

Reply of Pre-bid Queries of RFP for Supply, Installation and Maintenance of Video Conferencing System

RFP REF NO: UCO/DIT/VC/542/2015-16 Date: 29/09/2015

SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
1	Annexure H Clause No. 1 Page No.41 Technical Requirements for VC System at Central Location	The MCU should be latest Real Time Media Conferencing platform and it must be hardware based Purpose-built system for advanced video & audio communications, offering reliability, availability, and serviceability.	The MCU should be latest Real Time Media Conferencing platform and it must be hardware based Purpose-built system with dedicated hardware DSP resources for advanced video & audio communications, offering reliability, availability, and serviceability. Software based on a server MCU are not acceptable. Request to add the highlighted points to avoid software based MCU's to be quoted. Dedicated hardware DSPs ensure effective mixing of video streams and is a standard in any hardware based MCU.	Clause Stands as per RFP. For more clarification please refer point no. 4.7 under SOW Software based MCU is not acceptable.
2	Annexure H Clause No. 2 Page No.41 Technical Requirements for VC System at Central Location	The MCU must be equipped to support minimum 24 HD 1080p@30fps HD Avaya XT5000 VC Endpoints & 59 no. of SD Aethra Vega X5 in Continuous presence and Voice Activated from day-1 without cascading in a single conference or multiple conference at a time.	The bank has mentioned the resolution of the endpoints that is planned to be connected but would request you to also pls. specify the port resolution in the MCU i.e. "The MCU must be equipped to support 24 ports at 1080p 30fps and 59 ports at SD resolution. The current MCU that you take should provide the bank investment protection of atleast 5 years. You are asking the MCU to have support for 59 no. of Aethra Vega X5 which are already EOL and there is every chance that you will be replacing them with new HD system. SO request you to pls add "The MCU should be equipped to support an additional 10 ports at 1080p@30fps when required in the same MCU without cascading" Does the bank want 24 HD ports and 59 SD ports to work simultaneously? Total How Many total 1080P@30fps ports MCU required from day 1, as per our calculation total approx 39 port 1080P30fps is required, 24 for HD 1080P30fps & 59 no of SD, Kindly confirm the same	Clause modified as : The MCU must be equipped to support minimum 24 no. of HD 1080p@30fps HD Avaya XT5000 VC Endpoints @ 1080p30fps & 59 no. of SD Aethra Vega X5 @ SD mode in Continuous presence and Voice Activated from day-1 without cascading in a single conference or multiple conference at a time i.e. <u>simultaneously</u> .

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3	Annexure H Clause No. 4 Page No.41 Technical Requirements for VC System at Central Location	The MCU should have facility to support for any H.323 Video traffic (from Intranet and Internet both) and soft VC client (video traffic from Intranet and Internet both) in the same conference or different conferences at a same time.	In addition to the mentioned feature the solution should have the facility for the soft VC client or any H.323 endpoint on internet should be able to call any end point or soft client on intranet directly without dialing the MCU. This will help the bank save on the valuable MCU resources.	Clause Stands as per RFP.
4	Annexure H Clause No. 10 Page No.42 Technical Requirements for VC System at Central Location	The MCU should support dual video H.239 content sharing resolution minimum VGA, SVGA, XGA.	Request you to pls. change it to "The MCU should support dual video H.239 content sharing at 1080p". 1080p is the latest resolution for both video and content and any new device should have this support for long term investment protection.	Clause Stands as per RFP.
5	Annexure H Clause No. 22 Page No.42 Technical Requirements for VC System at Central Location	MCU should have 2 x 100/1000 Mbps fully function Ethernet port for IP Communication with support for both IPv 4 and IPv 6.	Hope support of 1X GE, 1000 Mb, RJ45 1X FE, 100 Mb, RJ45 1X SFP, Gigabit optical fiber interface is OK. Suggest to change it to 2 X10/1000Mbps ethernet/SFP Gigabit Optical fiber interface	Clause Stands as per RFP.
6	Annexure H Clause No. 28 Page No.42 Technical Requirements for VC System at Central Location	The Video Conferencing System should have facility to support any Video conferencing endpoints deployed at various organization and must be able to take part in video conferencing through internet. Dial into the proposed MCU and dial out from the bank existing end point & proposed MCU from day one. The endpoints can be of various OEM makes using open standards.	Some times very old system may face some protocol miss match issue, Please confirm the Models & makes & software versions of device. however we comply unless it uses Open standard protocol H.323, H.320, SIP, TIP	Clause Stands as per RFP. The endpoints can be of various OEM makes using open standards protocol.
7	Annexure H Clause No. 29 Page No.42 Technical Requirements for VC System at Central Location	The Video Conferencing System should have facility to support to do video call to public IP addresses and able to accept video call from public IP.	Request the bank to change it to "The Video Conferencing System should have facility to support to do video call to public IP addresses and able to accept video call from public IP on both MCU and Endpoint."	Clause Stands as per RFP.
8	Annexure H Clause No. 31 Page No.43 Technical Requirements for VC System at Central Location	The Video Conferencing System should capable to support minimum 10 no. of H.323 video call (call can be from any OEM make using standard based audio and video compression) coming from internet in a single conference or multiple conference at a time	Is Bank need Firewall Traversal.	Clause modified as: The Video Conferencing System should capable to support minimum 10 no. of concurrent H.323 video call (call can be from any OEM make using standard based audio and video compression) coming from

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		from day one.		internet in a single conference or multiple conference at a time from day one <u>by using internet gateway i.e. Firewall Traversal technology.</u>
9	Annexure H Clause No. 32 Page No.43 Technical Requirements for VC System at Central Location	The Video Conferencing System should capable support at least 50 Soft Client from day one and must have the scalability to upgrade to minimum 100 Soft client in the future without upgrading hardware.	Request you to pls. add " The soft clients should also have the capability to dial each other without involving the MCU." Request you to pls. add " The soft clients should also have the capability to dial each other in both H.323 and SIP." SIP is the protocol that is primarily used during UC integration.	Clause Stands as per RFP.
10	Annexure H Clause No. 33 Page No.43 Technical Requirements for VC System at Central Location	User can participate in any running conference using Soft Client VC through internet and Bank intranet both. Offer Soft Client VC software should support any version of Android OS for Mobile, Mac OS, iPhone, iPad and Windows OS for laptop/desktop/mobile.	Hope below supported list is ok. Windows Windows XP (32-bit); Windows 7 (32-bit and 64-bit); Windows 8 (32-bit and 64-bit); x86 hardware MAC OSX10.7/OSX10.8/ OSX10.9/OSX10.10 , 32-bit and 64-bit operating system, X86 hardware iPad iPad Air 2, iPad Air, iPad mini 3, iPad mini 2, iPad mini, iPad4, the New iPad, iPad2, iPad IOS 5.0 and above iPhone iPhone6 Plus, iPhone6, iPhone5S, iPhone5C, iPhone5, iPhone 4S, iPhone 4, IOS 5.0 and above Android Android v2.3 and above ARMv7 NEON-based	Clause Stands as per RFP.

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SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
			CPU, frequency: 1.5 GHz and above, memory: 1G and above	
11	Annexure H Clause No. 34 Page No.43 Technical Requirements for VC System at Central Location	The Video Conferencing System must be able to provide Gatekeeper services using H323 protocol. It should be able to integrate with other Gatekeepers using H323 trunks or Neighboring Trunk.	Request you to pls. add " The gatekeeper should support SIP for UC Integration". SIP is the protocol that is primarily used during UC integration.	Clause Stands as per RFP.
12	Annexure H Clause No. 46 Page No.44 Technical Requirements for VC System at Central Location	The Video Conferencing System should have recording facility for single point or multipoint conferences with full H.239 content capture/dual video and should support recoding minimum 2 no. of concurrent video conferencing recording sessions with full video, audio and content.	Request you to pls. add The system should have recording facility at 1080p resolution." 1080p is the latest resolution for both video and content and any new device should have this support for long term investment protection.	Clause Stands as per RFP.
13	Annexure H Clause No. 2 Page No.45 Technical Requirements for HD End Point Camera	<ul style="list-style-type: none"> • H.264 • H.263 • H.239 / Dual Video • H.263 and H.264 Video Error Concealment or equivalent 	Suggest to add H.263+, H.264 BP, H.264 HP, H.264 SVC	Clause Stands as per RFP.
14	Annexure H Clause No. 4 Page No.45 Technical Requirements for HD End Point Camera	Content Video Resolution <ul style="list-style-type: none"> • HD Content • Input: SXGA , XGA, SVGA, VGA or equivalent • Output: XGA , SVGA or equivalent 	Request you to pls. specify the content resolution at 1080p 30fps	Clause Stands as per RFP.
15	Annexure H Clause No. 6 Page No.45 Technical Requirements for HD End Point Camera	Audio Standards & Protocols: <ul style="list-style-type: none"> • Minimum G.722.1, G.722, G.722.1, G.711 • Automatic Gain Control • Automatic Noise Suppression • Instant Adaptation Echo Cancellation or equivalent • Audio Error Concealment or equivalent 	Suggest to add latest protocols G729, G.729A, G.728, AAC-LD for better Audio	Clause Stands as per RFP.
16	Annexure H Clause No. 8 Page No.45 Technical Requirements	Minimum 1 or more no. of port 10/100/1000 Ethernet port , RJ45 connectors	Please make it IP: 10/100 Base-T, 1×RJ45, as for 1080P@30fps call only 512kbps is needed, also supports wi-fi	Clause Stands as per RFP.

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SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
	for HD End Point Camera			
17	Annexure H Clause No. 8 Page No.45 Technical Requirements for HD End Point Camera	Minimum 1 Video Inputs: operational from day-1 Minimum 1 additional Video Inputs except main camera operational from day-1 for Laptop/PC	Hope one input integrated with 12X 1080PHD camera with codec is OL , apart from this you can have one more VGA input for presentation sharing & even can share presentation over wifi so, ideally that port is also free to use.	Clause Stands as per RFP.
18	Payment Terms Clause No 5.4 Page No. 21	<p>90% of the order value of along with Taxes, will be paid after delivery and completion of successful installation & operational, on submission of proof of delivery and the acceptance certificate duly signed by Bank's authorized official & satisfactory service report from the Bank where the systems have been installed after realizing penalty charges for late delivery & installation, if any.</p> <p>The balance 10% of order value will be paid after 3 months successful running of Video Conferencing system at all locations as per Scope of work in Part IV and Technical requirements in Annexure –H.</p> <p>The AMC amount to be paid towards facilities of AMC as mentioned below to be paid quarterly at the end of each quarter on pro-rata basis.</p>	<p>100% on hardware cost should be paid on delivery and installation</p> <p>We request it to amend to atleast 75 % of odred value with taxes after delivery and submission of subsequent delivery challan. Balance 15 % after successful installation and remaining 10 % after 3 month successfully running of VC system at all locations as per Scope of work in Part IV and Technical requirements in Annexure –H.</p> <p>How will the payment in AMC be done?</p>	<p>Clause Stands as per RFP.</p> <p>Please refer clause no. 5.4.3</p>
19	Penalty Clause No 5.7 Page No. 22	The Selected bidder should provide onsite support at Kolkata when required within same day and next working day for other locations from the date of complain log by Bank. Any non-compliance of above support, the vendor will become liable for penalty 1% of effected equipment cost per day basis and penalty amount will be accumulated and will be deducted from either Bank Guarantee or any amount payable to bidders by Bank. Notwithstanding anything contained above, no such penalty will be chargeable on the Vendor under the above clauses for the inability occasioned, if such inability is due to reasons	<p>Penalty should be in the terms of service credit and not financial penalty. Please revise this.</p> <p>1% to 10% of TCO . And PBG may be revoked and PO might get cancelled (case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to cancellation) .</p> <p>Partial cancellation should be there only for the undelivered/ effected potion Client</p>	Clause Stands as per RFP.

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SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
		entirely attributable to the Bank. The sum total of penalties will not exceed 10% of the TCO. Thereafter, the contract/purchase order may be cancelled and Performance Bank Guarantee may be revoke.	must also provide the cure period of 30 days before cancellation. We request to amend the clause to sum total of penalties should not be exceed 5 % of TCO.	
20	Liquidated Damage Clause No 5.8 Page No. 23	Any delay in commissioning/shifting of the link beyond the mentioned time, Bank will charge penalty at 1 % of the order value for that link (link by link basis) per week or part thereof, subject to a maximum of 10%. The bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified. If Bidder fail to commission the link as per feasibility report 10% of the link cost will be deducted from payment of other link or from Performance Bank Guarantee.	LD is very high. Please make LD as 0.5% per week , with capping at 5%	Clause Stands as per RFP.
21	Eligibility Criteria Clause No. 2.1 Point 3, Page No. 15	The bidder should have made operating profit in any one of the last three financial years (2012-13, 2013-14 and 2014-15)	Please amend this to " The bidder/bidder's parent should have made operating profit in any one of the last three financial years (2012-13, 2013-14 and 2014-15) "	Clause Stands as per RFP.
22	Eligibility Criteria Clause No. 2.1 Point 5, Page No. 15	The Bidder should have supplied and implemented Video Conferencing Solution in at three organization in India, out of which one should be Public Sector bank/ Public Sector Financial Institution/ Govt. Financial Institution in India.	Request to Change to : The bidder should have supplied and implemented Video Conferencing Solution in at least two organisations in India , out of which one should be in BFSI/ Govt. Organizations in India	Clause Stands as per RFP.
23	Eligibility Criteria Clause No. 2.1 Point 6, Page No. 15	The bidder should have supplied and implemented minimum one no. of 20 port High Definition MCU having capabilities doing Video Conferencing with 20 HD Endpoints in a single conference.	The bidder should have supplied and implemented minimum one no. of 20 port High Definition MCU having capabilities doing Video Conferencing with 20 HD Endpoints in a single conference. OR the bidder should be a Video Conferencing service provider for more than 2 years and having a minimum Video Bridging Capacity of 300 ports	Clause Stands as per RFP.
24	Eligibility Criteria Clause No. 2.1 Point 8, Page No. 15	The bidder should have support service center in Kolkata	Request you to kindly amend it to The Bidder must have an office in Odisha, and preferably presence in Bhubaneswar.	Clause Stands as per RFP.

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SL No.	Clause No. Page No.	RFP Clause	Bidder Response	Bank Response
25	Indemnity Clause No. 1.21 Page No. 14	The bidder shall indemnify the Bank and be liable for any loss or damage suffered by the Bank due to malfunctioning of the system as supplied and installed by them. The total liability of the selected bidder shall not exceed the total cost of the order value	Please ammend this to" The total liability of the selected bidder shall not exceed 10percent of the order value"	Clause Stands as per RFP.
26	Scope of Work Part IV Clause No. 4.19 Page No. 19	Out of 10 no. of HD VC endpoints, four nos. of HD VC Endpoints will be delivered to branches in Hong Kong & Singapore. The detail address of branch locations are given in Annexure I. Bidder has to provide warranty and AMC (3 Years +2 years) support through direct or any alternate agreement.	VC endpoint to be delivered at HK and Singapore Request Bank to allow Consortium between Own Group Companies to supply and support the devices supplied abroad. Also request bank to consider financials and certificate of the group company.	Clause modified as: Out of 10 no. of HD VC endpoints, four nos. of HD VC Endpoints will be delivered to branches in Hong Kong & Singapore. The detail address of branch locations are given in Annexure I. Bidder has to provide warranty and AMC (3 Years +2 years) support through direct or any alternate agreement. <u>Bank will place order for Video Conferencing Endpoints for domestic & overseas locations to selected bidder only and will make payment to tem only. However for delivery, installation & support service of VC endpoints at overseas locations bidder may take help of any other bidder own risk & responsibility. This arrangement will not void any terms, conditions & responsibility of bidder.</u>
27	Clause No. 5.19 Pahe No. 28	Exit Option and Contract Re-Negotiation	The contract would be fixed price contract.	Clause Stands as per RFP.
28	Clause No. 1.14 Pahe No. 10 & 11	Earnest Money Deposit	We request to provide an option to submit EMD in form of DD/BG	Clause Stands as per RFP.
29	Clause No. 1.2.19 Page No. 9	Further, subsequent to the orders being placed, the Bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government levies viz. Sales tax, excise duty, custom duty, etc.	Please clarify in case there is increase in Govt. levies then should UCO Bank bear the same.	Clause Stands as per RFP.
30	Performance Bank Guarantee Clause No. 5.2 Page No. 20	The selected bidder, within 15 days from the date of purchase order will have to furnish a Performance Bank Guarantee, format as Annexure A, issued by any scheduled commercial bank equal to 10% of the order value valid for 60 months from the date of purchase order. Upon furnishing the Performance Bank Guarantee, the EMD of the selected bidder shall be returned.	We request if the same can be provided on year basis for the next 5 years.	Clause Stands as per RFP.

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		<p>The Performance Bank Guarantee shall act as a security deposit and either in case the prime vendor is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same.</p> <p>Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the Prime Vendor is not able to fulfill any or all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD on Delivery and installation.</p>		
31	Deliveries, Installation and Commissioning Clause No. 5.3.1 Page No. 20	Deliveries of the equipment, installation and operationalization of complete solution at all locations should be made within 8 weeks from the date of purchase order.	We request to modify it to 12 week from the date of PO	Clause modified as: Deliveries of the equipment, installation and operationalization of complete solution at <u>domestic and overseas locations</u> should be made within <u>10 weeks and 12 weeks respectively</u> from the date of purchase order.
32	General		<p>Request to add "The MCU must be equipped with redundant power supply from Day 1" Since the bank is opting for a single MCU, failure of one power supply would mean the loss of complete VC system. A redundant power supply will provide much required power redundancy.</p>	No addition.
33	General		ISO 27001. Please confirm that we can submit OEM certificate	No addition.
34	Clause No. 3.1.3.1 Page No.16	The L1 Bidder will be selected on the basis of the amount quoted for proposed solution as per Annexure-K in reverse bidding process.	Please remove reverse bidding process	Clause Stands as per RFP.

Note: All other terms and conditions, clauses of the subject RFP remain unchanged. The reply to pre bid queries & changes in the RFP clause mentioned herein above will be part & parcel in the RFP.

Corrigendum to RFP REF NO: UCO/DIT/VC/542/2015-16 Date: 29/09/2015

Sl. No.	Para, Clause no., Page No.	Clause Details in RFP	Modified clause based on reply to Pre bid quires
1	Annexure H Clause No. 2 Page No.41 Technical Requirements for VC System at Central Location	The MCU must be equipped to support minimum 24 HD 1080p@30fps HD Avaya XT5000 VC Endpoints & 59 no. of SD Aethra Vega X5 in Continuous presence and Voice Activated from day-1 without cascading in a single conference or multiple conference at a time	The MCU must be equipped to support minimum 24 no. of HD 1080p@30fps HD Avaya XT5000 VC Endpoints @ 1080p30fps & 59 no. of SD Aethra Vega X5 @ SD mode in Continuous presence and Voice Activated from day-1 without cascading in a single conference or multiple conference at a time i.e. <u>simultaneously.</u>
2	Annexure H Clause No. 31 Page No.43 Technical Requirements for VC System at Central Location	The Video Conferencing System should capable to support minimum 10 no. of H.323 video call (call can be from any OEM make using standard based audio and video compression) coming from internet in a single conference or multiple conference at a time from day one.	The Video Conferencing System should capable to support minimum 10 no. of <u>concurrent</u> H.323 video call (call can be from any OEM make using standard based audio and video compression) coming from internet in a single conference or multiple conference at a time from day one <u>by using internet gateway i.e. Firewall Traversal technology.</u>
3	Scope of Work Part IV Clause No. 4.19 Page No. 19	Out of 10 no. of HD VC endpoints, four nos. of HD VC Endpoints will be delivered to branches in Hong Kong & Singapore. The detail address of branch locations are given in Annexure I. Bidder has to provide warranty and AMC (3 Years +2 years) support through direct or any alternate agreement.	Out of 10 no. of HD VC endpoints, four nos. of HD VC Endpoints will be delivered to branches in Hong Kong & Singapore. The detail address of branch locations are given in Annexure I. Bidder has to provide warranty and AMC (3 Years +2 years) support through direct or any alternate agreement. <u>Bank will place order for Video Conferencing Endpoints for domestic & overseas locations to selected bidder only and will make payment to tem only. However for delivery, installation & support service of VC endpoints at overseas locations bidder may take help of any other bidder own risk & responsibility. This arrangement will not void any terms, conditions & responsibility of bidder.</u>
4	Deliveries, Installation and Commissioning Clause No. 5.3.1 Page No. 20	Deliveries of the equipment, installation and operationalization of complete solution at all locations should be made within 8 weeks from the date of purchase order.	Deliveries of the equipment, installation and operationalization of complete solution at <u>domestic and overseas locations</u> should be made within <u>10 weeks and 12 weeks respectively</u> from the date of purchase order.
5	Part IV Scope of work	Additional Clause	4.23 The selected bidder will be required to sign an integrity pact with the bank as per CVC guidelines.
6	Point No. 1.1 Page No. 6	Last Date and time for Submission of Bid : 30.10.2015 at 3.00 pm. Opening of technical Bid: 30.10.2015 at 3.30 PM	<u>Last Date and time for Submission of Bid : 06.11.2015 at 3.00 pm</u> <u>Opening of technical Bid: : 06.11.2015 at 3.30 pm</u>

Note: All other terms and conditions, clauses of the subject RFP remain unchanged. The reply to pre bid quires & changes in the RFP clause mentioned herein above will be part & parcel in the RFP.

Date: 13.10.2015

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