

CO: Information Technology Department

Date: 12/03/2021

**Clarifications/Amendments to the RFP Ref: CO/ITD/PROC/2247/R1/2020-21 Dated 22/02/2021 in response to Pre-bid Queries received - Request for Proposal for Supply, Installation and Maintenance of Telepresence Video Conferencing Solution for Mini Board Room**

**Amendments:**

SNo	Page	Clause	Section/ Point	Existing Clause in RFP	Amended clause in RFP
1	13,43	Scope of Work	4.4.S & 1.S	All cameras and all microphones will be utilized for any VC through codecs and for any soft VCs (cloud based virtual meetings such as Microsoft Teams, Google Meet, by enabling the setup with USB pass-through feature)	The system should be able to conduct any VC through codec and any software-based VC (cloud based virtual meetings such as Microsoft Teams, Google Meet) using USB pass-through option or using its own display, speaker and a thin client, external USB camera & mic. If system does not have USB pass-through feature, bidder has to supply thin client, USB camera and audio system with required accessories.
	31	Technical Specification: Compatibility with existing Infrastructure	12.1.c	The system should be able to conduct any software-based VC using its own display, camera & inbuilt mic by connecting PC/Laptop through USB	



2	14	Delivery Schedule	SECTION III CONDITIONS OF CONTRACT	All goods should be delivered within Six Weeks from the date of Purchase order and installation to be completed within Two Weeks from the date of delivery or delivery and installation both should be completed within Eight Weeks from purchase order date.	All goods should be delivered within Eight Weeks from the date of Purchase order and installation to be completed within Two Weeks from the date of delivery or delivery and installation both should be completed within Ten Weeks from purchase order date.
3	16	SLA for Maintenance and Support	4.11	Breakdown maintenance of equipment: Whenever the fault in the systems is reported, the successful bidder will arrange to rectify within 04 hours of receipt of complaint and if replacement is required, it should be made operational within 08 hours of inspection of fault by replacing/providing standby unit. If the equipment is not made operational within 08 hours, 1% of the cost of the faulty equipment will be treated as the penalty amount for every 8 hours. Maximum Penalty amount for the equipment will be up-to the cost of the equipment. Office hours for attending to the issues is 9AM to 9PM.	Breakdown maintenance of equipment: Whenever the fault in the systems is reported, the successful bidder will arrange to rectify within 08 hours of receipt of complaint and if replacement is required, it should be made operational within 24 hours of inspection of fault by replacing/providing standby unit. If the equipment is not made operational within 24 hours, 1% of the cost of the faulty equipment will be treated as the penalty amount for every 24 hours. Maximum Penalty amount for the equipment will be up-to the cost of the equipment. Office hours for attending to the issues is 9AM to 9PM.



4	28	Technical Specification: Speakers	4.6	Minimum 5 with 1 Subwoofer / Amplifier, high-fidelity speaker drivers providing lifelike, location-based audio from every seat, should supports 3 channel Audio. Speakers should be positioned as an integrated part of telepresence video conferencing Screen.	Minimum 5 with 1 Subwoofer / Amplifier, high-fidelity speaker drivers providing lifelike, location-based audio from every seat, should supports minimum 2 or more channel Audio. Speakers should be positioned as an integrated part of telepresence video conferencing Screen
5	28	Technical Specification: Zoom	5.4	PTZ with Minimum 5X Optical Zoom	(PTZ with Minimum 5X Optical Zoom) or (Minimum 5X Digital Zoom)
6	29	Technical Specification: Control Function/Feature	7.2.5	Switch between Presentation Mode/Conference Mode along with drag and drop option for presentation on anyone/all of the display screen from control panel.	clause stands deleted
7	29	Technical Specification: Network Features	9.2	Quality of Service [QoS], IP-adaptive bandwidth management	Quality of Service (QoS) / IP-Adaptive bandwidth management



8	30	Technical Specification: Security	10.7	Should support standards-based: H.235 v2 & v3 and AES Encryption via Automatic key generation and exchange. The same should be available in a call with Video and presentation (dual video).	Should support standards-based: H.235 v2 / v3 and AES Encryption. The same should be available in a call with Video and presentation (dual video).
9	30	Technical Specification: Walls	11.6	Wall for installing the devices with all fixtures and brackets, and a back wall with Bank's logo imposed, etc. are the part of the product.	OEM provides Stand or Wall mount kit for installing the devices with all fixtures and brackets, and back wall with Bank's logo imposed, etc. are the part of the product.
10	30	Technical Specification: Mounting	11.7	The entire Telepresence unit must be mounted on the floor and attached to the wall. The weight of the unit must rest on the floor. The entire assembly along with Mounting kit for the Telepresence must be designed and supplied by the OEM of the unit. The screens must be removable for maintenance.	The entire Telepresence unit must be floor stand or wall mounted. The weight of the unit must rest on the floor. The entire assembly along with Mounting kit for the Telepresence must be designed and supplied by the OEM of the unit. The screens must be removable for maintenance.

**Further the Bid Schedule Stands amended as under:**

Last Date for receipt of bids	22/03/2021 at 03:00 PM
Date and time of opening Technical bids	22/03/2021 at 03:30 PM



**Clarifications:**

Sl. No	Page	Clause	Section / Point	Details Provided in RFP	Query/clarification of the bidder	Clarification provided by the bank	
1	12	Scope Work	of	4.4.B	The Bidder should provide an end-to-end Telepresence Video Conferencing Solution with VC endpoints, main displays, content display, cameras, microphones, speakers with amplifiers, table with cable cubby, along with lightings, ceiling, floor carpeting and touch controller. All the equipment should run in their respective Operating Systems of the latest version.	We request Bank to confirm whether the table is require from OEM or bidder can provide the same. And also request bank to please specify the specification of lightings, ceiling, floor carpeting.	Bidder should supply as per OEMs' specification
					False ceiling tiles made of Mineral fiber composition 15 mm thick with NRC 0.90.	Bidder should supply as per OEMs' recommendation	
					Acoustic Partitions: Acoustic Full Height Solid Partition With Combination Of Laminate And Acoustic Fabric Panels: Full height solid partition 3" thk with 2"x2" t.w section of good quality with 9/12 mm thk ply BWR and finished inside the room with 18mm thick ply boxes of 2'-0"x4'-0" at intervals of 2'-0" for fixing Wall Acoustics fabric panel with NRC 0.90, backed with rockwool lining, 50mm thick 48 kg/m3 density inserted in GI/AL framed	Bidder should supply as per OEMs' recommendation	



					structure 50 x50 x 0.55 channels and 48 x 50 x0.55 mm strudes screw fixed on walls. The rock wool will be wrapped in tissue fiber matt support suitably with GI wire the fabric will be of choice colour.	
					Wall Acoustics fabric panel with NRC 0.90. Colour of choice	Bidder should supply as per OEMs' recommendation
					Carpets tiles/roll 100% Poly Propylene or Graphic Loopile or Pile Fiber with 100%BCF Poly Propylene backing with density Factor&Tufted Pile height be 4mm or 5mm with Moth Proofing natural resistant with Static Generation under 3.5 KV.	Bidder should supply as per OEMs' recommendation
					2' x 2' LED light ( Flicker free with lower ugr )Fixture having System Power of 36/40 W, CRI > =70, System lumens>=3000 to be used, installed at the ceiling height of the room at such a way that it will render Minimum 400 lux at table height and covering the facial of the audience	Bidder should supply as per OEMs' recommendation
					All furniture and fixtures to be of international standard and as per OEM recommendation. Panorama	Bidder should supply as per OEMs' recommendation



					table as pre cisco recommendation.	
					UPS Power	Will be provided by Bank
2	12	Scope work of	4.4.C	Room acoustics to be properly designed and implemented to achieve crystal clear audio.	Is bidder need to ready the complete room or it will be provided by the bank, also request bank to please specify the room size	Room will be provided by Bank, Bidder need to ready the complete interior of the room. Bidder are requested to visit the site for room measurement. It is a Turn-key project.
3	13	Scope work of	4.4.I	Provision of recording and viewing recorded videos as and when required by Bank.	Is bidder need to provide the recording server along with TP or bank have any existing recording server.	Bank has recording server but bidder has to integrate the same.
4	13	Scope work of	4.4.J	As per business needs, Bank may require changes during the contract period regarding functionalities of the Telepresence Video Conferencing Solution. The Bidder shall be responsible for reinstalling / Commissioning of the equipment at no extra cost.	we request bank to please elaborate more on the requirement from this clause	Please adhere to RFP terms



5	12	Scope of work	4.4.Q	Bidder should do preventive maintenance and testing of Telepresence Video Conferencing Solution periodically	we request bank to please specify the frequency of preventive maintenance.	Quarterly
6	13	Scope of Work	4.4.T	Professional training to the top management of the Bank for attending local/VC meetings in the Board room to be given as and when Bank requires.	Is the bank expecting the engineer to assist for setting up the VC or training on operating the VC devices? Please confirm.	Training on operating VC is required
7	15	Warranty / Annual Maintenance Contract (AMC)	4.10	This warranty shall remain valid for 36 months after the Goods have been installed at the final destination, or for forty-two (42) months after the date of receipt of shipment, whichever periods concludes later, at promptly notify the Supplier in writing of any claims arising under this warranty.	Request to change This warranty shall remain valid for 36 months after the Goods have been installed at the final destination, or for Thirty seven (37) months after the date of receipt of shipment, whichever periods concludes later, at promptly notify the Supplier in writing of any claims arising under this warranty.	Please adhere to RFP terms





					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 maintenance will be provided by the OEM.	Please adhere to RFP terms
8	16	Insurance	4.12	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. The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the	Kindly confirm that the Bidder will provide transit insurance up to the Client location. Kindly remove the requirement of the additional 3months insurance and the 0.1% deduction as these are not acceptable.	Please adhere to RFP terms



				<p>date of delivery. Any damage happens to the equipment due to non-availability of storage cum erection policy, the supplier has to bear the losses. In case of discrepancy in hardware/software supplied, it is successful bidder's responsibility to replace/repair the equipment immediately even without recourse to the insurance. If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the last date of delivery of goods, then 0.1% of the invoice value will be deducted from the payment for each insurance.</p>		
9	17	Limitation of Liability	4.20	<p>Supplier's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for</p> <p>A. IP Infringement indemnity.</p>	<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>Please adhere to RFP terms</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 gave rise to claim, under this tender.</p> <p>C. Supplier shall not be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.</p> <p>For (a) and (b) above, the liability is limited to the Compensation awarded by court of law.</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 gave rise to claim, under this tender. Neither party 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</p>	
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10	17	Indemnity Clause	4.21	If at the time of the supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.	We request that provisions related to Indemnity be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder	Please adhere to RFP terms
11	18	Patent Rights	4.23	The Supplier shall indemnify the Bank 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 RFP terms



12	18	Intellectual Property Rights	4.25	Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.	We request that provisions related to IPR be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder.	Please adhere to RFP terms
13	20	Termination for Convenience	4.33	The Purchaser, by 30 Days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such	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 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	Please adhere to RFP terms



				<p>termination becomes effective.</p> <p>The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:</p> <ol style="list-style-type: none"> <li>1. to have any portion completed and delivered at the Contract terms and prices;</li> <li>and / or</li> <li>2. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.</li> </ol>	(iii) costs that may be incurred by Successful bidder, which it is unable to mitigate or recover.	
14	20	Termination for Default	4.34	<p>The Bank, without prejudice to any other remedy for breach of contract, by Thirty (30) days written notice of default sent to the Supplier, may terminate this Contract in whole or in part:</p>	<p>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</p>	<p>Please adhere to RFP terms</p>



			<p>a. if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;</p> <p>b. if the Supplier fails to perform any other obligation(s) under the Contract.</p> <p>c. If the Supplier, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.</p> <p>For the purpose of this clause:  <b>"corrupt practice"</b> means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and  <b>"fraudulent practice"</b> means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and</p>	<p>Services already provided before the date of termination.</p>	
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				includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.		
15	21	General Terms	4.37.K	Supplier has to install and reinstall (if needed) all the hardware during the contract period without additional cost to the bank.	We request bank to allow bidder to charge as per the actual.	Please adhere to RFP terms
16	26	PART-I- Technical Specifications: General	SECTION V-1.2	The solution should able cater for participation of minimum 6 personnel in each location with stunning visuals, truly life-like audio and interactive content collaboration.	We request to remove the interactive content collaboration	Please adhere to RFP terms
17	26	PART-I- Technical Specifications: General	SECTION V-1.3	All the equipments & softwares provided as a part of the Telepresence solution should be from same OEM only with all required software licenses. The Telepresence video conferencing solution should be capable to be integrated with Hardware	We request to mention it as all the Electronics and the softwares	Please adhere to RFP terms





				based as well as Software based MCUs.		
18	26	PART-I- Technical Specification s: General	SECTION N V-1.3	All the equipments & softwares provided as a part of the Telepresence solution should be from same OEM only with all required software licenses. The Telepresence video conferencing solution should be capable to be integrated with Hardware based as well as Software based MCUs.	Is supplying the device registration licenses to existing CUCM part of Bidder scope. As per our understanding, the existing CUCM licenses are brought under Cisco Flex Licenses. Recommended to buy this single license from the same vendor	Please adhere to RFP terms
19	27	PART-I- Technical Specification s: Control Sharing	SECTION N V-3.5	Should support H.239 and BFCP protocols. Should support wired and wireless content sharing from Day 1 of the installation.	We request to remove Wireless content sharing.	Please adhere to RFP terms
20	27	Technical Specification: Audio Standards	SECTION N V-4.1	System should support latest industry audio standards G.711, G.719, G.722, G.722.1, G.729(optional), MPEG-4 AAC-LD Mono & Stereo (optional).	System should support latest industry audio standards G.711, G.722, G.722.1, G.729(optional), MPEG-4AAC-LD Mono & Stereo (optional)	Please adhere to RFP terms
					We request to mention G.729 / MPEG-4 AAC-LD/ higher	Please adhere to RFP terms



21	27	Technical Specification: Audio Features	SECTION V-4.2	Automatic Noise Reduction, Automatic Gain control, Acoustic Echo Canceller, Active Lip synchronization	We request to make it as Automatic Noise Reduction / Automatic Gain control/ Acoustic Echo Canceller / Active Lip synchronization	Please adhere to RFP terms
22	27	Technical Specification: Microphones	SECTION V-4.3	Omnidirectional Minimum 03 Microphone for high-quality audio reception with acoustic echo cancellation. Dynamically Steered Microphone. Should able to provide Multi directional location-based audio direct from participant seating position.	We request to remove the line marked in red	Please adhere to RFP terms
23	27	Technical Specification: Security	SECTION V-4.4	Should supports AES Media Encryption	We request to make it as AES 128 & AES 256	Please adhere to RFP terms
24	28	Technical Specification: Speakers	4.6	Minimum 5 with 1 Subwoofer / Amplifier, high-fidelity speaker drivers providing lifelike, location-based audio from every seat, should supports 3 channel Audio. Speakers should be positioned as an integrated part of telepresence video conferencing Screen	We request to mention it as 3 speaker spatial audio + subwoofer, 3 Digital Ceiling Microphone Arrays and a DSP	Please adhere to RFP terms
25	28	Technical Specification: Video Stream	5.3	Minimum resolution supported minimum 4K.	We request to modify it as 1080p resolution	Please adhere to RFP terms



26	28	Technical Specification: Zoom	5.4	PTZ with Minimum 5X Optical Zoom	We request to make it as 4X optical zoom or above	Please refer amendment under point no. 5
27	28	Technical Specification: Speaker Tracking	5.5	Should have the capability to automatically detect active speakers in the conference room. The camera should have face detection mechanism to enable automatic framing of participants. Ability to turnoff speaker tracking if needed.	We request to remove this point as it is not a feature of immersive experience.	Please adhere to RFP terms
28	28	Technical Specification: Smart Integrations	5.6	Should provide People count for usage metrics and resource allocation; tight integrations with screens enhance user interactions.	We request to remove this point since it is pertaining to a particular OEM	Please adhere to RFP terms
29	28	Technical Specification: Main/People/Telepresence Display	6.1	Two 82" or Three 65" or more UHD Immersive video conferencing Screen (minimum 1080p, 60fps)	Two 70" or Three 65" or more UHD Immersive video conferencing Screen (minimum 1080p, 60fps)	Please adhere to RFP terms



30	28	Technical Specification: Quality	6.5	Professional Grade Display (only in case the Content display is not provided by OEM itself.)	We request to remove the 3rd party display as the entire electronics is to be provided by the same OEM	Please adhere to RFP terms
31	29	Technical Specification: Control Function/Feature	7.2.3 and 7.23.4	3. Merge ongoing call with new call.4. Multi-Conference call dialing/joining.	We request to remove this line as this feature belongs to the infrastructure at the bank and not a Immersive endpoints feature	Please adhere to RFP terms
32	29	Technical Specification: Content Display	8.2	Minimum 1 HDMI interface and provision for connecting additional 1 (total 2) display screen should be provided.	We request to remove additional 1 (total 2) display screen should be provided	Please adhere to RFP terms
33	29	Technical Specification: WiFi	8.4	WiFi-802.11a/b/g/n/ac 2.4 GHz/5 GHz is desirable	We request to remove this point	Please adhere to RFP terms
34	29	Technical Specification: Network Features	9.3	Automatic gatekeeper discovery	We request to remove this point	Please adhere to RFP terms
35	29	Technical Specification: Network Features	9.4	DTMF tones in SIP, RFC 4733	We request to remove DTMF Tones and make RFC 4733 / RFC 3711, 4568, 6188	Please adhere to RFP terms
36	29	Technical Specification: Network Features	9.6	Uniform Resource Identifier (URI) dialling	We request to remove this line	Please adhere to RFP terms



37	30	Technical Specification: Security	10.4	Should have support for H.235.1 to authenticate central gatekeeper for trusted Endpoints.	We request to mention it as H.235.1 / H.235.6	Please adhere to RFP terms
38	30	Technical Specification: Security	10.7	H.235 v2 & v3 and AES Encryption via Automatic key generation and exchange. The same should be available in a call with Video and presentation (dual video).	We request to remove H.235 v2 & v3 and AES Encryption via Automatic key generation and exchange as it is pertaining to a particular OEM	Please refer amendment under point no. 8
39	30	Technical Specification: Multiple Support	11.4	System shall allow multipoint meetings by using the central infrastructure MCU. Multipoint call, at any given instance, should be feasible between Telepresence locations with full transcoding of all video streams.	We request to remove this line as this feature belongs to the infrastructure at the bank and not a Immersive endpoints feature	Please adhere to RFP terms
40	31	Technical Specification: LAN Connectivity	12.1	LAN Connectivity	We assuming that LAN Connectivity with require bandwidth will be provided by the Bank	Yes. Bank will provide LAN connectivity
41					Is bank having any OEM preference?	No

