

Pre-Bid Queries and Response to the pre-bid queries

Sr. No	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Changes suggested by bidders in existing tender terms and conditions / Technical Specifications	Remarks
1	6.14.37	All minor and major updates/upgrades as well as renewal of Enterprise next generation firewall and antivirus software license subscription renewal shall be made available as part of ATS	1. Any End of life product license will not be extended. 2. Need confirmation that no additional subscription required except current running subscription licenses required to subscribe.	The replacement cost (if required) for End of life product should be considered under AMC cost.
2	6.14.50.	Shifting of CCTV Poles:	Advisable to have Rate Contract (Penalty Clause for Shifting to be Avoided (Cause this ADHOC Service)	Please refer tender clause - 6.14.50 and price bid [Part - B] of tender document.
3	6.14.48.	The bidder should also take up the work including reworks, relaying of cable cuts, shifting of cameras and equipment, reconfiguring the system, optimization or performance of CCTV system, re-installation of software, expansion to the existing system such as adding cameras etc. as & when needed. Bidder to ensure above activities without any additional cost to SMC.	Bidder can't estimate (SMC should provide Rate Table for service/material requirements)	The cost of reworks, relaying of cable cuts, shifting of cameras and equipment, reconfiguring the system, optimization or performance of CCTV system, re-installation of software should be considered in respective items AMC cost.
4	7.19.	The agency on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged	SMC will provide storage/warehouse for keeping the inventory.PI confirm?	Agency should keep the inventory at his own warehouse. However, the storage space will be provided for storage of CCTV Poles, Junction Boxes, etc.
5	6.14.40.	AMC should not become void if third-party hardware is installed with prior intimation.	1. This is OEM term to accept or reject such hardware integration. 2. Bidder scope in not product hardware integration and Handover/Acceptance of product.	New Hardware integration is not under the bidder scope. However, the bidder should extend the necessary support for integration with existing system.
6	6.14.56. & 6.14.61.	Bidder shall not permit anti-social/illegal activities at SMC premises.	This could be applicable for only for Bidder own resources. Bidder is not responsible for administration or others persons	This clause is applicable to bidder's own resources.
7	7.22 Force Majeure	Force Majeure should include global issues impacting OEM support.	OEM dependency, import restrictions, or global shortages be treated under force Majeure? Please confirm. Further OEM confirmation / News Article to be taken into consideration in such event to avoid any issue later.	No change. Tender Terms prevails.
10	Please note - New camera must be supported by Hikvision central professional solution (OnVIF). VMS should be of open source to avoid any issue later.	Bidder will be responsible to apply and obtain the same(Electric Meter) on behalf of SMC	1. What is the timeline for the reimbursement of meter payment? 2. IT should not exceed the existing scope.Power supply provisioning at new location will not be consider in bid scope (Post AMC WO).	1. The meter reimbursement payment will be processed once necessary document will be submitted by bidder after new meter will be installed at the location. 2. Applying of new power meter connection on shifting of CCTV camera from one location to another will be in bidder's scope only.
11	6.14.44.	Lightning arrester required for entrance power cables.	Please Clarify the location of the deployment, Capacity & specifications, make,model and qty?	The lightning arrester will be required to provide in case of CCTV camera pole shifting from one location to another.
12	6.14.44.	Internal Surge Protection Device (SPD) required for data line protection.	Please Clarify the location of the deployment, Capacity & specifications, make,model and qty?	Internal Surge Protection Device (SPD) required for Data line will be required as and when required on real time basis.
13	6.14.49.	The bidder is responsible to restore network connectivity established at different locations to connect CCTV cameras with the SMC network in case cable laid underground is damaged/ non-operational due to any reason including breakage/damage caused by any third party. Further, underground damaged/ non-operational cable needs to be restored in original state by repairing / replacing the same without any additional cost to SMC.	1. Any third party damage must be consider out of SLA. 2. System sabotage by 3rd party should not consider as damage.This need to take up by SMC? 3. Material and service charge to be provided by SMC subject to case.	1. The SLA will not be considered for third party damage. However, bidder will be responsible for restoration / repair of damaged/ non-operational underground cable without any additional Cost. 2. No Change. Tender Terms Prevails. 3. No Change. Tender Terms Prevails.