal - 25/30fps (1280x960, 1024x768, 640x480, 256x192) Sub Stream: 25/30fps (704 576, 640 360, 352 288)</p> <p>Point No 21 mentioned 2MP resolution and point no: 22 mentioned 4MP resolution both are contradict with each other. In Temperature detection system 2MP resolution is sufficient and in Thermal 352x288 resolution which can capture the temperature up to 10mtr with better picture quality and accurate temperature.</p> <p>it should be Visible Resolution : 1920X1080 @25/30FPS ; Thermal resolution 352x288@25FPS , kindly consider</p>	No Change. As per RFP/corrigendum
44	<p>page 1829 Item No 1 Thermal Screening Bulletin IP Camera</p>	<p>29 Audio Should have Built-in microphone, Speaker and White light or Flash light support enabled.</p> <p>In temperature detection camera built in Microphone, speaker and white light or flash light is OEM specific. This Camera is used to detect the temperature. Why do we need builtin Microphone and speaker. Requesting you to remove this feature</p>	See the corrigendum
45	<p>page 1830 Item No 1 Thermal Screening Bulletin IP Camera</p>	<p>30 Ethernet RJ-45 (10/100Base-T), POE</p> <p>Thermal camera and black body both required high power so cant operate on PoE. So, Request you to consider external power</p>	No Change. As per RFP/corrigendum

		consider RJ-45 (10/100Base-T), POE/DC 12V	
46	page 18 Item No 1 Thermal Screening Bullet IP Camera	33 Edge Storage Micro SD card support up to 128GB NVR is asked in the tender for recording so there is no use of SD card. Requesting you to remove the SD Card Requesting you to remove this feature	See the corrigendum
47	page 18 Item No 1 Thermal Screening Bullet IP Camera	39 Alarm In/Out Should support 1Ch alarm in /1 Ch alarm out This is a live monitoring application where we can monitor and live segregation is done. This is not a CCTV application where alarm In/Out is required. So, Our request to remove physical alarm in/out and accept visible alarm in the system Requesting you to remove alarm In/out and accept Visible alarm on screen	No Change. As per RFP/corrigendum
48	page 19	point no 35 IP67 ingrees Protection it is single OEM Specific , it should be IP65 Minimum	No Change. As per RFP/corrigendum
49	Page 14, clause no 32	Delivery & Installation: Within 10 working days from the date of purchase order In Lockdown situation , it seems not practical, & seems lesser time to execute it. We request you to kindly make it 20 days	No Change. As per RFP/corrigendum
	page 18 Item No 1 Thermal Screening Bullet IP Camera	5 Temperature detection distance Support 1.5 to 3 meters Requesting you to increase the temperature detection distance up to 10mtr to avoid the spread of COVID-19 virus. Requesting you to please accept the following and amend the clause as Temperature detection distance : Support Up to 10mtr Requesting you to please accept the following and amend the clause as Temperature detection distance : Support Up to 10mtr	No Change. As per RFP/corrigendum
	page 18 Item No 1 Thermal Screening Bullet IP Camera	New Suggestion Camera shall be able to monitoring of walking 10 persons in one go and 30 persons as a standing crowd. The system is applicable for crowded and high crowded areas. Requesting you to accept that camera shall be able to measure temperature of atleast 10 persons simultaneously in live	No Change. As per RFP/corrigendum

		Requesting you to accept that camera shall be able to measure temperature of atleast 10 persons simultaneously in live	
page	18	<p>Requesting to add thermal focal length: 18mm. In the technical specification</p> <p>thermal lens and resolution not mentioned which is most important parameter in thermal temperature detection system.</p> <p>Requesting you to please add this clause: Thermal Focal Length: 18mm</p> <p>Requesting you to please add this clause: Thermal Focal Length: 18mm</p>	No Change. As per RFP/corrigendum