

Pre-Bid Queries Responses & Clarifications - Appointment of a System Integrator for Implementation of Advanced Targeting System for Passengers (ATS-P) for National Customs Targeting Centre (Passengers)

Serial #	Page #	Section	Statement as per EoI	Query by Bidder	Reason for Query	Bidder's Name	Response
1	8	1. Data Sheet	Last Date and Time for Proposal submission (on or before)	Request you to give extension the EoI submission by 4-5 weeks.	Too short time for qualification criteria assessment and quality response . The approach has to be innovation , foundation for scale and marquee	IBM	Refer to Corrigendum
2	19-20	4.1	A key component of the analytics layer will be implementation of a facial recognition system which should be able to detect potential offenders using a backend image database.	Request details on Facial Recognition use-case. Is it a 1-to-many or 1-to-1 use-case ?	"1-to-many" matching use-cases implies facial recognition system most likely to be used in mass surveillance systems, racial profiling or other human rights violations. These systems are distinct from "1 to 1" facial matching systems, such as those that might unlock your phone or allow you to board an airplane – in those cases, facial recognition is verifying that a consenting person is who they say they are. But in a "1-to-many" application, a system can, for example, pick a face out of crowd by matching one image against a database of many others.	IBM	ATS-P is an identification system capable of working preferably on 1-to-many basis, as long as it selects multiple (probable matches). The purpose of the system is to verify the identity of risky passengers. The Government respects, follows and practices humanitarian approach. We and the Country do not target the population based on any demographic criteria or for social profiling. The Bidder/ vendor may clarify the exact perspective for the question in the EoI response.
3	27	5.7 Experience of providing facial recognition service	The Bidder should have, in the last 3 years, successfully implemented at least 2 facial recognition systems involving current generation technologies based on AI/ML, pattern recognition etc. with preferably one such implementation in India. Later to demonstrate :- efficacy of the facial recognition system ; scale of deployment ; ability to work with varying camera feeds.	Request to please consider only AI/ML Models or pattern based recognition project references or Project references where multiple data source integration, analytics and visualization successfully implemented. Request to consider India or global project references. Will CBIC allow project references where Lead bidder has implemented in partnership with Facial Recognition Partner solution	Facial recognition requirement and there are specific solution providers from partner ecosystem who can offer specialized expertise.	IBM	a. No change b. Clause also mentions the same c. Yes.

4	26	5. 6 Experience of similar projects	The Bidder/ Lead Bidder should have the experience of successfully delivering system integration projects of similar nature for Central/ State Govts. In India in the last 3 years (2018-2019 , 2019-2020, 2020-2021) At least one project of such nature with value of INR 50 Cr or more Each cited project should deal with fill of the following: Application Development & Maintenance On Prem Infrastructure Hosting and management Data Ingestion from multiple sources Implementation of Data & Analytics services.	Request to remove "Similar" for this project references, as below the expectation is already described. Request to consider Virtual Private Cloud deployment, or on-prem hosting deployments Request to consider last 5-7 years project references Will CBIC consider project references where Lead bidder has implemented in partnership with Managed Services partner for On-prem Infr hosting and provisioning, Digital Infrastructure?	Virtual Private Cloud deployment is also like on-premise deployment. In large scale project implementation , On-premise Infrastructure hosting are generally subcon to managed services providers like hosting, hardware supply and networking.	IBM	a. No change b. No change c. Refer Corrigendum d. Yes, only if the Bidder was the Lead Bidder in the said project.
5	27	5.7 Experience in implementing Data Visualization Projects	The Bidder should have, in the last 3 years, successfully implemented at least 3 Data Visualization projects, with at least one such implementation in India. Each cited project should have elements of: Data Visualization (with interactivity) for large screens UI/UX Strategy & Design Multi-screen visualization	Request to consider last 5-7 years project references. Request to consider India or global project references. Request to remove multi-screen phrase. Alternatively can change it to multi-channel vizualization.	Multiscreen is a multi-hardware deployment only. Application should be cable of multi-channel delivery interface /services/delivery capability.	IBM	a. Refer to Corrigendum b. Refer to the Clause in Eol c. Refer Corrigendum
6	26	5. 6 Experience of similar projects	The Bidder/ Lead Bidder should have the experience of successfully delivering system integration projects of similar nature for Central/ State Govts. In India in the last 3 years (2018-2019 , 2019-2020, 2020-2021) At least one project of such nature with value of INR 50 Cr or more Each cited project should deal with fill of the following: Application Development & Maintenance On Prem Infrastructure Hosting and management Data Ingestion from multiple sources Implementation of Data & Analytics services.	Request to consider last 5-7 years project references. Request if only one-successfully completed reference can be considered for EOI qualification and this citation also asks for implementation of data analytics. And command center can be part of this refernce only. Request to remove facial recognition and consider as part of presentation and demo to demonstrate pattern matching alogrithms expertise.		IBM	a. Refer to Corrigendum b. No change c. No change
7	29	Section 6	Approach and methodology to execute a project of this nature	As lead bidder are they allowed to propose approach considering subcon and partner solution specially Infra hosting, networking , digital infrstructure etc?		IBM	Yes.
8	18	4.1	Information Security	Is there any plan to leverage the existing CBIC Enteprise security tools and solution or a completely new Enteprise security framework is planned?		IBM	The Bidder is expected to abide by the design principles specified in the Eol document. The exact requirements for tools will be specified in the RFP.

9	19	4.1 Data Ingestion	Data Consumed by the proposed system shall be combination of structured, semi-structured and unstructured, and may include real time analytics of data like social media data, CCTV feeds etc Data will be consumed from both internal and external resources	Please clarify what other possible endpoints will be there apart from cctv feeds & social media	clarity of all end points will help in deciding the messaging platform	IBM	Refer to the sub-section on Data Ingestion under section 4.1 of the Eol document. Details of exact sources will be specified in the RFP stage
10				Please clarify if data ingestion from other internal application will be through API only or it can be possible through some connectors / adapters as well	clarity of all type of interaction will help in deciding the messaging platform	IBM	Refer to the sub-section on Data Ingestion under section 4.1 of the Eol document.
11	18	4.1 b.	Volume and variety of data that will power ATS-P which will require exponential growth of underlying infrastructure.	Please indicate the scale of growth that potentially may happen... say 5x, 15x or 50x etc.	All solution landscapes have their own boundaries, as no one solution architecture fits all requirements. Any solution growing 10x over time shall be significantly differently architecturally from another solution that is growing 100x for the same time period.	IBM	Data volumetrics will be provided in the RFP
12	19	Second bullet point	... RTO & RPO requirements are being finalized but tentatively are RTO of 30 mins and RPO of zero.	Please clarify that RPO of zero is applicable to only business critical or transactional systems/applications and not to the analytical applications/systems.	Analytical applications/systems operate upon the data generated by transactional systems and therefore have the capability to re-generate the analytical data in case data loss due to disaster. Cost of reducing RPO in analytical systems is very high with practically no business benefits.	IBM	ATS-P is not a pureplay analytical system and will have transactional aspects.
13	NA	Advance analytics and SIEM considerations in the solution	NA	What is the log management tool considered for Security monitoring and analytics to mitigate the advance cyber attacks and threat management?	For cyber attack visibility, detection and response. Suggested to consider SIEM/XDR solution	IBM	Such details, if necessary, will be specified in the RFP document
14	NA	End point security for the servers hosting the application	NA	What is considered for end point security like EDR tool?	For cyber attack visibility, detection and response. Suggested to consider SIEM/NDR solution	IBM	Such details, if necessary, will be specified in the RFP document
15	NA	Network visibility of the hosted infra	NA	How the network level visibility is factored for detecting NW threats?	For cyber attack visibility, detection and response Suggested to consider SIEM/NDR solution	IBM	Such details, if necessary, will be specified in the RFP document
16	NA	Compliance and reporting of the infrastructure	NA	What is the reporting requirement for the deployed design? [Eg. CISO dashboard, Executive dashboard to ascertain the security posture of the estate]	Reporting and Security posture management. Suggested to consider SIEM/SOAR solution	IBM	Such details, if necessary, will be specified in the RFP document
17	NA	Database security	NA	What measures are in place for Detecting, mitigating & securing from database level attacks?	For cyber attack visibility, detection and response. Suggested to consider data & app security solutions	IBM	Such details, if necessary, will be specified in the RFP document
18	NA	Identity management	NA	How the application will be accessed by various stakeholders? [i.e. end users, developers, 3rd party vendors etc]	Granular access control. Suggested to consider IAM solution	IBM	Such details, if necessary, will be specified in the RFP document
19	NA	Zero Trust Framework	NA	Is there any zero trust strategy being worked out within the current organisation level?	Consider a workshop for zero trust framework to implement/enhance the	IBM	Such details, if necessary, will be specified in the RFP document

					zero trust in the business unit within CBIC/MOF.		
20	2	disclaimer section point (3)		What is passenger in NCTC (Passenger)	information gathering	TCS	Refer to Gazette Notification No. 67/2022 - Customs (N.T.) dated 8 Aug 2022 for definition
21	11	2.2		Understanding the type of social media & info. Required	Regarding sentimental analytics of passenger	TCS	Such details will be specified in the RFP
22	11	2.2		Clarification required for passenger data (features, demographic, criminal etc.)	Regarding behavioural analysis and future random walk	TCS	Use cases and relevant details will be specified in the RFP
23	13	3.3.d.		3.3.d. EOI Proposal Preparation Costs & related issues	Bidder requests to modify the clause as: d. All materials submitted by the bidder will become the property of DGRAM and may be returned completely at its sole discretion, provided however DGRAM shall maintain confidentiality of such materials and use such materials only for the purposes of evaluation under this EOI.	TCS	Clause remains unchanged.
24	18	4.1. High Level Architecture of the ATS-P		b. Volume and variety of data that will power ATS-P which will require exponential growth of the underlying infrastructure DGARM has decided to adopt an on-premises approach towards hosting — ATS-P will be hosted in DCs in India, adhering to the guidelines of the GOI. SI will be responsible for providing infrastructure services on a managed service basis, including provisioning of hosting spaces.	Detailed volumetrics would be required to assess the infrastructure size and software licenses. Please provide all the relevant details in the RFP for accurate sizing.	TCS	Data volumetrics will be provided in the RFP
25	18	4.1. High Level Architecture of the ATS-P		RTO & RPO requirements are being finalized but tentatively are - RTO of 30 mins and RPO of zero.	Zero RPO can be achieved only if a near DR is implemented in addition to the DR site. Request the department to relook at the Zero RPO requirement.	TCS	Such details will be specified in the RFP
26	19	4.1 (data ingestion/repository)		Dataware house (in house or cloud)	For processing of unstructured data to structured data	TCS	All solutions will be hosted on on-prem infrastructure. Up to the design of vendor to propose solutions accordingly.
27	19	4.1 (data repository)		Data Cleansing would be required	For processing of data	TCS	Such details will be specified in the RFP
28	19	4.1 (data repository)		Data types, time period, related information	information gathering	TCS	Necessary details and functional requirements will be specified in the RFP
29	19	4.1. (Analytics & Intelligence layer)		Environment of model (tableau, python, R, Azure, AWS, GCP, Spark, pyspark, hadoop, hive, java, sql)	tools clarification, installation of required server & Rights for users to access the information	TCS	Such details will be specified in the RFP
30	19	Analytics & Intelligence Layer		Is building analytics workbench is also under scope ?	To understand the overall scope of the analytics workbench	TCS	Such details will be specified in the RFP
31	19	4.1. High Level Architecture of the ATS-P		A key component of the analytics layer will be implementation of a facial recognition which should be able to detect potential offenders using a backend image database. The facial recognition should ideally be able to work with feeds from independent	Please keep in mind that the accuracy of model may vary based on the image/video resolution.	TCS	Comment and not a query

				cameras of varying make, model and resolutions.			
32	20	4.1 (data quality, metadata & governance)		Need clarification on anonymization of data	information gathering	TCS	Such details will be specified in the RFP
33	21	4.1 (service layer)		Risk measures related to open source api's	data security & integrity	TCS	All best practices related to security controls and policies to be implemented.
34	21	4.1 (service layer)		Risk measures related to model calibration & governance	predictive modelling	TCS	Query not clear.
35	21	4.1. High Level Architecture of the ATS-P		Any COTS component if proposed should adhere to Open Standards and enable seamless migration of data whenever required. There should be zero vendor lock in.	Zero Vendor login does not mean that no effort will be required for data and application migration from the COTS component. Plz confirm.	TCS	Comment and not a query
36	21	4.1. High Level Architecture of the ATS-P		Application to be made cloud-native even though it will be deployed on-premises.	We understand by Cloud native , it is meant that the application would be designed to be Cloud ready since we are not using any cloud native services (PaaS). Plz confirm.	TCS	While ATS-P will be hosted on prem, we want the same to be Cloud Ready considering posterity. Accordingly, from the outset, we are looking to develop the application and deploy it on containers so that it can be seamlessly migrated to any underlying hosting environment in future.
37	22	4.2 Proposed Scope of Work		It is proposed that the ATS-P will be developed in stages, details of which will be shared in the subsequent RFP. The SI will be responsible for development, enhancement, and maintenance of the application and all its underlying elements for a period of tentatively 5 years.	Please let us know what is the implementation timelines and whether the 5 yrs mention in the clause refers to the overall contract period or only O&M period.	TCS	Total contract. Detailed timelines to be specified in the RFP based on DGARM's assessment of priority use cases and inputs received from Bidders in Eol stage. That said releases will be made in Phases.
38	23	Facial Recognition Implementation		What is the quality of the image? What are the impage resolution is expected ?	To perform the facial recognition we need specific resolution image quality	TCS	Please mention the constraints you have in the response to Eol.
39	23	Command Centre Visualization		Expected Number of reports & dashboard	To understand the overall scope of the data reports and visualization	TCS	Such details will be specified in the RFP
40	23	Data Management & Analytics Services		Expected number of analytics use cases in AI /ML models	To understand the overall scope of the AI/ML model	TCS	Such details will be specified in the RFP
41	24	4.3 SLAs		4.3 SLAs	Bidder requests that In case of any SLAs under the RFP, following provision be also included: 'Notwithstanding any other provisions contained in the Contract, Service Provider shall not be responsible for a failure to meet any Service Level in accordance with the Contract if such failure is caused due to reasons attributable to or failure of the Customer or the other service providers to perform its or their obligations. The Parties agree that the total amount of Service Level penalties, if any payable in a month by	TCS	Such details will be specified in the RFP

					the Service Provider shall not exceed 2% of the monthly fees.		
42	25	5. Eol Selection Criteria		A Bidder can apply to participate in the Eol by itself or in consortium with another firm. Consortium can preferably be of 3 members (1 Lead Bidder and 2 Consortium Members) and justification should be provided if the Bidder feels the need to have a consortium with more members. A firm cannot submit more than one bid either as sole Bidder, Lead Bidder or consortium member.	Since only high level requirements are given, it will not be possible to ascertain whether SI would need a consortium or not. Therefore it is requested to remove this requirement and let bidder take a call on consortium at the time of RFP.	TCS	Refer to Corrigendum
	25	5. Eol Selection Criteria		In addition to fulfilling the threshold requirements as specified in clauses 2,3,4,5, 6, 10, 11 in the table below, the criteria provided below' understand the technical capability of the Bidders in executing projects of such scale and complexity.	We understand that the requirements given in clauses 7,8,9 are not threshold or mandatory requirements, and are meant to understand the bidder's technical capability. Hence the bidder will not be rejected if some of the requirements are not met. Please confirm	TCS	The requirements stated in clauses other than clauses 2,3,4,5, 6, 10, 11 would also be duly evaluated for the purpose of shortlisting the bidders for the RFP stage.
44	27	5. Eol Selection Criteria		The Bidder should have, in the last 3 years, successfully implemented at least 2 facialrecognition systems involving current generation technologies based on AI/ML, pattern recognition etc., with preferably one such implementation in India. The projects cited should demonstrate (a) efficacy of the facial recognition system, (b) scale of deployment, and (c) ability to work with varying camera feeds.	1. Please allow the citations from consortium partner and the facial recognition system OEM also 2. Several of the facial recognition system projects are confidential in nature and are under NDA. It will not be possible to divulge the name of the customer or provide the contract copy or any other customer credential. Please modify the clause to allow the bidder to submit a certificate from the bidder / consortium partner / OEM's Company Secretary 3. Please allow global projects as well	TCS	1. Refer to Corrigendum. 2. Refer to Corrigendum 3. Please refer to the given clause

45	27	5. Eol Selection Criteria		The Bidder should have, in the last 3 years, successfully implemented at least 3 Data Visualization projects, with at least one such implementation in India. Each cited project should have elements of: [a] Data Visualization (with interactivity) for large screens [b] UI/UX Strategy & Design [c] Multi-screen visualization	Please modify this clause as follows: Each cited project should have atleast 2 of these elements of: [a] Data Visualization (with interactivity) for large screens [b] UI/UX Strategy & Design [c] Multi-screen visualization	TCS	Refer to Corrigendum
46	28	5. Eol Selection Criteria		5. Eol Selection Criteria 11. Bidder/ any firm in the Consortium should not have been blacklisted by Govt. of India/ State Government/ Central PSU on the date of submission of the Bid.	Bidder requests to modify the clause as: Bidder/ any firm in the Consortium should not have been blacklisted by Govt. of India/ State Government/ Central PSU on the date of submission of the Bid, which may affect Bidder's performance of obligations under the engagement resulting from this EOI.	TCS	Suggested change not accepted. Refer to Corrigendum for some change in clause.
47	29	6 (Point 5 in table)		Facial Recognition System: 1. Maximum Volumes and workloads for which we need to size system and response time expected. 2. If any match is found, do we need to track the person across multiple cameras to know his activities 3. Approximate watchlist size	Number of cameras and FPS used by cameras will decide the load on the system based on the response expected	TCS	Such details will be specified in the RFP

48	30	6. Eol proposal Response Format and Proposal Submission Forms		<p>The Bidders should provide their approach and view on the following:</p> <ul style="list-style-type: none"> a. Design and Effectiveness of Facial Recognition system working with feed from independent cameras with varying model and resolutions b. DC DR consideration of ingesting, processing and storage of CCTV feeds. Also provide best practices on duration of feed storage, RTO/RPO requirements, processing requirements. Network considerations from airports to data centres for ingesting feed may also be highlighted. c. Approach to dynamic data model design and data standardization to enable ingestion of data from new and emerging data sources as and when a source is identified d. Approach to MLOps and productionization of analytical models from development e. Timelines for infrastructure procurement and setting up of DC and DR. The Bidder should propose mechanism on how work can start without being constrained by any delay in procurement of hardware f. Any recommendations and suggestions on scope of work <p>. Bidders may propose new innovations for DGARM to consider as it finalizes the RFP. Bidders may also highlight key challenges they foresee to execute a project of this complexity 0 Section response should not exceed 60 pages</p>	<p>Since this is the EOI stage , It is not possible to provide detailed solution or approach. The approach may vary significantly once the detailed requirements are provided in the RFP since the selection products and platform will depend on the detailed requirements. Plz confirm that the bidder can provide only a brief approach under these sections.</p>	TCS	We are expecting your point of view and suggestions in the areas as mentioned in the clause.
49	33	6.2. Format proposal cover letter		<p>6.2. Format proposal cover letter We agree to abide by all the terms and conditions of all the volumes of this EOI document.</p>	<p>Bidder requests to modify the clause to include below suggestion. “We agree to abide by all the terms and conditions of all the volumes of this EOI document read with</p>	TCS	No change in the Clause

					suggestions and comments in our Proposal.		
50	35	6.4. Format: Self Certificate for Non-Blacklisting Clause		6.4. Format: Self Certificate for Non-Blacklisting Clause We confirm that our Company <> as on date of submission of the proposal is not been blacklisted by any Central/ State Government/ PSU entity in India for corrupt, fraudulent or any other unethical business practices.	Bidder request to modify the clause as below: We confirm that our Company <> as on date of submission of the proposal is not been blacklisted by any Central/ State Government/ PSU entity in India for corrupt, fraudulent or any other unethical business practices, which may affect Bidder's performance of obligations under the engagement resulting from this EOI.	TCS	Suggested change not accepted. Refer to Corrigendum for some change in clause.
51	General	General		Submission Date Extension	Bidder request at least 4 weeks extension to the current date of EOI submission.	TCS	Refer to Corrigendum
52		26, 27	5. Eoi Selection Criteria	Page-26: The Bidder/ Lead Bidder should have the experience of successfully delivering system integration projects of similar nature for Central/ State Govts. In India in the last 3 years. Page-27: The Bidder should have, in the last 3 years, successfully implemented at least 3 Data Visualization projects, with at least one such implementation in India	Bidder requests DGARM to kindly change the "3years" criteria to "last 10 years". In the last 3 years, pandemic has disrupted the business hence no significant large deal have been executed. Also, projects of similar nature are limited in numbers hence to maximise the participation, this clause needs a change as suggested.	TCS	Refer to Corrigendum
53			Last date of bid submission is on 23rd August	Requesting to kindly extend the date of submission by 2 weeks	Considering the detailed requirements of the RFP, we are submitting queries for clarification. Subsequent to receiving query responses we are requesting atleast two weeks time to submit the proposal, beyond the last date of submission	PWC	Refer to Corrigendum
54	11	Section 2.2	The NCTC would require a system capable to handle multiple data sources with desparate data types	Requesting to kindly let us know the tentative number of data sources with desparate data types	Data types and data sources will help us understand how many data sources and types to be integrated	PWC	Such details will be specified in the RFP
55	17	Section 4.1	The Govt. data that ATS-P will host including data element which shall not leave the boundaries of the country under any circumstances	Kindly elaborate the statement		PWC	Self-explanatory.
56	18	Section 4.1	SI will bring both DC and DR	Kindly elaborate the statement	As DC and DR to be provided by SI, the information on what capacity the same to provided, is being requested	PWC	Sizing will have to be done by the Bidder based on the requirements as specified in the RFP
57	18	Section 4.1	SI will bring both DC and DR	Requesting to kindly provide the information on who will provide the sizing requirement.		PWC	Sizing will have to be done by the Bidder based on the requirements as specified in the RFP
58	18	Section 4.1	Suitable enterprise monitoring and management software will be deployed to monitor and perform service management	Kindly elaborate the statement	Will it be an open source or COTS application. How the monitoring of different sections are visioned using this software?	PWC	Such details will be specified in the RFP

59	19	Section 4.1	Data consumed by the proposed system shall be a combination of structured, semi-structured and unstructured as well as real time streaming data	Apart from Real time streaming data, what will be data refresh mechanism - hourly, daily		PWC	Will be based on the use cases to be mentioned in the RFP. For specific sources, ingestion frequency will also be specified in the RFP
60	19	Sector 4.1	The Analytical repository will be staging repository and will host all data from all sources	Will real time streaming data be also stored in the repository	Data in the Analytical repository will be maintained upto which duration. Historical data will be maintained upto which period.	PWC	Will be based on the use cases to be mentioned in the RFP. For specific sources, ingestion frequency will also be specified in the RFP
61	20	Sector 4.1	There will be separate front ends for two primary set of users	How many screens will be there and will there be any provision for workflow in it?		PWC	a. The number of screens will be determined by the functional design of the bidder, we do not anticipate too many b. Some elements of workflow will be needed - functional requirements in RFP will provide the details.
62	27	5. EOI Selection Criteria --> Experience of providing Facial Recognition services in India	The Bidder should have, in the last 3 years, successfully implemented at least 2 facial recognition systems involving current generation technologies based on AI/ML, pattern recognition etc., with preferably one such implementation in India. The projects cited should demonstrate (a) efficacy of the facial recognition system, (b) scale of deployment, and (c) ability to work with varying camera feeds.	We request you to please change this clause as - The Bidder / OEM / Partner should have, in the last 3 years, successfully implemented at least 2 facial recognition systems involving current generation technologies based on AI/ML, pattern recognition etc., with preferably one such implementation in India. The projects cited should demonstrate (a) efficacy of the facial recognition system, (b) scale of deployment, and (c) ability to work with varying camera feeds.		LTI	Refer to Corrigendum
63	27	5. EOI Selection Criteria - >>Experience in implementing Data Visualization Projects	The Bidder should have, in the last 3 years, successfully implemented at least 3 Data Visualization projects, with at least one such implementation in India. Each cited project should have elements of: [a] Data Visualization (with interactivity) for large screens [b] UI/UX Strategy & Design [c] Multi-screen visualization	We request you to please change this clause as - The Bidder should have, in the last 3 years, successfully implemented at least 3 Data Visualization projects, with at least one such implementation in India. Each cited project should have elements of: [a] Data Visualization (with interactivity) for large screens [b] UI/UX Strategy & Design [c] Multi-screen visualization		LTI	Refer to Corrigendum
64	27	5. EOI Selection Criteria ->> Experience of setting up of Command Control Centre	The Bidder should have, in the last 5 years, successfully implemented at least one Command Control Centre of similar scale and complexity in India.	We request you to please change the criteria as - The Bidder/ OEM/Partner should have, in the last 5 years, successfully implemented at least one Command Control Centre of similar scale and complexity in India.		LTI	Refer to Corrigendum
65	NA	NA	N/A	please confirm whether department will accept the project citations / credentials of consortium member or not ?		LTI	Refer to Corrigendum
66	25	5. Eol Selection Criteria Point#6, 7,8 & 9	The Bidder should have, in the last 5 years	We request at least 8 years window to be allowed?	There had been CoVID outbreak since 2020 (last 3 years). Request if a considerate time frame can be allow to substantiate experience	Infosys	Refer to Corrigendum

67	25	5. Eol Selection Criteria Point#6, 7,8 & 10	Copy of Contract/ Work Order and Completion/ Phase Completion Certificate from the Client;	Request if a company secretary signed self-declaration on company letter can be accepted	There is a confidentiality agreement governing all these projects. Furnishing purchase/ completion orders may not be feasible	Infosys	Refer to Corrigendum
68	23	4.2. Proposed Scope of Work. Point#6 Facial Recognition Implementation	SI will be responsible for implementing facial recognition systems	Other than Facial recognition, what are the other use cases that may be planned to be leveraged. Request if illustrative use cases can be stated.	The said information shall help in designing architecture & infra accordingly.	Infosys	The use cases will be provided in the RFP
69	19	4.1. High Level Architecture of the ATS-P Data Ingestion	Data consumed by the proposed system shall be a combination of structured, semi structured, and unstructured, and may include real time streaming data like social media data, CCTV feeds etc. Data will be consumed from both internal and external sources.	What all will be the envisaged data sources from where data is to be ingested? Request if an illustrative list can be provided	The said information shall help in designing architecture & infra accordingly.	Infosys	Such details will be specified in the RFP
70	19	4.1. High Level Architecture of the ATS-P Data Ingestion	General	What kind of Image analytics are being envisaged? Are x-ray/ Gamma ray analysis also a part of envisaged scope. This may be reqd for baggage screening	The said information shall help in designing architecture & infra accordingly.	Infosys	Such details will be specified in the RFP
71			General	Who would be the main end users of Analysis done by ATS-P system of DGARM?	General Query	Infosys	Customs officials
72	Page 25 of 36	5. Eol Selection Criteria Point No.: 3	Evidence required: Certificate by Company Secretary	Kindly amend the clause as below: Evidence required: Certificate by Company Secretary / Authorised Signatory (Power of Attroney Holder)	The Power of Attroney holder is authoirsed by the Board Member or Company Secretary.	L&T	No change in the clause
73	Page 26 of 36	5. Eol Selection Criteria Point No.: 4	Evidence required: ▪ Audited Financial Statement for relevant FYs ▪ Statutory auditor's certificate OR certificate from Company Secretary of the Bidder clearly specifying the turnover from system/ software development, maintenance or systems integration services excluding sale of hardware and OEM software licenses/ AMCs/ Subscriptions	Kindly amend the clause as below: Evidence required: ▪ Audited Financial Statement for relevant FYs ▪ Statutory auditor's certificate OR certificate from Company Secretary of the Bidder OR CA Certificate clearly specifying the turnover from system/ software development, maintenance or systems integration services excluding sale of hardware and OEM software licenses/ AMCs/ Subscriptions	Financial documents of the company certified by Chartered Accountant shall also be accepted as it have the equal creditability similar to the certificates from Statutory Auditor.and accepted in many Govt bids.	L&T	No change in the clause
74	Page 26 of 36	5. Eol Selection Criteria Point No.: 4	Criteria Description: The Bidder/ Lead Bidder should have minimal turnover of INR 500 Crores from system/software development, maintenance or systems integration services in each of the last 3 financial years. Turnover from sale of hardware and OEM software licenses/ AMCs/ Subscriptions to be excluded while calculating this turnover.	Kindly amend the clause as below: Criteria Description: The Bidder/ Lead Bidder should have minimal turnover of INR 500 Crores from system/software development, maintenance or systems integration services or IT / ICT system integration services in each of the last 3 financial years. Turnover from sale of hardware and OEM software licenses/ AMCs/ Subscriptions to be excluded while calculating this turnover.	The term "system/software development, maintenance or systems integration services" will not mention in Auditor certificate. So we request you to kindly add "IT / ICT system integration services".	L&T	Refer to Corrigendum

75	Page 26 of 36	5. Eol Selection Criteria Point No.: 5	Evidence required: Statutory auditor's certificate OR certificate from Company Secretary of the Bidder	Kindly amend the clause as below: Evidence required: Statutory auditor's certificate OR certificate from Company Secretary of the Bidder OR CA Certificate	Financial documents of the company certified by Chartered Accountant shall also be accepted as it have the equal creditability similar to the certificates from Statutory Auditor and accepted in many Govt bids.	L&T	No change in the clause
76	Page 26 of 36	5. Eol Selection Criteria Point No.: 6	Criteria Description: The Bidder/ Lead Bidder should have the experience of successfully delivering system integration projects of similar nature for Central/ State Govts. In India in the last 3 years. ▪ At least one project of such nature with value of INR 50 Cr or more Each cited project should deal with all of the following: ▪ Application Development & Maintenance ▪ On Prem Infrastructure Hosting and management ▪ Data Ingestion from multiple sources ▪ Implementation of Data & Analytics services.	Kindly amend the clause as below: Criteria Description: The Bidder/ Lead Bidder should have the experience of successfully delivering system integration projects of similar nature for Central/ State Govts. In India in the last 3 years. last 5 years ▪ At least one project of such nature with value of INR 50 Cr or more Each cited project should deal with all of the following: ▪ Application Development/ Implementation & Maintenance ▪ On Prem Infrastructure Hosting and management or Data Center ▪ Data Ingestion/ Integrations from multiple sources ▪ Implementation of Data & Analytics services/ Software.	For better clarity.	L&T	Refer to Corrigendum. With regard to Data Ingestions, Bidder may showcase data integrations as well.
77	Page 27 of 36	5. Eol Selection Criteria Point No.: 7	Criteria Description: The Bidder should have, in the last 3 years, successfully implemented at least 2 facial recognition systems involving current generation technologies based on AI/ML, pattern recognition etc., with preferably one such implementation in India. The projects cited should demonstrate (a) efficacy of the facial recognition system, (b) scale of deployment, and (c) ability to work with varying camera feeds.	Kindly amend the clause as below: Criteria Description: The Bidder should have, in the last 3 years last 5 years , successfully implemented at least 2 facial recognition/ Video Analytics systems involving current generation technologies based on AI/ML, pattern recognition etc., with preferably one such implementation in India. The projects cited should demonstrate (a) efficacy of the facial recognition system, (b) scale of deployment, and (c) ability to work with varying camera feeds.	Request similar used cases and analytcs to be accepted.	L&T	No change in clause
78	Page 27 of 36	5. Eol Selection Criteria Point No.: 8	Criteria Description: The Bidder should have, in the last 3 years, successfully implemented at least 3 Data Visualization projects, with at least one such implementation in India. Each cited project should have elements of: [a] Data Visualization (with interactivity) for large screens [b] UI/UX Strategy & Design [c] Multi-screen visualization	Kindly amend the clause as below: Criteria Description: The Bidder should have, in the last 3 years, successfully implemented at least 3 one Data Visualization projects (i.e. Data Acquisition, Data Management & Analytics), with at least one such implementation in India. Each cited project should have elements of: [a] Data Visualization (with interactivity) for large screens [b] UI/UX Strategy & Design [c] Multi-screen visualization	For better clarity and there will be diverse project on data visualisation and terms on certificates might be different	L&T	Refer Corrigendum for some changes in the clause

79	Page 28 of 36	5. Eol Selection Criteria Point No.: 6, 7, 8 & 9	Evidence required: ▪ Copy of Contract/ Work Order and Completion/ Phase Completion Certificate from the Client; ▪ Copy of Contract/ Work Order and Self Certificate of Completion/ Phase Completion certified by the Company Secretary;	Kindly amend the clause as below: Evidence required: ▪ Copy of Contract/ Work Order and Completion/ Phase Completion Certificate/ GO LIVE Certificate from the Client; OR ▪ Copy of Contract/ Work Order and Self Certificate of Completion/ Phase Completion certified by the Company Secretary / CA Certificate mentioning Scope of Work, etc.;	To ensure competent bidders having end to end system integration experience, it is recommended to accept phase completion/go live certificate from end client	L&T	Refer Corrigendum for some changes in the clause
80	Page 34 of 36	6.3. Format: Bidder's Profile	Audited Annual turnover from Information Security Audit and GRC Services (INR Crores)	Kindly amend the clause as below: Audited Annual turnover from Information Security Audit and GRC Services (INR Crores)	The EOI scope does not contains Information Security Audit and GRC Services term. So, we request you to kindly remove the same.	L&T	Refer to Corrigendum
81	General	General	Subsidiary, affiliates and Sister Concern Credentials	Please confirm that the credentials of Subsidiary , affiliates and Sister Concern Companies can be used by the parent company.	for clarity	L&T	Subsidiaries - Yes Sister Concern/ Affiliates - No, if they are not part of consortium.
82	Page 30 of 36	6. Eol Proposal Response Format and Proposal Submission Forms	Note: There may be a presentation for all/ shortlisted Bidders on a date which will be communicated by DGARM. The presentation, if conducted, will broadly cover the following: a. The Bidder's proposed solution and approach towards implementation of the same b. Bidder's response to the key questions provided in the Eol document c. Bidder's experience of similar such engagements and key learnings d. Recommendations on future Scope of Work from RFP perspective e. Demonstration of a Facial Recognition System f. Demonstration of a Visualization System	e. Demonstration of a Facial Recognition System f. Demonstration of a Visualization System During RFP stage on finalisation of OEM, the demonstration can be conducted.	During Eol stage, OEM cant be finalisatied. So, we request you to kindly amend the clause.	L&T	No change in the clause. Bidder may showcase some work they have already executed.
83	Page 28 of 36	5. Eol Selection Criteria Point No.: 6, 7, 8 & 9	Subsidiary , affiliates and Sister Concern Credentials	Please confirm that the credentials of Subsidiary , affiliates and Sister Concern Companies can be used by the parent company.	Clarity in submission	L&T	Subsidiaries - Yes Sister Concern/ Affiliates - No, if they are not part of consortium.
84	General	General	EOI submission date	Please give bidders three weeks from date of final clarification published to submit the Expression of Interest		L&T	Refer to Corrigendum

85	26	5. Eol Selection Criteria, Point no.6 - Experience of similar projects	The Bidder/ Lead Bidder should have the experience of successfully delivering system integration projects of similar nature for Central/ State Govts. In India in the last 3 years. <ul style="list-style-type: none"> At least one project of such nature with value of INR 50 Cr or more Each cited project should deal with all of the following: <ul style="list-style-type: none"> Application Development & Maintenance On Prem Infrastructure Hosting and management Data Ingestion from multiple sources Implementation of Data & Analytics services. 	The Bidder/ Lead Bidder should have the experience of successfully delivering system integration projects of similar nature for Central/ State Govts. In India in the last 6 years . <ul style="list-style-type: none"> At least one project of such nature with value of INR 50 Cr or more Each cited project should deal with all of the following: <ul style="list-style-type: none"> Application Development & Maintenance On Prem Infrastructure Hosting and management Implementation of Data/Analytics services/ICCC. 	Requesting the authority to kindly consider the removal of point " Data Ingestion from multiple sources " and kindly add ICCC (Integrated Command and Control System) on Point no 4, To enable the bidders to showcase the experience in the similar category of work executed. Relaxation on the clause will allow more bidders to participate on the EOI	NEC	Refer Corrigendum for some changes in the clause
86	27	5. Eol Selection Criteria, Point no.7, Experience of providing Facial Recognition services in India	The Bidder should have, in the last 3 years, successfully implemented at least 2 facial recognition systems involving current generation technologies based on AI/ML, pattern recognition etc., with preferably one such implementation in India. The projects cited should demonstrate (a) efficacy of the facial recognition system, (b) scale of deployment, and (c) ability to work with varying camera feeds.	The Bidder should have, in the last 6 years, successfully implemented at least 2 facial recognition systems involving current generation technologies based on AI/ML, pattern recognition etc., with preferably one such implementation in India. The projects cited should demonstrate (a) efficacy of the facial recognition system, (b) scale of deployment, and (c) ability to work with varying camera feeds/Face angles.	Requesting the authority to kindly consider bidder last 6 years experience of implementation of least 2 facial recognition systems involving current generation technologies based on AI/ML, pattern recognition etc., with preferably one such implementation in India. And Kindly consider " ability to work with varying camera feeds/Face angles " as this project would also focus on facial recognition systems.	NEC	Refer Corrigendum for some changes in the clause
87	28	5. Eol Selection Criteria, Point no.10, Certification	The Bidder/ Lead Bidder should have the following certifications at the time of submission of the Bid: - ISO 27001 – should have experience of obtaining ISO 27001 for at least one Indian client in last 3 years - CMM Level 5 - ISO 20001	The Bidder/ Lead Bidder should have the following certifications at the time of submission of the Bid: - ISO 27001 - This certificate needs to be showed cased by the bidder - CMM Level 5 - ISO 20001	Request to kindly consider ISO 27001 certificate from the bidder	NEC	Refer to Corrigendum
88	17	Section 4 - Scope of Work	This section gives an overview of the Scope of Work (SoW) for the proposed SI. To understand the SoW better, the high-level architecture of the ATS-P gives an overview of various components of the system and how they integrate and interact with each other. It is followed by recommendations on the proposed scope of work and SLAs for the same. Please note the section is for high level information for the prospective bidders and the details will be specified in the RFP subsequently.	Please clarify if the Bidder is required to comply to the Make in India guidelines as there is no provision in the EOI regarding the same. Please clarify if there is any notification of any Ministry/Department (MEITY, DOT or other ministry) to meet any local content requirements with respect to the products/items to be supplied under this EOI	It is important to enquire and identify if there is a specific requirement to meet the local content requirement with respect to items/products to be supplied under this EOI to ensure that the bid proposal is fully compliant to applicable make in india guidelines.	NEC	The guidelines of DPPIT and MeitY, Gol with regard to local content will apply. Refer to the revised Public Procurement (Preference to Make in India), Order 2017" dated 16.09.2020 issued by DPIIT, Gol
89	17	Section 4 - Scope of Work	Scope of Work	Please clarify if there are any specific laws, notification or guidelines in connection with the data protection	It is important to enquire and be aware of any specific compliance requirements with respect to data protection to ensure that adequate	NEC	Yes, all applicable guidelines from Govt. of India. Specifics of the same will be shared during the RFP stage.

				requirements that the bidder is required to follow or adhere to.	provisioning is made in the bid proposal.		
90	17	Section 4 - Scope of Work	Scope of Work	Please clarify the extent of variation or change in scope of work to be provisioned by the bidder. Generally it is about 20-25%. Please confirm if bidder should provision for variation of scope of work as per standard practice and also provide clarity whether variations will be done at market prices if it exceeds the specified percentage.	It is important to enquire about the possible variations to the scope of work so that bidder can adequately provision for it in the bid provision.	NEC	Will be addressed in the Contract. The draft Contract will be part of the RFP document. Also the process to handle Change Requests will clearly be called out during the RFP stage.
91	17	Section 4 - Scope of Work	Scope of Work	Please clarify if are any specific terms and conditions that will be applicable to the scope of work and its implementation which the bidder should provision in its proposal and have a contingency plan for.	It is important to be aware of important terms and conditions that will be applicable to the implementation of the scope of work and may have an effect on bidder's performance of its obligations.	NEC	Will be addressed in the Contract. The draft Contract will be part of the RFP document.
92	24	Section 4.3 - SLA	SLAs	Please provide clarity and more information with respect to the amount of penalties assigned to the SLAs so that bidder can evaluate and provision its bid accordingly. If the proposed amount is exorbitant then bidder would like to evaluate and negotiate with customer for reasonable amounts and calculation method to ensure that penalties are aligned with the value of delayed or affected services/items/deliverables.	It is important to know the amount of penalties of SLAs to provision in the bid and also to negotiate with customer if the amount proposed is exorbitant.	NEC	Details of SLA computation, Penalties/ LDs, Capping to Penalty Amount etc. will be specified in the RFP
93	17	Section 4 - Scope of Work	Proposition to add terms and conditions	We request you to consider adding the following provision in the EOI or RFP with respect to safeguard of a Party's existing intellectual property rights: "Except for the rights expressly granted under any license by a Party or its sub-contractor under the Contract, each Party shall retain its right in the pre-existing intellectual property and nothing in this Contract shall be deemed to be a license or transfer of ownership in the pre-existing intellectual property to the other Party. "	It is important to have a provision for safeguard of existing intellectual property rights in the EOI and RFP	NEC	No such clauses are needed in the EoI stage. Sample Contract/ Agreement will be shared during the RFP which will comprise of all relevant clauses.

94	17	Section 4 - Scope of Work	Proposition to add terms and conditions	<p>We request you to consider having a provision with a specific timeline governing the term of the license that will be granted by the bidder to the end customer/DGARM for using the software or other intellectual property right in the deliverables/items. We propose the following provision:</p> <p>"All the software licenses that bidder proposes should be co-terminus with the Contract. The software licenses shall be used as per agreed Scope of Work"</p>	<p>It is important to have a provision defining the term of the software licenses and also defining their use in the EOI or RFP</p>	NEC	<p>No such clauses are needed in the Eol stage. Sample Contract/ Agreement will be shared during the RFP which will comprise of all relevant clauses.</p>
95	17	Section 4 - Scope of Work	Proposition to add terms and conditions	<p>We request you to have a provision in the EOI/RFP dealing with exclusion of liability of bidder in case of third party infringement claims. This provision will cover exclusion of liability of bidder on account of modifications made to the deliverables to suit the customer requirement or use by customer which is in violation of the terms and conditions of software license or Contract. We propose the following provision for this:</p> <p>Notwithstanding anything contained in the EOI/RFP/Contract, the Bidder shall have no obligation to indemnify or settle any claim for any infringement or other violation of any patent, copyrights or other intellectual property right: (i) arising from compliance with DGARM's specifications, designs or instructions; (ii) relating to use of any deliverable supplied by Bidder in combination with any other item(s) not supplied by the Bidder or (iii) attributable to possession or use of the deliverable (or any part thereof) by DGARM other than in accordance with the terms of the license or Contract or agreed scope"</p>	<p>It is important to have a provision dealing with exclusion of bidder's liability in case of third party claims for which bidder may not be liable and such claims have arisen on account of specific requirements of customer or reasons not attributable to Bidder.</p>	NEC	<p>No such clauses are needed in the Eol stage. Sample Contract/ Agreement will be shared during the RFP which will comprise of all relevant clauses.</p>

96	17	Section 4 - Scope of Work	Proposition to add terms and conditions	<p>We request you to consider having a provision dealing with limitation of liability of the bidder for any or all damages that may arise from the EOI/RFP/Contract. We propose the following provision for the same:</p> <p>"Notwithstanding anything contained in this EOI/RFP/Contract, the total liability of the Bidder for any kind of loss, damage or claim arising out of or connected with this EOI/RFP/Contract will not exceed either (i) the value of the applicable purchase order giving rise to the liability or (ii) price allocable to the goods/works which give rise to such a claim, whichever is lesser. Neither Party shall be liable for indirect losses, consequential, collateral, special, punitive or incidental loss or damage including business loss suffered by a Party in connection with the agreement, whether in tort, contract, strict liability or otherwise. "</p>	It is important to have a provision dealing with limitation of liability of the bidder and have a reasonable cap on such liability along with exclusions	NEC	No such clauses are needed in the Eol stage. Sample Contract/ Agreement will be shared during the RFP which will comprise of all relevant clauses.
97	17	Section 4 - Scope of Work	Proposition to add terms and conditions	<p>We request you to add a provision dealing with termination and consequences of termination in case of default or for convenience. We propose the following provision:</p> <p>"1. In the event either Party materially breaches any term of the RFP/Contract, which breach is not cured within thirty (30) days after written notice specifying the breach is given to the breaching party, the non-breaching Party may (i) terminate the agreement by giving written notice to the breaching Party; and (ii) pursue any and all remedies available subject to the provisions of the agreement.</p> <p>2. Without limiting the foregoing, the Contract may be terminated by either Party with or without cause at any time pursuant to forty-five (45) days written notice to the other Party.</p> <p>3. In the event of termination of the Contract, DGARM will be liable to pay the Bidder the following amounts that have accrued till the date of such termination i.e., (i) value of the works executed by the Bidder till the date of termination; (ii) value of the inventory held by the Bidder at the time of termination of this RFP/Contract; (iii) dues of the Bidder's subcontractor to</p>		NEC	No such clauses are needed in the Eol stage. Sample Contract/ Agreement will be shared during the RFP which will comprise of all relevant clauses.

				whom Bidder has already placed orders on behalf of DGARM before the termination of the contract and whose liability is coming to the Bidder at the time of termination of the RFP/Contract."			
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98	17	Section 4 - Scope of Work	Proposition to add terms and conditions	<p>We request you to add a provision dealing with dispute resolution in case if there is a dispute between the Parties. We propose the following provision:</p> <p>"If any claim, dispute or disagreement of any kind whatsoever arises between the Bidder and DGARM, in connection with or arising out of or touching upon the RFP/Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, termination, or execution, whether before or after the termination, abandonment or breach of this Contract ("Dispute"), the Parties will seek to resolve the Dispute by mutual consultation, within 10(ten) days from the occurrence of such Dispute. If the Parties fail to resolve the Dispute by mutual consultation within 30(thirty) days after notice of the Dispute by one Party to the other Party, then, such unresolved dispute will be referred to arbitration by the Parties in accordance with the Arbitration and Conciliation Act, 1996 (as amended). The arbitration proceedings will be conducted before an arbitral tribunal consisting of 3 (Three) arbitrators. Each Party shall appoint 1(One) Arbitrator and these 2 (Two) appointed arbitrators will appoint the third arbitrator who will preside over the arbitration proceedings. The language of arbitration will be English. The place of arbitration shall be Delhi, India. The Parties agree that the decision of the arbitrator/s shall be final and binding on the Parties. The courts at Delhi will have jurisdiction to decide over all matters arising with respect to this Contract"</p>	NEC	<p>No such clauses are needed in the EoI stage. Sample Contract/ Agreement will be shared during the RFP which will comprise of all relevant clauses.</p>
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99	17	Section 4 - Scope of Work	Proposition to add terms and conditions	<p>We request you to add a provision for Force Majeure, which is an important clause to cover for Force Majeure events. We propose to add the following clause in respect of Force Majeure:</p> <p>"The term "Force Majeure" shall include events such as national disaster, hostilities or wars, revolutions, acts of public enemy, restrains of any de jure or de facto Government general strikes, any kind of fire, explosion, earthquake, restrictions related to epidemic/ pandemic including but not limited to COVID-19, and/or any other situation(s) beyond the reasonable control of the affected Party and which event affects the performance of obligations under this Contract by the affected Party. Neither Party to the Tender/contract shall be deemed to be in breach of this Contract or held liable for its failure to comply with any of the terms of this RFP/Contract due to Force Majeure event provided the Party claiming such force majeure event shall intimate the same to the other Party within a reasonable time, and shall use its best efforts to remove the cause of such force majeure and shall resume compliance with this RFP/Contract, if possible as soon as practicable after the removal of such cause."</p>		NEC	No such clauses are needed in the Eol stage. Sample Contract/ Agreement will be shared during the RFP which will comprise of all relevant clauses including Force Majeure.
100	35	6.5. Format: Eol Response Project Experience	Project Experience	All projects are under NDA & Confidentiality - In Lieu of Completion Certificate , Letter of Award , Agreement Copy - CS letter to be allowed	Reason -All projects are under NDA & Confidentiality	Wipro	Refer to Corrigendum
101	34	6.3. Format: Bidder's Profile	List of Indian Customers to whom the Firm has provided similar services in India in last 3 years. (Note: Similar Services will mean the type of services which the Firm will provide as part of this EOI)	<p>We cannot provide Names of the client, due to NDA.</p> <p>Case Study PPT for earlier executed engagements can be provided.</p> <p>Request duration to be increased to 8 Years</p>	Reason -All projects are under NDA & Confidentiality	Wipro	Refer to Corrigendum
102	34	6.3. Format: Bidder's Profile	b. Financial Information (last three years) Audited Annual turnover from IT Consulting Services (INR Crores) Audited Annual turnover from Information Security Audit and GRC Services (INR Crores)	<p>Request to allow a Break up of IT Services and IT Products.</p> <p>We do not maintain different books of account for IT Consulting Services</p>	Reason- We do not maintain different books of account for IT Consulting Services	Wipro	Refer to Corrigendum
103	30	6	Experience of Similar Projects in India and Globally (beyond projects shared for Eol evaluation)	Request to allow to share the case studies instead of PO & Completion certificates.	Reason -All projects are under NDA & Confidentiality	Wipro	Refer to Eol. No such documentations are mandatory for the said clause

104	28	10. Certification	ISO 27001 – should have experience of obtaining ISO 27001 for at least one Indian client in last 3 years	PI Seek Bidder's Own Certification. Providing End Customer Certification would be challenge due to NDA & Confidentiality	Reason -All projects are under NDA & Confidentiality	Wipro	Refer to Corrigendum
105	28	9. Experience of setting up of Command Control Centre	The Bidder should have, in the last 5 years, successfully implemented at least one Command Control Centre of similar scale and complexity in India.	The Bidder should have, in the last 5 08 years, successfully implemented at least one Command Control Centre of similar scale and complexity in India.	Reason - More projects can be showcased of Similar Scale	Wipro	Refer to Corrigendum
106	27,28	Experience	Copy of Contract/ Work Order and Completion/ Phase Completion Certificate from the Client; ▪ Copy of Contract/ Work Order and Self Certificate of Completion/ Phase Completion certified by the Company Secretary;	All projects are under NDA & Confidentiality - In Lieu of Completion Certificate , Letter of Award , Agreement Copy - CS letter to be allowed	Reason -All projects are under NDA & Confidentiality	Wipro	Refer to Corrigendum
107	27	Experience in implementing Data Visualization Projects	The Bidder should have, in the last 3 years, successfully implemented at least 3 Data Visualization projects, with at least one such implementation in India. Each cited project should have elements of: [a] Data Visualization (with interactivity) for large screens [b] UI/UX Strategy & Design [c] Multi-screen visualization	The Bidder should have, in the last 3 8 years, successfully implemented at least 3 Data Visualization projects, with at least one such implementation in India. Each cited project should have elements of: [a] Data Visualization (with interactivity) for large screens [b] UI/UX Strategy & Design [c] Multi-screen visualization	Reason - More projects can be showcased of Similar Scale	Wipro	Refer to Corrigendum
108	27	Experience of providing Facial Recognition services in India	The Bidder should have, in the last 3 years, successfully implemented at least 2 facial recognition systems involving current generation technologies based on AI/ML, pattern recognition etc., with preferably one such implementation in India. The projects cited should demonstrate (a) efficacy of the facial recognition system, (b) scale of deployment, and (c) ability to work with varying camera feeds.	The Bidder should have, in the last 3 08 years, successfully implemented at least 2 facial recognition systems involving current generation technologies based on AI/ML, pattern recognition etc., with preferably one such implementation in India. The projects cited should demonstrate (a) efficacy of the facial recognition system, (b) scale of deployment, and (c) ability to work with varying camera feeds.	Reason - More projects can be showcased of Similar Scale	Wipro	Refer to Corrigendum
109	26	Experience of similar projects	The Bidder/ Lead Bidder should have the experience of successfully delivering system integration projects of similar nature for Central/ State Govts. In India in the last 3 years.	The Bidder/ Lead Bidder should have the experience of successfully delivering system integration projects of similar nature for Central/ State Govts. In India in the last 3 08 years.	Reason - More projects can be showcased of Similar Scale	Wipro	Refer to Corrigendum
110	26	Profitability	Statutory auditor's certificate OR certificate from Company Secretary of the Bidder	Statutory auditor's certificate OR certificate from Company Secretary of the Bidder OR certificate by CA		Wipro	No change in the clause
111	26	Sales Turnover from IT Services	Statutory auditor's certificate OR certificate from Company Secretary of the Bidder	Statutory auditor's certificate OR certificate from Company Secretary of the Bidder OR certificate by CA		Wipro	No change in the clause
112	16	3.10. Confidentiality	As per EOI	Do we need to sign an NDA for the EOI? PI Confirm		Wipro	No.

113	16	3.9.4. Evaluation Process	DGARM shall evaluate the responses to this EOI and scrutinize the supporting documents / documentary evidence. Inability to submit the requisite supporting documents / documentary evidence, may lead to rejection	DGARM shall evaluate the responses to this EOI and scrutinize the supporting documents / documentary evidence. Inability to submit the requisite supporting documents / documentary evidence, may lead to rejection PI allow CS letter in lieu of WO & Sign Offs	Reason -All projects are under NDA & Confidentiality PI allow CS letter in lieu of WO & Sign Offs	Wipro	Refer to Corrigendum for some changes made in the clause
114	14	6	e. The Bidders are requested to go through the EOI advertisement and the EOI document carefully to understand the documents required to be submitted and the process to be followed as a part of the Proposal. Any deviations may lead to rejection of the Proposal.	e. The Bidders are requested to go through the EOI advertisement and the EOI document carefully to understand the documents required to be submitted and the process to be followed as a part of the Proposal. Any deviations may lead to rejection of the Proposal.		Wipro	There should be no deviation with regard to the EOI format and requirements.
115	17	4.1 High level Architecture	High Level architecture of ATS-P	Which modules from 1-12 are in place or the entire diagram is for the proposed work	To access the rough order of complexity in scope of work	SITA	All modules are in scope
116	18	Information Security	CIBC has put in place a comprehensive ISMS Policy....	We request copy of ISMS	To familiarize ourselves with the expectations and to map them with our own security policy	SITA	Relevant details will be shared during the RFP stage
117	23	Facial recognition implementation	SI will be responsible for implementing facial recognition system.....	Is this expected to be a mass surveillance or a one-to-one matching with images in Customs database. The use cases described during pre bid meeting indicate that only identity match of existing POI on arrival or departure is required at multiple touchpoints within airport premises	Mass surveillance beings in legal/logistical aspects, hence limiting scope will make the design and compliance manageable. Limited number touch points are pertinent towards system design. Use of low grade cameras will reduce face matching accuracy	SITA	ATS-P is an identification system capable of working preferably on 1-to-many basis, as long as it selects multiple (probable matches). The purpose of the system is to verify the identity of risky passengers. The Government respects, follows and practices humanitarian approach. We and the Country do not target the population based on any demographic criteria or for social profiling. The Bidder/ vendor may clarify the exact perspective for the question in the EOI response.
118	25	EOI Selection Criteria	1.Consortium	If we leverage on our existing tie up with DC provider like Azure/Sify etc will they be considered consortium partner. For Face matching we work with various global major companies to use their matching engines that are embedded as integral part of our solution - similar to using a RDBMS (Oracle etc). Should we consider them as consortium partner	In our view, we have global experience to assist several governments (customs, immigrations) with such project. In these projects we use our global tie-ups around DC, RDBMS, matching engines etc. which are embedded as our deliverable. Your response will help us understand if we are mandated to bring a consortium partner as a sub	SITA	Decision as to whether to submit the proposal as a Sole Bidder or as a Consortium of firms will have to be taken by the Bidder itself based on its capability to meet the scope of work as well as eligibility requirements

119	27,28	EOI Selection Criteria	<p>6.Experience of similar projects 7. Experience of providing facial recognition services in India.8.Experience in implementing Data Visualization projects 9.Experience of setting up Command Control Center.</p> <p>As advised during pre-bid meeting the key aspect is bidder ability to work with Government of India entities. We request that requirement be highlighted separately.</p>	<p>This experience should be global and not limited to India.</p> <p>Since APIS/PNR data from scheduled airlines will be a key source, this experience should be made essential</p> <ul style="list-style-type: none"> ▪ Capability to manage data from charter airlines, cruise ships should be mandatory ▪ Experience of working with Customs, Immigrations of 5 countries or more with similar scope should be a mandatory requirement ▪ To ensure that experience is relevant to size of India, bidder should have the core solution implemented at a country with similar passenger volumes viz 70 Million international passengers per year ▪ The experience for past 3 years may please be increased to 5 – 7 years. 	<p>Core IT experience around principles of system features, implementation methodologies, IT service management principles are essential, it is equally important to have the required domain experience viz deep understanding of operating experience with agencies like CIBC NCTC will be a vital and pertinent requirement to ensure success of this program.</p> <p>Such initiatives of the given complexity and size involving national security are not frequent, hence we suggest to increase the past experience expanded to 5-7 years.</p>	SITA	<ul style="list-style-type: none"> ▪ Capability to manage data from charter airlines, cruise ships should be mandatory - No change in clause ▪ Experience of working with Customs, Immigrations of 5 countries or more with similar scope should be a mandatory requirement - No change in clause ▪ To ensure that experience is relevant to size of India, bidder should have the core solution implemented at a country with similar passenger volumes viz 70 Million international passengers per year - No change in clause ▪ The experience for past 3 years may please be increased to 5 – 7 years. - Refer Corrigendum
120	10	EOI Selection Criteria	<p>Bidder should have following certifications... ISO 27001 CMMI5 ISO 20001</p>	<p>Please confirm these are Optional not Mandatory requirements? Domain expertise and previous successful deployments of similar systems should take priority over certification.</p>	<p>Core IT experience around principles of system features, implementation methodologies, IT service management principles are essential, it is equally important to have the required domain experience viz deep understanding of operating experience with agencies like CIBC NCTC will be a vital and pertinent requirement to ensure success of this program</p>	SITA	<p>These are mandatory requirements. Refer to Corrigendum</p>
121	27,28	EOI Selection Criteria	<p>6.Experience of similar projects 7. Experience of providing facial recognition services in India 8.Experience in implementing Data Visualization projects 9.Experience of setting up Command Control Center</p>	<p>The Experience requires copy of work order / contract, which cannot be furnished due to confidentiality clauses.</p>	<p>Such projects involve national security and contracts are subject to confidentiality clauses. Hence we propose that this be replaced with following two: a. Self certification from authorized signatory of the bidder with experience b. Ability to arrange visit to 2 sites that meet the scope, relevance and size</p>	SITA	<p>Refer to Corrigendum</p>
122	8	Data Sheet	<p>Last date and time for proposal submission</p>	<p>Please provide 6 weeks from last inputs provided for bidders</p>	<p>This is a strategic Government of India initiative dealing with national security. This requires a careful design, preparation and response to meet the importance.</p>	SITA	<p>Refer to Corrigendum</p>
123	26	5	<p>Eoi Selection Criteria</p> <p>#4 The Bidder/ Lead Bidder should have minimal turnover of INR 500 Crores from system/software development, maintenance or systems integration services in each of the last 3 financial years...</p>	<p>Suggest to revise as: The Bidder/ Lead Bidder should have minimal turnover of INR 300 Crores from system/software development, maintenance or systems integration services in each of the last 3 financial years.</p>	<p>We have the relevant experience of executing similar projects and the same may please be considered.</p>	IDEMIA	<p>No change in the minimal turnover. Refer to Corrigendum for other changes</p>

124	25-28	5	Eol Selection Criteria #6, #7, #8 & #9	Eol parameter on Eligibility #6, #7, #8 & #9 are seeking India specific experiences. Since these types of projects are hardly executed in India in the past, we request you to consider the Global Project Experience of the Bidder as well.	We have the relevant experience of executing similar projects Globally and the same may please be considered.	IDEMIA	No change
125	19	4.1.High Level Architecture of the ATS-P	Data Ingestion - Data consumed by the proposed system shall be a combination of structured, semi structured, and unstructured, and may include real time streaming data like social media data, CCTV feeds etc.	It may be noted that all the relevant data to be ingested has to be provided by the Govt. incl. Social Media data, etc. or any data source for forensics.	Data from Social Media can't be scrapped as there are various Data privacy laws which does not permit the same.	IDEMIA	Ingestion of data within the legally permissible domains will be implemented
126	23	6. Facial Recognition Implementation	SI will be responsible for implementing facial recognition systems. The choice of facial recognition systems should be done that the system can work with the available CCTV feeds in the airports and are not tightly coupled to one specific make of CCTV cameras.	We understand that all Airports have implemented Video Surveillance systems with Facial Recognition capabilities using multiple cameras (makes/ models) and VMS solutions. Ingesting Camera feeds without standardisation of Video formats may be highly challenging. Alternately, it would be rather easier if the incumbent vendors of respective airports/ port of entry-exit provide cropped facial images to the data ingestion layer of ATS-P. P.S. Our FRS solution is independent of make/model of CCTV camera.	Cropped images will help in minimising the data requirements in the overall data ingesting, analytical repository, etc.	IDEMIA	The same suggestion and other relevant suggestions/ points of views/ constraints may be provided as a suggestion in the Eol response under Approach & Methodology section
127	11	2.2. Introduction to NCTC (PAX) & ATS-P	The ATS-P application will be developed as an advancement to currently operational Advanced Passenger Information System (APIS). It will be a decision support tool that compares passenger information against law enforcement, intelligence, and other enforcement data using various scenarios and assessments. It will facilitate legitimate travel while managing threats related to contraband, duty leakage, etc.	Whether the proposed ATS-P would be in line with the Passenger Name Record Information Regulations, 2022 (the 'Regulations') notified on 08th August, 2022.	This would ensure compliance to Global standards such as PNRGOV EDIFACT message format.	IDEMIA	Yes
128	20	Data Quality, Metadata & Governance Another critical requirement is of time linked, reversible Data Anonymization - cryptographic anonymization of data after 'n' (to be determined) years which should be reversible with a control mechanism in place.	Will RFP will be stipulating the tenure going to "N" = 5 Years.	The Passenger Name Record Information Regulations, 2022 notified on 08th August, 2022 stipulates that in normal course, the data collected is stored only for five years after which it is disposed of by depersonalisation or anonymisation.	IDEMIA	As per the regulations. However, technically the system should be capable of working with any realistic defined value of n where n will be a functional determination and not a technical one

129	17	4.1 High level Architecture of the ATS-P	Volume and variety of data that will power ATS-P which will require exponential growth of the underlying infrastructure.	Our understanding is that proposed solution shall be developed using the modern cloud native architecture that uses the microservices deployed over the container technology for scalability and exponential growth. Please confirm. As the proposed system will be integrated with all the application of CBIC which have large data bases and shall have multiple data models.	To ensure the scalability and portability, proposed solution must be using the modern hybrid cloud native architecture using the event driven integration.	Red Hat India	Already mentioned in the Eol. Refer to design principles
130	22	4.2 Proposed Scope of Work	1. Development of ATS-P application. Development of the ATS-P system : Actual development of the system including creating of the necessary work products like documentations and testing. DGARM proposes to adopt a more agile approach towards development and release modules incrementally.	Our understanding is that proposed solution shall have the DevOps / DevSecOps capability to implement in DGARM for ATS-P system. Please confirm.	To bring the true agility in the system, microservices based development using the DevOps deployed over container technology shall be required.	Red Hat India	Such details will be specified in the RFP
131	18	4.1 High level Architecture of the ATS-P	DGARM has decided to adopt an on-premise approach towards ATS-P will be hosted in DCs in India, adhering to the guidelines of the GoI.	Please clarify that solution proposed shall be from MeitY empanelled cloud services providers. MeitY ensures all the Data centers compliances required by GoI.	Please refer to https://www.meity.gov.in/content/gi-cloud-meghraj	Red Hat India	On-prem here includes data centre hosting, as required in the Eol
132	18	4.1 High level Architecture of the ATS-P	All infrastructure required for ATS-P will have to be provisioned on a managed services basis where the SI ensures that the services are delivered as per requirements and SLAs	There are no minimum functional and technical specifications given in the EOI for required Software / Hardware components. Please add that as a part of compliance for the SI. As per EOI, SI has to propose all the infrastructure as well as software components as managed services model.	If so, there will not be any procurement happening in the name of the DGARM and no product compliances will be given. Enterprise support for OEM products cannot be ascertained and at the time of project transition to a different SI there will be no handover of existing inventory that is under support.	Red Hat India	Such details, if necessary, will be specified in the RFP document