

**ISRO HUMAN SPACE FLIGHT CENTRE (HSFC) | Tender No.: HSFC/Group-C/HS202400019401 for CCTV System at HSFC**  
**Corregendum for the tender, based on queries from vendors**

Sr. No.	RFP Volume, Section/FR/TR No*	RFP Page No	Content in the RFP	Clarification Sought	HSFC Response
1	Tender Document	Page no 63 of 158	Sl. No.1 - Ports : 8 x 100/1000x SFP Ports Uplink ports should be backward compatible with 100 Mbps	Ports : 28 x 100/1000x SFP Ports Uplink ports should be backward compatible with 100 Mbps	Any better specifications offered by the vendors will be accepted, if he is overall L1. Retained as 8 port switches are available in market
2	Tender Document	Page no 65 of 158	Sl. No.7 - Hard Disk Drives - 6 x 600 GB 12 G SAS 15k RPM Hot Plus (2.5") Enterprise Hard Disk 2 x 960 GB Hot Plus SSD SATA/SAS for OS or better	Sl. No.7 - Hard Disk Drives - 6 x 600 GB 12 G SAS 10k RPM Hot Plus (2.5") Enterprise Hard Disk 2 x 960 GB Hot Plus SSD SATA/SAS for OS or better	To be read as: Hard Disk Drives - 6 x 600 GB 12 G SAS 10k RPM Hot Plus (2.5") Enterprise Hard Disk 2 x 960 GB Hot Plus SSD SATA/SAS for OS or better.
3	Tender Document	Page no 67 of 158	Sl. No.7 - Hard Disk Drives - 6 x 600 GB 12 G SAS 15k RPM Hot Plus (2.5") Enterprise Hard Disk 2 x 960 GB Hot Plus SSD SATA/SAS for OS or better	Sl. No.7 - Hard Disk Drives - 6 x 600 GB 12 G SAS 10k RPM Hot Plus (2.5") Enterprise Hard Disk 2 x 960 GB Hot Plus SSD SATA/SAS for OS or better	To be read as: Hard Disk Drives - 6 x 600 GB 12 G SAS 10k RPM Hot Plus (2.5") Enterprise Hard Disk 2 x 960 GB Hot Plus SSD SATA/SAS for OS or better.
4	Tender Document	71 of 158	<b>General Specifications 2</b> VMS shall already support IP cameras from at least fifty (50) major vendors and a minimum of 10000 Certified Devices Bidders shall clearly list in their proposal the brands and models already integrated into VMS.	We request you to kindly amend this clause as follows:  <b>"VMS shall already support IP cameras from at least fifty (50) major vendors. Bidders shall clearly list in their proposal the brands already integrated into VMS."</b>	To be read as : VMS shall support IP cameras from reputed vendors. Bidders shall clearly list in their proposal the brands integrated into VMS.
5	Tender Document	71 of 158	<b>General Specifications 5</b> VMS shall manage Password of cameras directly from software management tool.	This functionality primarily depends on the CCTV camera OEM, camera firmware, and various other external camera-related factors. Therefore, we kindly request you delete this clause to avoid unnecessary restrictions.	As this indent is for sensitive installation of ISRO and also being a security feature it is essential. Vendors are required to provide the camera accordingly.
6	Tender Document	Page no 72 of 158	General Specifications 13 - Aggregation site types shall be categorized according to function and size as per the table below.	There is no table provided here	To be read as: Aggregation site types shall be categorized according to function.
7	Tender Document	Page no 76 of 158	General Specifications 36 - The VMS shall support full two-way audio between clients and remote devices. Two-way audio integration shall support the following features and functions	There is no points provided about what the two way integration shall support	To be read as: The VMS shall support full two-way audio between clients and remote devices.

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8	Tender Document	75 of 158	<p><b>General Specifications 29</b> The VMS shall support Microsoft Windows XP Professional, Microsoft Windows Server 2003, Microsoft Windows Server 2008, Microsoft Windows Vista (Business/Enterprise /Ultimate) and Microsoft Windows 7 (Business/Enterprise /Ultimate) with the latest patches and service packs installed. The system must use DirectX and</p>	<p>Microsoft has already discontinued support for Microsoft Windows XP Professional, Microsoft Windows Server 2003, Microsoft Windows Server 2008, Microsoft Windows Vista (Business/Enterprise/Ultimate), and Microsoft Windows 7 (Business/Enterprise/Ultimate). Therefore, we kindly request that you remove these operating systems and amend the clause as follows: <b>"The VMS shall support Microsoft Windows 10, Windows 11, Microsoft Windows Server 2016, Microsoft Windows Server 2019, Microsoft Windows Server 2022, or the latest versions, with the latest patches and service packs installed."</b> This update ensures compatibility with currently supported and secure operating systems.</p>	<p>To be read as : The VMS shall support Microsoft Windows 10, Windows 11, Microsoft Windows Server 2016, Microsoft Windows Server 2019, Microsoft Windows Server 2022, or the latest versions, with the latest patches and service packs installed.</p>
9	Tender Document	82 of 158	<p><b>Management Server Redundancy</b> The management server shall provide a resilient system solution based on Windows Server Clustering, to secure maximum uptime.</p>	<p>This clause is specific to a single OEM and restrictive. Therefore, we kindly request you to amend the clause as follows: <b>"The management server shall provide a resilient system solution based on Windows Server Clustering or native failover capability to ensure maximum uptime."</b> Justification: Each OEM has its own application architecture and failover capabilities. Some OEMs rely on Windows OS for achieving failover functionality, while others have their own native failover capabilities. This amendment will allow different architectures and ensure maximum and fair competition.</p>	<p>To be read as: The management server shall provide resilient system solution to ensure maximum uptime based on (a) Windows Server Clustering or (b) any other OEM licenced native failover capability with required support</p>

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10	Tender Document	Page no 87 of 158	Matrix Functionality 17 - The client viewer shall have the capability to receive multicast streams. The client viewer shall have the capability to detect if the network becomes unreliable and to automatically switch to unicast to ensure that the operator is able to	The statement is incomplete	To be read as: The client viewer shall have the capability to receive multicast streams. The client viewer shall have the capability to detect if the network becomes unreliable and to automatically switch to unicast to ensure that the operator is able to view clients continuously.
11	Tender Document	Page no 88 of 158	Remote Client Viewer - The web-based remote client viewer shall offer live view of up to 16 cameras, including PTZ control with joystick, fisheye (360 degrees) cameras and event/output activation. The playback function shall give the user concurrent	The statement is incomplete	To be read as: The web-based remote client viewer shall offer live view of up to 16 cameras, including PTZ control with joystick, fisheye (360 degrees) cameras and event/output activation. The playback function shall give the user concurrent viewing option.
12	Tender Document	Page no 87 of 158	Matrix Functionality 18 - The operator shall have the ability to use digital zoom where the zooming is performed in the image only on any number of cameras simultaneously. This functionality shall be the default for fixed cameras. The use of digital zoom	The statement is incomplete	To be read as: The operator shall have the ability to use digital zoom where the zooming is performed on the image only, simultaneously on multiple cameras. This functionality shall be the default for fixed cameras.

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13	Tender Document	89 of 158	<p><b>Licensing 3</b></p> <p>VMS shall have licensing based on Camera MAC ID and not server-based licenses. Any replacement of faulty camera should not affect the total available licenses.</p>	<p>This clause is specific to a single OEM and restrictive. Therefore, we kindly request you to amend the clause as follows:</p> <p><b>"The VMS shall have licensing based on Camera MAC ID or server-based licenses. Any replacement of a faulty camera should not affect the total available licenses."</b></p> <p>Justification: Each OEM has its own licensing policy. Camera MAC-based licenses restrict users from easily replacing cameras during maintenance and require repetitive license updates whenever a camera is changed. In contrast, server-based licenses do not have such restrictions, provide more flexibility. This amendment will allow different architectures and ensure maximum and fair competition.</p>	<p>Being a security feature it cannot be removed. As per current IT policy any device with IP needs to be binded with MAC ID for security purpose.</p>
14	Tender Document	Page no 90 of 158	<p>Licensing 7 - Vendor should provide detailed Storage calculation for a period of 90 days at 15FPS for Motion Based recording for Indoor Cameras and Continuous recording for Outdoor Cameras at Full HD Resolution (1920 x 1080) H.264 codec with</p>	<p>The statement is incomplete</p>	<p>To be read as: Vendor should provide detailed Storage calculation for a period of 90 days at 15FPS for Motion Based recording for Indoor Cameras and Continuous recording for Outdoor Cameras at Full HD Resolution (1920 x 1080) H.264 codec. 60% of motion needs to be considered for single day for storage calculation.</p>
15	Tender Document	Page no 90 of 158	<p>Licensing 4 - VMS Shall allow to combine multiple sites with different management servers under one parent management server without any additional cost. This should allow customer to manage and monitor cameras centrally without need to log</p>	<p>The statement is incomplete</p>	<p>To be read as: VMS Shall allow to combine multiple sites with different management servers under one parent management server without any additional cost. This should allow customer to manage and monitor cameras centrally without need to log into multiple sites (Compatibility for future expansion).</p>

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16		90 of 158	<b>Licensing 5</b> VMS shall allow parallel / DR site recording of single camera without any additional license cost.	We request you to kindly clarify this project has any Parrallel/DR Site or just VMS functionality is required.	Currently NO Parrallel/DR Sites. Considering the future expansion this VMS functionality is required
17	Tender Document	90 of 158	<b>Licensing 6</b> VMS should support ONVIF Profile S, G, T & Q or higher. VMS shall be a full member of ONVIF or affiliated to a Full member. VMS Should support a minimum throughput of 3 Gbps or higher.	This clause is specific to a single OEM and restrictive. Therefore, we kindly request you to amend the clause as follows: <b>" VMS should support ONVIF Profile S, G, T &amp; M or higher. VMS shall be a full member of ONVIF or affiliated to a Full member or User Member. VMS Should support a minimum throughput of 3 Gbps or higher."</b> Justification:ONVIF Q Profile has already deprecated on March 31, 2022. Official ONVIF article link as below for your reference: <a href="https://www.onvif.org/pressrelease/onvif-to-end-support-for-profile-q">https://www.onvif.org/pressrelease/onvif-to-end-support-for-profile-q</a> Also Whether the offered VMS is an ONVIF full member or affiliated member or user member does not impact the functionality of the VMS or the overall CCTV system. This clause seems to favor a specific OEM and should be amended to allow fair competition without compromising functionality.	To be read as: VMS should support ONVIF Profile S, G, T & M or higher. VMS shall be a full member of ONVIF or affiliated to a Full member or User Member. VMS Should support a minimum throughput of 3 Gbps or higher.
18	Tender Document	90 of 158	<b>Licensing 7</b> Vendor should provide detailed Storage calculation for a period of 90 days at 15FPS for Motion Based recording for Indoor Cameras and Continuous recording for Outdoor Cameras at Full HD Resolution (1920 x 1080) H.264 codec with	We request clarification on the percentage (%) of motion that needs to be considered in a single day for storage calculations. This parameter will ensure accuracy in storage calculations for all bidders.	To be read as : 60% of motion needs to be considered for single day for storage calculation.
19	Tender Document	Page no 92 of 158	Customer has asked for Tizen / WebOS Operating System,	We request you to kindly amend this clause as follows: Kindly Accept Android base operating System so another OEM can participate in This Tender	Tizen / WebOS/Android OS shall be accepted for the display unit.

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20	Tender Document	Page no 107 of 158	36.CCTV - System - 12U wall mount Rack	Width and Dept may be provided	The 12U rack is for housing the 24 and 8 port network switches; The size may be chosen based on the rackmount switches being offered by vendor; Typically - Width:550 mm; Depth 450 mm;
21	Tender Document	Page no 124 of 158	The Vendor shall have a local office in Bangalore to offer onsite support during the Warranty and post warranty period. Details of Local Office with registration details to be furnished.	We request you to kindly amend this clause as follows: Vendor Should have Local office in India or the L1 Bidder will open the Local Office within 30 days of contract award.	To be read as: Considering the importance sensitive installation at ISRO, to ensure quick service and smooth service during supply, installation and effective support during warranty and CAMC period, vendor must have local service support centre with relevant experience in handling similar service in Bangalore. Details of Local Service Centre with address in Bangalore shall be provided by vendors.
22	Tender Document	Page no 125 of 158	OEM's should have Local Service centres in India preferably in Bangalore and dediaded 24x7 Helpline Numbers in India, vendor to provide details of the support centres for hardware & software items including IP Based CCTV System, Network Switches, Cameras, Servers, Software and Workstations etc.	We request you to kindly amend this clause as follows: OEM's Should have Local service centres In India	To be read as: Deleted
23	General	--	General	We request you to kindly clarify which level of redundacy required in VMS i.e. N+1 orN+N	Clarification : level of redundacy required in VMS is N+1.
24	General		Warranty & CAMC : Genral requirements, warranty : Point 7 : Standard Warranty: Minimum comprehensive warranty support for a period of three years shall be provided for all items and for the setup.	Query : CAMC of 4 years will start after warranty period of 3 years so total warranty + CAMC will be considered as 3 years warranty + 4 years CAMC = 7 years	Clarification : Warranty 3 years followed by 4 years CAMC; Total 7 Years

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25	General		BoQ line no. 56 : Resident Engineer (OPTIONAL) - 1 Person (per year) :	Query : Is it mandatory for designated onsite engineer to be present at HSFC on all working and report respective authority ( attendance punchin/punchout marking on site ) or he/she must be available as and when respective call/query/complaint ect. will be raised by the user.	Optional - 1 -- Dedicated person as onsite engineer available in office during all working days.
26	General		4.11 & 4.12 Payment Terms( page 20 of Tender document) : All interim payments made shall be regarded as payments by way of advance against the final payment only, and not as payment for work actually completed and shall not preclude defective/imperfect/incomplete work to be removed	Query : Does it mean that advance payment would be released against supply & delivery of respective material (i.e. camera, server, switches cable& accessories ect..) & bill can be raised after satisfactory inspection from the HSFC authority .	Payment will be made on pro-rata basis based on delivery and inspection, if requested by vendor.
27	General		PQ Eligibility	<b>Request to include the below point in the RFP:</b> The proposed security software OEM should have OS and Graphics Acceleration platform partnership to ensure seamless operation of the solution.	Already sufficient pre-qualification criteria exists and not considered.
28	General		PQ Eligibility	<b>Request to include the below point in the RFP:</b> The VMS OEM should be in existence in India since last 15 years. The OEM should have at least the following certificates: ISO 9001, 27001, ISO 27017, 14001 and CMM I Level 3.	Already sufficient pre-qualification criteria exists and not considered.
29	General		PQ Eligibility	<b>Request to include the below point in the RFP:</b> The VMS Software must be certified with STQC certification.	VMS software shall comply with MeitY guidelines.