

"Implementation of Facial Recognition System (FRS) for “CCTV Linking with NATGRID” at Ahmedabad Metro Project Phase-I and Phase-II Station"							
Tender No. GMRC/NATGRID/CCTV/2026							
SN	Vol	Section	Clause No.	Page No.	Tender Condition	Bidder's Query	GMRC's Clarification, dated: 15/10/2026
1	NIT	Minimum Eligibility	Clause 1.1.3.2 –	9	Experience in FRS-Based CCTV Integration with NATGRID: OEM shall have experience in the implementation of Facial Recognition System (FRS)-based CCTV integration with NATGRID, or shall have successfully conducted a Proof of Concept (PoC) for FRS-based CCTV integration with NATGRID.	In this regard, we respectfully request the Tender Authority to consider equivalent experience in large-scale, mission-critical Central Government biometric/identity and security infrastructure projects, in addition to specific NATGRID integration experience. Accordingly, we request that experience in any of the following or equivalent Central Government initiatives may also be considered: 1.DigiYatra / Facial Recognition Technology (FRT)-based systems implemented at airports; 2.Integration with Aadhaar authentication/identity ecosystem, subject to applicable authorization and regulatory requirements; 3.Integration with BCAS / Civil Aviation Security systems or other Central Government aviation-security platforms; 4. Other Central Government large-scale biometric, facial recognition, identity verification or security-information integration projects of comparable technical complexity and scale. Such projects involve secure biometric/identity processing, integration with government-controlled systems, stringent cybersecurity requirements, high availability, auditability and large-scale deployment. For example, the DigiYatra ecosystem uses Facial Recognition Technology for passenger processing, while the Aadhaar ecosystem provides authorized entities with secure biometric and identity authentication services through defined integration mechanisms. Considering the above, restricting eligibility exclusively to organizations having prior NATGRID-specific FRS integration experience may substantially limit participation, particularly since NATGRID is a controlled Government platform and access/integration is subject to authorization and prescribed interfaces. Therefore, to encourage wider participation while retaining the required technical competency, we request GMRC to kindly consider the following revised eligibility provision: “Experience in FRS-based CCTV integration with NATGRID or equivalent large-scale Central Government biometric, facial recognition, identity verification or security-integration projects such as DigiYatra, Aadhaar-based authentication/identity ecosystem, BCAS/Civil Aviation Security systems, or other Government of India security/identity platforms of comparable scale and complexity. Experience in successful PoC implementation of such systems may also be considered.”	Tender conditions Prevail
2	General	-	-	-	-	To prepare a responsive bid, we request a site visit to review the existing CCTV and VMS setup, and clarification on the NATGRID integration requirements.	The existing VMS setup is based on BOSCH OEM equipment. The Bidder shall either integrate the existing VMS setup with the proposed system or provide a new complied VMS setup, as required.
3	I	NIT	Clause 1.1.3.2	9	Technical Eligibility Criteria i.The tenderer for this Contract shall be either the Original Equipment Manufacturer (OEM) or an authorised partner of the OEM, duly authorised to execute the entire scope of work under this Contract.....concerned Client.	Considering our relevant experience and technical capabilities, we kindly request your consideration for relaxation in the following eligibility criteria: i) As per the 20260928 NIT document, Clause T4, the required average annual turnover is ₹7.33 Crore for last three FYs. Our average annual turnover for the last three financial years is ₹5.96 Crore. In view of the above, we request you to kindly consider relaxation in the prescribed turnover criteria and allow us to participate in the tender. ii) Alternatively, if turnover relaxation is not feasible, we request you to kindly consider relaxation under Clause 1.1.3.1(ii) of the 20260928 NIT document and allow us to participate as a JV partner. We kindly request your consideration and support in this regard.	Tender conditions Prevail
4	General	-	-	-	-	In order to ensure the submission of a comprehensive, competitive, and technically compliant bid, we kindly request you to extend the bid submission due date by 10 (Ten) Working days. The additional time will enable us to complete all necessary technical documentation and statutory formalities, thereby ensuring a quality submission in accordance with the tender requirements.	Tender conditions Prevail
5	I	NIT	Cl. 1.1.3.2 (ii)	9	"Experience in FRS-Based CCTV Integration with NATGRID: OEM shall have experience in the implementation of Facial Recognition System (FRS)-based CCTV integration with NATGRID, or shall have successfully conducted a Proof of Concept (PoC) for FRS-based CCTV integration with NATGRID."	Retain the criterion, but modify the manner of evidencing it so that an Undertaking from the OEM is accepted. Suggested text: "Experience in FRS-Based CCTV Integration with NATGRID: The OEM shall have experience in the implementation of FRS-based CCTV integration with NATGRID, or shall have successfully conducted a PoC for FRS-based CCTV integration with NATGRID. Such experience / PoC shall be evidenced by an Undertaking on the OEM's letterhead, signed by its authorised signatory, confirming successful integration of the OEM's FRS with NATGRID and clearly mentioning the project name, client / end-user, Master System Integrator (MSI) / implementing agency, scope of work and period of integration."	Tender conditions Prevail
6	I	NIT	Cl. 1.1.3.2 (ii)	9	"In case the tenderer is an authorised partner of the OEM, the above experience or PoC shall be possessed by the OEM whose products and systems are proposed for the execution of this Contract. Such experience or PoC shall be supported by a certificate issued by the Client, clearly indicating the nature and scope of the work executed or the PoC conducted (Refer. Appendix –17)"	Delete the requirement of a "certificate issued by the Client" and modify as under: "...Such experience or PoC shall be supported by an Undertaking from the OEM (in the format of Appendix-17), clearly indicating the project name, client / end-user, MSI / implementing agency, nature and scope of the work executed or the PoC conducted. A certificate from the Client / MSI / implementing agency, where available, may be submitted in lieu of the Undertaking."	Tender conditions Prevail
7	I	NIT	Cl. 1.1.3.2 (ii)	9	"...In case of an authorised partner, the tenderer shall submit a valid authorisation certificate issued by the OEM, clearly confirming its authorisation to undertake and perform the complete scope of work. The authorisation shall remain valid throughout the execution of the Contract. The OEM and its authorised partner shall comply with the requirements specified in Contract Documents. (Refer. Appendix –17)" FoT Appendix-17 (c): "Experience in FRS-Based CCTV Integration with NATGRID as per Detail of works (as per clause 1.1.3.2 (ii) of NIT)"	(a) Include in Appendix-17 a prescribed "OEM Undertaking – FRS-based CCTV Integration with NATGRID" format (project name, client / end-user, MSI, scope of integration, period, FRS product / version deployed, authorised-signatory declaration), consistent with Queries 1 and 2. (b) Clarify that where the tenderer is itself the OEM of the proposed FRS, a self-declaration in the same format suffices; where the tenderer is an authorised partner, the OEM Undertaking is submitted along with the OEM Authorisation Certificate. (c) Clarify that "OEM" for the NATGRID experience / PoC criterion means the OEM of the FRS software / platform proposed, and that OEMs of other components (cameras, servers, network) are not required to furnish NATGRID experience.	Tender conditions Prevail
8	I	NIT	Cl. 1.1.3.2, Note (c)	10	"After opening of financial bids, the work experience credentials (work experience certificate along with other documents if any) of L-1 bidder may be sent for verification and certification to the concerned client(s). In case of any concealment or misrepresentation of facts, appropriate action(s) in accordance with Tender Conditions shall be taken as deemed fit."	Clarify that, for the OEM's NATGRID integration experience / PoC, verification (if required) will be carried out with the MSI / implementing agency / end-user named in the OEM Undertaking, and not with NATGRID. Confirm also that bidders may redact security-sensitive details (network architecture, credentials, interface specifications, locations) and that GMRC will treat the information as confidential.	Tender conditions Prevail

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9	I	NIT	Cl. 1.1.3.2	9	Not in the tender document – additional clause suggested	<p>Suggested additional clause:</p> <p>a) The Face Recognition Algorithm should have participated and been established in the Face Recognition Algorithm Evaluation conducted by NIST (National Institute of Standards and Technology, U.S. Department of Commerce) for both 1:N and 1:1 FRVT Tests.</p> <p>b) For NIST 1:1, FNMR at FMR = 10-5 on Mugshot-Mugshot should be less than 0.0025 & FNMR at FMR = 10-6 on VISA-Border should be less than 0.003 and FNMR at FMR = 10-6 on Border-Border should be less than 0.0056</p> <p>c) For NIST 1:N, FNIR (N=1.6M, R=1, T=0) Mugshot-Mugshot should be less than 0.0007 and FNIR (N=1.6M, T>0) Visa-Border should be less than 0.008 at FPIR of 0.003</p> <p>"(v) Independent Benchmarking of the FRS Algorithm (NIST): The face recognition algorithm / engine proposed for this Contract shall have been independently evaluated by the U.S. National Institute of Standards and Technology (NIST) under the Face Recognition Technology Evaluation (FRTE – formerly FRVT) programme, 1:N Identification track. The OEM shall submit, along with Appendix-17: (a) the NIST FRTE report reference (developer name, algorithm name and version, report date / web link) for the proposed algorithm; (b) the published FNIR at FPIR = 0.003 (or the nearest published operating point) for each NIST dataset in which the algorithm has been evaluated; and (c) a certificate from the OEM that the algorithm version proposed for deployment is the version evaluated by NIST, or a later release of the same algorithm family with no lower accuracy.</p> <p>Qualification: the algorithm shall rank among the top 20 algorithm developers in the latest published NIST FRTE 1:N results, in at least one of the datasets relevant to metro / border / surveillance use (e.g. visa-border, border-to-border, mugshot-to-webcam, mugshot-to-profile), evaluated within the last 24 months. Demographic-differential results published by NIST for the algorithm, where available, shall be disclosed."</p>	The specifications stipulated in the RFP represent the minimum mandatory requirements. However, the Bidder may offer equipment or systems with higher specifications, provided that they meet or exceed the specified requirements and fulfil all the required functionalities.
10	II	Scope of Work (SoW) / Employer's Requirements	Cl. 5.3.1 – new items (aa) to (cc) suggested (benchmark compliance and version control)	26 (insert after (z))	Not in the tender document – additional clause suggested	<p>Suggested additional clauses:</p> <p>"(aa) The FRS algorithm deployed shall be the version evaluated by NIST FRTE and declared in the Tender submission (NIT cl. 1.1.3.2 (v)) OR higher version subject to meeting minimum standards as per NIST benchmark results.</p> <p>(bb) The Contractor shall not replace the algorithm, or deploy a new major version, without GMRC's prior written approval, evidence that the new version's published NIST FRTE 1:N performance is equal or better, and a regression test of the Site Acceptance Test accuracy cases.</p> <p>(cc) Where the OEM publishes a new NIST-evaluated version during the CAMC period, it shall be offered to GMRC under the free-upgrade provision of cl. 3.2.1 (q)."</p>	Please refer reply to this query at sl. no. 9 above.
11	II	Sow (Scope of Work)	Cl. 1.1.2; 3.2.1 (r); 8.4.1 – NATGRID guidelines, APIs and use cases	6, 15, 39	1.1.2: "The system shall be designed and implemented in full compliance with NATGRID guidelines and shall support seamless API-based integration with NATGRID for the exchange of facial recognition data, alerts and related metadata and any updates in future till completion of CAMC." 8.4.1: "The Contractor shall develop and provide all necessary APIs required for integration with NATGRID. Testing of all Use Cases required by NATGRID through API Integration with FRS System shall be part of the scope. Full documentation of each API method along with sample code shall be provided."	Kindly provide, before bid submission (under NDA if required): (a) the NATGRID guidelines / technical specifications for FRS referred to in SoW cl. 1.3.1 (18); (b) the NATGRID interface / API specification, data formats, message schema and the list of use cases to be tested; (c) network connectivity to NATGRID (who provides and pays for the secure link – NICNET / leased line / VPN – and the associated certificates / IP whitelisting); (d) availability of a NATGRID sandbox / test environment and test slots; (e) the security / audit certifications required (e.g. CERT-In empanelled audit).	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.
12	II	Sow (Scope of Work)	Cl. 1.1.2 – "any updates in future till completion of CAMC"	6	"...support seamless API-based integration with NATGRID for the exchange of facial recognition data, alerts and related metadata and any updates in future till completion of CAMC."	Kindly clarify that the contractor's obligation is limited to the NATGRID interface specification (version) issued to bidders / in force at the time of bid submission, and that any subsequent change mandated by NATGRID (new API version, new use cases, new security requirements) will be treated as a Variation with appropriate cost and time impact under GCC Cl. 13.	Any change in version till the end of the contract including CAMC period will be in the scope of Contractor. No additional cost will be provided to the Contractor for such upgrades ((new API version, new use cases, new security requirement, etc.)
13	II	Sow (Scope of Work)	SoW Cl. 9.4.3 (NATGRID Interface Integration Test); Cl. 15.3 (KD-3); Cl. 16.1; Cl. 11.3.1 (S1 –	42, 60-61, 50	9.4.3: "...Successful completion of the test, witnessed and accepted by GMRC (and NATGRID, wherever applicable), shall be a prerequisite for successful Site Acceptance Testing (SAT) and commissioning of the system." 11.3.1 S1 (Critical): "...Failure of API link with NATGRID" – Response 1 hour, Resolution 4 hours.	Kindly clarify that: (a) delay in NATGRID's witnessing / acceptance / test slot / connectivity, or in GMRC's coordination with NATGRID, will extend Key Date KD-3 and will not attract LD; (b) if NATGRID acceptance is pending for reasons beyond the contractor's control, the SITC milestone payments and start of CAMC will not be withheld; (c) in CAMC, failure of the NATGRID link caused by the NATGRID side / connectivity provided by others is excluded from S1 penalties.	Bidder to refer GCC and PCC for delays and associated LDs. Further, this is to clarify that Separate NTP will be provided for start of CAMC after completion of T&C works.
14	II	Sow (Scope of Work)	Cl. 6.5.1 – Proof of Concept (POC)	31	"The Contractor may be required to demonstrate a Proof of Concept for critical functionalities, particularly FRS accuracy, multi-camera tracking, NATGRID API integration and failover behaviour, prior to bulk supply / installation. The scope and acceptance criteria of the POC shall be mutually agreed with the Employer."	Kindly clarify: (a) whether a POC will actually be required and at what stage (before / after Key Date-1); (b) the test dataset, environment, number of cameras and pass / fail acceptance criteria; (c) who provides the NATGRID test environment and site access for the POC; (d) that the POC time is outside the Key Dates, and repeat POCs due to changes requested by GMRC are a Variation; (e) whether an OEM who has already conducted a NATGRID PoC (as per NIT cl. 1.1.3.2 (ii)) is exempt from repeating it.	The requirement for conducting a Proof of Concept (POC), if considered necessary, shall be decided by GMRC. The scope, schedule, test environment, test dataset, and acceptance criteria shall be communicated to the Contractor by GMRC. The Contractor shall coordinate with GMRC and the concerned agencies for site access and NATGRID test environment, as applicable. Any exemption from repeating a POC already conducted by the OEM shall be subject to GMRC's review and approval. The POC shall be conducted as per the requirements and directions of GMRC.
15	II	Sow (Scope of Work)	Cl. 1.1.2, 5.3.1 (d), (h), 9.4.3 – Use case and data flow between FRS and NATGRID	6, 24, 42	1.1.2: "...support seamless API-based integration with NATGRID for the exchange of facial recognition data, alerts and related metadata..." 5.3.1 (d): "FRS shall be able to capture face images from live & pre-recorded CCTV feeds received and generate alerts if a blacklist (face from suspect list) or whitelist (watch list) and stranger monitoring match is found." 9.4.3: "...successful transmission and receipt of facial recognition alerts and associated metadata, automatic retrieval and display of the corresponding live and recorded video from the linked CCTV camera..."	Kindly describe the intended use case and data flow: (a) is face matching performed in GMRC's FRS against a watchlist supplied by NATGRID / user agencies, or are face images / templates / metadata sent from GMRC's FRS to NATGRID for matching on the NATGRID side; (b) what exactly is exchanged (face crop, full frame, template / embedding, camera ID, timestamp, match score) and in which format, so that template compatibility between the proposed FRS algorithm and the NATGRID side is known; (c) the watchlist sources, update frequency and who loads them (GMRC, police, NATGRID); (d) expected alert latency from capture to NATGRID and to GMRC operators; (e) who receives the alerts at GMRC (OCC / BCC / SCR / police booth) and what action follows.	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.
16	II	Sow (Scope of Work)	Cl. 5.3.1 (d), (f), (j), (k), (l), (x) – Watchlist categories, enrolment and "stranger monitoring"	24-26	(d): "...generate alerts if a blacklist (face from suspect list) or whitelist (watch list) and stranger monitoring match is found." (j): "FRS shall be able to check if a newly enrolled face is already enrolled in the database before registering the new enrolled face in the system." (l): "The system shall have the capability to create different categories of people with the option to customize the matching threshold for different categories." (x): "...capable to handle about 1 lakh faces of database and it should be capable to extend till 2 lakh face for future enhancement in the same system."	Kindly clarify: (a) the meaning of "stranger monitoring" (alert on every unknown face, on repeat visits of an unknown face, or on unusual dwell / re-appearance) and whether unknown faces are to be stored; (b) the source and quality of the 1 lakh enrolment photographs and who enrolls / maintains them; (c) the number of watchlist categories and user groups expected; (d) whether the 1 lakh – 2 lakh database is the combined size of all watchlists across both phases and is held centrally or per phase; (e) minimum enrolment image quality required (resolution, pose, face size).	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.

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17	II	Sow (Scope of Work)	Cl. 5.3.1 (p) and (x) – FRS accuracy, search time and database size	25-26	(p): "...must perform a full 1:N search of the probe image in under 2 seconds against a database of up to 50 thousand POIs... In ideal conditions of light, angle, height of camera, orientation of face towards the camera and distance of face from the camera, the software should give 60% accuracy or better match from the registered database (1:1 / 1:N)." (x): "Face Recognition system should be capable to handle about 1 lakh faces of database and it should be capable to extend till 2 lakh face for future enhancement in the same system."	Kindly clarify: (a) the accuracy metric (e.g. True Accept Rate at a stated False Accept Rate, Rank-1 identification rate) and the test method / dataset against which "60% accuracy" will be verified at SAT; (b) reconcile the 50,000-POI search-time benchmark with the 1 lakh (extendable to 2 lakh) database requirement, and confirm the 2-second search time is measured at the FRS server excluding network / UI latency.	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.
18	II	Sow (Scope of Work)	Cl. 5.3.1 (e), (o), (u), (v), (w) – FRS functional features	24-26	(o): "System shall be able to detect the faces across multiple CCTV video sources... regardless of the following conditions: ... Partially hidden or occluded faces like wearing dark glasses, face masks, or changes in face (masking); Changes in lighting conditions." (u): "The system shall be able to work on Windows, Linux, or macOS operating systems." (v): "...accessible from virtually unlimited concurrent clients at any given time." (w): "Face Recognition system should also have capability to search by color of dress, bag pack, mobile phone, number of people etc."	Kindly modify: (o) "...to the extent technically feasible, with detection / recognition performance stated for defined levels of occlusion (e.g. partial occlusion up to x%)"; (u) "any one of Windows / Linux" (the servers are specified with Windows Server); (v) state the required number of concurrent client users (for sizing); (w) make attribute / object search (clothing colour, bag, phone) an optional / value-added feature, or define the exact attributes required.	Tender conditions Prevail
19	II	Sow (Scope of Work)	Cl. 5.3.1 (q) – Ownership of Face Recognition Engine	26	"The FRS OEM should have ownership of the Face Recognition Engine / Algorithm for any customer-specific development as required by the client."	Kindly clarify that the requirement is satisfied where the FRS OEM owns the engine / algorithm OR holds the perpetual rights and source-level ability to customise it, and specify whether source code escrow or any other form of IPR assurance is expected.	Tender conditions Prevail
20	II	Sow (Scope of Work)	Cl. 5.3.1 (b), (m), (s), (t), (z) – Offline / forensic search and multi-camera tracking	24-26	(b): "Face Recognition System shall work on real time and offline mode for identifying or verifying a face, digital file and video source from any IP video streaming sensor like IP Camera." (m): "The system shall be capable of performing face search and tracking people across multiple cameras. The system should show tracking of those people in dashboard, showing date, time and image of person." (z): "Face Recognition system should be able to track a person of interest by uploading photo and tell where all the person was at a given time by camera."	Kindly clarify: (a) whether "offline mode" means running FRS on recorded video from the VMS archive (30-day retention), and if so the expected processing speed and the compute capacity to be provisioned for it in addition to live streams; (b) whether (m) and (z) are to be answered from stored detection events (faces already detected live) or by re-processing recorded video; (c) the scope of tracking – within one station, across all stations of a phase, or across both phases – and the period for which history must be searchable; (d) that cross-camera tracking will be on AFC-gate cameras only (Phase-II stations have only 2 cameras each); (e) expected response time for a search by uploaded photograph.	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.
21	II	Sow (Scope of Work)	Cl. 5.3.1 (g), (h), (r); Cl. 5.6.1; Cl. 2.1.1 (14), (15) – Alert workflow, operators and C4I integration	24-26, 28, 11	(h): "FRS client shall have the ability to share recognition data like images for better reference, alarm and incident management." (r): "FRS shall provide an SDK / API for integration with any third-party software like C4I Command & Control Centre and specifically for NATGRID..." 5.6.1: "The video signals of these CCTV cameras monitoring the AFC gates shall be available to the following equipment simultaneously at all stations: OCC & BCC Traffic Controller and Chief Controller; Surveillance room Security Controller; SCR and security controller for surveillance of that station..."	Kindly clarify: (a) which C4I / command-and-control system, if any, the FRS has to integrate with at this stage, and its interface specification (the "like C4I" reference suggests one is intended); (b) the alert workflow – recipients per station and at OCC / BCC, acknowledgement and escalation steps, delivery channels (screen pop-up, audible alarm, SMS / email), and audit trail; (c) the number of operator seats and FRS clients to be supplied (BoQ item 9 provides only 2 FRS workstations, whereas video and alerts are to be available at all station SCR / SSR rooms); (d) whether GMRC supplies the client PCs and monitors at stations.	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations. Further, The Bidder shall provide one CCTV monitoring workstation at OCC and one CCTV monitoring workstation at BCC. The workstations shall be common for Phase-I and Phase-II systems. The Bidder shall integrate all CCTV cameras from both phases into a unified interface, enabling monitoring and control of all cameras through a single workstation at OCC and BCC, respectively.
22	II	Sow (Scope of Work)	Cl. 5.1.7 – camera-level analytics	22	"The CCTV system shall allow the integration of different image analysis modules in order to assure a wide range of analytic rules applicable on different areas and situations. This integration shall take place at the camera level. The CCTV cameras shall be able to analyse each image, generate metadata and automatically trigger alarms based on predefined rules."	Kindly confirm that face detection / recognition is performed on the central FRS Analytics Servers (BoQ item 5) with the camera supplying the video stream, and that camera edge analytics (cl. 7.1 item 22) is only for auxiliary functions, not an alternative or additional FRS requirement.	The clause is self explanatory
23	II	Vol. I – Notice Inviting Tender (NIT) / Vol. II – Scope of Work (SoW) / Employer's Requirements / Vol. III – Bill of Quantities (BoQ)	NIT Cl. 1.1.3.2 (iii) item 2; SoW Cl. 3.2.1 (b), (c), (f), 5.3.1 (c); BoQ Items 2 and 6 – VMS and FRS–VMS integration	9, 14; BoQ p.3	NIT (iii) item 2: "VMS Arrangement: Details of the proposed arrangement, clearly indicating whether the existing VMS shall be utilized or a new VMS shall be provided." BoQ Item 2: "VMS License of integration with existing VMS or provide New VMS hardware and software" – Lot / LS.	Kindly provide: (a) make, model, version and licensed capacity of the existing VMS and the free channel count; (b) confirmation that its SDK / API is available for FRS integration and that GMRC will obtain the VMS vendor's cooperation; (c) a clear decision on whether the existing VMS is to be used or a new one supplied, or the specification and capacity of the new VMS if required; (d) the basis of pricing BoQ Item 2 – integration licence only, or new VMS.	The existing VMS setup is based on BOSCH OEM equipment. The Bidder shall either integrate the existing VMS setup with the proposed system or provide a new compatible VMS setup, as required.
24	II	Sow (Scope of Work)	SoW Cl. 3.2.1 (d), (e), (g), 3.1.3, 6.4.1, Cl. 5.3.1 (x); BoQ Items 4, 5, 7 – FRS licensing model	14-15, 31, 26; BoQ p.3	3.2.1 (q): "All Software and/or firmware as supplied shall be with license given to GMRC for lifetime and any upgrades within the currency of contract shall be free of cost till completion of CAMC period." BoQ Item 4: "FRS License – No. – 196 (Phase-1); 46 (Phase-2); 242" BoQ Item 5: "Analytics Server and FRS software with License and all other accessories to complete the scope of work – 4; 2; 6" BoQ Item 7: "License Manager for Redundant Analytic Servers – 2; 1; 3" 6.4.1: "...minimum future expansion of 25%... by addition of hardware modules, interface cards, storage, licences, or software components, without requiring replacement of the existing hardware, software, firmware, or system architecture."	Kindly clarify: (a) the licence metric for BoQ item 4 (per camera channel) and what item 5 covers (platform licence, server licence, GPU / compute licence) so the two items do not overlap or leave gaps; (b) whether the licence includes the face database up to 2 lakh, unlimited operator users and the API / NATGRID interface module; (c) whether "lifetime" means perpetual licence with no annual subscription, and what support / upgrade rights apply after the five-year CAMC; (d) whether the 25% expansion in cl. 6.4.1 (including licences for additional cameras and database growth) is to be priced in this contract or only guaranteed to be available at BoQ rates; (e) the function of the License Manager and whether a floating licence server is acceptable (3 nos. is an odd quantity for a redundant pair).	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.
25	II	Sow (Scope of Work)	SoW Cl. 5.1.5, 5.3.1 (o), 7.3; BoQ Items 4, 5 – Analytics Server sizing and throughput	22, 25, 35; BoQ p.3	7.3: "Form Factor: 2U Rack Server"; "Processor: Dual Intel Xeon Gold 6430, 2.1 GHz, 32 Cores / 64 Threads (each)"; "Memory: 256 GB RAM (32 GB × 8)"; "GPU: 4 × NVIDIA L4 GPU"; "Data Storage: 24 TB (5 × 6 TB HDD in RAID-5)". BoQ Item 5: Analytics Server and FRS software – 4 (Phase-1) and 2 (Phase-2) nos. against 196 and 46 FRS licences.	Kindly clarify the sizing basis: (a) the number of camera streams each Analytics Server is expected to process (the BoQ implies about 49 streams per server in Phase-I and 23 in Phase-II) and whether the servers include standby capacity; (b) the stream to be analysed (4 MP main stream or lower-resolution sub-stream), the frame rate for analysis, and the maximum number of faces per frame to be handled; (c) the expected peak passenger footfall per AFC-gate camera; (d) whether Analytics Servers are to be located at OCC / BCC or at stations, and in what active / standby arrangement.	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.
26	II	Sow (Scope of Work)	SoW Cl. 1.4.6, 3.2.1 (l), 5.1.6, 6.1.5; BoQ Items 5, 7, 8 – FRS redundancy, failover and replication	9, 15, 22, 29	3.2.1 (l): "Centralized equipment CCTV Face Recognition System at the OCC & BCC in failover configuration." 1.4.6: "Equipment installation features available at CER-Main and CER-Backup shall be exact replicas to each other in all aspects including Hardware, Software, Firmware, Operational, Functional and Control features." 5.1.6: "The system must ensure continuity of service through the server failover mechanism, which must occur in less than a minute and no user intervention must be required."	Kindly clarify for the FRS: (a) whether OCC and BCC operate active-active or active-standby; (b) whether the face database, watchlists, detection events and configuration are to be replicated in real time between OCC and BCC, and the acceptable data-loss and recovery times (RPO / RTO); (c) whether the 1-minute failover applies to live face analytics, to the search interface and to the NATGRID interface; (d) the network link and bandwidth between OCC and BCC available for replication.	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.

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27	II	Sow (Scope of Work)	SoW Cl. 7.3 – 7.6 (FRS Analytics Server, License Manager, Storage Server, FRS Workstation)	35-36	7.3: "GPU: 4 × NVIDIA L4 GPU". 7.4: "Processor: Intel Xeon Silver 4216 / 4314, 16 Cores / 32 Threads". 7.5: "HPE 16 Gbps Short Wave Fibre Channel SFP+ (4 Pack)"; "Installed Drives: 12.4 TB SAS 12G Enterprise 10K SFF (2.5") HDD"; "Total Storage Capacity: Approximately 16 TB". 7.6: "Intel Xeon W-2123 (3.6 GHz)"; "NVIDIA Quadro P620 / P2000 / P4000"; "Windows 10 Enterprise LTSC 2021 / Windows 11 Pro (64-bit) / Windows 11 Enterprise LTSC 2024".	Kindly clarify: (a) the specifications are minimum, and equivalent or higher accelerators (GPU / AI accelerators from any vendor, or CPU-based inference where the OEM engine achieves the same throughput) are acceptable in place of "4 × NVIDIA L4", with the bidder demonstrating the required stream capacity; (b) the processors, GPUs and operating systems in 7.4 and 7.6 (Xeon Silver 4216, Xeon W-2123, Quadro P-series, Windows 10 LTSC 2021) are end-of-sale generations, and current-generation equivalents or better are acceptable, in line with cl. 3.1.3 (latest equipment); (c) references to brands or part numbers (HPE SFP+) are illustrative; (d) "12.4 TB SAS 10K SFF HDD" in 7.5 appears to be a typographical error (10K SAS SFF drives are typically 1.2 TB); please state drive capacity, number of drives, RAID level and usable capacity.	The specifications stipulated in the RFP represent the minimum mandatory requirements. However, the Bidder may offer equipment or systems with higher specifications, provided that they meet or exceed the specified requirements and fulfil all the required functionalities.
28	II	Sow (Scope of Work)	SoW Cl. 3.2.1 (h), 5.3.1 (s), (x), 7.5; BoQ Item 8 – FRS metadata / event storage and retention	14-15, 26, 35-36; BoQ p.3	3.2.1 (h): "Metadata Storage server for FRS image capture." 5.3.1 (s): "FRS shall provide a timeline sequence of all detections of the subject with date and time." BoQ Item 8: "Storage Server for FRS – 2 (Phase-1); 2 (Phase-2); 4". SoW 7.5: "Total Storage Capacity: Approximately 16 TB".	Kindly clarify: (a) the retention period for FRS detection events, face crops and metadata, and whether all detected faces or only watchlist matches are to be stored; (b) the expected number of events per day and the image size / format for each event; (c) whether the 16 TB is raw or usable and per server; (d) what is stored on the Analytics Server local data storage (24 TB RAID-5, cl. 7.3) versus the Storage Server; (e) the purge / archival policy at the end of the retention period.	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.
29	II	Sow (Scope of Work)	Cl. 5.3.1 (y), (g); Cl. 9.4.3 – Privacy, data protection and cybersecurity of FRS data	26, 24, 42	(y): "Face Recognition system should have feature of privacy protection where the face has to be blurred during viewing." 9.4.3: "...The test shall further demonstrate compliance with the specified response time, cybersecurity requirements, user authentication, and data encryption mechanisms."	Kindly clarify: (a) the legal and policy framework GMRC requires the FRS to comply with for face data (e.g. the Digital Personal Data Protection Act, 2023 and any applicable exemptions, NATGRID data-handling rules), and who is the data fiduciary; (b) the cybersecurity requirements actually applicable (cl. 9.4.3 refers to "specified" requirements that are not stated) – encryption at rest and in transit, key management, audit logging; (c) whether faces are blurred by default with role-based, logged un-blurring by authorised users; (d) retention and deletion periods for face images, templates and events; (e) whether the system must be fully on-premises, with no cloud processing and no remote OEM access, and the rules for remote support during CAMC; (f) the return or destruction of face data at the end of the contract.	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.
30	I	NIT	iv Work Experience	10	Work Experience: The tenderer shall submit details of works executed by it for the installation and commissioning of CCTV systems in Metro Rail/ Railway/ Airport/ Large Telecom Infrastructure projects, in the prescribed format of Appendix–17 of the FOT, for the purpose of establishing compliance with the work experience qualification criteria. The works submitted for consideration shall have been completed within the five (5) years preceding the last date of submission of bids. The tenderer shall submit documentary evidence in the form of completion certificates issued by the concerned Client.	Work Experience: The tenderer shall submit details of works executed by it for the installation and commissioning of CCTV systems in Metro Rail/ Railway/ Airport/ Large Telecom Infrastructure / <u>Smart City/Urban Surveillance</u> projects, in the prescribed format of Appendix–17 of the FOT, for the purpose of establishing compliance with the work experience qualification criteria. The works submitted for consideration shall have been completed within the five (5) years preceding the last date of submission of bids. The tenderer shall submit documentary evidence in the form of completion certificates issued by the concerned Client. Justification: The proposed inclusion of Smart City / Urban Surveillance projects is requested as such projects involve large-scale CCTV deployment, centralized monitoring, video management systems, network integration, analytics and command-and-control environments comparable to those deployed in Metro Rail, Railway and Airport projects. The core technical competencies required for installation, commissioning, integration and operation of CCTV surveillance systems remain substantially similar across these sectors. Broadening the eligible project categories will enable participation of experienced system integrators with proven large-scale surveillance credentials, while maintaining the intended technical qualification standard and promoting wider competition.	Tender Condition Prevail
31	I	NIT	Tender Security	3	INR 12.16 Lakh Tender Security is to be submitted either online through nprocurement portal or e-Bank Guarantee (e-BG) from any schedule bank in India. No other mode of payment will be accepted.	INR 12.16 Lakh Tender Security is to be submitted either online through nprocurement portal or e-Bank Guarantee (e-BG) from any schedule bank in India <u>or</u> Surety Bond . No other mode of payment will be accepted. Justification: Surety Bonds are recognized as an alternative form of bid security in public procurement and provide equivalent financial assurance to the Employer without blocking the bidder's banking limits. Allowing Surety Bond will provide an additional secure and competitive instrument for submission of EMD, facilitate wider bidder participation, and reduce dependency on bank guarantee limits while safeguarding the Authority's financial interests.	No Change in tender condition Tender Condition Prevail
32	I	ITT	F5 Performance Security,	19	The Performance Security required in accordance with Clause 4.2 of the GCC shall be for 5% of the Contract Price from the Scheduled commercial Bank in India in the currency in which the Contract Price is payable. The Performance Security shall be furnished to the Employer within 30 (thirty) days of issue of the Letter of Acceptance.	"The Performance Security required in accordance with Clause 4.2 of the GCC shall be for 5% of the Contract Price and may be submitted in the form of a Bank Guarantee from a Scheduled Commercial Bank in India <u>or</u> a Surety Bond issued by an insurer permitted under the applicable IRDAI / Government of India guidelines , in the currency in which the Contract Price is payable. The Performance Security shall be furnished to the Employer within 30 (thirty) days of issue of the Letter of Acceptance." Justification: Allowing Surety Bonds provides the Employer with an alternative financial security instrument while reducing blockage of bidders' banking limits and working-capital facilities. It can facilitate wider competition and improve liquidity for project execution without diluting the requirement of Performance Security, subject to the bond being issued by an eligible insurer and in the format approved by the Authority.	No Change in tender condition Tender Condition Prevail
33	I	NIT		9	"Experience in FRS-Based CCTV Integration with NATGRID: OEM shall have experience in the implementation of Facial Recognition System (FRS)-based CCTV integration with NATGRID, or shall have successfully conducted a Proof of Concept (PoC) for FRS-based CCTV integration with NATGRID. In case the tenderer is an authorised partner of the OEM, the above experience or PoC shall be possessed by the OEM whose products and systems are proposed for the execution of this Contract. Such experience or PoC shall be supported by a certificate issued by the Client, clearly indicating the nature and scope of the work executed or the PoC conducted (Refer. Appendix –17)"	Request to delete the requirement of a "certificate issued by the Client" and modify as under: "Experience in FRS-Based CCTV Integration with NATGRID: The OEM shall have experience in the implementation of FRS-based CCTV integration with NATGRID, or shall have successfully conducted a PoC for FRS-based CCTV integration with NATGRID. In case the tenderer is an authorised partner of the OEM, the above experience or PoC shall be possessed by the OEM whose products and systems are proposed for the execution of this Contract . Such experience or PoC shall be supported by a certificate issued by the Client, an Undertaking from the OEM, clearly indicating the project name, client / end-user, MSI / implementing agency, nature and scope of the work executed or the PoC conducted (Refer. Appendix - 17). A certificate from the Client / MSI / implementing agency, where available, may be submitted in lieu of the Undertaking." Justification: 1. NATGRID is a sensitive Government of India inter-agency platform with restricted access. Integration is carried out through the authorised user agency / MSI. NATGRID is under no obligation to issue experience, completion or PoC credentials to any vendor or manufacturer, directly or indirectly. 2. A pre-qualification condition that can be evidenced only through a document which the issuing body does not issue cannot be fulfilled in practice and is therefore not justified. It would restrict participation to very few OEMs, contrary to the principles of fair and open competition (cf. GFR 2017, Rule 144). Making mandatory a document that the bidder / OEM cannot obtain is unreasonable and restrictive, and would lead to non-responsive bids from otherwise fully capable OEMs and partners. 3. An OEM Undertaking that names the project, MSI and scope still gives GMRC a specific, traceable and verifiable basis to satisfy itself of the OEM's capability; any misrepresentation remains actionable under the tender's fraudulent-practice provisions. 4. The technical intent of the clause is preserved while enabling wider, qualified participation and better price discovery for GMRC.	Tender Condition Prevail

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34	I	NIT	1.1.3.2	9	<p>"...In case of an authorised partner, the tenderer shall submit a valid authorisation certificate issued by the OEM, clearly confirming its authorisation to undertake and perform the complete scope of work. The authorisation shall remain valid throughout the execution of the Contract. The OEM and its authorised partner shall comply with the requirements specified in Contract Documents. (Refer. Appendix –17)"</p> <p>FoT Appendix-17 (c): "Experience in FRS-Based CCTV Integration with NATGRID as per Detail of works as per clause 1.1.3.2 (ii) of NIT)"</p>	<p>(a) Include in Appendix-17 a prescribed "OEM Undertaking – FRS-based CCTV Integration with NATGRID" format (project name, client / end-user, MSI, scope of integration, period, FRS product / version deployed, authorised-signatory declaration), consistent with Queries 1 and 2.</p> <p>(b) Clarify that where the tenderer is itself the OEM of the proposed FRS, a self-declaration in the same format suffices; where the tenderer is an authorised partner, the OEM Undertaking is submitted along with the OEM Authorisation Certificate.</p> <p>(c) Clarify that "OEM" for the NATGRID experience / PoC criterion means the OEM of the FRS software / platform proposed, and that OEMs of other components (cameras, servers, network) are not required to furnish NATGRID experience.</p> <p>Justification:</p> <ol style="list-style-type: none"> 1. A prescribed format ensures uniform, comparable submissions and avoids subjective evaluation. 2. The solution is multi-OEM (camera, VMS, FRS, servers); it must be clear whose experience is tested. NATGRID integration relates to the FRS platform only. 3. Clarity at bid stage reduces the risk of disputes and disqualification at evaluation stage. 	Tender Condition Prevail
35	I	NIT	1.1.3.2	10	"After opening of financial bids, the work experience credentials (work experience certificate along with other documents if any) of L-1 bidder may be sent for verification and certification to the concerned client(s). In case of any concealment or misrepresentation of facts, appropriate action(s) in accordance with Tender Conditions shall be taken as deemed fit."	<p>Clarify that, for the OEM's NATGRID integration experience / PoC, verification (if required) will be carried out with the MSI / implementing agency / end-user named in the OEM Undertaking, and not with NATGRID. Confirm also that bidders may redact security-sensitive details (network architecture, credentials, interface specifications, locations) and that GMRC will treat the information as confidential.</p> <p>Justification:</p> <ol style="list-style-type: none"> 1. NATGRID cannot be expected to respond to verification requests from a metro authority regarding a vendor. 2. Verification through the named MSI / end-user gives GMRC an effective independent check while respecting the sensitivity of the NATGRID environment. 3. Details of NATGRID integrations are security-sensitive and may be under non-disclosure obligations. 	Tender Condition Prevail
36	I	NIT	1.1.3.2		Not in the tender document – additional clause suggested	<p>Suggested additional clause:</p> <p>The Face Recognition Algorithm should have participated and been established in the Face Recognition Algorithm Evaluation conducted by NIST (National Institute of Standards and Technology, U.S. Department of Commerce) for both 1:N and 1:1 FRVT Tests.</p> <p>a) For NIST 1:1, FNMR at FMR = 10-5 on Mugshot-Mugshot should be less than 0.0025 & FNMR at FMR = 10-6 on VISA-Border should be less than 0.003 and FNMR at FMR = 10-6 on Border-Border should be less than 0.0056</p> <p>b) For NIST 1:N, FNIR (N=1.6M, R=1, T=0) Mugshot-Mugshot should be less than 0.0007 and FNIR (N=1.6M, T>0) Visa-Border should be less than 0.008 at FPIR of 0.003</p> <p>"(v) Independent Benchmarking of the FRS Algorithm (NIST): The face recognition algorithm / engine proposed for this Contract shall have been independently evaluated by the U.S. National Institute of Standards and Technology (NIST) under the Face Recognition Technology Evaluation (FRTE – formerly FRVT) programme, 1:N Identification track. The OEM shall submit, along with Appendix-17: (a) the NIST FRTE report reference (developer name, algorithm name and version, report date / web link) for the proposed algorithm; (b) the published FNIR at FPIR = 0.003 (or the nearest published operating point) for each NIST dataset in which the algorithm has been evaluated; and (c) a certificate from the OEM that the algorithm version proposed for deployment is the version evaluated by NIST, or a later release of the same algorithm family with no lower accuracy.</p> <p>Qualification: the algorithm shall rank among the top 20 algorithm developers in the latest published NIST FRTE 1:N results, in at least one of the datasets relevant to metro / border / surveillance use (e.g. visa-border, border-to-border, mugshot-to-webcam, mugshot-to-profile), evaluated within the last 24 months. Demographic-differential results published by NIST for the algorithm, where available, shall be disclosed."</p> <p>Justification:</p> <ol style="list-style-type: none"> 1. The tender requires FRS "performing with high precision" (SoW 5.3.1 (a)) and "60% accuracy" (5.3.1 (p)) but has no objective, independent yardstick. NIST FRTE is the internationally recognised, publicly reported and reproducible benchmark; results are published per dataset with leaderboards, so claims can be verified by GMRC without relying on vendor statements. 2. The FRS is to be linked to NATGRID, a national security platform; wrong matches or missed matches have serious consequences, so algorithm quality should be demonstrated, not self-declared. 3. The clause is vendor-neutral and applies equally to Indian and foreign OEMs, adds no cost to bidders who already have NIST results, and protects GMRC against under-performing engines being bid on price alone. 4. It also gives a defensible, objective basis for the NATGRID OEM-experience relaxation requested in Queries 1-3: capability is evidenced by independent benchmark plus OEM undertaking, rather than by a client certificate NATGRID does not issue. 	Please refer reply to this query at sl. no. 9 above.
37	II	SOW	Cl. 5.3.1	26	Not in the tender document – additional clause suggested	<p>Suggested additional clauses:</p> <p>"(aa) The FRS algorithm deployed shall be the version evaluated by NIST FRTE and declared in the Tender submission (NIT cl. 1.1.3.2 (v)) OR higher version subject to meeting minimum standards as per NIST benchmark results.</p> <p>(bb) The Contractor shall not replace the algorithm, or deploy a new major version, without GMRC's prior written approval, evidence that the new version's published NIST FRTE 1:N performance is equal or better, and a regression test of the Site Acceptance Test accuracy cases.</p> <p>(cc) Where the OEM publishes a new NIST-evaluated version during the CAMC period, it shall be offered to GMRC under the free-upgrade provision of cl. 3.2.1 (q)."</p> <p>Justification</p> <ol style="list-style-type: none"> 1. Without version control, a high NIST ranking at bid stage could be followed by deployment of a different, lower-performing build. Binding the deployed version to the evaluated version closes this gap. 2. It gives GMRC a clear, objective upgrade path during the five-year CAMC (cl. 3.2.1 (q) already promises free upgrades) and a defined acceptance basis for any change. 3. It works together with the replacement of the undefined "60% accuracy" test with a NIST-style metric (FNIR at an agreed FPIR) in Query 13 and the acceptance protocol in Query 27. 	Please refer reply to this query at sl. no. 9 above.
38	II	SOW	Cl. 1.1.2; 3.2.1 (r); 8.4.1	6,15,39	<p>1.1.2: "The system shall be designed and implemented in full compliance with NATGRID guidelines and shall support seamless API-based integration with NATGRID for the exchange of facial recognition data, alerts and related metadata and any updates in future till completion of CAMC."</p> <p>8.4.1: "The Contractor shall develop and provide all necessary APIs required for integration with NATGRID. Testing of all Use Cases required by NATGRID through API Integration with FRS System shall be part of the scope. Full documentation of each API method along with sample code shall be provided."</p>	<p>Kindly provide, before bid submission (under NDA if required): (a) the NATGRID guidelines / technical specifications for FRS referred to in SoW cl. 1.3.1 (18); (b) the NATGRID interface / API specification, data formats, message schema and the list of use cases to be tested; (c) network connectivity to NATGRID (who provides and pays for the secure link – NICNET / leased line / VPN – and the associated certificates / IP whitelisting); (d) availability of a NATGRID sandbox / test environment and test slots; (e) the security / audit certifications required (e.g. CERT-In empanelled audit).</p> <p>Justification:</p> <ol style="list-style-type: none"> 1. The scope, effort and risk of the NATGRID integration cannot be priced without the interface specification and use cases; the price bid is a fixed percentage on the BoQ. 2. Access to NATGRID is controlled by the Government; the contractor cannot arrange connectivity, certificates or test slots by itself. 3. Uniform information for all bidders avoids widely varying assumptions and unrealistic pricing. 	Please refer reply to this query at sl. no. 11 above.

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39	II	SOW	Cl. 1.1.2	6	"...support seamless API-based integration with NATGRID for the exchange of facial recognition data, alerts and related metadata and any updates in future till completion of CAMC."	Kindly clarify that the contractor's obligation is limited to the NATGRID interface specification (version) issued to bidders / in force at the time of bid submission, and that any subsequent change mandated by NATGRID (new API version, new use cases, new security requirements) will be treated as a Variation with appropriate cost and time impact under GCC Cl. 13. Justification: The clause makes the contractor liable for unknown future changes, on a fixed price, for over five years. Such open-ended scope cannot be priced and is beyond the contractor's control.	Please refer reply to this query at sl. no. 12 above.
40	II	SOW	Cl. 9.4.3 (NATGRID Interface Integration Test); Cl. 15.3 (KD-3); Cl. 16.1; Cl. 11.3.1	42, 60-61, 50	"9.4.3: ""...Successful completion of the test, witnessed and accepted by GMRCCL (and NATGRID, wherever applicable), shall be a prerequisite for successful Site Acceptance Testing (SAT) and commissioning of the system."" 11.3.1 S1 (Critical): ""...Failure of API link with NATGRID"" – Response 1 hour, Resolution 4 hours."	Kindly clarify that: (a) delay in NATGRID's witnessing / acceptance / test slot / connectivity, or in GMRC's coordination with NATGRID, will extend Key Date KD-3 and will not attract LD; (b) if NATGRID acceptance is pending for reasons beyond the contractor's control, the SITC milestone payments and start of CAMC will not be withheld; (c) in CAMC, failure of the NATGRID link caused by the NATGRID side / connectivity provided by others is excluded from S1 penalties. Justification: NATGRID acceptance is a pre-requisite to SAT, KD-3 and hence to LD and payment, but is entirely outside the contractor's control. Without this clarity the contractor bears an open-ended risk of LD and payment delay.	Please refer reply to this query at sl. no. 13 above.
41	II	SOW	Cl. 6.5.1 – Proof of Concept (POC)	31	"The Contractor may be required to demonstrate a Proof of Concept for critical functionalities, particularly FRS accuracy, multi-camera tracking, NATGRID API integration and failover behaviour, prior to bulk supply / installation. The scope and acceptance criteria of the POC shall be mutually agreed with the Employer."	Kindly clarify: (a) whether a POC will actually be required and at what stage (before / after Key Date-1); (b) the test dataset, environment, number of cameras and pass / fail acceptance criteria; (c) who provides the NATGRID test environment and site access for the POC; (d) that the POC time is outside the Key Dates, and repeat POCs due to changes requested by GMRC are a Variation; (e) whether an OEM who has already conducted a NATGRID PoC (as per NIT cl. 1.1.3.2 (ii)) is exempt from repeating it. Justification: Undefined POC scope and criteria expose the contractor to open-ended, subjective acceptance and cost, and delay the start of bulk supply that is on a short 8-week supply schedule.	Please refer reply to this query at sl. no. 14 above.
42	II	SOW	Cl. 1.1.2, 5.3.1 (d), (h), 9.4.3	6, 24, 42	1.1.2: "...support seamless API-based integration with NATGRID for the exchange of facial recognition data, alerts and related metadata..." 5.3.1 (d): "FRS shall be able to capture face images from live & pre-recorded CCTV feeds received and generate alerts if a blacklist (face from suspect list) or whitelist (watch list) and stranger monitoring match is found." 9.4.3: "...successful transmission and receipt of facial recognition alerts and associated metadata, automatic retrieval and display of the corresponding live and recorded video from the linked CCTV camera..."	Kindly describe the intended use case and data flow: (a) is face matching performed in GMRC's FRS against a watchlist supplied by NATGRID / user agencies, or are face images / templates / metadata sent from GMRC's FRS to NATGRID for matching on the NATGRID side; (b) what exactly is exchanged (face crop, full frame, template / embedding, camera ID, timestamp, match score) and in which format, so that template compatibility between the proposed FRS algorithm and the NATGRID side is known; (c) the watchlist sources, update frequency and who loads them (GMRC, police, NATGRID); (d) expected alert latency from capture to NATGRID and to GMRC operators; (e) who receives the alerts at GMRC (OCC / BCC / SCR / police booth) and what action follows. Justification: The price and design of the FRS depend entirely on where matching happens and what data is exchanged. If NATGRID matches on templates from its own engine, template compatibility is a major technical risk; if GMRC's FRS matches locally, watchlist updates and sizing change. The documents do not say, so bidders will assume different architectures.	Please refer reply to this query at sl. no. 15 above.
43	II	SOW	Cl. 5.3.1 (d), (f), (j), (k), (l), (x) – Watchlist categories, enrolment and "stranger monitoring"	24-26	(d): "...generate alerts if a blacklist (face from suspect list) or whitelist (watch list) and stranger monitoring match is found." (j): "FRS shall be able to check if a newly enrolled face is already enrolled in the database before registering the new enrolled face in the system." (l): "The system shall have the capability to create different categories of people with the option to customize the matching threshold for different categories." (x): "...capable to handle about 1 lakh faces of database and it should be capable to extend till 2 lakh face for future enhancement in the same system."	Kindly clarify: (a) the meaning of "stranger monitoring" (alert on every unknown face, on repeat visits of an unknown face, or on unusual dwell / re-appearance) and whether unknown faces are to be stored; (b) the source and quality of the 1 lakh enrolment photographs and who enrolls / maintains them; (c) the number of watchlist categories and user groups expected; (d) whether the 1 lakh – 2 lakh database is the combined size of all watchlists across both phases and is held centrally or per phase; (e) minimum enrolment image quality required (resolution, pose, face size). Justification: "Stranger monitoring" has no standard definition and, if it means processing and storing every unknown face at 242 AFC-gate cameras, it drives compute, storage and privacy exposure by orders of magnitude. Enrolment quality and database ownership determine achievable accuracy and operational workload. It is possible however a clarity will help design the proposal accordingly.	Please refer reply to this query at sl. no. 16 above.
44	II	SOW	Cl. 5.3.1 (p) and (x) – FRS accuracy, search time and database size	25-26	(p): "...must perform a full 1:N search of the probe image in under 2 seconds against a database of up to 50 thousand POIs... In ideal conditions of light, angle, height of camera, orientation of face towards the camera and distance of face from the camera, the software should give 60% accuracy or better match from the registered database (1:1 / 1:N)." (x): "Face Recognition system should be capable to handle about 1 lakh faces of database and it should be capable to extend till 2 lakh face for future enhancement in the same system."	Kindly clarify: (a) the accuracy metric (e.g. True Accept Rate at a stated False Accept Rate, Rank-1 identification rate) and the test method / dataset against which "60% accuracy" will be verified at SAT; (b) reconcile the 50,000-POI search-time benchmark with the 1 lakh (extendable to 2 lakh) database requirement, and confirm the 2-second search time is measured at the FRS server excluding network / UI latency. Justification: "Accuracy" without a defined metric, threshold and dataset is not testable and can lead to disputes at SAT. The database size and search benchmarks are stated inconsistently and affect server sizing and price.	Please refer reply to this query at sl. no. 17 above.
45	II	SOW	Cl. 5.3.1 (e), (o), (u), (v), (w) – FRS functional features	24-26	"(o): ""System shall be able to detect the faces across multiple CCTV video sources... regardless of the following conditions: ... Partially hidden or occluded faces like wearing dark glasses, face masks, or changes in face (masking); Changes in lighting conditions."" (u): ""The system shall be able to work on Windows, Linux, or macOS operating systems."" (v): ""...accessible from virtually unlimited concurrent clients at any given time."" (w): ""Face Recognition system should also have capability to search by color of dress, bag pack, mobile phone, number of people etc.""	Kindly modify: (o) "...to the extent technically feasible, with detection / recognition performance stated for defined levels of occlusion (e.g. partial occlusion up to x%)"; (u) "any one of Windows / Linux" (the servers are specified with Windows Server); (v) state the required number of concurrent client users (for sizing); (w) make attribute / object search (clothing colour, bag, phone) an optional / value-added feature, or define the exact attributes required. Justification: Recognition regardless of dark glasses or full masks is not technically achievable by any FRS with reliability; unlimited concurrent clients cannot be sized or tested; attribute search is a separate video-analytics function not part of FRS-CCTV linking. Clear, testable requirements avoid disputes at SAT.	Please refer reply to this query at sl. no. 18 above.
46	II	SOW	Cl. 5.3.1 (q) – Ownership of Face Recognition Engine	26	"The FRS OEM should have ownership of the Face Recognition Engine / Algorithm for any customer-specific development as required by the client."	Kindly clarify that the requirement is satisfied where the FRS OEM owns the engine / algorithm OR holds the perpetual rights and source-level ability to customise it, and specify whether source code escrow or any other form of IPR assurance is expected. □ Justification: The intent is assurance of the OEM's ability to make customer-specific changes (e.g. for NATGRID); this can be met with rights to customise, and a narrow reading of "ownership" would exclude products built on licensed engines that are otherwise fully capable and NIST-evaluated.	Please refer reply to this query at sl. no. 19 above.

"Implementation of Facial Recognition System (FRS) for “CCTV Linking with NATGRID” at Ahmedabad Metro Project Phase-I and Phase-II Station"							
Tender No. GMRC/NATGRID/CCTV/2026							
SN	Vol	Section	Clause No.	Page No.	Tender Condition	Bidder's Query	GMRC's Clarification, dated: 15/10/2026
47	II	SOW	(s), (t), (z) – Offline / forensic search and multi-camera tracking	24-26	(b): "Face Recognition System shall work on real time and offline mode for identifying or verifying a face, digital file and video source from any IP video streaming sensor like IP Camera." (m): "The system shall be capable of performing face search and tracking people across multiple cameras. The system should show tracking of those people in dashboard, showing date, time and image of person." (z): "Face Recognition system should be able to track a person of interest by uploading photo and tell where all the person was at a given time by camera."	Kindly clarify: (a) whether "offline mode" means running FRS on recorded video from the VMS archive (30-day retention), and if so the expected processing speed and the compute capacity to be provisioned for it in addition to live streams; (b) whether (m) and (z) are to be answered from stored detection events (faces already detected live) or by re-processing recorded video; (c) the scope of tracking – within one station, across all stations of a phase, or across both phases – and the period for which history must be searchable; (d) that cross-camera tracking will be on AFC-gate cameras only (Phase-II stations have only 2 cameras each); (e) expected response time for a search by uploaded photograph. Justification: Re-processing 30 days of recorded 4 MP video for 242 cameras requires GPU capacity far beyond live-stream processing, while searching stored detection events requires only database capacity. The bid price and the Analytics Server sizing (BoQ item 5) change substantially with the answer.	Please refer reply to this query at sl. no. 20 above.
48	II	SOW	Cl. 5.3.1 (g), (h), (r); Cl. 5.6.1; Cl. 2.1.1 (14), (15) – Alert workflow, operators and C4I integration	24-26, 28, 11	(h): "FRS client shall have the ability to share recognition data like images for better reference, alarm and incident management." (r): "FRS shall provide an SDK / API for integration with any third-party software like C4I Command & Control Centre and specifically for NATGRID..." 5.6.1: "The video signals of these CCTV cameras monitoring the AFC gates shall be available to the following equipment simultaneously at all stations: OCC & BCC Traffic Controller and Chief Controller; Surveillance room Security Controller; SCR and security controller for surveillance of that station..."	Kindly clarify: (a) which C4I / command-and-control system, if any, the FRS has to integrate with at this stage, and its interface specification (the "like C4I" reference suggests one is intended); (b) the alert workflow – recipients per station and at OCC / BCC, acknowledgement and escalation steps, delivery channels (screen pop-up, audible alarm, SMS / email), and audit trail; (c) the number of operator seats and FRS clients to be supplied (BoQ item 9 provides only 2 FRS workstations, whereas video and alerts are to be available at all station SCR / SSR rooms); (d) whether GMRC supplies the client PCs and monitors at stations.□ Justification: The workstation quantity in the BoQ is not consistent with alert presentation at 54 stations, and an unspecified third-party integration with a C4I system is an open-ended development risk on a fixed price.	Please refer reply to this query at sl. no. 21 above.
49	II	SOW	Cl. 5.1.7 – camera-level analytics	22	"The CCTV system shall allow the integration of different image analysis modules in order to assure a wide range of analytic rules applicable on different areas and situations. This integration shall take place at the camera level. The CCTV cameras shall be able to analyse each image, generate metadata and automatically trigger alarms based on predefined rules."	Kindly confirm that face detection / recognition is performed on the central FRS Analytics Servers (BoQ item 5) with the camera supplying the video stream, and that camera edge analytics (cl. 7.1 item 22) is only for auxiliary functions, not an alternative or additional FRS requirement. Justification: Camera-level analysis as described conflicts with the server-based, GPU-hosted FRS architecture in the BoQ and SoW 7.3. A wrong reading could change the camera selection, FRS licensing and the cost materially.	Please refer reply to this query at sl. no. 22 above.
50	I	NIT/SOW/BoQ	NIT Cl. 1.1.3.2 (iii) item 2; SoW Cl. 3.2.1 (b), (c), (f), 5.3.1 (c); BoQ Items 2 and 6 – VMS and FRS–VMS integration	9	NIT (iii) item 2: "VMS Arrangement: Details of the proposed arrangement, clearly indicating whether the existing VMS shall be utilized or a new VMS shall be provided." BoQ Item 2: "VMS License of integration with existing VMS or provide New VMS hardware and software" – Lot / LS.	Kindly provide: (a) make, model, version and licensed capacity of the existing VMS and the free channel count; (b) confirmation that its SDK / API is available for FRS integration and that GMRC will obtain the VMS vendor's cooperation; (c) a clear decision on whether the existing VMS is to be used or a new one supplied, or the specification and capacity of the new VMS if required; (d) the basis of pricing BoQ Item 2 – integration licence only, or new VMS. Justification: BoQ Item 2 covers two alternatives of vastly different cost in a single lump-sum line. Bidders cannot price a fixed percentage on an unclear item, and the integration risk depends entirely on the existing VMS and its vendor's cooperation.	Please refer reply to this query at sl. no. 23 above.
51	I & III	SOW / Boq	SoW Cl. 3.2.1 (d), (e), (g), 3.1.3, 6.4.1, Cl. 5.3.1 (x); BoQ Items 4, 5, 7 – FRS licensing model		3.2.1 (q): "All Software and/or firmware as supplied shall be with license given to GMRC for lifetime and any upgrades within the currency of contract shall be free of cost till completion of CAMC period." BoQ Item 4: "FRS License – No. – 196 (Phase-1); 46 (Phase-2); 242" BoQ Item 5: "Analytics Server and FRS software with License and all other accessories to complete the scope of work – 4; 2; 6" BoQ Item 7: "License Manager for Redundant Analytic Servers – 2; 1; 3" 6.4.1: "...minimum future expansion of 25%... by addition of hardware modules, interface cards, storage, licences, or software components, without requiring replacement of the existing hardware, software, firmware, or system architecture."	Kindly clarify: (a) the licence metric for BoQ item 4 (per camera channel) and what item 5 covers (platform licence, server licence, GPU / compute licence) so the two items do not overlap or leave gaps; (b) whether the licence includes the face database up to 2 lakh, unlimited operator users and the API / NATGRID interface module; (c) whether "lifetime" means perpetual licence with no annual subscription, and what support / upgrade rights apply after the five-year CAMC; (d) whether the 25% expansion in cl. 6.4.1 (including licences for additional cameras and database growth) is to be priced in this contract or only guaranteed to be available at BoQ rates; (e) the function of the License Manager and whether a floating licence server is acceptable (3 nos. is an odd quantity for a redundant pair).□ Justification The BoQ gives only product names and quantities; the licensing model is the main cost driver of an FRS and is the area where OEMs differ most. Without this clarity, bids will not be comparable and post-award disputes on what is included are likely.	Please refer reply to this query at sl. no. 24 above.
52	II	Vol. II – Scope of Work (SoW) / Employer's Requirements / Vol. III – Bill of Quantities (BoQ)□	SoW Cl. 5.1.5, 5.3.1 (o), 7.3; BoQ Items 4, 5 – Analytics Server sizing and throughput	22, 25, 35;	7.3: "Form Factor: 2U Rack Server"; "Processor: Dual Intel Xeon Gold 6430, 2.1 GHz, 32 Cores / 64 Threads (each)"; "Memory: 256 GB RAM (32 GB × 8)"; "GPU: 4 × NVIDIA L4 GPU"; "Data Storage: 24 TB (5 × 6 TB HDD in RAID-5)". BoQ Item 5: Analytics Server and FRS software – 4 (Phase-1) and 2 (Phase-2) nos. against 196 and 46 FRS licences.	Kindly clarify the sizing basis: (a) the number of camera streams each Analytics Server is expected to process (the BoQ implies about 49 streams per server in Phase-I and 23 in Phase-II) and whether the servers include standby capacity; (b) the stream to be analysed (4 MP main stream or lower-resolution sub-stream), the frame rate for analysis, and the maximum number of faces per frame to be handled; (c) the expected peak passenger footfall per AFC-gate camera; (d) whether Analytics Servers are to be located at OCC / BCC or at stations, and in what active / standby arrangement.□ Justification Whether a given server can handle a given number of 4 MP streams depends on the analysis frame rate, face density and the OEM's engine. The specification fixes the hardware but not the workload, so some bidders will find it undersized and others oversized. Defining the workload allows every bidder to demonstrate capacity on a common basis.	Please refer reply to this query at sl. no. 25 above.
53	II	Vol. II – Scope of Work (SoW) / Vol. III – Bill of Quantities (BoQ)□	SoW Cl. 1.4.6, 3.2.1 (l), 5.1.6, 6.1.5; BoQ Items 5, 7, 8 – FRS redundancy, failover and replication	9, 15, 22, 29	3.2.1 (l): "Centralized equipment CCTV Face Recognition System at the OCC & BCC in failover configuration." 1.4.6: "Equipment installation features available at CER-Main and CER-Backup shall be exact replicas to each other in all aspects including Hardware, Software, Firmware, Operational, Functional and Control features." 5.1.6: "The system must ensure continuity of service through the server failover mechanism, which must occur in less than a minute and no user intervention must be required."	Kindly clarify for the FRS: (a) whether OCC and BCC operate active-active or active-standby; (b) whether the face database, watchlists, detection events and configuration are to be replicated in real time between OCC and BCC, and the acceptable data-loss and recovery times (RPO / RTO); (c) whether the 1-minute failover applies to live face analytics, to the search interface and to the NATGRID interface; (d) the network link and bandwidth between OCC and BCC available for replication.□ Justification "Exact replica" and "failover in less than a minute" can be met by very different (and differently priced) architectures. The replication scope for large face databases and event stores must be defined to size servers and storage consistently.	Please refer reply to this query at sl. no. 26 above.
54	II	Vol. II – Scope of Work (SoW) / Vol. III – Bill of Quantities (BoQ)□	Cl. 7.3 – 7.6 (FRS Analytics Server, License Manager, Storage Server, FRS Workstation)		"7.3: ""GPU: 4 × NVIDIA L4 GPU"". 7.4: ""Processor: Intel Xeon Silver 4216 / 4314, 16 Cores / 32 Threads"". 7.5: ""HPE 16 Gbps Short Wave Fibre Channel SFP+ (4 Pack)""; ""Installed Drives: 12.4 TB SAS 12G Enterprise 10K SFF (2.5") HDD""; ""Total Storage Capacity: Approximately 16 TB"". 7.6: ""Intel Xeon W-2123 (3.6 GHz)""; ""NVIDIA Quadro P620 / P2000 / P4000""; ""Windows 10 Enterprise LTSC 2021 / Windows 11 Pro (64-bit) / Windows 11 Enterprise LTSC 2024""."	Kindly clarify: (a) the specifications are minimum, and equivalent or higher accelerators (GPU / AI accelerators from any vendor, or CPU-based inference where the OEM engine achieves the same throughput) are acceptable in place of "4 × NVIDIA L4", with the bidder demonstrating the required stream capacity; (b) the processors, GPUs and operating systems in 7.4 and 7.6 (Xeon Silver 4216, Xeon W-2123, Quadro P-series, Windows 10 LTSC 2021) are end-of-sale generations, and current-generation equivalents or better are acceptable, in line with cl. 3.1.3 (latest equipment); (c) references to brands or part numbers (HPE SFP+) are illustrative; (d) "12.4 TB SAS 10K SFF HDD" in 7.5 appears to be a typographical error (10K SAS SFF drives are typically 1.2 TB); please state drive capacity, number of drives, RAID level and usable capacity.□ Justification: FRS engines are optimised for different inference hardware; tying the specification to one accelerator model can exclude otherwise fully capable engines, and it conflicts with the requirement that the design be vendor-neutral and based on open standards (cl. 6.1.2). The listed legacy parts are inconsistent with the requirement to supply latest equipment. Capacity ambiguities in the storage server prevent uniform pricing.	Please refer reply to this query at sl. no. 27 above.

"Implementation of Facial Recognition System (FRS) for “CCTV Linking with NATGRID” at Ahmedabad Metro Project Phase-I and Phase-II Station"							
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SN	Vol	Section	Clause No.	Page No.	Tender Condition	Bidder's Query	GMRC's Clarification, dated: 15/10/2026
55	II	Vol. II – Scope of Work (SoW) /Vol. III – Bill of Quantities (BoQ)☐	Cl. 3.2.1 (h), 5.3.1 (s), (x), 7.5; BoQ Item 8 – FRS metadata / event storage and retention	14-15, 26, 35-36	3.2.1 (h): "Metadata Storage server for FRS image capture." 5.3.1 (s): "FRS shall provide a timeline sequence of all detections of the subject with date and time." BoQ Item 8: "Storage Server for FRS – 2 (Phase-1); 2 (Phase-2); 4". SoW 7.5: "Total Storage Capacity: Approximately 16 TB".	Kindly clarify: (a) the retention period for FRS detection events, face crops and metadata, and whether all detected faces or only watchlist matches are to be stored; (b) the expected number of events per day and the image size / format for each event; (c) whether the 16 TB is raw or usable and per server; (d) what is stored on the Analytics Server local data storage (24 TB RAID-5, cl. 7.3) versus the Storage Server; (e) the purge / archival policy at the end of the retention period.☐ Justification: Storage for face events depends on retention and on whether non-matching faces are stored, which can differ by orders of magnitude at crowded AFC gates. A fixed approximate capacity without a retention requirement cannot be verified at acceptance.	Please refer reply to this query at sl. no. 28 above.
56	II	Vol. II – Scope of Work (SoW) /Vol. III – Bill of Quantities (BoQ)☐	Cl. 5.3.1 (y), (g); Cl. 9.4.3	26, 24, 42	(y): "Face Recognition system should have feature of privacy protection where the face has to be blurred during viewing." 9.4.3: "...The test shall further demonstrate compliance with the specified response time, cybersecurity requirements, user authentication, and data encryption mechanisms."	Kindly clarify: (a) the legal and policy framework GMRC requires the FRS to comply with for face data (e.g. the Digital Personal Data Protection Act, 2023 and any applicable exemptions, NATGRID data-handling rules), and who is the data fiduciary; (b) the cybersecurity requirements actually applicable (cl. 9.4.3 refers to "specified" requirements that are not stated) – encryption at rest and in transit, key management, audit logging; (c) whether faces are blurred by default with role-based, logged un-blurring by authorised users; (d) retention and deletion periods for face images, templates and events; (e) whether the system must be fully on-premises, with no cloud processing and no remote OEM access, and the rules for remote support during CAMC; (f) the return or destruction of face data at the end of the contract.☐ Justification: Face data is sensitive personal data and its handling is subject to law and to NATGRID rules. The tender mentions privacy and cybersecurity tests but defines no requirement, leaving the contractor exposed to subjective acceptance and to compliance obligations that were not priced.	Please refer reply to this query at sl. no. 29 above.
57	I	Volume I - ITT, Clause A7.2, RFP Page 5 of 38 (PDF Page 17)			"A7.2 The tenderer and any of his personnel will be granted permission by the employer to enter upon his premises and lands for the purpose of such inspection but only upon the express condition that the tenderer and his personnel, will release and indemnify the employer and his personnel from and against all liability in respect thereof and will be responsible for death or personal injury loss of or damage to property and any other loss, damage, costs and expenses incurred as a result of the inspection."	The site-visit indemnity is uncapped and is not limited to loss attributable to the tenderer. Kindly limit it to direct loss caused by the negligent or wilful acts or omissions of the tenderer during the inspection, exclude employer-caused loss and cap aggregate liability at 100% of the Contract Value. Amendment Clause: "A7.2 The tenderer and any of his personnel will be granted permission by the employer to enter upon his premises and lands for the purpose of such inspection but only upon the express condition that the tenderer and his personnel, will release and indemnify the employer and his personnel from and against all liability in respect thereof and will be responsible for death or personal injury loss of or damage to property and any other loss, damage, costs and expenses incurred as a result of the inspection. <u>The foregoing indemnity shall apply only to the extent directly caused by the negligent or wilful acts or omissions of the tenderer or its personnel, excluding any loss caused by the Employer or its personnel; the tenderer's aggregate liability under this indemnity shall not exceed 100% of the Contract Value.</u> "	Tender conditions Prevail
58	II	Volume II - GCC, Sub-Clause 5A.8		118-119)	"5A.8 Intellectual Property Rights and Royalties The Contractor shall indemnify the Employer and the Engineer from and against all claims and proceedings on account of infringement (or alleged infringement) of any patent rights, registered designs, copyright, design, trademark, trade name, know-how or other intellectual property rights in respect of the Works, Contractor's Equipment, Machines, Work method, or Plant, or Materials, or anything whatsoever required for the Works and from and against all claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto. The Contractor shall pay all traffic surcharges and other royalties, licence fees, rent and other payments or compensation, if any, for getting stone, sand, gravel, clay or other materials, machine, process, systems, work methods, or Contractor's Equipment required for the Works. The Contractor shall, in the event of infringement of Intellectual Property Rights, rectify, modify or replace at his own cost the Works, Plant or materials or anything whatsoever required for the Works so that infringement no more exist or in the alternative shall procure necessary rights/license so that there is no infringement Intellectual Property Rights. The Contractor shall be promptly notified of any claim under this Sub - Clause made against the Employer. The Contractor shall, at his cost, conduct negotiations for the settlement of such claim, and any litigation or arbitration that may arise from it. The Employer or the Engineer shall not make any admission which might be prejudicial to the Contractor, unless the Contractor has failed to take over the conduct of the negotiations, litigation or arbitration within a reasonable time after having been so requested. In the event of Contractor failing to act at Engineer's notice, the Employer shall be at full liberty to deduct any such amount of pending claim from any amount due to the Contractor under this Contract or any other Contract. Insofar as the patent, copyright or other intellectual property rights in any Plant, Design Data, plans, calculations, drawings, documents, Materials, know-how and information relating to the Works shall be vested in the Contractor, the Contractor shall grant to the Employer, his successors and assignees a royalty-free, non-exclusive and irrevocable licence (carrying the right to grant sub-licences) to use and reproduce any of the works, designs or inventions incorporated and referred to in such Plant, documents or Materials and any such know-how and information for all purposes relating to the Works (including without limitation the design, manufacture, installation, reconstruction, Testing, commissioning, completion, reinstatement, extension, repair and operation of the Works). If any patent, registered design or software is developed by the Contractor specifically for the Works, the title thereto shall vest in the Employer and the	Kindly distinguish project-specific bespoke deliverables from the Contractor's/OEM's pre-existing and reusable IP and third-party materials. GMRC may own fully paid bespoke deliverables created exclusively for this Project, while Background IP and third-party IP should remain with their owners subject to the licences procured and paid for under the Contract. Any IPR indemnity should apply only to third-party claims attributable to authorised use of Contractor-supplied items and remain within the 100% aggregate indemnity cap. Amendment Clause: "5A.8 Intellectual Property Rights and Royalties The Contractor shall indemnify the Employer and the Engineer from and against all claims and proceedings on account of infringement (or alleged infringement) of any patent rights, registered designs, copyright, design, trademark, trade name, know-how or other intellectual property rights in respect of the Works, Contractor's Equipment, Machines, Work method, or Plant, or Materials, or anything whatsoever required for the Works and from and against all claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto. The Contractor shall pay all traffic surcharges and other royalties, licence fees, rent and other payments or compensation, if any, for getting stone, sand, gravel, clay or other materials, machine, process, systems, work methods, or Contractor's Equipment required for the Works. The Contractor shall, in the event of infringement of Intellectual Property Rights, rectify, modify or replace at his own cost the Works, Plant or materials or anything whatsoever required for the Works so that infringement no more exist or in the alternative shall procure necessary rights/license so that there is no infringement Intellectual Property Rights. The Contractor shall be promptly notified of any claim under this Sub - Clause made against the Employer. The Contractor shall, at his cost, conduct negotiations for the settlement of such claim, and any litigation or arbitration that may arise from it. The Employer or the Engineer shall not make any admission which might be prejudicial to the Contractor, unless the Contractor has failed to take over the conduct of the negotiations, litigation or arbitration within a reasonable time after having been so requested. In the event of Contractor failing to act at Engineer's notice, the Employer shall be at full liberty to deduct any such amount of pending claim from any amount due to the Contractor under this Contract or any other Contract. Insofar as the patent, copyright or other intellectual property rights in any Plant, Design Data, plans, calculations, drawings, documents, Materials, know-how and information relating to the Works shall be vested in the Contractor, the Contractor shall grant to the Employer, his successors and assignees a royalty-free, non-exclusive and irrevocable licence (carrying the right to grant sub-licences) to use and reproduce any of the works, designs or inventions incorporated and referred to in such Plant, documents or Materials and any such know-how and information for all purposes relating to the Works (including without limitation the design, manufacture, installation, reconstruction, Testing, commissioning, completion, reinstatement, extension, repair and operation of the Works). If any patent, registered design or software is developed by the Contractor specifically for the Works, the title thereto shall vest in the Employer and the Contractor shall grant to the Employer a non-exclusive irrevocable and royalty-free licence (carrying the right to grant sub-license) to use, repair, copy, modify, enhance, adapt and translate in any form such Software for his own use. If the Contractor uses proprietary software for the purpose of storing or utilising records the Contractor shall obtain at his own expense the grant of a licence or sub-licence to use such software in favour of the Employer and shall pay such licence fee or other payment as the grantor of such licence may require provided that the use of such software under the licence may be restricted to use relating to the design, construction, reconstruction, manufacture, completion, reinstatement, extension, repair and operation of the Works or any part thereof. The Contractor's permission referred to above shall be given, inter alia, to enable the Employer to disclose (under conditions of confidentiality satisfactory to the Contractor) programmes and documentation for a third party to undertake the performance of services for the Employer in respect of such programmes and documentation. If any software is developed under the Contract or used by the Contractor for the purposes of storing or utilising records over which the Contractor or a third party holds title or other rights, the Contractor shall permit or obtain for the Employer (as the case may require) the right to use and apply that Software free of additional charge (together with any modifications, improvements and developments thereof) for the purpose of the design, manufacture, installation, reconstruction, testing, commissioning, completion, reinstatement, extension, repair, modification or operation of the Works, or any part thereof, or for the purpose of any Dispute. The Employer reserves the right to use other Software on or in connection with the Works. <u>Notwithstanding the foregoing, all pre-existing and independently developed software, source code, algorithms, models, tools, frameworks, libraries, interfaces, templates, know-how, reusable components and third-party/OEM materials ("Background IP") shall remain vested in the Contractor, OEM or relevant licensor. Title shall pass to GMRC only in fully paid bespoke deliverables created exclusively for this Project. GMRC shall receive the licence rights necessary to use embedded Background IP solely to operate and maintain the Works, subject to applicable third-party licence terms. The indemnity under this Sub-Clause shall apply only to third-party claims arising from authorised use of Contractor-supplied items, shall exclude GMRC-provided materials, unauthorised modification, misuse or combinations not supplied or approved by the Contractor, and together with all other indemnities shall not exceed 100% of the Contract Value in aggregate.</u> "	Tender conditions Prevail

"Implementation of Facial Recognition System (FRS) for “CCTV Linking with NATGRID” at Ahmedabad Metro Project Phase-I and Phase-II Station"							
Tender No. GMRC/NATGRID/CCTV/2026							
SN	Vol	Section	Clause No.	Page No.	Tender Condition	Bidder's Query	GMRC's Clarification, dated: 15/10/2026
59	II	GCC,	Sub-Clause 17.1 (Indemnities)	87 of 103	"17.1 Indemnities The Contractor shall indemnify and hold harmless the Employer, the Employer's Personnel, and their respective agents, against and from all claims, damages, losses and expenses (including legal fees and expenses) in respect of: a) Bodily injury, sickness, disease or death, of any person whatsoever arising out of or in the course of or by reason of the Contractor's design (if any), the execution and completion of the Works and the remedying of any defects, unless attributable to any negligence, wilful act or breach of the Contract by the Employer, the Employer's Personnel, or any of their respective agents; and b) Damage to or loss of any property, real or personal (other than the Works), to the extent that such damage or loss arises out of or in the course of or by reason of the Contractor's design (if any), the execution and completion of the Works and the remedying of any defects, unless and to the extent that any such damage or loss is attributable to any negligence, wilful act or breach of the Contract by the Employer, the Employer's Personnel, their respective agents, or anyone directly or indirectly employed by any of them. The Employer shall indemnify and hold harmless the Contractor, the Contractor's Personnel, and their respective agents, against and from all claims, damages, losses and expenses (including legal fees and expenses) in respect of (1) bodily injury, sickness, disease or death, which is attributable to any negligence, wilful act or breach of the Contract by the Employer, the Employer's Personnel, or any of their respective agents, and (2) the matters for which liability may be excluded from insurance cover, as described in sub-paragraphs (d)(i), (ii) and (iii) of Sub-Clause 18.3 [Insurance Against Injury to Persons and Damage to Property]."	Kindly confirm that Contractor indemnities cover only direct losses and third-party claims to the extent caused by the Contractor's breach, negligence or wilful misconduct, subject to prompt notice, control of defence and mitigation, and that all indemnities under the Contract, including IPR and confidentiality indemnities, are capped at 100% of the Contract Value in aggregate in every case. Amendment Clause: "17.1 Indemnities The Contractor shall indemnify and hold harmless the Employer, the Employer's Personnel, and their respective agents, against and from all claims, damages, losses and expenses (including legal fees and expenses) in respect of: a) Bodily injury, sickness, disease or death, of any person whatsoever arising out of or in the course of or by reason of the Contractor's design (if any), the execution and completion of the Works and the remedying of any defects, unless and to the extent that any such damage or loss is attributable to any negligence, wilful act or breach of the Contract by the Employer, the Employer's Personnel, or any of their respective agents; and b) Damage to or loss of any property, real or personal (other than the Works), to the extent that such damage or loss arises out of or in the course of or by reason of the Contractor's design (if any), the execution and completion of the Works and the remedying of any defects, unless and to the extent that any such damage or loss is attributable to any negligence, wilful act or breach of the Contract by the Employer, the Employer's Personnel, their respective agents, or anyone directly or indirectly employed by any of them. The Employer shall indemnify and hold harmless the Contractor, the Contractor's Personnel, and their respective agents, against and from all claims, damages, losses and expenses (including legal fees and expenses) in respect of (1) bodily injury, sickness, disease or death, which is attributable to any negligence, wilful act or breach of the Contract by the Employer, the Employer's Personnel, or any of their respective agents, and (2) the matters for which liability may be excluded from insurance cover, as described in sub-paragraphs (d)(i), (ii) and (iii) of Sub-Clause 18.3 [Insurance Against Injury to Persons and Damage to Property]. The Contractor's indemnities shall apply only to direct losses and third-party claims to the extent caused by the Contractor's breach, negligence or wilful misconduct, subject to prompt written notice, the Contractor's control of defence and settlement, reasonable cooperation and mitigation. The Contractor shall have no liability to the extent a claim arises from Employer-provided materials or instructions, unauthorised modification, misuse, or combinations not supplied or approved by the Contractor. All indemnities under the Contract, including IPR and confidentiality indemnities, shall in every case be subject to a single aggregate cap of 100% of the Contract Value."	Tender Condition Prevail
60	II	GCC,	Sub-Clause 17.6 (Limitation of Liability),	89-90 of 103	"17.6 Limitation of Liability Neither Party shall be liable to the other Party for loss of use of any Works, loss of profit, loss of any contract or for any indirect or consequential loss or damage which may be suffered by the other Party in connection with the Contract, other than as specifically provided in Sub-Clause 8.7 [Delay Damages]; Sub-Clause 11.2 [Cost of Remedying Defects]; Sub-Clause 15.4 [Payment after Termination]; Sub-Clause 16.4 [Payment on Termination]; Sub-Clause 17.1 [Indemnities]; Sub-Clause 17.4(b) [Consequences of Employer's Risks] and Sub-Clause 17.5 [Intellectual and Industrial Property Rights]. The total liability of the Contractor to the Employer, under or in connection with the Contract other than under Sub-Clause 4.19 [Electricity, Water and Gas], Sub-Clause 4.20 [Employer's Equipment and Free-Issue Materials], Sub-Clause 17.1 [Indemnities] and Sub-Clause 17.5 [Intellectual and Industrial Property Rights], shall not exceed the sum resulting from the application of a multiplier (less or greater than one) to the Accepted Contract Amount, as stated in the Contract Data, or (if such multiplier or other sum is not so stated) the Accepted Contract Amount. This Sub-Clause shall not limit liability in any case of fraud, deliberate default or reckless misconduct by the defaulting Party."	The Contract Data specifies 100% liability, while the tender also imposes multiple LD, SLA, service-credit, forfeiture, set-off and loss-recovery remedies. As requested, kindly provide one aggregate cap of 10% of the Contract Value for all non-indemnity monetary liability and remedies, with no duplicate recovery for the same event, while all indemnities remain subject to the separate 100% aggregate cap. Indirect and consequential losses should remain excluded. Amendment Clause: "17.6 Limitation of Liability Neither Party shall be liable to the other Party for loss of use of any Works, loss of profit, loss of any contract or for any indirect or consequential loss or damage which may be suffered by the other Party in connection with the Contract, other than as specifically provided in Sub-Clause 8.7 [Delay Damages]; Sub-Clause 11.2 [Cost of Remedying Defects]; Sub-Clause 15.4 [Payment after Termination]; Sub-Clause 16.4 [Payment on Termination]; Sub-Clause 17.1 [Indemnities]; Sub-Clause 17.4(b) [Consequences of Employer's Risks] and Sub-Clause 17.5 [Intellectual and Industrial Property Rights]. The total liability of the Contractor to the Employer, under or in connection with the Contract other than under Sub-Clause 4.19 [Electricity, Water and Gas], Sub-Clause 4.20 [Employer's Equipment and Free-Issue Materials], Sub-Clause 17.1 [Indemnities] and Sub-Clause 17.5 [Intellectual and Industrial Property Rights], shall not exceed the sum resulting from the application of a multiplier (less or greater than one) to the Accepted Contract Amount, as stated in the Contract Data, or (if such multiplier or other sum is not so stated) the Accepted Contract Amount. The aggregate liability of the Contractor for all non-indemnity monetary liability and remedies under or in connection with the Contract, including Liquidated Damages, SLA penalties, service credits, Performance Security forfeiture, set-off, loss recovery, risk-and-cost recovery and damages, shall not exceed 10% of the Contract Value. No amount shall be recovered more than once for the same event. All indemnities shall be subject to the separate aggregate cap of 100% of the Contract Value stated in Sub-Clause 17.1. This Sub-Clause shall not limit liability in any case of fraud, deliberate default or reckless misconduct by the defaulting Party."	Tender conditions Prevail
61	II	Scope of Work,	Clause 9.5.1	42 of 71	"9.5.1 All hardware, software, licences, accessories, documentation, configuration files, databases, and any other assets supplied, installed, replaced, or created under this Contract shall, upon installation and acceptance, become the property of GMRCL and shall be formally handed over to the GMRCL Operation & Maintenance (O&M) Department through a duly signed handing-over/taking-over record."	The clause may transfer OEM/third-party licences, Background IP, reusable tools, source code, credentials and shared environments. Kindly limit ownership transfer to paid project-specific physical assets, GMRC data and bespoke deliverables, while preserving Contractor/OEM/third-party ownership and applicable licence terms; handover should be in a mutually agreed open format and exclude internal credentials and shared infrastructure. Amendment Clause: "9.5.1 All hardware, software, licences, accessories, documentation, configuration files, databases, and any other assets supplied, installed, replaced, or created under this Contract shall, upon installation and acceptance, become the property of GMRCL and shall be formally handed over to the GMRCL Operation & Maintenance (O&M) Department through a duly signed handing-over/taking-over record. Ownership transfer shall be limited to fully paid project-specific physical assets, GMRCL data and bespoke deliverables created exclusively for the Project. Contractor/OEM/third-party Background IP, source code, algorithms, models, reusable tools, libraries, templates, credentials, shared infrastructure and licensed components shall remain vested in their respective owners, with GMRCL receiving the contracted licence rights subject to applicable third-party terms. Handover of GMRCL data and project records shall be in a mutually agreed open format and shall exclude internal credentials, shared environments and proprietary know-how."	Tender conditions Prevail
62	II	Scope of Work	, Clause 17.2.2,	63 of 71	"17.2.2 Termination of this Agreement, for any reason whatsoever, shall not release the contractor from: (a) Payment of any dues outstanding at the time of termination, and (b) Obligations to perform or discharge any liabilities incurred prior to such termination."	The clause preserves only Contractor liabilities and does not expressly require payment after termination. Kindly provide that, upon termination for any reason whatsoever, GMRC will promptly pay for work performed, work in progress and usable deliverables, accepted/supplied items, non-cancellable commitments, future costs previously incurred or committed solely for the Project, and reasonable demobilisation/exit costs, subject only to finally determined deductions. Amendment Clause: "17.2.2 Termination of this Agreement, for any reason whatsoever, shall not release the contractor from: (a) Payment of any dues outstanding at the time of termination, and (b) Obligations to perform or discharge any liabilities incurred prior to such termination. Upon termination for any reason whatsoever, GMRCL shall promptly pay the Contractor for all work performed, work in progress and usable deliverables, accepted or supplied items, non-cancellable commitments, future costs previously incurred or irrevocably committed solely for the Project, and reasonable demobilisation and exit-assistance costs, subject only to deductions admitted by the Contractor or finally determined under the Contract. GMRCL shall release the Performance Security except to the extent of a valid, quantified and uncured claim."	Tender conditions Prevail

"Implementation of Facial Recognition System (FRS) for “CCTV Linking with NATGRID” at Ahmedabad Metro Project Phase-I and Phase-II Station"							
Tender No. GMRC/NATGRID/CCTV/2026							
SN	Vol	Section	Clause No.	Page No.	Tender Condition	Bidder's Query	GMRC's Clarification, dated: 15/10/2026
63	I	NIT,	Clause 1.1.3.1(ii),	5	"ii. A tenderer shall submit only one bid in the same tendering process, either individually or as a partnership firm. A tenderer who submits or participates in, more than one bid will cause all of the proposals in which the tenderer has participated to be disqualified. No tenderer can be a subcontractor while submitting a bid individually or as a partner in the same bidding process. The JV/Consortium is not allowed."	The RFP elsewhere recognises consortium members, subcontractors and OEM/authorised-partner participation. It is respectfully requested to permit a disclosed consortium and specialist subcontractors/OEMs, subject to a responsibility matrix and GMRC's prior written approval, while retaining the restriction against participation in multiple competing bids. Amendment Clause: "ii. A tenderer shall submit only one bid in the same tendering process, either individually or as a partnership firm. A tenderer who submits or participates in, more than one bid will cause all of the proposals in which the tenderer has participated to be disqualified. No tenderer can be a subcontractor while submitting a bid individually or as a partner in the same bidding process. The JV/Consortium is not allowed. A disclosed Consortium and engagement of OEMs, authorised partners and specialist subcontractors shall be permitted, subject to submission of a clear responsibility matrix and GMRC's prior written approval; no entity shall participate in more than one competing bid."	Tender conditions Prevail
64	I	NIT	1.1.3.2	9	1.1.3.2 Minimum Eligibility Criteria: Technical Eligibility Criteria ii. Experience in FRS-Based CCTV Integration with NATGRID: OEM shall have experience in the implementation of Facial Recognition System (FRS)-based CCTV integration with NATGRID, or shall have successfully conducted a Proof of Concept (PoC) for FRS-based CCTV integration with NATGRID. In case the tenderer is an authorised partner of the OEM, the above experience or PoC shall be possessed by the OEM whose products and systems are proposed for the execution of this Contract. Such experience or PoC shall be supported by a certificate issued by the Client, clearly indicating the nature and scope of the work executed or the PoC conducted (Refer. Appendix –17)	It is understood that NATGRID is a controlled Government intelligence platform, wherein access to information and services is provided only to duly authorized User Agencies through Government-approved interfaces, security mechanisms and access-control procedures. Accordingly, access to NATGRID and its integration interfaces is not ordinarily available to FRS OEMs/System Integrators independently, nor does such access become available merely because an organization is a Government entity. Actual integration can be undertaken only when the concerned agency is duly authorized and the requisite interface/access is made available by the competent Government authority. Further, there is no open or generally available process through which an FRS OEM can independently obtain access to NATGRID merely for the purpose of demonstrating prior integration experience. Therefore, making previous NATGRID integration experience a mandatory qualification criterion may inadvertently restrict participation to a very limited set of OEMs/SLs that had an opportunity to execute such integration in the past. In our experience, requirements involving restricted Government platforms are generally evaluated on the basis of the solution's technical capability, interoperability, API/interface readiness and compliance with prescribed security protocols, with actual integration being undertaken subject to authorization and availability of the required Government-approved interfaces. We therefore respectfully request the department to relax/amend the clause in the interest of wider competition and maximum OEM participation, as follows: "The offered FRS solution/OEM shall be technically capable of integration with NATGRID, subject to authorization by the competent Government authority and availability of the requisite Government-approved APIs/interfaces, security protocols and access mechanisms. The OEM shall provide an undertaking confirming its capability and willingness to carry out such integration as and when the required authorization/interface is made available by the concerned authority."	Tender conditions Prevail
65	II	Scope of Work	-	14	3.2 Scope of Supply a) STQC compliant Minimum 4 MP Fixed Box/ Bullet / Dome Colour IP cameras (day/night) with varifocal lens, IR illumination, complete with housing and mount, supporting Face Recognition Software (FRS) in line with NATGRID guidelines.	We request you to kindly specify and share the minimum requirement or relevant document of NATGIRD Guideline for Face Recognition Software (FRS) as there is no such guideline available for OEM's /SI on open platform to refer	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.
66	General					We are pleased to participate in the tender GMRC/NATGRID/CCTV/2026. To ensure comprehensive preparation and submit a competitive and technically compliant bid, we kindly request an extension of the tender submission deadline by 2–3 weeks.	Tender Condition Prevail
67	General					We are interested in participating in this tender and would appreciate your support in extending the tender submission deadline by 15 days to allow us sufficient time to complete the necessary preparations and submit our bid.	Tender Condition Prevail
68	I	NIT,	1.1.2 Key Details	3	Last date of submission of queries / clarification from Tenderers: 05-09-2026, 15:00 Hrs.	The NIT is dated 28-09-2026, but the query deadline is printed as 05-09-2026, which is before the tender was issued. Please confirm the correct date and accept these queries. Please accept these queries and publish replies as a corrigendum. Given the scope (242 cameras, 54 stations, NATGRID integration), we request extending the bid due date by at least 3 weeks after the replies are issued.	The queries received as on date are considered
69	I	NIT,	1.1.2 Key Details / 1.1.11	4, 11	Tender Validity: 240 (180+60) days (Key Details). Clause 1.1.11: tenders valid for 180 days.	Two different validity periods are stated. Please confirm the bid validity is 180 days and that the e-BG for Tender Security needs to be valid for 240 days from the last date of submission.	Refer point d of Clause C18.1.3 of ITT No Change in tender Condition tender Condition is prevail
70	I	NIT,	1.1.3.2 A(i)	9	The tenderer shall be either the OEM or an authorised partner of the OEM, duly authorised to execute the entire scope of work.	The solution involves several OEMs (FRS software, cameras, VMS, servers/storage). Please clarify which OEM's authorisation is mandatory. Is the FRS OEM's authorisation enough, with other items supported by normal MAFs and datasheets?	This is to clarify that OEM means original equipment manufacturer for CCTV camera (Hardware and its Software) and VMS/FRS (Software) .
71	I	NIT,	1.1.3.2 A(ii)	9	OEM shall have experience in FRS-based CCTV integration with NATGRID, or shall have successfully conducted a PoC for FRS-based CCTV integration with NATGRID, supported by a client certificate.	Very few OEMs have NATGRID integration credentials, which will limit competition. Please clarify: (a) who can issue the certificate for a PoC (NATGRID, the state police or the end client); (b) whether a PoC in progress or completed in the last 5 years qualifies; (c) whether FRS–CCTV integration with other national or state law-enforcement databases (e.g., CCTNS, state police) is acceptable.	The clause is self explanatory
72	I	NIT,	1.1.3.2 A(iii)	9	Tenderer shall submit conceptual design and execution methodology including proposed integration with the existing CCTV system of the GMRCIL network.	To prepare a realistic design, please share: (a) make, model, version and licensing of the existing VMS and NVRs; (b) existing CCTV architecture at stations, OCC and BCC; (c) make and model of the existing FOTS field switches, and whether PoE ports are available per station; (d) make of the LVS at OCC (ARPD).	The existing VMS setup is based on BOSCH OEM equipment. The Bidder shall either integrate the existing VMS setup with the proposed system or provide a new compatible VMS setup, as required. Further, existing switches are Alcatel-Lucent make and Video wall is delta make. PoE ports are available at each station.
73	I	NIT,	1.1.3.2 A(iv)	10	Tenderer shall submit details of works executed for installation and commissioning of CCTV systems in Metro Rail / Railway / Airport / Large Telecom projects, completed within the last 5 years.	No minimum value or number of works is specified. Please confirm that any single completed CCTV work in the listed sectors meets the criterion. Please also define 'Large Telecom Infrastructure' and confirm whether Smart City, ICCO or other Government critical-infrastructure CCTV works are accepted.	Tender Condition Prevail
74	I	NIT,	1.1.3.2 A(iv) Notes (b)	10	Completion certificates from client clearly indicating nature/scope of work, actual completion cost and actual date of completion.	For large projects, CCTV is often one part of a bigger contract, and the client certificate may show only the total contract value. Please confirm a client certificate plus the work order / BOQ extract showing the CCTV portion is acceptable.	Tender Condition Prevail

"Implementation of Facial Recognition System (FRS) for “CCTV Linking with NATGRID” at Ahmedabad Metro Project Phase-I and Phase-II Station"							
Tender No. GMRC/NATGRID/CCTV/2026							
SN	Vol	Section	Clause No.	Page No.	Tender Condition	Bidder's Query	GMRC's Clarification, dated: 15/10/2026
75	I	NIT,	1.1.3.2 B(i)	10	Average annual turnover during last three audited financial years (2023-24, 2024-25 and 2025-26) should not be less than Rs. 7.33 Cr.	Please confirm that turnover means total revenue from operations as per the audited statements, and that Appendix-18 certified by the statutory auditor or any practising CA (with UDIN) is acceptable.	Yes
76	I	NIT,	1.1.3.1 ix (a)–(d)	6–7	Only Class-I local supplier and Class-II local supplier are eligible to participate.	For a solution of cameras, servers, GPUs, software licences, installation and 5-year CAMC, please confirm: (a) whether local content is calculated on the total quoted value including installation, integration and CAMC; (b) how software licences developed or customised in India are treated; (c) that the Appendix-23/24 self-certificate is enough at bid stage.	Tender conditions Prevail
77	I	ITT	B1.1	6	Tender Documents ... for "Software Upgradation and Annual Maintenance Contract (AMC) of CCTV System installed at Ahmedabad Metro Rail Phase-1".	This clause names a different work. Please confirm it is a typographical error and that the work is "Implementation of FRS for CCTV Linking with NATGRID at Ahmedabad Metro Phase-I and Phase-II Stations".	Bidder shall read work name as "Implementation of Facial Recognition System (FRS) for CCTV Linking with NATGRID at Ahmedabad Metro Phase-I and Phase-II Stations" in entire tender document.
78	I	ITT	C18.1.3 (b)	12	e-BG from Scheduled Commercial bank based in India in requisite format (i.e. Annexure – 6).	Annexure-6 is the format for the Board Resolution. The Tender Security BG format is Annexure-3. Please confirm the e-BG is to be issued in the Annexure-3 format.	The e BG format to be referred at Annexure-3 of ITT
79	I	ITT	C15.1 / FoT App-29	11	Rates shall be quoted in Annexure-1 (Summary Sheet of BOQ); App-29 refers to Annexure-1 and Annexure-2 (Details of taxes).	The BOQ (Vol-3) uses Annexure-A (BOQ), Annexure-B (Minor Deviations) and Annexure-C (Taxes). Please confirm the mapping and which annexures are to be uploaded in the financial bid on the portal.	Rbidder may refer the financial bid on nprocurement portal it include the Annexure-A (BOQ), Annexure-B (Minor Deviations) and Annexure-C (Taxes and Duties). to be filed online on nprocurement portal
80	I	ITT	F5.1 / SCC 4.2	20	ITT F5.1: Performance Security by DD / FDR / irrevocable BG, valid six months beyond completion of DLP. SCC 4.2: e-BG valid six months beyond completion of contract period.	The form and validity of the Performance Security differ between the ITT and the SCC, and the DLP is 'Not Applicable'. Please confirm the form (e-BG only, or DD/FDR/BG also allowed) and the validity date (6 months beyond the end of the 5-year CAMC).	This is to clarify that BG shall be valid six months beyond completion of contract period including 5 year CAMC.
81	I	ITT	F4 / SCC 1.6	19–20	ITT F4: agreement within 30 days of submission of Performance Security or 60 days from LoA, whichever is later. SCC 1.6: within 30 days after LoA or 60 days after receipt of Performance Security, whichever is later.	The timelines for signing the Contract Agreement differ. Please confirm which applies.	Refer Clause 1.6 of SCC
82	I	FoT	Form of Tender	3	...within the completion period of 36 months (from the date of Commencement)...	The NIT and Appendix-1 state a completion period of 3 months (execution) + 5 years (CAMC). Please confirm 36 months is a typographical error, and that the bidder should sign the Form of Tender as issued.	Refer Sn.1 of Addendum -1
83	I	FoT	Appendix-2, Para 1	6	BOQ has been uploaded by us on N-Procurement site https://gmrc.nprocure.com .	All other documents refer to https://tender.nprocure.com . Please confirm the correct portal.	For opening of n procurement site bidder to refer the following link up https://tender.nprocure.com
84	I	FoT	Appendix-17	17	Type of Participation: Substantial / Non-substantial (Tick whichever is applicable).	JV/Consortium is not allowed in this tender. Please confirm the bidder may mark this as 'Not Applicable' or 'Substantial'.	Tender Condition Prevail
85	I	FoT	Appendix-18	18	Attach copies of the audited balance sheets ... for the last five audited financial years.	NIT 1.1.3.2 B asks for the last three audited financial years. Please confirm three years of audited financial statements are enough.	No Change in tender condition Tender Condition Prevail
86	I	FoT	Appendix-23 Note 1	21	This appendix need to be submitted only if bidder wants to avail the purchase preference.	NIT 1.1.3.1 ix(d)(iv) says a bidder who does not submit Appendix-23 and 24 is treated as a non-local supplier and is ineligible. Please confirm Appendix-23 and 24 are mandatory for all bidders.	No Change in tender condition Tender Condition Prevail
87	III	BOQ	Annexure-A, Item 3 (NVR server)	3	NVR server – Qty 1 (Phase-1) and 1 (Phase-2).	SoW 5.1.3 requires primary recording at each station, mirror recording of 100% of cameras at the adjacent station, and 30 days at 4 MP / 25 fps with 25% spare. One NVR server per phase (SoW 7.2: 16 × 2.5" bays) cannot provide station-level primary and mirror recording, or the storage needed (roughly 250–300 TB for primary recording of 196 cameras at about 4 Mbps each, before mirror recording and the 25% spare). Please clarify the intended recording architecture and the NVR quantities.	The Clause 5.1.3 shall be read as "Video recording system shall provide primary recording of all cameras of station at OCC. Redundant secondary recording facility (mirror recording for 100% of the cameras) of particular station to be provided at BCC. Primary and Secondary NVR shall have sufficient storage space to record minimum 30 days recording at not less than 25 FPS." All cameras of Phase-1 and Phase-2 shall be recorded in OCC & BCC NVR. Further, Bidder either record all cameras in single NVR or provided Multiple NVR based on his design architecture within the currency of this contract.
88	III	BOQ	Annexure-A, Item 11	3	CCTV Camera Customized mount – Qty 196 / 46 – Unit price and total not given.	No rate is given for this item, and it is not included in the total of Rs. 12,15,74,771.32. Please confirm whether the mount is included in Item 1 or Item 10, or whether GMRC will add a rate.	All items are covered in final total.
89	III	BOQ	Annexure-A Item 12 / SoW 7.7	3 / 36	BOQ: Supply and laying of CAT6 UTP cable. SoW 7.7: Shielded Twisted Pair (STP) data cable: CAT 6A STP or better.	The cable type differs between the BOQ and the SoW, which changes cost significantly. Please confirm which cable is to be supplied.	Bidder to refer SoW for Cable Specification
90	III	BOQ	Annexure-A, Item 9	3	FRS Workstation – Qty 2 (Phase-1), 0 (Phase-2): Phase-1 & Phase-2 shall be common.	Please confirm 2 workstations in total, and their locations (OCC and BCC?). Please also confirm whether workstations are needed at station SCR or police booth, since SoW 5.6.1 requires viewing at stations.	The Bidder shall provide one CCTV monitoring workstation at OCC and one CCTV monitoring workstation at BCC. The workstations shall be common for Phase-I and Phase-II systems. The Bidder shall integrate all CCTV cameras from both phases into a unified interface, enabling monitoring and control of all cameras through a single workstation at OCC and BCC, respectively.
91	III	BOQ	Note 5 / SoW 3.1.2 & 3.2(s)	4 / 14–15	BOQ Note 5: changes in quantities valued at derived unit rates. SoW 3.1.2: variation in quantities shall not change the accepted contract price; 3.2(s): fixed lump-sum contract.	The BOQ treats the contract as item-rate with quantity variation, while the SoW calls it lump-sum. Please confirm the basis of payment.	Please refer Appendix-B of SoW for Payment Schedule
92	III	BOQ	Note 1 – Taxes and Duties	4	GST and Customs Duty ... shall be reimbursed by GMRC/L at actuals.	Please confirm that Customs Duty (BCD, SWS, IGST) on imported items is reimbursed at actuals against the bill of entry, and that changes in duty rates after bid submission are to GMRC's account.	Please refere clause C2.6 of ITT. Tender condition prevails.
93	II	SoW	1.4.7 / 3.4 / 8.2.4	9, 16, 39	Access Layer-2 field switches shall be provided by GMRC. Connectivity cable from FRS cameras to the nearest FOTS switch is in the contractor's scope.	Cameras are PoE (SoW 7.1 item 10). Please confirm: (a) the existing FOTS switches have enough free PoE ports at each station; (b) if not, whether GMRC will provide additional switches or PoE injectors; (c) the typical cable length from the AFC gates to the TER.	this is to clarify that existing FOTS switches have free enough PoE Ports.
94	II	SoW	3.2(r) / 8.4 / 9.4.3	15, 39, 42	Contractor shall develop and provide all necessary APIs required for integration with NATGRID; NATGRID integration test is a prerequisite for SAT.	Please share the NATGRID FRS guidelines, API specifications and the list of use cases to be tested. Please also confirm: (a) GMRC will coordinate onboarding and approvals with NATGRID; (b) delays by NATGRID (connectivity, credentials, witness testing) will not count against the contractor for KD-3 LD; (c) GMRC will provide the secure connectivity link to NATGRID.	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations. Further, Bidder shall refer GCC/PCC for contract conditions.
95	II	SoW	Appendix-B, KD-1 to KD-3	66	KD-1 NTP + 4 weeks; KD-2 supply NTP + 8 weeks, installation NTP + 12 weeks; KD-3 NTP + 13 weeks.	All installation is to be done only in PTW / night-block hours across 54 stations (SoW 1.1.3), and NATGRID integration depends on an external agency. Please consider extending the timeline. Please also confirm the typical PTW window available each night.	this is to clarify that PTW window will be up to 4 hours after last revenue train service.
96	II	SoW	14.3 / Appendix-B KD-2	59, 66	Payment after successful installation, testing, commissioning and acceptance. Partial payment for supplied materials only after submission of Safe Custody BG of the same amount.	KD-2 combines supply and installation (about 75% of the contract value). Please confirm the KD-2 payment can be split into supply and installation stages, and share the format and validity of the Safe Custody BG.	The Annexure-3 of ITT to be refer Safe Custody BG.

"Implementation of Facial Recognition System (FRS) for “CCTV Linking with NATGRID” at Ahmedabad Metro Project Phase-I and Phase-II Station"							
Tender No. GMRC/NATGRID/CCTV/2026							
SN	Vol	Section	Clause No.	Page No.	Tender Condition	Bidder's Query	GMRC's Clarification, dated: 15/10/2026
97	II	SoW	4.2.2 / 7.1 Item 33	18 / 33	MTBF of IP-based IR fixed/dome FRS cameras > 70,000 hours (4.2.2) vs. MTBF ≥ 250,000 hours (7.1).	The SoW gives two different MTBF requirements for cameras. Please confirm the requirement.	Bidder to consider MTBF for FRS Camera ≥ 250,000
98	II	SoW	5.1.4 / 8.3.1	22 / 39	Synchronised to within 5 seconds of the Master Clock (5.1.4) vs. within 1 second (8.3.1).	Please confirm the time synchronisation tolerance.	Bidder shall read clause 8.3.1 of SoW as "..... The internal clock for all the CCTV system equipment shall be synchronised to within 5 second of the Master Clock system at all times."
99	II	SoW	5.4.3 / 7.1 Item 24	27 / 33	SD card minimum 128 GB at camera level (5.4.3); Edge storage: built-in SD card slot supporting up to 2 TB (7.1).	Please confirm the SD card capacity to be supplied with each camera is 128 GB, and that 2 TB refers only to the maximum supported capacity of the slot.	Bidder Understanding is correct
100	II	SoW	7.1 Camera Specifications	32–33	Operating temperature -30°C to +50°C; IR up to 30 m; focal length 3.3–10.2 mm; MTBF ≥ 250,000 h; UL, EN, FCC, BIS-ER01 certified, STQC compliant.	The cameras are installed indoors at AFC gates in Ahmedabad. Please consider accepting an operating range of -10°C to +50°C and a focal length of 2.8–12 mm or equivalent varifocal. Please also confirm whether a valid STQC certificate / test report of the offered model is required at bid stage or at design approval.	The specifications stipulated in the RFP represent the minimum mandatory requirements. However, the Bidder may offer equipment or systems with higher specifications, provided that they meet or exceed the specified requirements and fulfil all the required functionalities.
101	II	SoW	7.2 / 7.6 NVR & Workstation	34 / 36	NVR: Intel Xeon Silver 4110, iDRAC9, PERC H730, Windows Server 2019/2025. Workstation: Intel Xeon W-2123, NVIDIA Quadro P620/P2000/P4000.	The specified processors and GPUs are end-of-life and no longer offered by OEMs, which conflicts with SoW 3.1.3 (latest upgraded version). Please confirm current-generation equivalent or higher configurations from any reputed OEM are acceptable.	The specifications stipulated in the RFP represent the minimum mandatory requirements. However, the Bidder may offer equipment or systems with higher specifications, provided that they meet or exceed the specified requirements and fulfil all the required functionalities.
102	II	SoW	7.5 Storage Server for FRS	35–36	HPE 16 Gbps SW FC SFP+; installed drives 12.4 TB SAS 10K SFF; total storage capacity approximately 16 TB.	The specification names a specific make (HPE), and the installed capacity (12.4 TB) differs from the total (~16 TB). Please confirm equivalent makes are allowed and the minimum usable capacity required for FRS metadata.	Tender conditions Prevail
103	II	SoW	5.3.1 (p), (x)	25–26	1:N search under 2 seconds against up to 50 thousand POIs (p); system should handle about 1 lakh faces, extendable to 2 lakh (x).	Please confirm the watch-list database size the analytics servers and licences must be sized for at commissioning: 50,000 POIs or 1,00,000 faces.	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.
104	II	SoW	5.3.1 (q)	26	The FRS OEM should have ownership of the Face Recognition Engine / Algorithm.	Please confirm whether an FRS OEM that licenses a proven third-party / NIST-FRVT-ranked algorithm under a perpetual source-access agreement (with the right to customise) is acceptable.	The Bidder shall independently assess and validate the complete requirement based on its experience and expertise in FRS implementation and NATGRID integration. The Bidder shall be deemed to have fully understood the requirements and shall be solely responsible for ensuring compliance with all technical, functional, integration and contractual requirements stipulated in the Tender Documents. No deviation or non-compliance arising from any omission in the Bidder's assessment shall relieve the Bidder of its contractual obligations.
105	II	SoW	6.5 Proof of Concept	31	Contractor may be required to demonstrate a Proof of Concept ... prior to bulk supply / installation.	Please confirm whether the PoC is after award only (not part of technical evaluation), and the timeline allowed. Please also confirm that the time taken for the PoC will extend KD-2 accordingly.	Tender conditions Prevail
106	II	SoW	1.4.5 / 14.6	9 / 60	Integration of FRS CCTV feeds with LVS at BCC (Indroda Depot) at a later stage as directed by GMRC without additional cost; failure leads to deduction of 5% of the total CAMC value.	The time of this integration and the LVS make are unknown. Please confirm: (a) the LVS make and interface; (b) the period GMRC will allow for the integration; (c) that the 5% deduction applies only if the delay is attributable to the contractor.	LVS is Delta Make. Further, 5% deduction is not applicable in case of delay from GMRC.
107	II	SoW	11.3.1	50	S1 (Critical): Failure of any individual camera – Response 1 hour, Resolution 4 hours.	Failure of a single camera does not stop the system, since other cameras and recordings continue. Please consider moving single-camera failure to S2 (High).	Tender conditions Prevail
108	II	SoW	11.7.3	56	Minimum two (02) Field Engineers with Degree/Diploma and at least 2 years of CCTV experience in Metro Rail / Railway / Airport / Smart City.	Please confirm whether the two engineers must be stationed full-time on site during the general shift only (09:30–18:00, Mon–Fri), with night-block and 24×7 support given on call. Please also confirm whether GMRC will provide a room / space for spares at OCC or a depot.	Tender conditions Prevail
109	II	SoW	16.2 / 11.3.12	61 / 53	Aggregate LD capped at 10% of Contract Price; CAMC penalties capped at 10% of total CAMC value.	Please confirm the combined maximum of LD (execution) and CAMC penalties together is 10% of the total Contract Price.	Tender conditions Prevail
110	I	FoT / SCC	Appendix-1 (viii) / SCC 18	5 / 6	Insurance cover for Contractor's All Risk: 100% of the Total Contract Price.	The Contract Price includes 5 years of CAMC (about 25%). Please confirm CAR insurance is required only for the supply and installation value until handover (KD-3), and not for the CAMC value.	Tender conditions Prevail
111	II	SCC	Part A – 17.6 Limitation of Liability	6	Limitation of Liability: 100% of the Accepted Contract Amount.	Please confirm the total liability of the contractor, including LD and penalties, is limited to 100% of the Accepted Contract Amount, and that indirect or consequential losses are excluded.	Tender conditions Prevail