

Supply, Installation and Maintenance of 170 nos. of IP telephones with centralized management and control infrastructure (Ref: CO/ITD/1134/R1 /2020-21 Date: 19/10/2020)

Clarifications

S No.	Page# / Clause No.	Section/Point	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
1.	Page No. 12/ Clause No. 2	Project Milestone and Timeline	Total time for Delivery and Installation for hardware & software for Centralised Management & Control server should not exceed Six (6) Weeks from the date of Purchase Order..	Total time for Delivery and Installation for hardware & software for Centralised Management & Control server should not exceed 12 Weeks from the date of Purchase Order.	Please refer point no. 24 in amendment corrigendum.
				Order will place in USD or Indian currency, who will take care of Custom duty, TRC approval at Colombo Airport	Order will be placed in INR and all necessary approval to be taken by the successful bidder.
2.	Page No. 12/ Clause No. 4	Eligibility Criteria	The Annual turnover should be more than Rs.20 crores for each of the last three Financial years. (2017-18, 2018-19 & 2019-20)	Request to remove this clause for MSME	It is clarified that Bank may relax condition of prior turnover and prior experience with respect to MSE subject to meeting of quality and technical specifications.

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3.							It is clarified that Bank may relax condition of prior turnover and prior experience with respect to MSE subject to meeting of quality and technical specifications.
4.	Page No. Clause No. 4.	12/	Eligibility Criteria	The Bidder should have supplied minimum of 350 IP Phones in a single setup alongwith centralized management & controlling solution of the make quoted in the bid to Banks/ Financial Institutions/ Government Organizations/Corporates in India in last three financial years.	The Bidder should have supplied minimum of 100 IP Phones in a single setup alongwith centralized management & controlling solution of the make quoted in the bid to Banks/ Financial Institutions/ Government Organizations/Corporates in India in last three financial years. or The Bidder should have supplied minimum of 350 IP Phones in a multiple setup along with centralized		Please refer point no. 1 in amendment corrigendum.

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				management & controlling solution of the make quoted in the bid to Banks/ Financial Institutions/ Government Organizations/Corporates in India in last three financial years.	
5.	Page No. 12/ Clause No. 4	Eligibility Criteria	Not Available in RFP	Request you to included "Public procurement policy" into tender	This RFP is governed by the Public Procurement policy issued by Govt. of India.
6.	NA	NA	NA	The Proposed IP PBX need to be capable enough to register the existing Room based Video End points with same PBX without any additional cost for PBX	Please adhere to tender terms & conditions.
7.	NA	NA	NA	The same PBX need to support both IP, Analog and Video End points	Please adhere to tender terms & conditions.

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8.	NA	NA	NA	The proposed OEM must be in the Leaders quadrant in the latest Gartner's Magic quadrant report for Unified communications	Please adhere to tender terms & conditions.
9.	NA	NA	NA	The proposed OEM must have deployed minimum of 3000 IPT in any PSU Bank	Please refer point no. 20 in amendment corrigendum.
10.	Page No. 14/ Clause No. 6	Scope of Work	Every user who has been given the capability of Video enabled IP Phone must be able to conduct review meetings with at least 5 participants using their IP Phones	Either we can use the existing MCU for this or we need to quote the additional appliance for this conferencing solution.	The bidder needs to provide the complete infra alongwith licenses required if any, for conducting the review meeting.
11.	Page No. 31/	Technical	Active Directory and	The PBX must support LDAP	The IP Phone solution

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	Clause No. 1	Specification of IP phone being provided to MD & CEO, EDs, GMs stationed at CO/HO, DGM/DHs, FGMs, LCBs, Zonal Mangers and others:	Lightweight Directory access protocol (LDAP) integration	or AD integration support	alongwith Centralized Management and Control Device should support AD or LDAP integration.
12.	Page No. 31/ Clause No. 1	Technical Specification of IP phone being provided to MD & CEO, EDs, GMs stationed at CO/HO, DGM/DHs, FGMs, LCBs, Zonal Mangers and others:	Should support Bluetooth for handsfree earphones	Should support minimum Bluetooth version 4.1 LE for handsfree earphones	Please adhere to tender terms & conditions.

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13.	Page No. 31/ Clause No. 1	Technical Specification of IP phone being provided to MD & CEO, EDs, GMs stationed at CO/HO, DGM/DHs, FGMs, LCBs, Zonal Mangers and others:	The phone should support QoS mechanism.	The phone should QoS mechanism through 802.1p	Please refer point no. 4 of amendment corrigendum
14.	Page No. 31/ Clause No. 1	Technical Specification of IP phone being provided to MD & CEO, EDs, GMs stationed at CO/HO, DGM/DHs, FGMs, LCBs, Zonal Mangers and others:	Should have a built-in camera with 720p resolution (encode & decode). The camera should have a shutter to open/close camera. Should support standards based video protocol H.264	Should support standards based video protocol with minimum of H.264 or higher	Please refer point no. 5 of amendment corrigendum
15.	Page No. 31/ Clause No. 1	Technical Specification of	Media Encryption (SRTP) using AES	Minimum AES -128 bit Encryption or higher	Please refer point no. 6 of amendment corrigendum

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		IP phone being provided to MD & CEO, EDs, GMs stationed at CO/HO, DGM/DHs, FGMs, LCBs, Zonal Mangers and others:		encryption Support	
16.	Page No. 31/ Clause No. 1	Technical Specification of IP phone being provided to MD & CEO, EDs, GMs stationed at CO/HO, DGM/DHs, FGMs, LCBs, Zonal Mangers and others:	Signaling Encryption (TLS) using AES	Minimum AES -128 bit Encryption or higher encryption Support	Please refer point no. 7 of amendment corrigendum
17.	Page No. 31/ Clause No. 1	Technical Specification of IP phone being provided to MD &	The phone should provide user the flexibility while using the headset i.e. RJ-9, USB-based, 3.5mm &	We request to remove 3.5mm	Please refer point no. 8 of amendment corrigendum

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		CEO, EDs, GMs stationed at CO/HO, DGM/DHs, FGMs, LCBs, Zonal Mangers and others:	Bluetooth. The phone to be supplied with a RJ-9 headset.		
18.	Page No. 31/ Clause No. 1	Technical Specification of IP phone being provided to MD & CEO, EDs, GMs stationed at CO/HO, DGM/DHs, FGMs, LCBs, Zonal Mangers and others:	Should have min 5" screen with color display with at least 4 programmable line keys	we request to make it 4.3" Display	Please refer point no. 9 of amendment corrigendum
19.	Page No. 31/ Clause No. 1	Technical Specification of IP phone being provided to MD & CEO, EDs, GMs stationed at	Should have a built-in camera with 720p resolution (encode & decode). The camera should have a shutter to open/close	We request to make it as built in or external USB camera	Please refer point no. 10 of amendment corrigendum

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		CO/HO, DGM/DHs, FGMs, LCBs, Zonal Mangers and others:	camera. Should support standards based video protocol H.264			
20.	Page No. 31/ Clause No. 1	Technical Specification of IP phone being provided to MD & CEO, EDs, GMS stationed at CO/HO, DGM/DHs, FGMs, LCBs, Zonal Mangers and others:	Should support self-view video, picture in picture (pip) with adjustable positions of pip.	We request to remove this point		Please refer point no. 11 of amendment corrigendum
21.	Page No. 31/ Clause No. 1	Technical Specification of IP phone being provided to MD & CEO, EDs, GMS stationed at CO/HO, DGM/DHs, FGMs,	The phone should support mounting against a wall	We request to remove this point		Please refer point no. 12 of amendment corrigendum

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		LCBs, Zonal Mangers and others:			
22.	Page No. 32 / Clause No. 2	Technical Specification of Voice only IP phones being provided to Data Center, DR Site and other critical Bank operation team viz. NOC, SOC, EOD, RTGS/NEFT, CBS, etc.:	Active Directory and Lightweight Directory access protocol (LDAP) integration	Directory / User lookup is possible using an IP Phone when AD is integrated with Call Control using LDAP and not directly with Phone (Move this to Call Control Section)	The IP Phone solution alongwith Centralized Management and Control Device should support AD or LDAP integration.
23.	Page No. 32 / Clause No. 2	Technical Specification of Voice only IP phones being provided to Data Center, DR Site and other critical Bank operation team viz. NOC, SOC, EOD, RTGS/NEFT, CBS, etc.:	Should have min 3.5" backlit screen with greyscale display with at least 4 programmable line keys	We request to make it 2.8" color LCD	Please adhere to tender terms & conditions.

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24.	Page No. 32/ Clause No. 2	Technical Specification of Voice only IP phones being provided to Data Center, DR Site and other critical Bank operation team viz. NOC, SOC, EOD, RTGS/NEFT, CBS, etc.:	The phone should support QoS mechanism.	The phone should QoS mechanism through 802.1p	Please refer point no. 13 of amendment corrigendum
25.	Page No. 32/ Clause No. 2	Technical Specification of Voice only IP phones being provided to Data Center, DR Site and other critical Bank operation team viz. NOC, SOC, EOD, RTGS/NEFT, CBS, etc.:	Media Encryption (SRTP) using AES	Minimum AES -128 bit Encryption or higher encryption Support	Please refer point no. 14 of amendment corrigendum
26.	Page No. 32/ Clause No. 2	Technical Specification of Voice only IP phones being	Signaling Encryption (TLS) using AES	Minimum AES -128 bit Encryption or higher encryption Support	Please refer point no. 15 of amendment corrigendum

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			provided to Data Center, DR Site and other critical Bank operation team viz. NOC, SOC, EOD, RTGS/NEFT, CBS, etc.:				
27.	Page No. 32/ Clause No. 2		Technical Specification of Voice only IP phones being provided to Data Center, DR Site and other critical Bank operation team viz. NOC, SOC, EOD, RTGS/NEFT, CBS, etc.:	The phone should support mounting against a wall	We request to remove this point		Please refer point no. 16 of amendment corrigendum
28.	Page No. 34/ Clause No. 3		Technical Specification of Centralized Management & Control device	Call Manager - for 170 users and expandable upto 7000 in the same solution	We request to make it 10000 user		Please adhere to tender terms & conditions.
29.	Page No. 34/ Clause No. 3		Technical Specification of	Not Available in RFP	Single IP User license for any type of device i.e.		Please adhere to tender

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		Centralized Management & Control device		Analog Phone, IP Phone, Third Party IP Phone, etc.	terms & conditions.
30.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management & Control device	Not Available in RFP	Each IP user license should support multiple device registration, a minimum of 3 Devices an IP Phone, a UC based Softphone and a UC based Mobile Client.	Please adhere to tender terms & conditions.
31.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management & Control device	The system should support an inbuilt reporting tool for calls. Reports that are provided include Calls on a user basis, Calls through gateways, Simplified Call Quality.	We request to remove this point	Please adhere to tender terms & conditions.
32.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management &	Not Available in RFP	The system should be able to provide details of each call for billing. There should be no loss of data in case of	Please adhere to tender terms & conditions.

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		Control device		failure of one node. The billing solution can be a local solution for better customization as per the local costing and regulation and should be able to generate reports. Reports that are provided include Calls on a user basis, Calls through gateways, Simplified Call Quality.	
33.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management & Control device	All the appliances in the call control system should have dual redundant and hot swappable power supply and fans for high availability.	We request to remove this point	Please adhere to tender terms & conditions.
34.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management & Control device	All appliances in the call control system should have hot swappable storage media to ensure high availability.	We request to remove this point	Please adhere to tender terms & conditions.

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35.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management & Control device	Not Available in RFP	Should be able to control call and provide user with access to accept call on any device as per user's selection, swipe / transfer the active calls between devices and networks without disturbing the call and support the users to see other user's IP phone's on/off hook states.	Please adhere to tender terms & conditions.
36.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management & Control device	The network will have VoIP based call control architecture with centralized call control functionality across minimum 2 nodes for enhanced redundancy.	Pls explain what do you mean by 2 nodes of enhanced redundancy?(DC and DR will be on same subnet Mask or different two LAN with different Subnet Mask)	DC and DR will be on different LAN with different IP address. The call manager should be supplied in high availability mode with a minimum of two hardware nodes at each site for redundancy.
37.	Page No. 34 / Clause No. 3	Technical Specification of	The call control system should be fully redundant	Pls explain active active redundancy as for us the	The centralized call managed server should

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		Centralized Management & Control device	solution with No single point of failures & should provide 1:1 redundancy. The deployed servers should perform call processing all the time (Active-Active) and act as backup in case of the failure of one server.	call processing details an database are mirrored real time but live calls will be disconnected in case of Pure Server Gateway Architecture as we don't work on TDM Platform	work in Active-Active mode. In the case of failure of one server, the other server(s) should take the load of failed server without any manual intervention. The live calls should not get disconnected even in case of centralized server failure.
38.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management & Control device	The solution should allow for business to business (B2B) video calls using VoIP, with other organizations without bypassing existing firewalls.	Pls explain are we talking here on WeBRTC Video Calls	The Bank personnel through IPT should be able to video call any personnel working outside of the organization.
39.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management & Control device	Support for integrated telephony solution for Video conferencing devices, Analog & IP Phones, PSTN gateways over IP architecture.	Integration of existing VC device ?? Make and model of VC ??	The solution should support the required features in the future.

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40.	Page No. 34/ Clause No. 3	Technical Specification of Centralized Management & Control device	The proposed call control server should provide support for standards based VoIP IP Phones (Wired & Wireless), Analog Phones, Video Phones, Video Conferencing endpoints and soft clients to provide centralized management and unified dial plan.	Make and model of Video Conferencing end point ??	The solution should support the required features in the future.
41.	Page No. 34/ Clause No. 3	Technical Specification of Centralized Management & Control device	Should support signaling standards/Protocols - SIP, H.323, Q.Sig.	No mention on PRI Ckts gateway as well , generally QSIG has to do with ISDN and H.323 is used to integrate with legacy PSTN or VC Products,Need Detailed Discussions/Explanations with PRI Configuration /SIP Trunk	Please adhere to tender terms & conditions.
42.	Page No. 34/ Clause No. 3	Technical Specification of Centralized Management & Control device	The system should support call admission control to configure number of calls that can be active between locations - intercluster and intracluster.		Please adhere to tender terms & conditions.

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43.	Page No. 34/ Clause No. 3	Technical Specification of Centralized Management & Control device	The architecture should support a minimum of 7000 IP phones and VC systems per Server	Pls explain Less than 200 Ports system requirement and expansion capability to 7000 meant too big an expansion , Are we sure on same or Indian Bank will relook as Pricing increase a lot and only few vendors will be allowed to bid and hence eliminating Competition		The architecture expansion has been proposed by keeping the future roadmap of IPT in the Bank. In case of future expansion Bank will reutilize the existing devices.
44.	Page No. 34/ Clause No. 3	Technical Specification of Centralized Management & Control device	The Conferencing Solution should have both Video and Audio conferencing capability.	No mention of how many Parties r we talking here of Video or Audio		Please refer point no. 2 of amendment corrigendum
45.	Page No. 34/ Clause No. 3	Technical Specification of Centralized Management & Control device	Every user who has been given the capability of Video enabled IP Phone must be able to conduct review meetings with at least 5 participants using their IP			Please refer point no. 2 of amendment corrigendum

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			Phones.		
46.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management & Control device	You have mentioned SIP and not anywhere RFC3261 Compliant	Lot of vendors have proprietary SIP and hence locks the buyer with Vendor lock in ,so we need clarity on RFC3261 Compliance	Please adhere to tender terms & conditions.
47.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management & Control device	The IP Phone should support manual setting of user status to: Available, Away, Do Not Disturb (DND) etc.	Request to remove this point; as this can be achieved only through soft phones	Please refer point no. 17 of amendment corrigendum
48.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management & Control device	NA	A letter from OEM for supporting the product for 10 years	Please refer point no. 18 of amendment corrigendum.
49.	Page No. 34 / Clause No. 3	Technical Specification of Centralized Management &	Should support the users to see other user's IP phone's on/off hook states	We request to remove this point	Please refer point no. 19 of amendment corrigendum

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		Control device			
50.	Page No. 18/ Clause No. 19	Patent Rights	The Supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.	We request that provisions related to Patent rights be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.	Please adhere to tender terms & conditions.
51.	Page No. 14/ Clause No. 7	Warranty	This onsite comprehensive warranty with 24 * 7 support shall remain valid for 36 months after the Goods have been installed at the final destination indicated in the Contract, or for thirty nine (39) months after the date of receipt of shipment at the destination, whichever period concludes earlier	Bank to kindly confirm that warranty, support, AMC/ATS conditions in respect of products/software supplied will be as per the OEM/OSD warranty terms and conditions and Bidder being an authorized reseller, will pass on such warranties "as-is", to the Bank. All implied warranties are hereby excluded. All patches, upgrades, bug fixes, preventive	Please adhere to tender terms & conditions.

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				maintenance will be provided by the OEM.	
52.	Page No. 21/ Clause No. 31	Termination for default	Termination for default	Kindly confirm that the Bank may only terminate if at the end of the 30days Bidder is unable to remedy the breach. Further termination shall not affect our rights already accrued under the contract for payment of Goods or Services already provided before the date of termination.	Please adhere to tender terms & conditions.
53.	Page No. 21/ Clause No. 30	Termination for Convenience	Termination for Convenience	For the purpose of clarity, we request adding the following clause in continuation to the clause on Termination for Convenience. In case of termination for	Please adhere to tender terms & conditions.

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				convenience, Bank shall also agree to pay, at a minimum besides invoices for services availed till date of termination: (i) costs for performing or supplying deliverables as at the date of the termination notice; and (iii) costs that may be incurred by Successful bidder, which it is unable to mitigate or recover. Please confirm that if AMC has already begun/will begin within 30 days of receiving notice for that particular year, the same will be paid for in Full	
54.	Page No. 18/ Clause No. 17	Indemnity Clause	Indemnity Clause	We request that provisions related to Indemnity be restricted to Third party indemnification claims arising from infringement of	Please adhere to tender terms & conditions.

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					IPR in respect of the Services provided by Bidder.	
55.	Page No. Clause No. 16	17/	Limitation of liability	Limitation of liability	<p>Kindly confirm the revision of the clause: Supplier's aggregate liability under the contract shall be limited to a maximum of 50% the annual contract value. This limit shall not apply to third party claims for</p> <p>a) IP Infringement indemnity related to Bidder services.</p> <p>b) Bodily injury (including Death) and damage to real property and tangible property caused by Supplier's gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the Supplier that</p>	Please adhere to tender terms & conditions.

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				gave rise to claim, under this tender. Neither party shall be shall be liable for indirect, special and consequential loss and damages including but not limited to loss of profit, anticipated savings, loss of data, loss of business.	
56.	Page No. 16/ Clause No. 13	Penalty	<ul style="list-style-type: none"> 99% up time to be maintained, calculated on a 24*7 basis per quarter for the centralised monitoring & control equipment supplied by the bidder. The penalty applicable for every 0.1 % drop in uptime is 0.05% of the cost of complete solution Any issue arising in IP Phone (including Power 	Request for a cap on penalty - 5% of the annual value	Please adhere to tender terms & conditions.

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			<p>Adapter) has to be resolved by the bidder within 36 hours from the time the call has been logged with bidder. The penalty applicable for every 1 hour drop in uptime of IP Phone is 1% of the cost of a IP Phone.</p> <ul style="list-style-type: none"> The penalty will be deducted from the AMC/ATS charges payable during the contract period. In case, the penalty amount is more than amount payable by bank towards ATS/AMC, bank reserves the right to invoke the performance security submitted by 			

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			the successful bidder		
57.	Page No. 15/ Clause No. 8	Insurance	<p>The goods supplied shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes.</p> <p>The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happens to the equipment due to non-availability of storage cum erection policy, the supplier has to bear the</p>		Please adhere to tender terms & conditions.

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			losses		
58.	Page No. 3/ Clause No. 5	Schedule	Bid fees and Bid security	Those who are registered with MSME are also submitted Bid security and tender cost	It is clarified that MSE bidders are exempted from paying bid fees and bid security.
59.	Page No. 14/ Clause No. 6	Scope of Work	The Conferencing Solution must provide for at least 50 ports @720p and additional 50 ports for audio only participants.	Is there any separate specs of VC ??	The solution should support the video and audio calls as provided in the tender.
				The Conferencing Solution must provide for at least 50 ports @720p and additional 50 ports for audio only participants	Please refer point no. 2 in amendment corrigendum
				The Conferencing Solution must provide for at least 48 ports @720p and additional 48 ports for audio only participants	Please refer point no. 2 in amendment corrigendum

Supply, Installation and Maintenance of 170 nos. of IP telephones with centralized management and control infrastructure (Ref: CO/ITD/1134/R1 /2020-21 Date: 19/10/2020)

S No.	Page#/ Clause No.	Section/Point	Details Provided in RFP	Query / Requested	Changes	Response to Query / Remarks from Bank
60.	Page No. 26/ Clause No. 2.1	RULES FOR WEB PORTAL ACCESS	Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender	Is that mean digital signature		Bidder should have Digital Certificate (not Digital Signature) for participating in the e-tender.