

**MUMBAI PORT AUTHORITY**  
**TENDER NO. : MEED/EDP/233/2024**

**Build, Operate and Maintain Integrated Access control and Surveillance system of Mumbai Port Authority  
on revenue share basis for a period of 10 years – Reply to pre-bid queries**

| S. No. | Reference in Bid Document/RFP   | Page Number | Content in RFP requiring Clarification   | Clarification being sought by the bidder  | Reply from MbPA   |
|--------|---------------------------------|-------------|--|---|---|
| 1      | 2.9 Pre-Qualification Criteria: | 14          | Prospective bidder, <b>during the last 7 years</b> and till last day of the previous month of the tender due date successfully completed similar work / Supplied, installed & commissioned similar works and the same is in steady state operations phase<br>Three similar works of value, not less than Rs. 640 Lacs, in each case.<br>Or<br>Two similar works of value, not less than Rs. 800 Lacs, in each case.<br>Or<br>One similar work of value, not less than Rs. 1280 Lacs. | Request you to amend the Clause as below for wider participation<br><br>Prospective bidder, <b>during the last 10 years</b> and till last day of the previous month of the tender due date successfully completed similar work / Supplied, installed & commissioned similar works and the same is in steady state operations phase<br>Three similar works of value, not less than Rs. 640 Lacs, in each case. Or<br>Two similar works of value, not less than Rs. 800 Lacs, in each case. Or<br>One similar work of value, not less than Rs. 1280 Lacs. | Tender condition prevail.   |
| 2      | Detail Scope Of Work            | 87          | <b>All software development</b> processes should follow the <b>CMMI level 3 standards.</b>   | Since MbPA desires the Bidder to follow the <b>CMMI level 3 standards for Software development</b> and <b>ISO 27001 Standards for Information Security</b> , these 2 Certifications should be made mandatory for any Bidder to participate in the BID.<br>Also since the project is a 10 years long project it is better if the <b>Bidder also has ISO 20000 for Service Management.</b>  | Tender condition prevail. However, the contractor will supply the material with relevant standard in line with Ministry of Home Affairs guidelines. |

|   |   |           |   |  |   |
|---|---|-----------|---|--|---|
|   |   |           |   | Request you to add all these Certifications as part of the pre-qualification requirements.   |   |
| 3 | Annexure I - Expected Minimum Capital Investments by the contractor | 92 and 93 | BOQ of Items to be Installed for IACASS   | Does Bidder have to comply with this BOQ and provide all the items or Bidder can prepare the BOQ as per their Solution Design to meet the Functional Requirements of the Port outlined in the RFP?   | The contractor shall be executed the work as per the scope of work and its annexures including Techno-commercial conditions of the tender document and subsequent pre-bid clarifications. |
| 4 | Annexure: II - CCTV and ACCESS Control OEM Selection Criteria       | 94        | 2. OEM should have implemented more than 10 Airport/ Ports/ Critical Infrastructure Project Globally. | This Clause is restrictive and will not allow a lot of OEM's to participate. We suggest amending this as below<br>"OEM should have implemented more than 10 Smart City / Airport / Ports / Oil&Gas / Critical Infrastructure Project Globally, or any combination of those."   | The small city, Oil & Gas is within the preview of critical infrastructure project. However, tender condition prevail.  |
| 5 | Annexure: II - CCTV and ACCESS Control OEM Selection Criteria       | 94        | 6. CCTV and ACS control OEM Should be CMMI level 3 & above Certified                                  | This Clause is restrictive as almost all CCTV OEM's do not have CMMI Level 3 Certification. CMMI Level 3 Certification is meant for Software Development companies and hence not of relevance for a CCTV or ACS Control OEM.<br>Request you to kindly delete this Criteria or relax this Criteria as below<br>"6. Bidder should be CMMI Level 3 & above Certified" | Tender condition prevail. However, the contractor will supply the material with   |

|   |   |    |  |   |   |
|---|---|----|--|---|---|
| 6 | Annexure: II - CCTV and ACCESS Control OEM Selection Criteria | 94 | 7. The CCTV and ACS control system should be manufactured in accordance with the relevant ISO standards and CMMI Level 3 & above Certified.  | <p>This Clause is restrictive as almost all CCTV OEM's do not have CMMI Level 3 Certification. CMMI Level 3 Certification is meant for Software Development companies and hence not of relevance for a CCTV or ACS Control OEM.</p> <p>Request you to kindly modify this Criteria as below</p> <p>"7. The CCTV and ACS control system should be manufactured in accordance with the relevant ISO standards and Bidder should be CMMI Level 3 &amp; above Certified"</p> | relevant standard in line with Ministry of Home Affairs guidelines.   |
| 7 | Annexure: II - CCTV and ACCESS Control OEM Selection Criteria | 95 | 19. "Camera OEM Should be Security Development Lifecycle Assurance (SDLA) 3.0.0 Certified. India Standard (IS/IEC 62443-41) : 2018). The Equipment/System supplied by the successful bidder shall accompany with a certificate obtained by OEM from a certification body accredited to assess devices and process for conformance to IEC 62443-4 standards during design and manufacture as per CEA (Cyber Security in Power Sector) Guidelines, 2021" | <p>SDLA is a certification program that applies to the development lifecycle process of suppliers for Control System products. IEC 62443-4-1 is for Security for Industrial Automation and Control Systems.</p> <p>It is not applicable for CCTV Cameras. Also the Clause mentions "Cyber Security in Power Sector", which is not applicable in MbPA case.</p> <p>Request you to please delete this Clause.</p>   | Tender condition prevail. However, the contractor will supply the material with relevant standard in line with Ministry of Home Affairs guidelines. |
| 8 | Annexure: II - CCTV and ACCESS Control OEM Selection Criteria | 95 | 23. The quoted Camera should have Hardware chip to secure device ID & authentication certificates secured by cryptographic algorithms and ensure total security to protect camera device from malicious cyber-attacks, spoofing and Phishing.  | <p>This Clause is specific to a certain Camera OEM. It is restrictive and will not allow other OEM's to participate.</p> <p>Since the Camera is not directly connected to the Internet and is on a Secure Network, there is no chance of malicious cyber-attacks, spoofing and Phishing</p>   | Tender condition prevail.   |

|    |   |     |   |   |  |
|----|---|-----|---|---|--|
| 9  | Annexure - V - List of Video Surveillance Analytics | 108 | Working on height / above or near water area without use of safety harness. | This Video Analytic is not possible as the Camera and Analytics cannot measure this. This is also not a Standard Analytic. Hence request you to remove this Video Analytic from the list.             | The server based on VMS software. Hence video analytics required. However, Tender condition prevail. |
| 10 | Annexure - V - List of Video Surveillance Analytics | 108 | Sleeping in the operational area  | This Video Analytic is not possible as the Camera and Analytics will not be able to detect this. This is also not a Standard Analytic. Hence request you to remove this Video Analytic from the list. |  |
| 11 | Annexure - V - List of Video Surveillance Analytics | 108 | Leakage from pipeline / storage tank / consignment.                         | This Video Analytic is not possible as the Camera and Analytics will not be able to detect this. This is also not a Standard Analytic. Hence request you to remove this Video Analytic from the list. |  |
| 12 | Annexure - V - List of Video Surveillance Analytics | 109 | Spillage in dock basin or through moving vehicle.                           | This Video Analytic is not possible as the Camera and Analytics will not be able to detect this. This is also not a Standard Analytic. Hence request you to remove this Video Analytic from the list. |  |
| 13 | Annexure - V - List of Video Surveillance Analytics | 109 | Standing in whip lash zone during mooring operation                         | This Video Analytic is not possible as the Camera and Analytics will not be able to detect this. This is also not a Standard Analytic. Hence request you to remove this Video Analytic from the list. |  |

|    |   |     |  |   |  |
|----|---|-----|--|---|--|
| 14 | Annexure – IV - Service Level Agreement (SLA's) & Penalties | 106 | <p>1</p> <p>Availability/Uptime of End Points like CCTV camera/ Wi-Fi APs/ LED Display panel/ IOT sensors etc.</p> <p>98.00%</p> <p>98.00% or Better= NIL</p> <ul style="list-style-type: none"> <li>• 97.50% to 97.99%=Rs.68000 for QP</li> <li>• 96.00 to 97.49% = 1.37 lakh for QP</li> <li>• 94.00 to 95.99% = 2 Lac for QP</li> <li>• Less than 95% = 6.8 lac for QP</li> </ul> | <p>The SLA required of 98% is too high as these equipments are going to be installed in an Outdoor environment in harsh weather because of saline conditions.</p> <p>We would therefore request you to reduce the SLA to 96% so that the Bidder/Contractor is not unnecessarily penalized.</p> <p>The penalties defined are too high for the Quarterly SLA measurement. This will lead to the Bidder losing a lot of money during the License period. The project requires huge investment and any penalty which impacts the Bidders projected Cash Flow will make the project un-viable for the Bidder.</p> <p>We request you to consider the below Penalty Structure for all SLA breaches.</p> <ul style="list-style-type: none"> <li>• 95.00% to 95.99% : Rs.5000 from QP</li> <li>• 93.00 to 94.99% : Rs.10000 from QP</li> <li>• 91.00 to 92.99% : Rs.15000 from QP</li> <li>• Less than 91% : Rs.20000 from QP</li> </ul> | <p>The clause is amended as</p> <p>1. Availability/Uptime of End Points like CCTV camera/ Wi-Fi APs/ LED Display panel/ IOT sensors etc.</p> <p>98.00%</p> <p>98.00% or Better= NIL</p> <ul style="list-style-type: none"> <li>• 97.50% to 97.99%=Rs.5000 for QP</li> <li>• 96.00 to 97.49% = Rs.10000 for QP</li> <li>• 94.00 to 95.99% = 15000 for QP</li> <li>Less than 95% = 20000 for QP</li> </ul> |
|----|---|-----|--|---|--|

|    |   |     |   |   |  |
|----|---|-----|---|---|--|
| 15 | Annexure – IV - Service Level Agreement (SLA's) & Penalties | 106 | <p>2</p> <p>Not keeping required Manpower As per SLA<br/>Management level staffs like PM/ Manager: 5000/- per day per person for un-sanctioned/ non-reporting</p> <p>☐ All other staffs: 1000/- per day per person for unsanctioned/ non-reporting</p> <p>☐ Above charges are in addition to deduction of actual wages for the period of absence based on the rate schedule</p> | <p>This SLA is leading to double penalty due to deduction of Wages + Penalty.</p> <p>While the Bidder/Contractor will make every effort to ensure manpower as per Contract is available every day, however sudden sickness or other issues may lead to manpower absences. Also there is no Rate Schedule for Manpower Cost.</p> <p>Levying such double and high penalties will lead to the Bidder losing a lot of money during the License period. The project requires huge investment and any penalty which impacts the Bidders projected Cash Flow will make the project unviable for the Bidder.</p> <p>We suggest the below</p> <p>Not keeping required Manpower as per SLA</p> <p>☐ Management level staffs like PM/ Manager: 2500/- per day per person for unsanctioned/ non-reporting</p> <p>☐ All other staffs: 1000/- per day per person for unsanctioned/ non-reporting No deduction of actual Wages for the period of absence will be done.</p> | <p>The clause is amended as</p> <p>2</p> <p>Not keeping required Manpower As per SLA<br/>Management level staffs like PM/ Manager: 2500/- per day per person for un-sanctioned/ non-reporting</p> <p>☐ All other staffs: 1000/- per day per person for unsanctioned/ non-reporting ☐ Above charges are in addition to deduction of actual wages for the period of absence based on the rate schedule</p> |
| 16 | Annexure – IV - Service Level Agreement (SLA's) & Penalties | 106 | <p>3</p> <p>Accuracy of ANPR/RLVD/Face Recognition System<br/>As per SLA<br/>Rs.1000/- per instance</p>   | <p>Typically a ANPR System will provide accuracy of around 96% in daytime with Standard English Number plates and around 90% in night with Standard English Number plates. Also for 2 Wheelers this accuracy will drop to &lt;90% in day time and &lt; 85% at night.</p> <p>Request you to define the SLA accordingly.</p>  | <p>Accuracy must be minimum hall be 90% during day time and 85% during night.</p>  |

|    |   |     |  |   |   |
|----|---|-----|--|---|---|
| 17 | Annexure – IV - Service Level Agreement (SLA's) & Penalties | 106 | <p>4</p> <p>Delay in resolution of support/incidents for the devices installed by the bidder</p> <p>Level 1: Rs.34000 of QP for every 2 Hours Delay in resolution. ☐ Level 2: Rs.34000 from QP for every 3 Hours delay in resolution;</p> <ul style="list-style-type: none"> <li>• Level 3: Rs.34000 from QP for every 6 Hours delay in resolution</li> <li>• Level 4: Rs.34000 of QP for every 8 Hours delay in resolution</li> </ul> | <p>This is again a case of double penalty. Bidder will be penalized for Equipment downtime and in addition for not resolving the incident.</p> <p>The penalties defined are too high for the Quarterly SLA measurement. This will lead to the Bidder losing a lot of money during the License period. The project requires huge investment and any penalty which impacts the Bidders projected Cash Flow will make the project un-viable for the Bidder.</p> <p>We request you to consider the below Penalty Structure for all SLA breaches.</p> <ul style="list-style-type: none"> <li>• Level 1: Rs.5000 of QP for every 2 Hours Delay in resolution.</li> <li>• Level 2: Rs.5000 from QP for every 3 Hours delay in resolution;</li> <li>• Level 3: Rs.5000 from QP for every 6 Hours delay in resolution</li> <li>• Level 4: Rs.5000 of QP for every 8 Hours delay in resolution</li> </ul> | <p>The clause is amended as:</p> <p>4</p> <p>Delay in resolution of support/incidents for the devices installed by the bidder</p> <p>Level 1: Rs.5000 of QP for every 2 Hours Delay in resolution. ☐ Level 2: Rs.5000 from QP for every 3 Hours delay in resolution;</p> <ul style="list-style-type: none"> <li>• Level 3: Rs.5000 from QP for every 6 Hours delay in resolution</li> <li>• Level 4: Rs.5000 of QP for every 8 Hours delay in resolution</li> </ul> |
| 18 | Annexure – IV - Service Level Agreement (SLA's) & Penalties | 106 | <p>5</p> <p>Time Line for Retrieval from the Storage</p> <p>Maximum 1 Hours for per request is allowed</p> <ul style="list-style-type: none"> <li>• Rs.68000 from QP for every instance of delay beyond 1- hours</li> <li>• Note: Data Retrieval Request Through a Request Log Mechanism</li> </ul>  | <p>The penalties defined are too high for this SLA metric. This will lead to the Bidder losing a lot of money during the License period. The project requires huge investment and any penalty which impacts the Bidders projected Cash Flow will make the project un-viable for the Bidder.</p> <p>We request you to amend this as below</p> <p>Maximum 1 Hours for per request is allowed</p> <ul style="list-style-type: none"> <li>• Rs.10000 from QP for every instance of delay beyond 1- hours</li> </ul>   | <p>Clause is amended as:</p> <p>5</p> <p>Time Line for Retrieval from the Storage</p> <p>Maximum 1 Hours for per request is allowed</p> <ul style="list-style-type: none"> <li>• Rs.10000 from QP for every instance of delay beyond 1- hours</li> <li>• Note: Data Retrieval Request Through a Request Log Mechanism</li> </ul>  |

|    |   |     |   |   |   |
|----|---|-----|---|---|---|
|    |   |     |   | <ul style="list-style-type: none"> <li>Note: Data Retrieval Request Through a Request Log Mechanism</li> </ul>  |   |
| 19 | Annexure – IV - Service Level Agreement (SLA's) & Penalties | 106 | <p>6</p> <p>Uptime of all IT components &amp; services under scope 98.741% (at each individual component level)</p> <p>☒ For each component</p> <p>97.241 - 98.741 – Rs.1.37 lac from QP;</p> <p>97.241 - 96.241 – 2.74 lac from QP</p> <p>And so on If the uptime goes below 95.741, additional penalty of 1.37 lac will be deducted from QP for each slab</p> | <p>The penalties defined are too high for this SLA metric. This will lead to the Bidder losing a lot of money during the License period. The project requires huge investment and any penalty which impacts the Bidders projected Cash Flow will make the project un-viable for the Bidder.</p> <p>We request you to amend this as below</p> <p>☒ For each component</p> <p>98.00-98.741 – Rs. 10000 from QP;</p> <p>97.00-97.99 – Rs. 15000 from QP;</p> | <p>The clause is amended as :</p> <p>6</p> <p>Uptime of all IT components &amp; services under scope 98.741% (at each individual component level)</p> <p>☒ For each component</p> <p>97.241 - 98.741 – Rs.10000 from QP;</p> <p>97.241 - 96.241 – Rs.15000 from QP</p> <p>And so on If the uptime goes below 95.741, additional penalty of 10000 will be deducted from QP for each slab</p> |
| 20 | Annexure – IV - Service Level Agreement (SLA's) & Penalties | 107 | <p>7</p> <p>Uptime of all non-IT Components &amp; services under scope 98.741% (at each individual component level)</p> <p>☒ 98.249-98.749 – 68000 from QP;</p> <p>97.749-98.249 – 1.37 lac from QP</p>   | <p>The penalties defined are too high for this SLA metric. This will lead to the Bidder losing a lot of money during the License period. The project requires huge investment and any penalty which impacts the Bidders projected Cash Flow will make the project un-viable for the Bidder.</p>   | <p>The clause is amended as</p> <p>7</p> <p>Uptime of all non-IT Components &amp; services under scope 98.741% (at each individual component level)</p>   |



|    |   |     |   |   |   |
|----|---|-----|---|---|---|
|    |   |     | And so on If the uptime goes below 96.749%, additional penalty of Rs.68000 will be charged on QP  | We request you to amend this as below<br>☐ For each component<br>98.00-98.741 – Rs. 10000 from QP;<br>97.00-97.99 – Rs. 15000 from QP;  | ☐ 98.249-98.749 – Rs.10000 from QP;<br>97.749-98.249 – Rs.15000 from QP<br>And so on If the uptime goes below 96.749%, additional penalty of Rs.10000 will be charged on QP                           |
| 21 | Annexure – IV - Service Level Agreement (SLA's) & Penalties | 107 | 8<br>Security Breach<br>As per SLA<br>☐ 2 lac from QP for every 30 Minutes delay in detection and additional 1.37 lac for every 1 hr. delay in the mitigation of security breach  | While the Bidder will take all precautions to ensure there is no Security breach, but zero day vulnerabilities in devices, OS and Database from standard OEM's may lead to a Security breach which can take anything from a few hours to a few days to fix.<br>Levying such huge penalties makes the project completely un-viable and will lead to huge losses for the Bidders.<br>We request you to consider the below Penalty Structure for all SLA breaches.<br>☐ 5000 from QP for every 60 Minutes delay in detection and additional 5000 for | The clause is amended as<br>8<br>Security Breach<br>As per SLA<br>Rs. 5000 from QP for every 30 Minutes delay in detection and additional for every 1 hr. delay in the mitigation of security breach. |
| 22 | Annexure – IV - Service Level Agreement (SLA's) & Penalties | 107 | 9<br>Request Resolution (DC)<br>As per SLA<br>☐ Level 1 Incident Rs.68000 from QP for every 2 hr. delay in resolution; Level 2 Incident Rs.68000 from QP for every 12 Hr delay in resolution; Level 3 Incident Rs.68000 from QP for every | This is duplication of penalty. This point is already covered in Sr. No. 4 - Delay in resolution of support/incidents for the devices installed by the bidder.<br>Request you to kindly delete this SLA parameter   | Clause is deleted   |

|    |  |     |  |  |   |
|----|--|-----|--|--|---|
| 23 | Annexure – IV - Service Level Agreement (SLA's) & Penalties        | 107 | 10<br>Incident Resolution (DC) As per SLA level 1 Incident Rs.68000 from QP for every 2 hr delay in resolution;<br>Level 2 Incident Rs.68000 from QP for every 6 Hr delay in | This is duplication of penalty. This point is already covered in Sr. No. 4 - Delay in resolution of support/incidents for the devices installed by the bidder.<br><br>Request you to kindly delete this SLA parameter  | Clause 10 is deleted  |
| 24 | Annexure – IV - Service Level Agreement (SLA's) & Penalties        |     |  | In general, the SLA's defined are very stringent and the penalties humongous considering the huge Port area to be covered, the Port environment and the type of Vehicular and Pedestrian traffic moving through the Port.<br><br>These stringent SLA's and the huge penalties attached to them will make the Bidder/Contractor lose a large amount of money every Quarter, thereby making the project unviable for him.  | Tender condition prevail.   |
| 25 | General  |     |  | For executing and managing such a large and complex project over 10 years MbPA requires a quality Bidder to run the Project.<br><br>We request MbPA to ask for the below Certifications, so that only good quality, reputed and experienced Bidders participate. ISO 9001-2015 ( Quality Management System )<br><br>ISO 27001-2013 ( Information Security Management System )<br><br>ISO 20000-1-2018 ( IT Service Management System )<br><br>SEI CMM Level 5 ( Software Development ) | Tender condition prevail.<br><br>However, the contractor will supply the material with relevant standard in line with Ministry of Home Affairs guidelines.          |
| 26 | 2.10. Other Documents<br>Page 15 of 145<br><br>(TECHMEDEDP2332024) |     | <b>2.10.1</b><br>The bidder should submit the Authorization Letter in the format attached in the RFP from the OEM whose products are proposed.                               | Request you to please remove the <b>OFC and CAT Cables</b> as these are off the shelf items and difficult to get the OEM authroization.<br><br>Also, kindly accept to consider the OEM   | As per the tender condition OFC and CAT cable shall be provided at the gates for the primary source and connected through RF for the redundancy as a second source. |

|    |  |  |   |   |
|----|--|--|---|---|
|    |  | <ul style="list-style-type: none"> <li>· CCTV Camera and its accessories like RF, network devices and controllers</li> <li>· Flap Barriers</li> <li>· Boom barriers</li> <li>· OFC and CAT cable</li> <li>· Software- Access Control &amp; Surveillance</li> </ul>   | authorization letter with old tender reference number MEED/EDP/231/2024   | 2. The successful contractor to provide OEM authorisation certificate of the critical equipment. However, Tender condition prevail.   |
| 27 | 3.10.4<br>Page 21 of 145<br>(TECHMEEDEDP2332024)           | Shortlisted bidders will be asked to give the presentation of the solution offered. Price Bids will be percentage (%) sharing on Gross Revenue earned from the various permits issued, overstay charges of the vehicle, company registration and stream passes, etc. | Is there increase in traffic year on year?,<br>What if the revenue comes down?  |   |
| 28 | 3.10.4<br>Page 21 of 145<br>(TECHMEEDEDP2332024)           | Shortlisted bidders will be asked to give the presentation of the solution offered. Price Bids will be percentage (%) sharing on Gross Revenue earned from the various permits issued, overstay charges of the vehicle, company registration and stream passes, etc. | Port is shutdown due to act of god. What will happen to bidder revenue?<br>How MBPA ensure that vendor will not suffer the losses                           | Yes. The traffic will be increase year by year based on the past 3 years data mentioned in the Tender Documents. Hence the revenue is growing up. However, Tender condition prevail.          |
| 29 | 5. Scope of Work<br>Page 75 of 145<br>(TECHMEEDEDP2332024) | Integration with UIDAI (Addhar), Vahan, Sarathi, PAN, GST, Port EBS (various modules), weighbridge, etc. will be required.   | Request you to kindly confirm about recurring charges for authentication of UIDAI (Addhar), Vahan, Sarathi, PAN, GST if any will be paid by port at actuals | The recurring charges for authentication UIDAI (Addhar), Vahan, Sarathi, PAN, GST etc. paid by the contractor and reimburse by Mumbai Port as per actuals. However, Tender condition prevail. |
| 30 | 5. Scope of Work<br>Page 76 of 145<br>(TECHMEEDEDP2332024) | The sample Contactless Smart Card, cardholders and Lanyard shall be enclosed in Technical Bid and the corresponding cost of  | Since Technical bid is online, Kindly confirm if you mean photos of sample Contactless Smart Card,  | Successful Bidder shall be produced the samples of Contactless Smart Card,  |

|    |  |   |   |  |
|----|--|---|---|--|
|    |  | the card with above accessories shall be enclosed in cover-II. 'Price BID'.   | cardholders and Lanyard to be enclosed in Technical bid.  | cardholders and Lanyard etc. However, Tender condition prevail.  |
| 31 | 5. Scope of Work<br>Page 79 of 145<br>(TECHMEEDED2332024)                          | 4.16 Other Conditions:<br>(h) Dock Entry Permits (DEP) to the licensee and his employees would be issued on completion of requisite formalities by the licensee and on payment of charges.  | We request MbPA to allow issue of Dock Entry Permits (DEP) to the staff of the Licensee free of Cost during the contract period as engineer would be required to attend the maintenance activities on daily basis which required entry in to port over the contract period of 10 years. | MbPA provides DEP to the staff of contractors during the contract period on free of cost.  |
| 32 | 5. Scope of Work<br>Scale of Rates (SOR).<br>Page 82 of 145<br>(TECHMEEDED2332024) | E) OTHERS<br>C. The successful bidder shall recover latest charges from the Port users as per Scale of Rates (SOR).   | What is expected Scale of rate(SOR) increase year on year and frequency   | The Scale of Rate is adjusted every year based on indexation and it is reviewed every 3 years.   |
| 33 | 5. Scope of Work<br>Page 92 of 145<br>(TECHMEEDED2332024)                          | Annexure<br>Expected Minimum Capital Investments by the contractor<br><br>15. Face Recognition digital camera for Registration. Qty. 3  | Is bidder required to setup 3 registration counters? Kindly let us know number of registration counters to be setup apart from Pass issue counters  | Registration counters proposed at 3 locations viz. Shramik Bhavan ( Near New Yellow Gate), Orange Gate PD and Pirpau   |
| 34 | 5. Scope of Work<br>Page 92 & 93 of 145<br>(TECHMEEDED2332024)                     | Annexure<br>Expected Minimum Capital Investments by the contractor<br><br>20. Surveillance AI Cameras (combination of PTZ, Dome and Bullet with night vision capability and 5G enabled) : Qty 210<br><br>28. Surveillance Cameras to address all blind spots: Qty 150 | The total location are given in the tender is 134 but in the tentative BOM the camera quantity are mentioned 360.<br><br>Kindly provide the remaining 226 cameras locations.  | The contractor has to provide the minimum quantity as per Annexure I. However, contractor assess the site conditions and provide as per the site requirement.                  |
| 35 | 5. Scope of Work<br>Page 93 of 145<br>(TECHMEEDED2332024)                          | Annexure-I<br>Expected Minimum Capital Investments by the contractor<br><br>26. LED display board with RADAR for speed limit awareness - 20 nos   | What is the expected lowest & highest speed limit to be captured. Radar specification depends on speed limit  | Vehicle movement inside Dock area Minimum 5 kmph and maximum 20 kmph speed limit. The contractor shall provide device with display board for monitoring the speed limit of the |

|    |   |  |   |  |
|----|---|--|---|--|
|    |   |  |   | vehicle inside dock area in line with highway.                                 |
| 36 | 5. Scope of Work<br>Page 93 of 145<br><br>(TECHMEEDED2332024))  | Annexure-<br>Expected Minimum Capital Investments by the contractor<br><br>29. IP Speaker at camera location- 50nos  | Number of cameras is more than the IP speakers mentioned in BOM.<br><br>Kindly confirm if the IP speaker is used at specific locations only.  | The IP speaker locations will be provided to successful bidder for 50 cameras. |
| 37 | Annexure – IV<br>Service Level Agreement (SLA's) & Penalties<br>Page 104 of 145<br>(TECHMEEDED2332024)  | "5. Accuracy of ANPR/FasTag Reader/Face Recognition System:<br>MBPA shall once in a month visit the Command Center to check the accuracy of the said systems on random basis and mark out the difference if found lower than the accuracy level as per the SoW. Each such instance of accuracy lower than the defined limit shall be counted as an "instance" for penalty calculation"<br><br>ANPR / Fast tag accuracy should be maintain at 97% and above and facial recognition should be maintained at 98% and above on monthly basis for day or night. | Facial recognition accuracy is dependant on the light conditions, user face orientation, registered photo quality.<br><br>We suggest to use QR Code/ RFID Card by user for fall back option to speedy movement. | Tender condition prevails.   |
| 38 | Annexure - XII<br>FORMAT OF PERFORMANCE BANK GUARANTEE<br>Page 127 of 145<br>(TECHMEEDED2332024)        | PBG: Rs. 1,64,40,000   | Request to consider PBG to be 3%, as upfront CAPEX investment is high from bidder and 10% PBG will be additional CAPEX cost on the project  | Tender condition prevails.   |
| 39 | Annexure: II<br>CCTV and ACCESS Control OEM Selection Criteria<br>Page 94 of 145<br>(TECHMEEDED2332024) | The OEM CCTV and ACS control should have their own RMA centre located in India from last 5+ years  | Request you to please reduce the RMA center for last 3 years for equal opportunity to OEMs  | Tender condition prevails.   |
| 40 | Annexure: II<br>CCTV and ACCESS Control   | 6. CCTV and ACS control OEM Should be CMMI level 3& above Certified  | Request to remove CMMI level 3 as it is mainly related to software.   | Tender condition prevails.   |

|    |  |   |   |   |
|----|--|---|---|---|
|    | OEM Selection Criteria<br>Page 94 of 145<br>(TECHMEEDED2332024)  |   |   |   |
| 41 | Annexure: II<br>CCTV and ACCESS Control<br>OEM Selection Criteria<br>Page 94 of 145<br>(TECHMEEDED2332024) | 7. The CCTV and ACS control system should be manufactured in accordance with the relevant ISO standards and CMMI Level 3 & above Certified.   | Request to remove CMMI level 3 as it is mainly related to software.   | Tender condition prevails.  |
| 42 | Annexure: II<br>CCTV and ACCESS Control<br>OEM Selection Criteria<br>Page 95 of 145<br>(TECHMEEDED2332024) | 23. The quoted Camera should have Hardware chip to secure device ID & authentication certificates secured by cryptographic algorithms and ensure total security to protect camera device from malicious cyber-attacks, spoofing and Phishing.   | Changes Require-The quoted camera should have TPM module or separate Hardware chip to secure device ID & authentication certificates secured by cryptographic algorithms and ensure total security to protect camera device from malicious cyber-attacks, spoofing and Phishing.  | Tender condition prevails.  |
| 43 | Annexure: II<br>CCTV and ACCESS Control<br>OEM Selection Criteria<br>Page 95 of 145<br>(TECHMEEDED2332024) | 19. "Camera OEM Should be Security Development Lifecycle Assurance (SDLA) 3.0.0 Certified. India Standard (IS/IEC 62443-4-1) : 2018). The Equipment/System supplied by the successful bidder shall accompany with a certificate obtained by OEM from a certification body accredited to assess devices and process for conformance to IEC 62443-4 standards during design and manufacture as per CEA (Cyber Security in Power Sector) Guidelines, 2021" | Remove this clause as IEC 62443-4-1 is made for Industrial & Control Systems and not applicable for IP surveillance and IoT devices like Cameras, speakers, VMS etc. Therefore, kindly remove this clause as the same is not available with all globally reputed OEMs.  | The contractor shall supply the material with relevant standard in line with Ministry of Home Affairs guidelines. |
| 44 | Annexure: II<br>CCTV and ACCESS Control<br>OEM Selection Criteria<br>Page 95 of 145<br>(TECHMEEDED2332024) | 22. Camera OEM must be a member and listed on the ONVIF website. The quoted products must be ONVIF compliant. Online verification of OEM in ONVIF website must be available.  | Changes Suggested - Quoted Cameras should be ONVIF S, G,T,M Conformant. ONVIF approved certificate / ONVIF conformant devices listed on the ONVIF global website for verification.<br><br>Justification- It is recommended that the CCTV system should support ONVIF Profiles G, M, S, and T. ONVIF is an open industry forum that provides | Tender condition prevails.  |

|    |   |          |   |  |   |
|----|---|----------|---|--|---|
|    |   |          |   | and promotes standardized interfaces for effective interoperability of IP-based physical security products. Profile G is used for recording and storing video data, while Profile M is used for metadata streaming and analytics. Profile S is used for video streaming and configuration, and Profile T is used for advanced video streaming. By supporting these profiles, the CCTV system can be integrated with other ONVIF-compliant devices, allowing for greater flexibility and scalability in the system.   |   |
| 45 | List of Video Surveillance Analytics<br>Page 108 of 145 |          | Collision between two moving objects  | As we understand, use case functional expectation is to detect accident inside the port area. Please confirm if our understanding is correct.  | Yes, it is to detect the accident in the port area. |
| 46 | List of Video Surveillance Analytics<br>Page 108 of 145 |          | Struck by moving object (Vehicle/person) to other stationary object.  | As we understand, use case functional expectation is to detect accident inside the port area. Please confirm if our understanding is correct.  |   |
| 47 | 94-95   | Clause 1 | The OEM shall be in CCTV manufacturing of ACS and CCTV System since 5+ years. The documentary proof shall be submitted. | <p>You are kindly requested to please relax below mentioned clause to 3+ years, so INDIAN MSME Registered / INDIAN Startup / Indian OEM's will also get equal &amp; fair chance to participate &amp; department will also get the best techno commercials for the same. This clause is restrictive for Indian OEM's. As we have our own manufacturing Facility in INDIA, where we are manufacturing all products as per the standards mentioned in tender.</p> <p>Kindly amend the clause as below;</p> <p>"The OEM shall be in CCTV manufacturing of ACS and CCTV System since 3 + years. The documentary proof shall be submitted"</p> | Tender Condition Prevails                           |

|    |       |          |   |  |                            |
|----|-------|----------|---|--|----------------------------|
| 48 | 94-95 | Clause 2 | OEM should have implemented more than 10 Airport/ Ports/ Critical Infrastructure Project Globally."                                       | <p>You are kindly requested to allow Govt projects &amp; Generally OEM is supplying their products in project and implementation is in the scope of bidder, We request you relax the same so maximum OEM can participate &amp; department will get the best Techno Commercials Proposal for the same.</p> <p><b>" OEM should have supplied more than 10 Airport/ Ports/ INDIA Govt. Projects/ Critical Infrastructure Project Globally."</b></p>   | Tender Condition Prevails. |
| 49 | 94-95 | Clause 3 | OEM of CCTV and ACS control Should be registered in India for Last 5+ years. Proof of the same should be attached with the technical bid. | <p>You are kindly requested to please relax below mentioned clause, so INDIAN MSME Registered / INDIAN Startup / Indian OEM's will also get equal &amp; fair chance to participate &amp; department will also get the best techno commercials for the same. This clause is restrictive for Indian OEM's. As we have our own manufacturing Facility in INDIA, where we are manufacturing all products as per the standards mentioned in tender.</p> <p>Kindly amend the clause as below;</p> <p>"OEM of CCTV and ACS control Should be registered in India for Last 3+ years. Proof of the same should be attached with the technical bid."</p> | Tender Condition Prevails  |



|    |       |           |   |  |  |
|----|-------|-----------|---|--|--|
| 50 | 94-95 | Clause 4  | The OEM CCTV and ACS control should have their own RMA centre located in India from last 5+ years.  | <p>You are kindly requested to please relax below mentioned clause, so INDIAN MSME Registered OEM / INDIAN Startup / Indian OEM's will also get equal &amp; fair chance to participate &amp; department will also get the best techno commercials for the same. This clause is restrictive for Indian OEM's. As we have our own manufacturing Facility in INDIA, where we are manufacturing all products as per the standards mentioned in tender.</p> <p>Kindly amend the clause as below;</p> <p>"The OEM CCTV and ACS control should have their own RMA centre located in Maharashtra India from last 3+ years"</p> | Tender Condition Prevails  |
| 51 | 94-95 | Clause 19 | Proposed cameras should be NDAA compliant.  | As this project will be implementing in INDIA, So there is no requirement of this clause, as this is not related to INDIA.   | The contractor will supply the material with relevant standard in line with Ministry of Home Affairs guidelines. |
| 52 | 94-95 | Clause 19 | "Camera OEM Should be Security Development Lifecycle Assurance (SDLA) 3.0.0 Certified. India Standard (IS/IEC 62443-4-1) : 2018). The Equipment/System supplied by the the successful bidder shall accompany with a certificate obtained by OEM from a certification body accredited to assess devices and process for conformance to IEC 62443-4 standards during design and manufacture as per CEA (Cyber Security in Power Sector) Guidelines, 2021" | As per our understanding we can also submit CMMI Level V and ISO 27001;2013 this is related information security management system, kindly clarify.  | The contractor will supply the material with relevant standard in line with Ministry of Home Affairs guidelines. |

|    |   |           |   |   |   |
|----|---|-----------|---|---|---|
| 53 | 94-95   | Clause 20 | <p>The IP CCTV Camera System should be having prescribed Global/India Standards Cyber Security Certificate or equivalent, as on the date of bidding like - NIST – FIPS/ UL- CAP or UL – 2900/NCSC-UK – Secure by Default/ISO/IEC 27032/ IEC/IS Indian IS/IEC 62443-4-1) : 2018 / Cyber Security Certificate - STQC-ERTL.OEM Should have their own Manufacturing Facility ,Repair/Service-Support Centers with Toll-Free TAC helpdesk Number, R&amp;D Centre &amp;/or Regional Technical Service-Support Centre &amp;/or RMA set up in India</p> | <p>As per our understanding we can also submit CMMI Level V and ISO 27001;2013 this is related information security management system. kindly clarify.</p> <p>As per our undestanding "Regional Technical Service-Support Centre &amp;/or RMA set up in state of Maharashtra, kindly clarify.</p> | <p>The contractor will supply the material with relevant standard in line with Ministry of Home Affairs guidelines.</p> |
| 54 | <p><b>2.9 PreQualification Criteria: - Page.No.14</b></p> | <         | <p><b>"We request you to kindly modify the clause as mentioned below:</b></p> <p>According to the RFP, the revenue projection over the last three years is 10 crores. Therefore, to participate as a qualified bidder in the tender, bidders must have an average annual turnover of at least 50 crores during this period.</p> <p>"The average annual turnover of the bidder should not be less than Rs.50 Crs during the past 3 years."</p>   | <p><b>Tender condition prevail.</b></p>   |   |

|    |  |   |   |   |
|----|--|---|---|---|
| 55 | <p><b>2.9 PreQualification Criteria: - Page.No.14-15</b></p> | <p><b>2.9.3</b> - Prospective bidder, during the last 7 years and till last day of the previous month of the tender due date successfully completed similar work / Supplied, installed &amp; commissioned similar works and the same is in steady state operations phase Three similar works of value, not less than Rs.640 Lacs, in each case.<br/>Or<br/>Two similar works of value, not less than Rs. 800 Lacs, in each case.<br/><br/>Or<br/>One similar work of value, not less than Rs.1280 Lacs.<br/><br/>“Similar work” is defined as “Any IT Project that involves System Integration services including, Supply, Installation and commissioning, of hardware and Software, for Access control, Surveillance. Should have developed Visitor Mgmt. software and face recognition based authentication”<br/>The bidder has to ensure that under such projects the bidder shall have necessarily Supplied, Installed and Commissioned at least 6 out of the below mentioned Ten categories:</p> | <p><b>We request you to kindly modify the clause as mentioned below:</b></p> <p>Prospective bidder, during the last 7 years and till last day of the previous month of the tender due date successfully completed similar work / Supplied, installed &amp; commissioned similar works and the same is in steady state operations phase<br/>Three similar works of value, not less than Rs. 640 Lacs, in each case.<br/><br/>Or<br/>Two similar works of value, not less than Rs.800 Lacs, in each case.<br/>Or<br/>One similar work of value, not less than Rs.1280 Lacs.<br/>“Similar work” is defined as “Any IT Project that involves System Integration services including, Supply, Installation and commissioning, of hardware and Software for Access control, Surveillance. Should have developed Visitor Mgmt. software and face recognition based authentication”<br/>The bidder has to ensure that under such projects the bidder shall have necessarily Supplied, Installed and Commissioned at least 6 out of the below mentioned Ten categories:</p> | <p><b>Tender condition prevail.</b></p> |
|----|--|---|---|---|

|    |  |  |  |  |
|----|--|--|--|--|
|    |  | <ol style="list-style-type: none"> <li>1. Vehicle gates – Boom Barrier</li> <li>2. Pedestrian Gate – Turnstile/<br/>Turnstile Barriers</li> <li>3. Access Control Readers<br/>/Biometric Readers / FAStag Reader /<br/>ANPR Reader / QR code readers</li> <li>4. Visitor Management System<br/>(software development) /<br/>Personalization Hardware &amp; Software</li> </ol> | <ol style="list-style-type: none"> <li>1.Vehiclegates – Boom Barrier</li> <li>2.Pedestrian Gate– Turnstile/ Turnstile<br/>Barriers</li> <li>3.Biometric based Access Control at<br/>Entry/FAStag Reader /ANPR Reader/<br/>QR code readers</li> </ol> |  |
| 56 | <b>2.10. Other Documents: - Page.No.16</b> | <b>2.10.3</b> - In case of Consortium, MoU needs to be submitted.  | <p><b>"We request you to kindly modify the clause as mentioned below:</b></p> <p>Consortium not allowed</p>  | <b>Tender condition prevail.</b>   |
| 57 | <b>Additional Point</b>                    | <b>Specification For Bill of Materials</b>   | Request for Specify the Specification for Bill of Materials (Like Camera, Server, Workstation, Printers etc..,)  | <b>Tender condition prevail. However, the contractor submit the data sheet in line with site condition and Ministry of Home Affairs guidelines for approval.</b> |

|    |                  |               |  |  |
|----|------------------|---------------|--|--|
| 58 | Additional Point | Certification | <p>"We request you to kindly modify the clause as mentioned below:</p> <p>The Bidder should possess any three of the following Certifications which are valid at the time of bid submission:</p> <ul style="list-style-type: none"> <li>• ISO20000:2011 for IT Service Management</li> <li>• ISO27001:2013forInformationSecurity Management System</li> <li>• ISO 9001:2008 or latest</li> <li>•CMMI Level 5</li> </ul> <p>Note - CMMI Level 5 is mandatory.</p> | <p>Tender condition prevail. However, the contractor will supply the material with relevant standard in line with Ministry of Home Affairs guidelines.</p> |
|----|------------------|---------------|--|--|