



UCO BANK
Department of Information Technology

Request for Proposal (RFP) for Supply, Installation & Maintenance of New Video Conference Solution (e-tendering) RFP Ref No: DIT/BPR&BTD/OA/260/2020-21

Date: 07.05.2021

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's uploaded on 11/06/2021

Sl. No	Page No	Clause No	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1	13 & 14	Clauses 1 to 12 of Eligibility Criteria	Proof of documents to be submitted	We request the Bank to allow the Eligibility Criteria compliance basis the documentary evidence from the Bidder OR Bidder's Parent Company (in case the Bidder is a wholly owned subsidiary of parent company). Please confirm the acceptance of our request.	Note: Proof of documents is required from bidder and not from Bidder's parent company.
2	14	ELIGIBILITY CRITERIA, Sl. No. 10	The OEM shall commit to provide product support for active components for a period of 5 years from the date of Acceptance.	Please change "The OEM shall commit to provide product support for active components for a period of 5 years from the date of Purchase Order".	Clause Stands Modified as: The OEM shall commit to provide product support for active components for a period of 5 years from the date of product go-live/signoff given by Bank.
3	36	SOW- Clause No. 1	Successful bidder shall supply, Install, commission and maintain High Definition Video Conferencing (HDVC) Infrastructure (required	Request you to change as below : Successful bidder shall supply, Install, commission and maintain High Definition Video Conferencing (HDVC)	Kindly refer to corrigendum

			hardware, software & licenses) at the Central location (Kolkata) as per the specification given in the annexure XX to schedule, conduct and manage Video Conferences centrally for the existing VC endpoints, web based clients, UC Clients (Mobile and Desktop based) over Bank's Network as well as over the internet in a secure way. The Central Unit Appliances/ Hardware proposed by the successful bidder should be rack mountable. The selected bidder will supply only new hardware items.	Infrastructure (required hardware, software & licenses) at the Central location (Kolkata) as per the specification given in the annexure XX to schedule, conduct and manage Video Conferences centrally for web based clients, UC Clients (Mobile and Desktop based) and the existing VC endpoints, over Bank's Network as well as over the internet in a secure way. The Central Unit Appliances/ Hardware proposed by the successful bidder should be rack mountable. The selected bidder will supply only new hardware items. Request you to provide the details (make and Model, software version details) of the existing endpoints and any other devices you want to be reused.	
4	36	SOW- Clause No. 7	Proposed VC solution should support audio based conferencing also. Audio conference can be joined using IP phone and mobile.	1. Only support is required or whether it needs to be implemented actually ? 2. Is there any existing IPT infrastructure that we need to integrate with or do we need to provide gateways as part of the solution ? If the bidder needs to provide the gateway then how many E1's are required ? 3. If integration with existing IPT infrastructure is required, then does it support SIP trunks and have necessary licenses for SIP trunks ?	1. VC solution should support audio based conferencing, if implementation has to be done then selected bidder has to do the same. 2. VC solution should have the capability such that if somebody wants to join the VC on audio mode can join through IP phone and mobile.
5	36	SOW- Clause No. 8	The solution should allow desktop clients and mobile clients to join a VC and view and share documents in a secure way within the Bank's network or over the Internet.	Please Consider the following Clause "The soft clients should be IPv4 and IPV6 compatible day 1" for the solution to be future ready. This is key requirement as per DOIT Guidelines.	Please refer Scope of work, point no. 35 of RFP

6	36	SOW- Clause No. 8	The solution should allow desktop clients and mobile clients to join a VC and view and share documents in a secure way within the Bank's network or over the Internet.	The functionalities for the users to join into conferences should be made available using a client-less architecture instead of Clients to reduce operational overheads. The Bank should explore and allow this architecture as well.	Kindly refer to corrigendum
7	37	SOW- Clause No. 10	The solution should have facility of recording and streaming the 5 concurrent video conferences and should have capacity of recording 1000 hours of HD video conference.	Request to provide the break-up of streaming users on intranet and internet.	Kindly refer to corrigendum
8	36	SOW- Clause No. 9	The Proposed solution should support minimum 96 (48*2) HD ports on minimum 720p resolution. The number of concurrent conferences should be dependent on number of ports, considering the conference having minimum 1+2 participants (minimum 5 concurrent sessions).	1) As per the RFP, Bank currently has 85 video End Points and had asked for another 20 IP Phones, 5 Desk devices & external participants. Moreover, in case of failure of a node, capacity shall reduce to half. Please increase the number of Ports to min 110 x 2 HD ports to have scalability. 2) Please explain the calculation of 1+2 participants . Does this mean 3 participants in each meeting , 5 concurrent meetings - means min 15 ports utilization ? 3) We would recommend Bank to ask for user specific licenses 25 nos. additionally, that can be used by executive users and users who hold meetings frequently. This will ensure that these users always have a license available and lead to better port utilization.	Clause Stands Modified as: The Proposed solution should support minimum 200 (100*2) HD ports on minimum 720p resolution. The number of concurrent conferences should be dependent on number of ports, considering the conference having minimum 1+2 participants (minimum 5 concurrent sessions).
9	37	SOW- Clause No. 10	The solution should have facility of recording and streaming the 5 concurrent video conferences and should have capacity of recording 1000 hours of HD video conference.	Does recording/streaming software needs to be collocated with MCU at DC site in redundant mode?	Kindly refer to corrigendum

10	37	Part IV - SOW Point 12	Soft clients for desktop/laptop should be available for Windows and MAC OS flavours.	A clientless architecture allows users to join conference without installing any application either on desktop or mobile. Provides ease of use for everyone to join meetings – internal as well as external users. Request Bank to kindly consider the clientless architecture.	Kindly refer to corrigendum
11	37	Part IV - SOW Point 13	Mobile based applications should be available for all Android, Windows and iOS mobile operating systems.	We would request the Bank authorities to please specify the number of soft clients required if the soft clients are necessary. We also request Banks authorities to include the Presence and Instant messaging support for soft clients across the devices. This is for a seamless end user experience and increased adoption.	Kindly refer to corrigendum
12	37	SOW- Clause No. 18	Bank has about 85 number of Avaya XT5000 devices (Endpoints) which should be compatible / integrable with the proposed central unit. The selected successful bidder has to integrate these endpoints with the central unit. Integration of end points should be with full functionalities. Bidder will ensure interoperability with voice and video calling between the existing end points and the new proposed video conferencing (MCU) setup. If bidder fails to integrate proposed central unit with the existing Avaya endpoints devices then bidder has to either replace central unit with compatible device having equivalent or higher specification OR needs to change Avaya endpoints without any additional cost to the Bank.	Request to provide the all details (make and model, software version details) of existing VC endpoints. Existing endpoints full functionalities with proposed new solution will depend on old endpoints compatibility. Request customer to share the list of minimum functionalities expected from the interoperability	Kindly refer to corrigendum

13	38	Part IV - SOW Point 21	The solution should support Point to Point (P2P) and Multipoint calls on HD resolution (720p and 1080p) and should support 4K display.	Please change to "The solution should support Point to Point (P2P) and Multipoint calls on HD resolution (720p and 1080p) and the new Video conferencing endpoints should support 4K display."	Clause Stands Modified as: The solution should support Point-to-Point (P2P) and Multipoint calls on HD resolution (720p and 1080p) and new MCU should supports endpoints with 4K display.
14	38	Part IV - SOW Point 27	Back to Back OEM support should be available for the maintenance, support, replacement, upgradation, patches fixes, vulnerabilities assessment based on periodic bulletins issued by the OEM. The OEM Help desk must be available 24x7 for components of core HDVC solution in the IST (Indian time zone) and should be accessible by the Bank via Web, Phone and email. If needed the OEM engineer has to visit the Bank site to resolve the issue.	Please clarify whether support is required 24x7 or only in Indian Time Zone ? For 24x7 Support, team may be available from any location across the globe. onsite Engineer may be available from OEM or Bidder and amend the clause as below - "Back to Back OEM support should be available for the maintenance, support, replacement, upgradation, patches fixes, vulnerabilities assessment based on periodic bulletins issued by the OEM. The OEM Help desk must be available 24x7 for components of core HDVC solution in and should be accessible by the Bank via Web, Phone and email. If needed the OEM/Bidder engineer has to visit the Bank site to resolve the issue."	Clause Stands Modified as: Back to Back OEM support should be available for the maintenance, support, replacement, upgradation, patches fixes, vulnerabilities assessment based on periodic bulletins issued by the OEM. The OEM Help desk must be available 24x7 for components of core HDVC solution and should be accessible to the Bank via Web, Phone and email. Further, bidder should have an arrangement with OEM for onsite visit, If required during the contract period.
15	39	Part IV - SOW Point 35	Complete VC solution should support end to end IPv4 and IPv6 compliance from day one.	We request the Bank authorities to kindly change this to " Complete VC solution including Servers, end points and soft clients should support end to end IPv4 and IPv6 compliance from day one."	Clause Stands Modified as: Complete VC solution (includes all the hardware and software which are supplied as part of this solution) should support end to end IPv4 and IPv6 compliance from day one.
16	40	SOW- Clause No. 40	The Central Appliances/ Hardware proposed by the successful bidder should have dual/ redundant power supply for each server/ components at	We request the Bank authorities to kindly change this to " The Central Appliances/ Hardware proposed by the successful bidder should have a hot swappable dual/ redundant power supply for each	Clause stands as per RFP

			DC.	server/ components at DC ." to maintain the SLA and uptime commitments.	
17	49	Project Timeline SN. -1	Delivery of Central Units (MCU) & other hardware - 4 weeks from LOI/PO/Signing of SLA whichever is earlier	In view of the COVID-19 related prevalent pandemic situation where supply lines are not working in optimized condition we would request UCO Bank to change delivery of MCU and other components from 4 week to 14 weeks.	Clause Stands Modified as: Delivery of Central Units (MCU) & other hardware - 8 weeks from LOI/PO/Signing of SLA whichever is earlier
18	49	Project Timeline SN. -1	Commissioning of Central Units (MCU) - 6 weeks from LOI/PO/Signing of SLA whichever is earlier	Request to change, commissioning of MCU and other components to 6 weeks from delivery date.	Clause Stands Modified as: Commissioning of Central Units (MCU) - 10 weeks from LOI/PO/Signing of SLA whichever is earlier
19	50	Project Timeline SN. -2	Commissioning of Other hardware viz. smart Desktop/display, smart Boards/display etc. - 6 weeks from Purchase Order	Request to change, commissioning of other hardware smart desktop/display, smart Boards/display etc. to 6 weeks from delivery date.	Clause Stands Modified as: Commissioning of Other hardware (other than the part of centralized solution) viz. end points, smart Boards/display etc. - 8 weeks from Purchase Order
20	52	Warranty and Support- Clause no. XI	If during the contract period MCU got failed, then successful bidder should provide Standby arrangement with same or higher compatible specification within four hours and successful bidder should rectify/replace faulty devices within 30 days from the event.	If during the contract period MCU (both primary and Secondary) got failed, then successful bidder should provide Standby arrangement with same or higher compatible specification within twenty four hours and successful bidder should rectify/replace faulty devices within 30 days from the event.	Clause Stands Modified as: If during the contract period one (01) MCU got failed, then successful bidder should provide Standby arrangement with same or higher compatible specification within Twenty four (24) hours from the time of reporting so that VC solution should be up and running 24 X 7. If both the MCU's fail then standby should be provided within eight (08) hrs from the time of reporting. The

					successful bidder should rectify/replace faulty devices within 30 days from the event.
21	120	Multi - Conferencing Unit	All necessary hardware to support the required capacity needs to be supplied from day one. Each of the server supplied for the MCU must have a redundant power supply from day 1.	Please change to "All necessary hardware to support the required capacity needs to be supplied from day one. Each of the server supplied for the MCU must have a hot swappable redundant power supply from day 1". This would help ensure SLAs and higher uptime.	Clause stands as per RFP
22	120	Annexure-XX, MCU-General	The MCU must have 96 HD ports @720p 30 fps with H.264 AVC and Continuous presence from day1.	Please change to "Each MCU must have 110 HD ports @720p 30 fps with H.264 AVC and Continuous presence from day1." as Bank currently has 85 video End Points and had asked for another 20 IP Phones, 5 Desk devices & external participants. Moreover, in case of failure of a node, capacity shall reduce to half.	Clause Stands Modified as: Each MCU must have minimum 100 HD ports @720p 30 fps with H.264 AVC and Continuous presence from day1.
23	120	Multi - Conferencing Unit	The MCU must be able to host at least 10 simultaneous conferences each having different capacities restricted by the maximum port capacity of the MCU	Please clarify if the number of total simultaneous conferences required is 5 or 10 .	Clause Stands Modified as: The MCU must be able to host at least 5 simultaneous conferences each having different capacities restricted by the maximum port capacity of the MCU
24	121	Annexure-XX, MCU-General	The MCU should be able to be integrated with existing IP PBX to provide audio conferencing ports to phones.	Request to provide the existing IP PBX details. Please give the clarification of audio conferencing ports to phones. When a IP phone user will connect in MCU conference, the IP phone user will consume one port on MCU. SIP trunk shall need to be provided by the existing PBX.	Clause stands deleted
25	121	Multi - Conferencing Unit	Video Standards- Should support 4K display	Please Change to " Endpoints should support 4K display"	Clause Stands Modified as: MCU should support endpoints that supports 4K display.

26	121	Annexure-XX, MCU-Video Standard	Should support H.263, H.263+, H.263++,H.264	Request to change Clause as : MCU should support H.264 AVC and H.264 SVC	Clause Stands Modified as: Should support H.263, H.263+, H.263++,H.264 AVC,SVC or higher
27	121	Annexure-XX, MCU-Video Standard	The MCU should support 40 ports or more at HD 1080p (transmit and receive) up to 4Mbps on IP in continuous presence mode with 30fps in the same MCU.	Request to modify the Clause: Solution should support min. 55 ports HD 1080p on each MCU.	Clause Stands Modified as: Each MCU should support minimum 50 ports or more at HD 1080p (transmit and receive) up to 2Mbps on IP in continuous presence mode with 30fps in the same MCU.
28	121	Annexure-XX, MCU-Audio Standard	Along with the support for basic algorithms like G.711 and G.722.1 the MCU should also support wideband Audio protocols like MPEG,4 AAC - LC and MPEG 4 AAC – LD	Request you to change to : Along with the support for basic algorithms like G.711 and G.722.1 the MCU should also support Audio codes like MPEG,4 AAC - LC / MPEG 4 AAC – LD	Clause Stands Modified as: Along with the support for basic algorithms like G.711 and G.722.1 the MCU should also support wideband Audio protocols
29		MCU	Addition Clause in RFP	User should be able to join a meeting without the need to download an application simply by clicking a link on the Desktop and Mobile	Kindly refer to corrigendum
30	122	Management & Scheduling	The system must be able to manage 100 devices including MCU and call control. It should have the ability to scale to manage upto 200 devices in the future.	The Central management server can be used to book the video End point. However, manageability of Avaya End Points cannot be done through the central Management Servers.	Clause is self-explanatory.
31	123	Management & Scheduling	The management view must also be able to superimpose the device deployment in a customizable map view so that a map can serve as a background and the devices can be positioned on such a map.	Request the Bank to kindly exclude this feature .This is a legacy feature and no longer supported .	Clause Stands deleted
32	123	Management & Scheduling	It should automatically be able to detect the latest software version of the VC endpoints.	Request the Bank to kindly amend the clause as "The Proposed solution would be able to check for latest software version of the new VC End Points from the same OEM." since we cannot control	Clause Stands Modified as : It should automatically be able to detect the software version of the

				the Avaya End Points.	VC endpoints and check for latest software version of the new VC End Points from the same OEM.
33	123	Management & Scheduling	The software should support Live graphical web monitoring of the VC systems.	Please change to "The software should support Live graphical web monitoring of the new VC systems."	Clause Stands Modified as : The software should support Live web monitoring of the VC systems.
34	123	Annexure-XX, Management & Scheduling- High Availability	The server/solution should have High availability feature	Support should be there for future use as it is not critical hence amend the clause as below - "The server/solution should support High availability feature"	Kindly refer to corrigendum
35	124	Firewall Traversal - Capacity	Should support at least 25calls @ 2 Mbps from day one and scalable to 100 (in future) in Call routed mode.	We understand that support for 25 calls is required. How many concurrent video calls shall actually be required to traverse the firewall ?	Clause is self-explanatory
36	125	Recording & Streaming	Live Video Resolutions: C(S)IF, 4CIF, SD, HD720p,HD1080p30/60	Request the Bank to change the clause as "Live Video Resolutions: C(S)IF, 4CIF, SD, HD720p,HD1080p30 ". At 1080p60, there is a very high bandwidth utilization, CPU and memory requirement because of the higher frames processing speed (60 frames per second). For conference use, 1080p30 should be sufficient, as the meeting doesn't have very frequent changes between two instances. Hence for optimal usage HD1080p30 is recommended.	Clause stands as per RFP
37	125	Recording & Streaming	The server/solution should have High availability feature	Request the Bank to update the clause as "Recording/Streaming software solution should available in Redundant mode(Active/Passive) since recording	Kindly refer to corrigendum

				software applications are supported at VM level and not application level.	
38	125	Specifications for the Personal Video conferencing system for executives	Should be an integrated system with at least 21 inch LCD/TFT screen, 1080P resolution (16:9), HD camera and with speakers for wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred.	1) Request Bank to ask for 24 inch or above should be minimum for desk based VC device for executives since that is the minimum for optimum size for the desk based VC. 2) Request Bank to ask for mandatory inbuilt Codec since additional codec should involve additional cabling on the desk and would not be a great experience for the executives.	Kindly refer to corrigendum
39	127	Specifications for the Personal Video conferencing system for executives	The VC unit must allow the camera to be used as a document camera to capture hard copies and transmit it to the far end site.	Request Bank to kindly remove the clause since this capability is not available in the new devices. The earlier devices with this feature are already end of sale. New devices come with a fixed camera which are more durable.	Kindly refer to corrigendum
40	126	Annexure-XX Personal VC- video standard	Must support desktop sharing SIP calls	Please clarify this Clause. We assuming UCO Bank wants share presentation in SIP from desktop/PC which will connect (HDMI) on executive VC.	Kindly refer to corrigendum
41	126	Annexure-XX Personal VC- Other Feature	Noise Reduction/Echo Cancellation, Automatic Gain control, Automatic Audio mixer	Request to modify the Clause: "system should support Noise Reduction, Echo Cancellation and Automatic Gain control"	Kindly refer to corrigendum
42	127	Annexure-XX Personal VC- Security	Meetings both point and point and multipoint, should be password protected and the same should be possible for SIP networks	Please Clarify the Clause. The system has capability to set menu admin password.	Kindly refer to corrigendum

43	127	Annexure-XX Personal VC-Security	Should support Local and Global directories, the units should be registered on the existing Solution already in place in Bank.	Kindly clarify , if the existing system will continue to register the VC devices. Kindly share the details of the same (Make and Model)	Kindly refer to corrigendum
44	131	Annexure –XXIII Masked Commercial Bid Template Table D	1. IP Phones with Display 2. Smart Board - Integrated HD Video Conferencing unit with built-in HD display, Audio System and Microphone	The required specifications of the IP Phones and Smart Board are missing from the RFP document hence please include the suggested reference specifications provided as an addendum at the end of this pre-bid query table in the RFP document.	Kindly refer to corrigendum
45		Specifications for the Personal Video conferencing system for executives	Additional Feature	Request Bank to kindly include "The Device should have the capability to charge Laptops from the device itself. The device should function as a docking station and primary display with a USB-C connection." This will minimize the number of cables on the executives desk fewer breakdowns.	Kindly refer to corrigendum
46		Specifications for the Personal Video conferencing system for executives	Additional Feature	Request Bank to kindly include" Should allow joining any 3rd party meeting using laptop while leveraging the Devices Camera ,Microphone and speakers."	Kindly refer to corrigendum
47		Specifications for the Personal Video conferencing system for executives	Additional Feature	Request Bank to kindly include "Display should Support 4k resolution (3840x2160)"	Kindly refer to corrigendum

48		Specifications for the Personal Video conferencing system for executives	Additional Feature	Request Bank to kindly include "MCU, IP Phones, smart board and Desktop devices should be from the Same OEM as the MCU." This would provide a seamless experience and full feature compatibility.	Kindly refer to corrigendum
49	12-14	3. ELIGIBILITY CRITERIA	3. ELIGIBILITY CRITERIA	We would request UCO Bank to allow the Eligibility Criteria compliance basis the documentary evidence from the Bidder directly or basis the documentary evidence from the Parent Company and / or fellow subsidiaries of the Bidder. Please confirm the acceptance of our request.	Clause stands as per RFP
50	33	2.2 TECHNICAL & FUNCTIONAL EVALUATION	2.2 TECHNICAL & FUNCTIONAL EVALUATION	We would request UCO Bank to allow the "TECHNICAL & FUNCTIONAL EVALUATION" compliance of basis the documentary evidence from the Bidder directly or basis the documentary evidence from the Parent Company and / or fellow subsidiaries of the Bidder. Please confirm the acceptance of our request.	Clause stand as per RFP
51	55 & 56	6. SERVICE LEVEL AGREEMENT & PENALTIES	6. SERVICE LEVEL AGREEMENT & PENALTIES	We would request UCO Bank to cap the overall penalty to 5% of the Contract Value. Please confirm the acceptance of our request.	Clause stands as per RFP
52	54 & 55	5. PAYMENT TERMS	For HDVC infrastructure/Hardware: 60% of the value of new central units (MCUs)/devices/solutions along with Taxes, will be paid after delivery. 30% of the value of same along with Taxes, will be	We will request for the following revised payment terms: 80% of the value of new central units (MCUs) / devices / solutions along with Taxes, will be paid after delivery. Balance 20% of the value of same along with Taxes, will be paid on completion of	Clause stands as per RFP

			paid on completion of successful installation & operational, the balance 10% of order value will be paid after 3 months successful running or on submission of equivalent PBG valid for 6 months.	successful installation.	
53	54 & 55	5. PAYMENT TERMS	For Hardware's other than HDVC infrastructure: 60% of the value of new devices/solutions along with Taxes, will be paid after delivery. 30% of the value of same along with Taxes, will be paid on completion of successful installation & operational, the balance 10% of order value will be paid after 3 months successful running or on submission of equivalent PBG valid for 6 months.	We will request for the following revised payment terms: 80% of the value of new devices /solutions along with Taxes, will be paid after delivery. 20% of the value of same along with Taxes, will be paid on completion of successful installation	Clause stands as per RFP
54	Suggested Specification of IP Phone		1	The phone should support Power over Ethernet IEEE 802.3af class 1/2/3 and should also have AC power adapter option	Kindly refer to corrigendum
55			2	The phone should have 2 x 1GE ports, one for the LAN connection and the other for connecting to PC/laptop.	Kindly refer to corrigendum
56			3	Corporate directory and Lightweight Directory Access Protocol (LDAP) integration.	Kindly refer to corrigendum
57			4	Ready access to missed, received or placed calls (plus intercom history and directories).	Kindly refer to corrigendum
58			5	The phone should support QoS mechanism through 802.1p/q.	Kindly refer to corrigendum

59			6	IP address Assignment by DHCP or statically configured	Kindly refer to corrigendum
60			7	Hands-free operation with full-duplex speaker-phone	Kindly refer to corrigendum
61			8	The phone should be a SIP based Phone i.e. session Initiation protocol (SIP) supported	Kindly refer to corrigendum
62			9	The phone should support XML based services and applications.	Kindly refer to corrigendum
63			10	The phone should have a distinct LED indicator for message waiting.	Kindly refer to corrigendum
64			11	Should have keys for specific functionalities such as – voicemail, directories, settings, transfer, speakerphone, mute on/off, headset etc.	Kindly refer to corrigendum
65			12	Media Encryption (SRTP) using AES	Kindly refer to corrigendum
66			13	Signaling Encryption (TLS) using AES	Kindly refer to corrigendum
67			14	802.1x support	Kindly refer to corrigendum
68			15	Encryption of Configuration Files	Kindly refer to corrigendum
69			16	The phone should have the ability to register to call control server over an internet link with or without VPN.	Kindly refer to corrigendum

70			17	The phone should support IPv4 and IPv6 from day1.	Kindly refer to corrigendum
71			18	Should have min 5" screen with colour display with at least 4 programmable line keys	Kindly refer to corrigendum
72			19	The phone should support backlit indicators for the audio path keys (handset, headset, and speakerphone), select key, line keys, and message waiting.	Kindly refer to corrigendum
73			20	Should support following audio codec - G.711a, G.711u, G.729a, G.722, iSAC, Internet Low Bitrate Codec (iLBC)	Kindly refer to corrigendum
74			21	The phone should have RJ9 headset port to connect any standards based headset. The phone should also have a separate headset key	Kindly refer to corrigendum
75			22	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	Kindly refer to corrigendum
76			23	Should support self-view video, picture in picture (pip) with adjustable positions of pip.	Kindly refer to corrigendum
77			24	Should support Bluetooth (v4.1 LE) for hands free earphones	Kindly refer to corrigendum
78			25	Should support Call history synchronization to view placed and missed calls of mobile device from the IP Phone	Kindly refer to corrigendum

79			26	Should support Contact synchronization to synchronize the contacts from the mobile device to IP Phone	Kindly refer to corrigendum
80			27	The phone should support mounting against a wall	Kindly refer to corrigendum
81			28	The phone should support at least 100 entries for call history i.e. missed, received, placed etc.	Kindly refer to corrigendum
82			29	Should support busy lamp indicator (BLF) to indicate the presence	Kindly refer to corrigendum
83			30	Should support boss-secretary feature, so that secretary can answer calls on behalf of Manager	Kindly refer to corrigendum
84			31	The handset should be hearing aid-compatible	Kindly refer to corrigendum
85			32	The phone should be available in white colour	Kindly refer to corrigendum
86			33	The phone should support the following features at a minimum: a. Call forward b. Call pickup c. Call waiting d. Call-back e. Call park f. Conference g. Extension Mobility h. Auto answer i. Auto-detection of headset	Kindly refer to corrigendum

				j. Immediate Divert k. Music on hold (MoH) l. SIP URI dialling m. URL Dialling n. Message waiting indicator (MWI) o. Personal directory p. Forced Authorization Code (Account/FAC) q. Call history lists	
87	Suggested Specifications for Smart Board	1	General	An Smart Board must have capabilities of Digital White Boarding and Smart Annotations, Video and Audio Conferencing, Presentation Capabilities and integration with Collaboration Platform.	Kindly refer to corrigendum
88		2 (a)	Size and Form Factor	Must be at least 85 inches diagonal	Kindly refer to corrigendum
89		2 (b)		Should have Floor Mounting and Wall Mounting options	Kindly refer to corrigendum
90		2 (c)		Must have elegant positioning of cameras and audio system such that they are non intrusive. Must not have external cameras and other accessories for basic functionalities.	Kindly refer to corrigendum
91		2 (d)		Must have a 4 K resolution for the display and Camera	Kindly refer to corrigendum
92		2 (e)		Must be an integrated all-in-one unit including camera, touch screen, microphone, speakers etc. from the same OEM as the Video Conferencing solution providing the MCU and video	Kindly refer to corrigendum

				endpoints.	
93		3	Platform	Must provide interoperability with standards based SIP devices for audio and video conferencing	Kindly refer to corrigendum
94		4(a)	Video Conferencing Capability	The Collaboration Board should have Full HD video conferencing capability 1080p 30 fps	Kindly refer to corrigendum
95		4(b)		The camera must be a 4K camera with a viewing angle of at least 80 degrees.	Kindly refer to corrigendum
96		4(c)		The Camera must be able to capture a room size of at least 12 feet x 20 feet	Kindly refer to corrigendum
97		4(d)		The board should have built-in high fidelity microphones such that audio of any person in the room of at least 12 feet x 20 feet must be captured without distortion.	Kindly refer to corrigendum
98		4(e)		Should have Automatic Gain Control and modulation such that when a person is near the board or far away, the far end must be able to hear the audio without a high dB level (when a person is near) or a very low dB level (when the person is far away)	Kindly refer to corrigendum
99		4(f)		Must support a bandwidth of at least 6 Mbps.	Kindly refer to corrigendum

100		4(g)		Must have Echo Cancellation and Noise reduction	Kindly refer to corrigendum
101		4(h)		The camera must have the ability to frame a participant or a group of participants who is/are speaking without any manual intervention.	Kindly refer to corrigendum
102		5(a)	White Boarding and Annotation	The Collaboration board should have the ability to do Digital White boarding using multiple colors.	Kindly refer to corrigendum
103		5(b)		Erasing, Selection of colors, Smooth movement when white boarding are essential.	Kindly refer to corrigendum
104		5(c)		Multi touch capability so that drawing can be done by two persons and two fingers simultaneously must be possible.	Kindly refer to corrigendum
105		5(d)		Users should be able to email the white boarding sessions.	Kindly refer to corrigendum
106		6(a)	Presentation Capabilities	Users must be able to share presentation using wired HDMI cable or even wirelessly	Kindly refer to corrigendum
107		6(b)		It must be possible to share the presentation during a call or out of the call	Kindly refer to corrigendum
108		7	Setting up Meetings	The collaboration board must have the ability to set up a conference by merely hitting a join meeting button.	Kindly refer to corrigendum

109		8	Network	Must support Ethernet port of 100/1000Mbps. Wi-Fi 802.11a/b/g/n would be desirable	Kindly refer to corrigendum
110		9(a)	User Interface	System must have an intuitive Touch Screen/Panel for controlling the VC system.	Kindly refer to corrigendum
111		9(b)		System must have ability to browse the directory, search a contact, Dial pad for dialing numbers and SIP URI's, configure camera pre-sets, change layouts, mute/unmute, increase-decrease volume.	Kindly refer to corrigendum
112	36	Part IV	The Proposed solution should support minimum 96 (48*2) HD ports on minimum 720p resolution. The number of concurrent conferences should be dependent on number of ports, considering the conference having minimum 1+2 participants (minimum 5 concurrent sessions).	The Proposed solution should support minimum 192 (96*2) HD ports on minimum 720p resolution. The number of concurrent conferences should be dependent on number of ports, considering the conference having minimum 1+2 participants (minimum 10 concurrent sessions).	Kindly refer to corrigendum
113	37	Part IV	Central Units / components should be in HA (high availability) mode (should be hardware based).	In BoQ single qty is mentioned for Call Control	Kindly refer to corrigendum
114	120	Annex - XX	The hardware, software and virtualization software should be supplied and supported by a single bidder.	The hardware, software and virtualization software should be supplied and supported by a single bidder. Alternatively, it can be an OEM provided Appliance	Clause stands as per RFP
115	120	Annex - XX	MCU should be capable of supporting participants using various means i.e. via video enabled phones, room based video endpoints, soft clients on mobile/tablet or via any web	MCU should be capable of supporting participants using various means i.e. via video enabled phones, room based video endpoints, soft clients on mobile/tablet or via any web browser, any version in a single conference. The	Kindly refer to corrigendum

			browser, any version in a single conference. The meeting quality has to be consistent and of high quality. The end points can be present on the WAN network or on the internet. In case additional components are required for this functionality, all additional components required to have this functionality has to be included in the solution.	meeting quality has to be consistent and of high quality. The end points can be present on the WAN network or on the internet. In case additional components are required for this functionality, all additional components required to have this functionality has to be included in the solution. At least 96 nos of soft client need to be supplied. Soft client should be from same OEM as MCU. Soft client should support H.323 & SIP as well & it should be possible to join from intranet as well as from Internet via soft client. Soft client should be compatible with latest Windows & Mac OS. The solution must include a web browser based application server to let users arrange impromptu or scheduled meetings by automatically sending invitations and a web link for simple click-to-join convenience. Any one from anywhere should be able to join using a browser or soft client with high quality voice, video, and content sharing capabilities.	
116	121	Annex XX	– The MCU should be able to integrate IP phones (with display) for VC	The MCU/solution should be able to integrate IP phones (with display) for VC	Kindly refer to corrigendum
117	122	Annex XX	– Recording can be initiated by the host of the conference by dialling out to the server or enabling the record button on the user interface.	Recording can be initiated by the host of the conference by dialing out to the server or enabling the record button on the user interface of MCU	Clause stands as per RFP
118	122	Annex XX	– Must allow at least 25 calls @ 4mbps between the internet and the MCU	Must allow at least 96 calls @ 720p resolution between the internet and the MCU	Clause Stands Modified as: Must allow at least 100 calls @ 720p resolution between the internet and the MCU from day one and scalable

					to 200 (in future) in Call routed mode.
119	123	Annex XX	– Must provide a strong GUI so that the devices can be arranged in a customizable folder view format.	Must provide a strong GUI so that the devices can be arranged in a folder/table view format.	Clause Stands Modified as: Must provide a strong GUI so that the devices can be arranged in a folder/table view format.
120	123	Annex XX	– It must be possible to monitor live ongoing conferences. Both Scheduled as well as adhoc conferences must be manageable.	It must be possible to monitor live ongoing conferences. Scheduled conferences must be manageable.	Clause modified as: It must be possible to monitor live ongoing conferences. Scheduled conferences must be manageable.
121	123	Annex XX	– The Management application should support event logging and notifications including boot, link down/up, connect error, call connected/disconnected, lost response/got response, Down speeding, upgrade start/finish scheduling, gatekeeper registration, low battery, wrong password alert	The Management application should support event logging and notifications including boot, link down/up, connect error, call connected/disconnected, lost response/got response, upgrade start/finish scheduling, gatekeeper registration, wrong password alert	Clause modified as: The Management application should support event logging and notifications including boot, link down/up, connect error, call connected/disconnected, lost response/got response, upgrade start/finish scheduling, gatekeeper registration, wrong password alert
122	124	Annex XX	– Should support at least 25 calls @ 2 Mbps from day one and scalable to 100 (in future) in Call routed mode.	Should support at least 96 calls @720p resolution from day one and scalable to 200 (in future) in Call routed mode.	Clause stands as per RFP
123	124	Annex XX	– Must support H.460 multiplexed media for H323 calls so as to reduce ports used by the calls to traverse the Firewall	Request to please remove this point	Clause Stands Modified as: Must support H.460 so that remote H.323 endpoints can traverse the firewall & join the MCU call
124	125	Annex XX	– Live Video Resolutions: C(S)IF, 4CIF, SD,HD720p,HD1080p30/60	Live Video Resolutions: C(S)IF, 4CIF, SD, HD720p,HD1080p30	Clause stands as per RFP
125	125	Annex XX	– Should be an integrated system with at least 21 inchLCD/TFT screen,1080P resolution (16:9), HD camera and with speakers for	The Tech specification mentioned here is Proprietary to particular one OEM. Request Bank to position3rd party All in	Kindly refer to corrigendum

			wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred.	One Desktop loaded with OEM supplied Soft Client for such Executive office. This will not consume separate desk space & while not on VC call Executive can perform his/her daily job using the same Desktop.	
126		EMD	EMD Amount No mentioned in RFP	Please confirm if EMD is applicable / not applicable	Clarified as: bidder has to submit Bid Security Declaration enclosed with RFP.
127		Payment Terms	For HDVC infrastructure/Hardware: 60% of the value of new central units (MCUs)/devices/solutions along with Taxes, will be paid after delivery. 30% of the value of same along with Taxes, will be paid on completion of successful installation & operational, the balance 10% of order value will be paid after 3 months successful running or on submission of equivalent PBG valid for 6 months.	Request you to please consider & modify material supply payment terms as 90% within 30 days of delivery & 10% within 30 days of installation against respective invoices. In case the site/sites are not ready at the time of delivery / delayed due to lockdown/force majeure, this 10% payment linked to installation should be released within 45 days of delivery.	Clause stands as per RFP
128			Payment towards Facility Management will be made quarterly in arrears after issuing of necessary invoice and submission of monthly reports including SLA and after deduction of penalties, if any.		Clause stands as per RFP
129			Payment for AMC of VC infrastructure/hardwares for 4th & 5th year will be made quarterly in arrears.	Request you to please consider & modify material AMC payment terms as (a) for OEM Backlining, 100% at the beginning of the year against invoice & backlining document (within 30 days of Invoice submission) & (b) for SI's Skill support in quarterly arrears (within 30 days of Invoice submission). AMC Price should	Clause stands as per RFP

				be in two break up (a) OEM Backlining (b) SI's skill support	
130		PQ Criteria - PAT	The Bidder should have net profit (Profit After Tax) in any two of the last three financial years. (i.e. 2017-18, 2018-19 & 2019-20)	Request you to please consider the clause as the Bidder should have Positive Networth in any two of the last 3 years . And Should have net profit in any one of last 3 FY.	Clause stands as per RFP
131		PQ Criteria - PO Reference	Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/ Financial Institutions/ Govt organization during the last three financial year. These organizations must have at least 50 or more endpoints.	Request you to please consider the clause as Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/ Financial Institutions/ Govt organization/ Reputed Pvt. Sector Enterprise during the last three financial year. These organizations must have at least 10 or more endpoints.	Clause Stands Modified as : Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/ Financial Institutions/ Govt organization during the last Seven financial year. These organizations must have at least 50 or more endpoints.
132		PERIOD OF BID VALIDITY	Bids shall remain valid for 180 (One Hundred and Eighty) days after the date of bid opening prescribed by UCO BANK	Request you to please consider the clause as bid validity of 45 days from the date of bid submission	Clause stands as per RFP
133		PERFORMANCE BANK GUARANTEE	The vendor, within 15 days from the date of LOI (letter of Intent) will have to furnish a Performance Bank Guarantee, format as per Annexure-V of the RFP, issued by any scheduled commercial Bank equivalent to 3% of the total cost of the Project (TCO)/Order value valid for (63 months) 5 years with 3 months claim period from the date of purchase order.	The PBG Format will be vetted by the Bidders Bank and then will be shared with UCO Bank for giving go ahead for issuance of PBG. The time will be within 30 days from the date of formal PO from UCO Bank.	Clause stands as per RFP

134		PRICE VALIDITY	The selected bidder shall keep the price valid for a period of five years from the date of agreement. There shall be no increase in price for any reason whatsoever during the period. Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the commercial format i.e. Annexure – XXIV during the contract period.	This needs to be discussed with UCO Bank along with OEM	Clause stands as per RFP
135		RIGHT TO ALTER QUANTITIES	The Bank reserves the right to alter the number of VC Solutions specified in the tender in the event of changes in plans of the Bank. Any decision of BANK in this regard shall be final, conclusive and binding on the vendor. The Bank reserves the right to place order for + 25% Devices (other than MCU) at cost discovered through RFP during the contract period with the same terms and conditions.	This needs to be discussed with UCO Bank along with OEM	Clause stands as per RFP
136	Page-12,	OVERVIEW OR OBJECTIVE	Currently, in UCO Bank, 85 Avaya XT-5000 HD VC endpoints are in use for conducting Video Conference sessions with Head Office and various field functionaries like Zonal Offices/Branches etc. Bank is having service contract for the existing endpoint devices till year 2024.	Please clarify what will be the bidders scope of support for these Avaya XT-5000 HD VC equipment. Specially after 2024.	It is to Clarified that bidder is not responsible for out of support Avaya Endpoints.

137	Page-37,	Point-15	Deployment of clients on laptop/desktop for users to enable integration with the entire solution along with a detailed user manual for setup and use should be provided.	Need details of the locations on which we have to deploy the following. This is required for calculating the PM cost. 1. IP Phones, 2. Desktop VC & 3. Smart Boards with integrated VC	It is to Clarified that Location of delivery and installation of the solution will be Kolkata
138	Page-37	,Point-18	Bank has about 85 number of Avaya XT5000 devices (Endpoints) which should be compatible / integrable with the proposed central unit. The selected successful bidder has to integrate these endpoints with the central unit. Integration of end points should be with full functionalities. Bidder will ensure interoperability with voice and video calling between the existing end points and the new proposed video conferencing (MCU) setup. If bidder fails to integrate proposed central unit with the existing Avaya endpoints devices then bidder has to either replace central unit with compatible device having equivalent or higher specification OR needs to change Avaya endpoints without any additional cost to the Bank.	Since the support of the existing Avaya Endpoints is with different SI/Partner , The bidder (if different from existing SI/Partner) will not be responsible for the changes required at Avaya XT5000 end.	Clause stands as per RFP. Bidder required to provide solution compatible with the existing endpoints
139	Page-40	,Point-41	During the contract Bank may procure desktop based VC hardware, Smart VC boards, IP phones with display (capable of connecting with new VC solution). These devices should have the capabilities of integration with the proposed centralized VC solution (MCU).	If additional license is required for this type of add-on & Bank has to buy the appropriate licenses along with these end devices.	Clarified as: bidder is expected to quote taking into account the licenses for smooth operability of the ordered devices.

140	Page-40,	Point-5	The successful bidder shall prepare HLD and LLD in consultation OEM and Bank for rollout. The design should be Successful bidder and OEM certified.	Need to clarify how the HLD & LLD will be certified by OEM.	Modified as: The successful bidder shall prepare HLD and LLD in consultation OEM and Bank for rollout. The design should be certified by Successful bidder and OEM.
141	Page-40,	Point-41	During the contract Bank may procure desktop based VC hardware, Smart VC boards, IP phones with display (capable of connecting with new VC solution). These devices should have the capabilities of integration with the proposed centralized VC solution (MCU).	If additional license is required for this type of add-on & Bank has to buy the appropriate licenses along with these end devices.	Clarified as : Bidder is expected to quote taking into account the licenses for smooth operability of the ordered devices.
142	Page-42,	Point -3	<p>The successful bidder shall have to comply with Bank's IT Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Successful bidder. Some of the key areas are as under:</p> <ol style="list-style-type: none"> I. Responsibilities for data and application privacy and confidentiality. II. Responsibilities on system and software access control and administration. III. Custodial responsibilities for data, software, hardware and other assets of Bank being managed by or assigned to the Successful bidder. IV. Physical Security of the facilities. 	This needs to be discussed with Bank along with OEM . For many of the OEMs security hardening is chargeable service.	Clause stands as per RFP

			<p>V. Incident response and reporting procedures</p> <p>VI. Password Policy.</p> <p>VII. Access management Policy.</p> <p>VIII. Acceptable usage Policy (Authentication and Identity Management, Authorization and access control).</p> <p>IX. Data Encryption / Protection requirements of Bank.</p> <p>X. Cyber Security Policy</p> <p>XI. Auditing.</p> <p>XII. In general, confidentiality, integrity and availability, non-repudiation, authenticity, privacy of data/information must be ensured.</p> <p>XIII. Responsibilities in carrying out background verify.</p>		
143	Page-42 & 43,	Point-4 & 5 under DELIVERY, INSTALLATION AND COMMISSIONING	<p>The installation will be deemed to be completed, when the Product including all the hardware, accessories/components, firmware/system software, and other associated software have been supplied, installed and operationalized as per the technical specifications and all the features as per the technical specifications are demonstrated and implemented as required, on the systems, to the satisfaction of the Bank. Successful Bidder has to resolve any problem faced during installation and operationalization.</p>	<p>Please confirm if UCO Bank will provide item-wise installation/acceptance certificate & process the payment on location/ device basis Else, for one equipment (in case of site readiness/other force majeure), entire installation/acceptance might be on hold.</p>	<p>Clarified as: For Central Units (MCU, Call Control, Web Server, Recording Server) ,acceptance will be given as a whole and for other devices acceptance may be given item wise.</p>

144			In addition, successful bidder will supply all associated documentation relating to the Products/hardware, system software/firmware, etc. The Product(s) are considered accepted (commissioned and operationalised) after signing the acceptance test plan document jointly by the representative of the Bank and the engineer from successful bidder.		
145	Page-43,	Point 6	<p>For the system & other software/firmware required with the hardware ordered for, the following will apply:-</p> <p>ü Successful bidder shall supply standard software/firmware package published by third parties in or out of India in their original publisher-packed status only, and have procured the same either directly from the publishers or from the publisher's sole authorized representatives only.</p> <p>ü Successful bidder shall provide complete and legal documentation of all sub systems, licensed operating systems, licensed system software/firmware, licensed utility software and other licensed software. Successful bidder shall also provide licensed software for all software/firmware whether developed by them or acquired from others.</p> <p>ü In case Successful bidder is</p>	Pls clarify what is meant by "standard software/firmware package published by third parties " & Successful bidder shall provide complete and legal documentation "	Clause self-explanatory

			providing software/firmware which is not its proprietary software then Successful bidder should have valid agreements with the software/firmware successful bidder for providing such software/firmware to the Bank, which includes support from the software/firmware successful bidder for the proposed software for the entire period required by the Bank.		
146	Page-44,	Point-5	The successful bidder will be responsible for the end to end management and maintenance of the deployed solution, which includes the links, the network components (both active and passive), the video conferencing equipment"s /appliance and any other component deployed for the solution.	Link & Network Management (Active & Passive) is not a part of this RFP. Request you to please modify the clause	Clause stands as per RFP
147	Page-44 & 45,	Point-13	Successful bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Successful bidder has to support older versions of the OS/firmware/middleware etc. in case the Bank chooses not to upgrade to latest version.	In case of any issue appearing in the system due to older versions of the OS/firmware/middleware etc., then the bidder will not be responsible.	Clause stands as per RFP
148	Page-45,	Point-20	The successful bidder has to provide out-of-the-box reports and customized reports templates based on the needs of Bank. These reports shall include, but are not limited to, providing information regarding billing, service availability, usage metrics	Designing customized reports might be chargeable based on feasibility.	Clarified as: all such requirements are to be included in the Project Cost.

			of video conferencing meetings etc.		
149	Page-46,	ONSITE SERVICE SUPPORT – FACILITY MANAGEMENT	The FM Services contract period will be for entire 3 years from the date of successful commissioning of the proposed solution. FM services shall be continued on extension of contract by Bank. The selected successful bidder will have to post a FM who will sit onsite at Kolkata, NOC. FM will be required to be posted for the entire implementation period and for support thereafter during the contract period. The FM should have the following minimum profile:	Need clarity for the following:	Clause is self-explanatory
150			1. Successful bidder will provide adequate on-site resident engineer/s (at Kolkata DC) to take care of the overall HDVC system during the period of 9:00 AM to 6:00 PM.	1. Location of this FM services/on-site resident engineer/s. Is it at Kolkata, NOC or at Kolkata DC? 2. FM service/resident engineer/s is required from implementation period or from the date of successful commissioning. 3. Need clarity on number of resources customer is expecting.	Clarified as: 1.Location of RE is at Kolkata NOC which is same as DC. 2. Billing of RE will commence post successful commissioning of the solution, however bidder may deploy RE prior to that at their own cost for better understanding of the system. 3.Adequate no.s of engineer to be deployed to deliver the services as per RFP Terms, that may be 1 or more than that.
151	Page-54		ATS for the software/license will be paid in advance annually.	Need clarity on this.	Clause is self-explanatory

152	125	Specifications for the Personal Video conferencing system for executives	Should be an integrated system with at least 21 inch LCD/TFT screen, 1080P resolution (16:9), HD camera and with speakers for wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred.	1) Request Bank to ask for 24 inch or above should be minimum for desk based VC device for executives since that is the minimum for optimum size for the desk based VC. 2) Request Bank to ask for mandatory inbuilt Codec since additional codec should involve additional cabling on the desk and would not be a great experience for the executives.	Kindly refer to corrigendum
153	125	Specifications for the Personal Video conferencing system for executives	Must have the following physical buttons for ease of use 1. Mute/ Unmute 2. Volume Increase/ decrease	Request Bank to kindly remove the clause since the New Touch devices have on screen Mute / unmute and Volume Buttons. No Physical buttons are available.	Kindly refer to corrigendum
154				Tender Submission Date to be extended till 21.06.21 considering the lockdown	Kindly refer to corrigendum
155	13	5		Value of Work order not mentioned.	Query is not admissible
156				Tender To Be Submitted in Hard Copy/Soft Copy. What are the documents that to be submitted in hard copy and What are to be submitted in soft copy online.	Clarified as: All the documents has to be uploaded through e-tendering. For more clarity, kindly refer Bid control sheet mentioned in the RFP.
157	65	18	Force Majeure Clause	COVID To Be Included.	It is to be noted that pandemic is already included in said clause.

158				Please mention Total Number of End Point Location or installation location	Kindly refer to corrigendum :
159	66	20	Acceptance Test	Please confirm for Acceptance Testing vendor need to make the test on their own or Bank have their own vendor for the testing and vendor have to pay for that.	Clause self-explanatory
160	49		Project Timeline	: Please Extend Delivery Period till 12 weeks and installation Period 4 weeks.	Kindly refer to corrigendum
161				Specification of Materials.	Clause stands as per RFP
162			BG & Validity	PBG to be given for 3 years as warranty for 3 years. For balance 2 years PBG value to be changed as per AMC value only.	Clause stands as per RFP
163			Payment Terms	Please amend the payment terms to 60% against delivery, 10% against Installation and Balance 10% against PBG.	Clause stands as per RFP
164				If Multiple Location or Multiple Point payment to be released on Pro Rata Basis based on Location against delivery & Installation.	Clarified as: Place of delivery will be Kolkata only
165				In Present Scenario of Covid where safety and health hazard is an issue ISO 18001 certification (Health and Safety Hazard) should be included in qualifying criteria for bidder.	Query is not admissible
166				Mobilization Advance against ABG is to be included.	Query is not admissible

167				Maximum Capping for penalty to be reduced to 5% Max.	Clause stands as per RFP
168				What would be Downtime Penalty Lead Time?	It is to Clarified that there is no Lead time concept while calculating the penalty. Downtime will be considered from the call logged time.
169				How the network downtime will be calculated during calculation of penalty. If Network Down Time has happened due to Network Bandwidth instead of Hardware what is the parameter to asses that.	It is to be Clarified that downtime due to Network Bandwidth issue will not be considered during downtime calculation and same will be finalised mutually by the bidder and the Bank.
170				What is the Payment processing time after submission of invoice.	Details Will be shared with the successful bidder
171	51	02	Delivery & Installation	a) This shifting will be pre installation shifting or post installation? b) For How Many Locations Bank will Be Shifting the items? c) For How Many Times Bank will be shifting in a year as this will lead to extra cost implication.	It is to Clarified that If required, Bidder has to shift the devices irrespective of their installation (pre/post) at any location in Kolkata maximum twice during the contract period without any additional cost to Bank.
172				Should vendor service the MCU also as for penalty calculation MCU has been included. Kindly clarify.	It is to be Clarified that for non-operation of MCU, penalty will be levied.
173	121			MCU License Specification: Please confirm What are the Exact OEM License required.	It is to be Clarified that License should carter Bank's requirement as per RFP.

174	46	1		No. of Resident Engineer required for FMS is not clear.	It is to be Clarified that Adequate nos of engineer to be deployed to deliver the services as per RFP Terms, that may be 1 or more than that.
175	46	3		What will be the penalty and how it will be calculated as other service provider will be involved. Like the Resident Engineer have to do follow up with Avaya for their end points.	Clause is self-explanatory
176	46	4		What is onsite break-fix support ?	It is to be Clarified that Onsite deployment of engineer from successful bidder or OEM to resolve any issue.
177	47	15		What kind of support as in this case it will be remote support only.	Clause is self-explanatory
178	52	XI		Standby arrangement of MCU within 04 hrs. ?	Clause stands as per RFP
179	54			The statement (Payment towards Facility Management will be made quarterly in arrears after issuing of necessary invoice and submission of monthly reports including SLA and after deduction of penalties, if any.) This needs clarification as is it related to unauthorised absence of FMS only.	Clause is self-explanatory
180	57,56	D		<ol style="list-style-type: none"> As per SLA the penalty as well as per day delay charges will be deducted from quarterly invoice for not maintaining uptime From which invoice FMS or AMC invoice. In such cases will Bank provide the repairing invoice of any 	It is to be Clarified that 1. Penalty will be deducted from FMS invoice/PBG. 2. Penalty calculation will be provided by the Bank.

				document providing the penalty calculation.	
181	125	Specifications for the Personal Video Conferencing system for executives	Should be an integrated system with at least 21 inch LCD/TFT screen, 1080P resolution (16:9), HD camera and with speakers for wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred.	1) Request Bank to ask for 24 inch or above should be minimum for desk based VC device for executives since that is the minimum for optimum size for the desk based VC. 2) Request Bank to ask for mandatory inbuilt Codec since additional codec should involve additional cabling on the desk and would not be a great experience for the executives.	Kindly refer to corrigendum
182	36	SCOPE OF WORK (Point No. 2)	Selected Bidder to facilitate maintenance, support and provide on-site facility management.	Is maintenance of OLD / existing VC devices will be the part of new bidder's scope?	Clause Stands Modified as: Selected Bidder to facilitate maintenance, support and provide on-site facility management for the solution (Hardware & Software) procured through this RFP. For existing VC devices selected bidder has to facilitate support for call logging, error reporting with respective service providers and Bank.
183	36	SCOPE OF WORK (Point No. 5)	Successful bidder shall deploy Resident Engineer/s onsite for comprehensive monitoring, maintenance and support for the proposed VC Solution (Central Unit – MCU) along with existing VC endpoints installed at various locations.	How new vendor can provide comprehensive support for the existing VC devices which under contract with some other partner? Suggested, for existing devices follow-up with the existing vendor without any SLA.	Kindly refer to corrigendum
184	41	INSPECTION & ACCEPTANCE PROCEDURE	Physical verification of equipment as per the supply contract	Is physical verification will be done at single location / central location?	It is to be Clarified that physical verification of equipment will be done at the place of delivery.

		RE (Point No. 1)			
185	42	COMPLIANCE WITH SECURITY POLICY (Point No. 3)	Physical Security of the facilities.	What exactly this mean? Please clarify.	It is to be Clarified that Physical Security of facilities broadly are as follows : 1. Risk profiling based on process, design & controls. 2. Secure access. 3. Equipment data protection. 4. Backup management. 5. Security breach alert, reporting and remediation.
186	42	COMPLIANCE WITH SECURITY POLICY (Point No. 3)	Incident response and reporting procedures	What will be the tool for incident response and reporting? Who will provide the tool?	It is to be Clarified that successful bidder has to deploy a VC solution having the Incident response and reporting.
187	42	COMPLIANCE WITH SECURITY POLICY (Point No. 3)	Responsibilities in carrying out background verify.	What exactly this mean? Please clarify.	It is to be Clarified that It's the responsibility of the successful bidder to carry out background check of the person to be deployed for FMS or any support service related activities.
188	42	DELIVERY, INSTALLATION AND COMMISSIONING (Point No. 1)	Successful bidder shall provide such packing of the Products as is required to prevent its damage or deterioration during transit thereof to the location given by the Bank.	Is primary delivery will be in a single location or individual locations?	It is to be Clarified that delivery will be in a Kolkata only may be at different offices.

189	43	DEPLOYMENT, MANAGEMENT, REPORTING VC SOLUTION COMPONENTS (Poni No. 1)	Successful bidder needs to study existing deployment of LAN & WAN network environment of Bank and provide for deployment of the proposed solution. In case successful bidder wants any details to provide the solution architecture, successful bidder should send the questionnaire as part of pre bid queries.	Please share the existing network setup and existing VC setup?	Clause Stands Modified as : Successful bidder needs to study existing deployment of LAN & WAN network environment of Bank and provide for deployment of the proposed solution. The details of the existing VC architecture will be shared with the successful bidder.
190	43	DEPLOYMENT, MANAGEMENT, REPORTING VC SOLUTION COMPONENTS (Poni No. 2)	The successful bidder shall do the Installation of all components (both active and passive) to commission and sustain the VC solution as per the technical specifications. Any cabling and its maintenance required for the purpose shall be done by the successful bidder.	Passive required on actual basis. Suggest to eliminated the passive work job from this scope of work.	Clause stands as per RFP
191	44	DEPLOYMENT, MANAGEMENT, REPORTING VC SOLUTION COMPONENTS (Poni No. 5)	The successful bidder will be responsible for the end to end management and maintenance of the deployed solution, which includes the links, the network components (both active and passive), the video conferencing equipment's /appliance and any other component deployed for the solution.	Suggest to remove the passive work from the scope as it's a complete separate domain.	Clause stands as per RFP
192	44	DEPLOYMENT, MANAGEMENT, REPORTING VC SOLUTION COMPONENTS	The successful bidder will own the responsibility of maintaining the System Uptime as per the defined SLAs	Is there any toll will be provided by the Bank for monitoring?	It is to be Clarified that It is expected from the successful bidder, that such mechanism should be there in the VC solution.

		ENTS (Poni No. 7)			
193	44	DEPLOYMENT, MANAGEMENT, REPORTING VC SOLUTION COMPONENTS (Poni No. 20)	The successful bidder has to provide out-of-the-box reports and customized reports templates based on the needs of Bank. These reports shall include, but are not limited to, providing information regarding billing, service availability, usage metrics of video conferencing meetings etc.	Will Bank provide any reporting tool?	It is to be Clarified that It is expected from the successful bidder, that such mechanism should be there in the VC solution.
194	45	TRAINING (Point No. 1)	Successful bidder shall train specified Bank employees for operational Management of the system. Training shall be provided at no additional cost to Bank through OEM approved Authorized agencies/faculties/partner.	Please clarify the training location & number of participants? Is there any man days decided by the Bank of bidder will proposed?	It is to be Clarified that training location will be Kolkata only. Maximum 5 participants for 2 days.
195	46	ONSITE SERVICE SUPPORT - FACILITY MANAGEMENT (Poni No. 3)	Any irresponsible and laxity in this regard will be penalized accordingly.	How bidder will be responsible if there is any delay in response from the existing vendor? This is beyond the control of the new bidder and how they can be penalized for any laxity of others.	It is to be Clarified that the selected bidder has to inform the existing AMC vendor for the problematic endpoint.
196	46	ONSITE SERVICE SUPPORT - FACILITY MANAGEMENT (Poni No. 1)	Successful bidder will provide adequate on-site resident engineer/s (at Kolkata DC) to take care of the overall HDVC system during the period of 9:00 AM to 6:00 PM.	Please mention the minimum resource count. This will provide a service assurance to the Bank as every bidder has to consider a right sizing with the minimum number mentioned.	It is to be Clarified that adequate numbers of engineer to be deployed to deliver the services as per RFP Terms that may be 1 or more than that.

197	47	ONSITE SERVICE SUPPORT - FACILITY MANAGEMENT (Poni No. 12)	Proportionate penalty based on the accepted and contracted rate for RE, will be imposed for an unauthorized absence of RE.	What would be the paid leave provided by the Bank?	It is to be Clarified that leave authority lies with the successful bidder only. In absence of RE, its successful bidder's responsibility to arrange replacement.
198	47	ONSITE SERVICE SUPPORT - FACILITY MANAGEMENT (Point No. 14)	Successful bidder has to deploy certified and experienced resident engineer to support, manage, monitor and maintain entire proposed HDVC infrastructure of the Bank on 24X7 basis	It's conflict with point No. 1. Please clarify whether RE required for 24X7 basis or 9 to 6 basis.	It is to be Clarified that It is expected from the RE to provide support beyond the onsite time slot through phone or mail in case of critical instances.
199	48	ONSITE SERVICE SUPPORT - FACILITY MANAGEMENT (Point No. 17)	Collection of preventive maintenance reports	Is there any activity timeline for PM?	Details Will be shared with the successful bidder
200	48	ONSITE SERVICE SUPPORT - FACILITY MANAGEMENT (Point No. 17)	In case engineers go on leave /absence, suitable replacement of manpower has to be arranged by successful bidder to ensure that regular functioning of video conferencing does not hamper	What is the Bank's leave policy for the RE?	Clause is self explanatory
201	51	WARRANTY AND SUPPORT (Point No. 4)	The Selected Bidder must provide 3 (Three) year on-site comprehensive warranty for all hardware and peripheral items to be supplied under this RFP covering all parts and Labour from the date of acceptance of	Suggest Bank to have 5 years warranty instead of AMC for 2 years. Price discovery / assurance post 3 years with changing USD conversion and change in the service LP is difficult.	Clause stands as per RFP

			the systems by UCO Bank at the respective locations i.e. on-site comprehensive warranty and two year AMC (4thYear AMC & 5thYear AMC).		
202	55	SERVICE LEVEL AGREEMENT & PENALTIES (Pont No. 6)	Resolution Time Table	In page No. 52, RFP says device level replacement (4 hours & 2 working days) which conflicts with the resolution table mentioned. Resolution timeline should be inline the hardware replacement / standby mentioned in the RFP.	Kindly refer to corrigendum
203	55	SERVICE LEVEL AGREEMENT & PENALTIES (Pont No. 6)	The Bank would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintain uptime of 99.98% and above per month.	Is uptime refer as solution uptime?	Clause is self-explanatory
204	56	Penalty Charges	Penalty Charges Table	Upon what payout Penalty charges will be calculated?	Clarified as: penalty charges will be calculated on FMS.
205	49	PROJECT TIMELINE (Point No. 4)	Deployment of Resident Engineer/s. After delivery of devices and during implementation	Please confirm RE billing will start from the day of deployment.	Clarified as: RE billing will start from the day of deployment acceptable to the Bank
206	38	Clause no. 28 (SOW)	Installation of the components of the VC solution should be neat and clean and cabling should be done in structured manner.	IS the passive infrastructure part also the responsibility of the SI against this RFP? Need to have the existing infrastructure layout along with confirmation on the rack space/ power provisioning/ availability.	Clause is self-explanatory
207	39	Clause no. 39 (SOW)	The successful bidder/OEM should not outsource the contract to sub-contractor. An undertaking to this effect should be submitted by the successful bidder.	Need part of execution e.g. passive part to be outsourced. The outsourcing needs to be in place with permission from Bank.	Clause is self explanatory

208	40	Clause no. 1 (Design & Architecture)	Bank expects the successful bidder to submit a detailed plan for designing and implementation of the project which should include the full scope of the project. On acceptance of such plan by the Bank, the successful bidder is required to carry out the implementation including supply, installation, commissioning, testing of equipment, maintenance etc.	The implementation to be done post approval of design document. The supply to be carried out by that time of preparation and approval on design document. Suggested: " the successful bidder is required to carry out the implementation including installation, commissioning, testing of equipment, maintenance etc."	Clause stands as per RFP
209	40	Clause no. 6 (Design & Architecture)	Successful bidder needs to prepare a detailed execution plan. The complete documented plan must be submitted to Bank with supported designs and drawings (if any) within 2 weeks of issuance of purchase order. The actual execution will start only after approval of plan.	The HLD can be prepared and submitted in 2 weeks. The LLD document would require 4 weeks, depending upon approval from Bank on the HLD document. Please modify the clause accordingly.	Clause stands as per RFP
210	43	Clause no. 2 (Deployment, Management, Reporting VC Solution Components)	The successful bidder shall do the Installation of all components (both active and passive) to commission and sustain the VC solution as per the technical specifications. Any cabling and its maintenance required for the purpose shall be done by the successful bidder.	Need to have the existing infrastructure layout along with confirmation on the rack space/ power provisioning/ availability. Request to remove the maintenance of the passive cabling part.	Clause stands as per RFP
211	45	Clause no. 20 (Deployment, Management, Reporting)	The successful bidder has to provide out-of-the-box reports and customized reports templates based on the needs of Bank. These reports shall include, but are not limited to, providing information regarding billing,	Reports will be customized up to the capability of the solution (h/w & s/w).	Clause is self-explanatory

		VC Solution Components	service availability, usage metrics of video conferencing meetings etc.		
212	49	Project Timeline	Delivery of Central Units (MCU) & other hardware	Request to revise the delivery timeline to 12 weeks considering the present pandemic situation.	Clause stands as per RFP
213	49	Project Timeline	Commissioning of Central Units (MCU)	Request to change the implementation timeline to 5 weeks from date of delivery and readiness of the site in terms of passive infra/ power.	Clause stands as per RFP
214	50	Project Timeline	Commissioning of Other hardware viz. smart Desktop/display, smart Boards/display etc.	Request to change the implementation timeline to 5 weeks from date of delivery and readiness of the site in terms of passive infra/ power.	Clause stands as per RFP
215	50	Project Timeline	Commissioning of Video IP Phones	Request to change the implementation timeline to 5 weeks from date of delivery and readiness of the site in terms of passive infra/ power.	Clause stands as per RFP
216	50	Project Timeline	If the above time-schedule is not adhered to, the penalty as per SLA shall be applicable.	SLA is given based on the uptime of the solution. There is no Liquidated damage/ penalty amount / %age mentioned in the RFP.	Refer to corrigendum : Addition Liquidated Damage
217	25	31. Submission of Offer	h. The bidder is required to guarantee that exchange rate fluctuations, changes in import duty and other taxes will not affect the Rupee value of the commercial bid over the price validity period.	The prices are dependent on Taxes, Duties (including Custom Duty), Levies, USD-INR exchange rate etc. These factors are not within bidder's control and hence kindly request UCO Bank to allow for price revision incase if any of these factors are revised by Honourable Government of India. Incase if USD-INR exchange rate fluctuates by +/- 1% between the commercial bid submission date and PO release date, the bidder requests price revision up to that extent.	Clause stands as per RFP

218	26	31. Submission of Offer	j. Further, subsequent to the orders being placed, the Bidder shall pass on to Bank all fiscal benefits arising out of reductions in Government levies /taxes.	As UCO Bank is expecting bidder to reduce prices incase if taxes are reduced by Honorable Government then the bidder expects that incase of increase in any taxes, duties, levies by Honorable Government, the same will be passed on to the Bank.	Clause stands as per RFP
219	54	5. Payment Terms	The Payment terms defined in the RFP for product supply is as below: - Delivery: 60% - Installation & Operationalization: 30% - Submission of PBG: 10%	Kindly request UCO Bank to revise the payment term as per industry standard defined below: -Delivery: 70% - Installation & Operationalization: 20% - Submission of PBG: 10%	Clause stands as per RFP
220	54	5. Payment Terms	The Payment terms for AMC defined in the RFP is quarterly in arrears.	All OEMs charge the bidder to make AMC payment upfront upon delivery. Hence we request UCO Bank to make AMC payment annually in advance.	Clause stands as per RFP
221	56	6. Service Level Agreement & Penalties	In the event of the equipment not being repaired or a workable solution not provided during contract period, a penalty, in addition to the above, per day or part thereof for the delay, will be charged at the rate mentioned below, subject to maximum amount of ten (10) per cent of the total consideration.	Kindly request UCO Bank to levy SLA penalty up to maximum 10% of quarterly AMC value each quarter.	Kindly refer to corrigendum
222	58	9. Price Validity	The selected bidder shall keep the price valid for a period of five years from the date of agreement. There shall be no increase in price for any reason whatsoever during the period. Bank may place the additional Purchase Orders to the selected bidder for any or all of the services at the agreed unit rate for line items as mentioned in the	Price Validity of 5 Years is a very long period for additional orders. Kindly request UCO Bank to allow for price variation incase of any revision in Taxes, Duties (including Custom duty), Levies, USD-INR exchange rate, OEM List price, OEM discounting etc for additional orders.	Clause stands as per RFP

			commercial format i.e. Annexure – XXIV during the contract period.		
223	58	11. Right to alter quantities	The Bank reserves the right to alter the number of VC Solutions specified in the tender in the event of changes in plans of the Bank. Any decision of BANK in this regard shall be final, conclusive and binding on the vendor. The Bank reserves the right to place order for + 25% Devices (other than MCU) at cost discovered through RFP during the contract period with the same terms and conditions. Banks is not obligate to purchase all the quantity of the VC Solution as mentioned above. Bank reserves the right to alter the quantities at any time without prior notice to the selected vendor(s).	The additional quantity can be offered within the same price as discovered in the RFP if the order is placed at the same time of 1st purchase order. Any subsequent order by the Bank, the prices will be on mutually agreeable basis.	Clause stands as per RFP
224	74	31. Termination for convenience	The Bank may, by written notice for a period of ninety (90) days sent to the Vendor, terminate the Contract/Service Level Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for Bank's convenience, the extent to which the performance of work under the said Contract/Service Level Agreement is terminated and the date upon which such termination shall become effective.	The bidder would have done significant investment in terms of OEM back-lining of support for the full contract duration. Hence we request the Bank to remove the clause of termination for convenience. The bidder requests the Bank to make the balance amount of the contract payable upfront upon cancellation of contract by the Bank.	Clause stands as per RFP

225	36	Part IV - Scope of Work Pt 1	Schedule, Conduct and Manage VCs for existing clients	What are the existing VC endpoints and Video infra	Kindly refer to corrigendum
226	37	Part IV - Scope of Work Pt 17	The scheduling of the VC should be either through the calendar scheduling from email or through browser.	What is Microsoft exchange version or emailing system details?	Version is MS O365
227	37	Part IV - Scope of Work Pt 18	Bidder will ensure interoperability with voice and video calling between the existing end points and the new proposed video conferencing (MCU) setup	Avaya XT5000 Integration with MCU, how these systems are integrated or working currently	Details Will be shared with successful bidder.
228	40	Design and Architecture - Pt 4	Bank shall not allow to open any non-standard/vulnerable ports on the firewall for implementation of the solution.	Port details can be shared initially and required ports as mentioned by OEM. Request Bank to open as suggested	Details Will be shared with successful bidder only
229	43	DEPLOYMENT, MANAGEMENT, REPORTING VC SOLUTION COMPONENTS - Pt 1	Successful bidder needs to study existing deployment of LAN & WAN network environment of Bank and provide for deployment of the proposed solution	Request Bank to provide existing architecture details	Kindly refer to corrigendum
230	125	Specifications for the Personal Video conferencing system for executives	Should be an integrated system with at least 21 inch LCD/TFT screen, 1080P resolution (16:9), HD camera and with speakers for wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred.	1) Request Bank to ask for 24 inch or above should be minimum for desk based VC device for executives since that is the minimum for optimum size for the desk based VC. 2) Request Bank to ask for mandatory inbuilt Codec since additional codec should involve additional cabling on the desk and would not be a great experience for the executives.	Kindly refer to corrigendum

231	Page no: 78	Clause no: 40	<p>For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total project cost/contract value.</p> <p>ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss cause.</p> <p>iii. The limitations set forth in point no. 1 shall not apply with respect to:</p> <p>a. Claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.</p> <p>b. Damages occasioned by the gross negligence or willful misconduct of Service Provider.</p> <p>c. Damages occasioned by Service Provider for breach of confidentiality obligations.</p> <p>d. Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.</p> <p>"Gross Negligence" means an indifference to, and/or a blatant violation of a legal duty with respect of the rights of others,</p>	<p>To make the project and RFP feasible and commercially viable Bidder would request the Bank to note & accept the deviations in the Limitation of Liability of the Bidder - as mentioned below;</p> <p>The maximum aggregate liability of each party under this proposal for any claim or series of claims regardless of the form of claim, damage and legal theory shall not exceed the Total Annual Contract Value.</p> <p>We request that the exception to above liability shall only be restricted to bodily injury or death due to gross negligence or willful misconduct of the Bidder or its employees and fraud only. We also agree to give exception to IPR indemnity but the same shall be provided by passing on the indemnity provided by the OEM (Original Equipment Manufacturer) and / OSD (Original Software Developer).</p> <p>Neither party shall be liable for any indirect, special, punitive, exemplary, speculative or consequential loss or damage including but not limited to loss of profit, anticipated savings, loss of business, loss of revenue and loss of data.</p>	Clause stands as per RFP
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			<p>being a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both. Gross negligence involves conduct that is extreme, when compared with ordinary negligence. A mere failure to exercise reasonable care shall not be a gross negligence.</p> <p>"Willful Misconduct" means any act or failure to act with an intentional disregard of any provision of this RFP/Contract, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.</p>		
232	Page no: 61	Clause 16	<p>Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from a) an act or omission of the service provider and /or its employees, agents, subcontractors in performance of the obligations under this RFP; and/or b) material breach of any of the terms of this</p>	<p>During the tenure of this Agreement only and not thereafter - NTT shall Indemnify the Bank against third party claim for (i) IPR Infringement indemnity, and (ii) bodily injury and death and tangible property damage due to gross negligence and willful misconduct. The process of indemnification shall provide the requirement of notice, right to defend and settle, and the concept of apportionment (liable only to the extent of its claim), mitigation and carve-outs.</p>	Clause stands as per RFP

			<p>RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the service provider under this RFP; and/or, c) Bank's authorized/ bona-fide use of the deliverables and/or the services provided by the service provider under this RFP; and/or d) Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project.</p> <p>i. the Bank notify the vendor in writing immediately on becoming aware of such claim,</p> <p>ii. the Vendor has sole control of defence and all related settlement negotiations, iii. the Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above, and iv. The Bank does not make any statement or comments or representations about the claim without prior written consent of the Vendor, except under due process of law or order of the court.</p>		
233	Page no : 113	Annexure XVIII –	It is clarified that the vendor shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank	During the tenure of this Agreement only and not thereafter - NTT shall Indemnify the Bank against third party claim for (i) IPR Infringement indemnity, and (ii) bodily injury and death and tangible property damage due to gross	Clause stands as per RFP

		<p>(and/or its customers, users and service providers) rights, interest and reputation. Vendor shall be responsible for any loss of life, etc. due to acts of Vendors representatives, and not just arising out of gross negligence or misconduct, etc. as such liabilities pose significant risk. Vendor should take full responsibility for its and its employee's actions.</p> <p>The vendors should indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <p>? Non-compliance of the vendor with applicable Laws / Governmental Requirements, IP infringement ; ? Negligence or gross misconduct attributable to the Vendor, its employees, and agents ? Breach of any terms of RFP, Representation or Warranty ? Act or omission in performance of service.</p> <p>Further, i. Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value. ii. Vendor's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Bidder, its employees and</p>	<p>negligence and willful misconduct. The process of indemnification shall provide the requirement of notice, right to defend and settle, and the concept of apportionment (liable only to the extent of its claim), mitigation and carve-outs.</p>	
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		<p>Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. iii. Bank shall not be held liable for any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Bidder as part of procurement under the RFP. iv. Under no circumstances Bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UCO Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. v. Subject to any law to the contrary, and to the maximum extent permitted by law Bank shall not be liable to vendor for any consequential/ incidental, or indirect damages arising out of this agreement. Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers</p>		
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			<p>and/or regulatory authorities. The vendor shall not indemnify the Bank for</p> <p>i. Any loss of profits, revenue, contracts, or anticipated savings or</p> <p>ii. Any consequential or indirect loss or damage however caused,</p> <p>provided that indemnity would cover damages, loss or liabilities suffered by the Bank arising out of Claim made by Regulatory Authorities for reasons attributable to breach of services provided/ obligation under this document and by the Service Provider.</p>		
234	Page: 65	Clause: 18	<p>Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as:</p> <p>• Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics.</p> <p>• Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes.</p> <p>• Terrorist attacks, public unrest in work area.</p> <p>Provided either party shall within ten (10) days from the</p>	<p>Bidder requests to add in the below text in the already mentioned Force Majeure clause in the RFP - Timelines mentioned in the RFP and agreed between the Parties relating to the scope of work under the project, shall automatically get extended for such period of delay, affected due to Force Majeure Event, including the Covid-19 situation. NT shall not liable for delays in its performance, response time or for non-performance, resulting from or arising out of a Force Majeure Event, including the Covid-19 situation. Parties will have the right to review and amend the project timelines affected due to or arising out of Force Majeure Event.</p>	Clause stands as per RFP

			occurrence of such a cause notify the other in writing of such causes. The Selected bidder or the Bank shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and / or defined above.		
235	Page: 51	Clause: 4	<p>The Bidder further represents and warrants that all licenses delivered / rendered under and in accordance with contract shall have no defect, arising from design or from any act, error/defect or omission of the Bidder. ? The warranty period will be 36 months from date of successful deployment of proposed solution at the respective location/s for Support and warranty period.</p> <p>Upon receipt of notice of such defect / error or deficiency, the Bid shall, with all reasonable speed, repair or replace the defective equipment/software or parts thereof, without cost to Purchaser. ? If the Bidder having been notified fails to remedy the defect(s) within the period specified period by the Bank, Purchaser may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights, which Purchaser may have against the Bidder under and in accordance with the Contract. ? All updates</p>	<p>Bidder requests you to note that Bidder is not an OEM / OSD for the products being supplied under this RFP and thereby requests you to take below mentioned clarification on record, as the RFP states about some Warranties; PRODUCT WARRANTY:</p> <p>All Products delivered under this Agreement are subject to the warranties provided by the OEM's or OSD's manufacturer as legally and contractually permissible for Bidder to pass onto, resell, or assign to Client. Bidder is not the manufacturer of the Products and provides no warranty in respect of the Products.</p> <p>BIDDER DISCLAIMS ANY AND ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.</p> <p>SERVICE WARRANTY:</p> <p>BIDDER MAKES NO WARRANTY AS TO THE RESULTS OF ANY SERVICES PROVIDED</p>	Clause stands as per RFP

			<p>and upgrades during the contract have to be provided at no cost to the Bank. ? The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the tender. ? The vendor must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. ? During the contract period, the bidder shall maintain the systems and repair/replace at the installed site, at no charge to the Bank, all defective components that are brought to the bidder's notice. ? As far as possible, the equipment should be repaired at the site and where the equipment is taken for repairs outside the Bank, a substitute of the similar or higher configuration / capacity equipment should be provided and data should be transferred to the substitute machine besides creating back-up. ? The bidder must provide for all services to be supplied under this period of contract covering all spare parts & service from the date of acceptance of the systems by UCO Bank at the respective locations. ? During the contract period, the bidder will have to undertake comprehensive</p>	<p>AND EXCEPT AS SET FORTH IN THIS RFP, NTT DISCLAIMS ANY AND ALL WARRANTIES OR REMEDIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.</p>	
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			<p>maintenance of the entire hardware, software, services and accessories supplied by the selected bidder. This service is to be provided on all days of the Bank notwithstanding the fact whether on such days the selected bidder's office remains closed or not. The request for support shall have to be attended by the vendor even if the request is made over telephone / SMS or by e-mail / fax by the respective sites, as per SLA. The entire equipment should be repaired within 24 hours (Resolution time). In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired. ? The bidder shall be fully responsible for the manufacturer's warranty & services for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / Vendor or any defect that may develop under normal use of supplied equipment during the contract period. Warranty shall not become void even if UCO Bank buys any other supplemental software from a third party and implements it with / in these machines. However, the warranty will not apply to such software implemented.</p>		
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			Besides the above, the selected bidder will have to enter into Service Level Agreement.		
236	Page : 107	Annexure – XVII	(d) Indemnification: The Receiving Party shall indemnify the Bank and hold the Bank harmless against any loss caused to it as a result of the non-performance or improper performance of this Agreement by the Receiving Party, or its servants or agents to perform any aspect of its obligations forming part of the subject matter of this Agreement.	Bidder requests the Bank to note that, it can't accept to indemnify any claims for breach of confidentiality and only effective remedy is equitable relief which has been agreed and also Bidder also agrees' to pay final court awarded damages.	Clause stands as per RFP
237	Page: 110	Clause: 9	All dispute or differences whatsoever arising between the selected bidder and the Bank out of or in relation to the construction, meaning and operation, with the selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. The Arbitrator / Arbitrators shall give a reasoned award. Work under the Contract shall be continued by the Selected bidder during the arbitration	Bidder requests to replace the Arbitration Clause in the RFP with the below clause; In the event of any disputes, differences or claims arising between the parties in connection with this agreement or the construction or interpretation of any of the clauses hereof or anything done or omitted to be done pursuant hereto, the parties shall first endeavor to amicably settle such disputes, differences or claims failing which the same be referred to the arbitration of a sole arbitrator jointly appointed by both the parties and the arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications or enactment thereof. The seat of the arbitration shall be in Mumbai. The cost of arbitration shall be borne equally by both the parties.	Clause stands as per RFP

			proceedings unless otherwise directed in writing by the Bank unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due to payable by the Bank, to the Selected bidder shall be withheld on account of the on-going arbitration proceedings, if any unless it is the subject matter or one of the subject matters thereof. The venue of the arbitration shall be at KOLKATA, INDIA.		
238		General	Online Bid submission	Instead of online whole bid submission we request Bank to accept the hard copies. In current situation scanning and uploading the documents is always very time consuming .We request Bank to accept the hard copies for all large files requirement. Only where no documents required to be uploaded that Bank can considered as online part.	Clause stands as per RFP
239		Eligibility Point 5	Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/ Financial Institutions/ Govt. organization during the last three financial year. These organizations must have at least 50 or more endpoints.	We request Bank to change it as below. Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/ Financial Institutions/ Govt. organization during the last seven financial year. These organizations must have at least 30 or more endpoints.	Kindly refer to corrigendum

240	General		Corrigendum doc	Request Bank to share any corrigendum for this RFP also in the form of email of respective bidder.	Clarified as: all the corrigendum/addendum will be uploaded on the Bank's website.
241	13	ELIGIBILITY CRITERIA, Sl. No. 5	Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/ Financial Institutions/ Govt organization during the last three financial year. These organizations must have at least 50 or more endpoints.	Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/ Financial Institutions/ Govt organization during the last Five financial year. These organizations must have at least 50 or more endpoints.	Kindly refer to corrigendum
242	14	ELIGIBILITY CRITERIA, Sl. No. 6	The offered product of OEM should be installed and running in at least one Scheduled Commercial Bank/ Financial Institutions/ Govt. organization for at least one year as on bid submission date.	The offered product/Solutions should be installed and running in at least one Scheduled Commercial Bank/ Financial Institutions/ Govt. organization for at least six months as on bid submission date.	Clause stands as per RFP
243	125	Specifications for the Personal Video conferencing system for executives	Should be an integrated system with at least 21 inch LCD/TFT screen, 1080P resolution (16:9), HD camera and with speakers for wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred.	1) Request Bank to ask for 24 inch or above should be minimum for desk based VC device for executives since that is the minimum for optimum size for the desk based VC. 2) Request Bank to ask for mandatory inbuilt Codec since additional codec should involve additional cabling on the desk and would not be a great experience for the executives.	Kindly refer to corrigendum
244	41	Inspection & Acceptance Procedure	Physical verification of Licenses, Software media, technical documentation as per purchase order. Registering the Hardware & Software License with OEM for validation and desired technical support.	For doing these processes it requires complete installation of the product supplied with further configuration and integration of system. Hence we request you to kindly remove these two points under Inspection & Acceptance procedure clause.	Clause stands as per RFP

245	30	34.2	Verification of Local Content	Annexure - XXXIII not there in RFP. Please provide that.	Kindly refer Annexure XXVI
246	52	4 . ix	During the contract period, the successful bidder will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories.	Please elaborate the HW requirement in the RFP. Request you to confirm if the provided requirement also include the existing Avaya endpoint.	Clarified as: The comprehensive maintenance is only for the h hardware procured as part of this RFP.
247	54	5	AMC of VC infrastructure/hardwares for 4th & 5th year will be made quarterly in arrears.	Request you to provide the payment of AMC in annually advanced or at least quarterly advance.	Clause stands as per RFP
248	55	6	Uptime calculation	How the done time will measure? Is it Ticket raised by the Bank or any tools to be used to calculating the downtime .	Clarified as: Down time will be measured from the ticket raised by the Bank or the FM Engineer.
249	54	5. Payment Terms	For HDVC infrastructure/Hardware: 60% of the value of new central units (MCUs)/devices/solutions along with Taxes, will be paid after delivery. 30% of the value of same along with Taxes, will be paid on completion of successful installation & operational, the balance 10% of order value will be paid after 3 months successful running or on submission of equivalent PBG valid for 6 months.	Payment terms: 80% on delivery & 20% on Installation.	Clause stands as per RFP
250	56	6. SERVICE LEVEL AGREEMENT & PENALTIES	99- 99.98%--- 1% of total cost of quarterly payout 98%- 99%--- 2% of total cost of quarterly payout 97%-98%--- 5% of total cost of quarterly payout	Max 10% of total cost of quarterly payout	Kindly refer to corrigendum

			Below 97%--- 10% of total cost of quarterly payout If the number of downtime instances during a month exceeds 3 times, an additional 0.50% downtime will be reduced from uptime and the penalty will be calculated accordingly		
251	56	6. SERVICE LEVEL AGREEMENT & PENALTIES	In the event of the equipment not being repaired or a workable solution not provided during contract period, a penalty, in addition to the above, per day or part thereof for the delay, will be charged at the rate mentioned below, subject to maximum amount of ten (10) per cent of the total consideration. The successful bidder may provide temporary equivalent replacement as a workable solution to avoid the above penalty. For End-Point dependency : Rs.250/- per day For Central Unit dependency : Rs. 2500/- per day	Max 10% of total cost of quarterly payout	Kindly refer to corrigendum
252	56	6. SERVICE LEVEL AGREEMENT & PENALTIES	In case of absentee of FMS engineer, a standby arrangement should be made with prior notice. If no standby is availed, a penalty of Rs. 500/- on per resource per day basis will be charged.	Max 10% of total cost of quarterly payout	Kindly refer to corrigendum
253	56	6. SERVICE LEVEL AGREEMENT & PENALTIES	If any act or failure by the Successful bidder under the agreement results in failure or inoperability of resources and if the Bank has to take corrective actions to ensure functionality of	Max 10% of total cost of quarterly payout	Kindly refer to corrigendum

			the same, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.		
254	56	6. SERVICE LEVEL AGREEMENT & PENALTIES	Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the resources provided by the Successful bidder.	Max 10% of total cost of quarterly payout	Kindly refer to corrigendum
255	125	Specifications for the Personal Video conferencing system for executives	Should be an integrated system with at least 21 inch LCD/TFT screen, 1080P resolution (16:9), HD camera and with speakers for wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred.	1) Request Bank to ask for 24 inch or above should be minimum for desk based VC device for executives since that is the minimum for optimum size for the desk based VC. 2) Request Bank to ask for mandatory inbuilt Codec since additional codec should involve additional cabling on the desk and would not be a great experience for the executives.	Kindly refer to corrigendum
256	40	PART – IV SCOPE OF WORK	39. The successful bidder/OEM should not outsource the contract to subcontractor. An undertaking to this effect should be submitted by the successful bidder.	Request you to allow the bidder to source manpower from bidder's partner organization, however, the ownership will remain with the bidder.	Clarified as: this clause is regarding the subcontracting of the project.
257	13 & 14	Pt No. 5 of Eligibility Criteria	Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/ Financial Institutions/ Govt. organization during the last three financial year. These organizations must have at least 50 or more endpoints.	We request the Honorable Tendering Committee to revise this clause to " Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/ Financial Institutions/ Govt. organization during the last five years from RFP date . These organizations must have at least 50 or more endpoints."	Kindly refer to corrigendum

258	53	5. Payment Terms	For HDVC infrastructure/Hardware: 60% of the value of new central units (MCUs)/devices/solutions along with Taxes, will be paid after delivery. 30% of the value of same along with Taxes, will be paid on completion of successful installation & operational, the balance 10% of order value will be paid after 3 months successful running or on submission of equivalent PBG valid for 6 months.	We request the Honorable Tendering Committee to revise this clause to > 80% of the value of new central units (MCUs)/devices/solutions along with Taxes, will be paid after delivery. > 15% of the value of same along with Taxes, will be paid on completion of successful installation & operational, > the balance 5% of order value will be paid after 3 months successful running or on submission of equivalent PBG valid for 6 months.	Clause stands as per RFP
259	120	Annex - XX / Multi-Conferencing Unit / General	The hardware, software and virtualization software should be supplied and supported by a single bidder.	The hardware, software and virtualization software should be supplied and supported by a single bidder. Alternatively, it can be an OEM provided Appliance.	Clause Stands Modified as: The hardware, software and virtualization software should be supplied and supported by a single bidder. Alternatively, it can be an OEM provided Appliance.
260	120	Annex - XX / Multi-Conferencing Unit / General	The MCU must be able to host at least 10 simultaneous conferences each having different capacities restricted by the maximum port capacity of the MCU	The MCU must be able to host at least 10 simultaneous conferences each having different capacities restricted by the maximum port capacity of the MCU. These conference licenses must not be tagged in any manner – to an end point, a soft client or a named user employee. They must be freely floating for any user to utilize.	Clause Stands Modified as: The MCU must be able to host at least 5 simultaneous conferences each having different capacities restricted by the maximum port capacity of the MCU. These conference licenses must not be tagged in any manner – to an end point, a soft client or a named user employee. They must be freely floating for any user to utilize.
261	120	Annex - XX / Multi-Conferencing Unit / General	MCU should be capable of supporting participants using various means i.e. via video enabled phones, room based video endpoints, soft clients on mobile/tablet or via any web browser, any version in a single conference. The meeting quality	MCU should be capable of supporting participants using various means i.e. via video enabled phones, room based video endpoints, soft clients on mobile/tablet or via any web browser, any version in a single conference. The meeting quality has to be consistent and of high quality. The	Kindly refer to corrigendum

			has to be consistent and of high quality. The end points can be present on the WAN network or on the internet. In case additional components are required for this functionality, all additional components required to have this functionality has to be included in the solution.	end points can be present on the WAN network or on the internet. In case additional components are required for this functionality, all additional components required to have this functionality has to be included in the solution. At least 96 nos of soft client need to be supplied. Soft client should be from same OEM as MCU. Soft client should support H.323 & SIP as well & it should be possible to join from intranet as well as from Internet via soft client. Soft client should be compatible with latest Windows & Mac OS. The solution must include a web browser based application server to let users arrange impromptu or scheduled meetings by automatically sending invitations and a web link for simple click-to-join convenience. Any one from anywhere should be able to join using a browser or soft client with high quality voice, video, and content sharing capabilities.	
262	121	Annex - XX / Multi-Conferencing Unit / General	The MCU should be able to be integrated with existing IP PBX to provide audio conferencing ports to phones.	The MCU/ Solution should be able to be integrated with existing IP PBX to provide audio conferencing ports to phones. Also request to provide the details (make, model & available licenses) of existing IP PBX. SIP trunk shall need to be provided by the existing PBX.	Kindly refer to corrigendum
263	124	Annex - XX / Firewall Traversal / Capacity	Should support at least 25calls @ 2 Mbps from day one and scalable to 100 (in future) in Call routed mode.	Should support at least 96 calls @720p resolution from day one and scalable to 200 (in future) in Call routed mode.	Kindly refer to corrigendum

264	125	Annex - XX / Specifications for the Personal Video conferencing system for executives	Should be an integrated system with at least 21 inch LCD/TFT screen, 1080P resolution (16:9), HD camera and with speakers for wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred.	The Tech specification mentioned here is Proprietary to particular one OEM.	Kindly refer to corrigendum
265	125	Specifications for the Personal Video conferencing system for executives	Should be an integrated system with at least 21 inch LCD/TFT screen, 1080P resolution (16:9), HD camera and with speakers for wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred.	1) Request Bank to ask for 24 inch or above should be minimum for desk based VC device for executives since that is the minimum for optimum size for the desk based VC. 2) Request Bank to ask for mandatory inbuilt Codec since additional codec should involve additional cabling on the desk and would not be a great experience for the executives.	Kindly refer to corrigendum
266	Annex - XX	120	The hardware, software and virtualization software should be supplied and supported by a single bidder.	The hardware, software and virtualization software should be supplied and supported by a single bidder. Alternatively, it can be an OEM provided Appliance.	Kindly refer to corrigendum
267	Annex - XX	120	MCU should be capable of supporting participants using various means i.e. via video enabled phones, room based video endpoints, soft clients on mobile/tablet or via any web browser, any version in a single conference. The meeting quality has to be consistent and of high quality. The end points can be present on the WAN network or on the internet. In case additional components are required for this functionality, all additional components required	MCU should be capable of supporting participants using various means i.e. via video enabled phones, room based video endpoints, soft clients on mobile/tablet or via any web browser, any version in a single conference. The meeting quality has to be consistent and of high quality. The end points can be present on the WAN network or on the internet. In case additional components are required for this functionality, all additional components required to have this functionality has to be included in the solution. At least 96 nos of soft client need to be supplied. Soft client should	Kindly refer to corrigendum

			to have this functionality has to be included in the solution.	be from same OEM as MCU. Soft client should support H.323 & SIP as well & it should be possible to join from intranet as well as from Internet via soft client. Soft client should be compatible with latest Windows & Mac OS. The solution must include a web browser based application server to let users arrange impromptu or scheduled meetings by automatically sending invitations and a web link for simple click-to-join convenience. Any one from anywhere should be able to join using a browser or soft client with high quality voice, video, and content sharing capabilities.	
268	Annex - XX	121	The MCU should be able to be integrated with existing IP PBX to provide audio conferencing ports to phones.	The MCU/ Solution should be able to be integrated with existing IP PBX to provide audio conferencing ports to phones.	Kindly refer to corrigendum
269	125	Specifications for the Personal Video conferencing system for executives	Should be an integrated system with at least 21 inch LCD/TFT screen, 1080P resolution (16:9), HD camera and with speakers for wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred.	1) Request Bank to ask for 24 inch or above should be minimum for desk based VC device for executives since that is the minimum for optimum size for the desk based VC. 2) Request Bank to ask for mandatory inbuilt Codec since additional codec should involve additional cabling on the desk and would not be a great experience for the executives.	Kindly refer to corrigendum
270	120	General	MCU should be capable of supporting participants using various means i.e. via video enabled phones, room based video endpoints, soft clients on mobile/tablet or via any web browser, any version in a single conference. The meeting quality has to be consistent and of high quality. The end points can be	Request to share existing Call Control Server and Video Phones details	Kindly refer to corrigendum

			present on the WAN network or on the internet. In case additional components are required for this functionality, all additional components required to have this functionality has to be included in the solution.		
271	121	General	The MCU should be able to integrate with Call Control system using SIP.	Request to share existing IP PBX details	Kindly refer to corrigendum
272	122	Security	The MCU should support 128 Bit strong AES encryption for calls and H.235 for authentication	H.235 will be handled by Call Control request to modify	The MCU should support 128 Bit strong AES encryption for calls and solution should support H.235 for authentication.
273	122	Management of Video Conferencing devices and Infrastructure	The Management application should provide system management capabilities of all the video conferencing endpoints, MCU, Gatekeepers. It should allow conference and participant connection control	Feature should be supported by third party devices	Clause stands as per RFP
274	124	Application Features	Records single point and multipoint conferences with full H.239 and BFCP content capture	Single Point call cannot be recorded request to modify	Clause stands as per RFP
275	125	Audio/Video Support	Records in Window Media (WMV) and H.264 MP4 video formats	Major OEMs will support only MP4 format request to modify	Clause stands as per RFP
276	125	Recording	Up to HD record and playback, record stereo calls in single point and multipoint calls.	Single Point call cannot be recorded request to modify	Clause stands as per RFP

277	125	Recording	Configurable recording parameters to specify multiple bit rates for streaming/ recording, video file formats and content options	Major OEMs will support only MP4 format request to modify	Clause stands as per RFP
278	130	A.HDVC Solution (One time Cost):	Call Control	Detailed Specifications Required	Clarified as: specifications mentioned in Management and scheduling
279	130	A.HDVC Solution (One time Cost):	Web Server	Detailed Specifications Required	
280	118	Eligibility Criteria	Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/Financial Institutions/ Govt. organization during the last three financial year. These organizations must have at least 50 or more endpoints.	Request to modify from three financial year to seven	Kindly refer to corrigendum
281	123	Management & Scheduling	The management view must also be able to superimpose the device deployment in a customizable map view so that a map can serve as a background and the devices can be positioned on such a map.	Request the Bank to kindly exclude this feature. This is a legacy feature and no longer supported .	Kindly refer to corrigendum

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's

SCOPE OF WORK:

Sl. No.	Scope of Work
1	The solution must include a web browser based application server to let users arrange impromptu or scheduled meetings by automatically sending invitations and a web link for simple click-to-join convenience. Any one from anywhere should be able to join using a browser or soft client with high quality voice, video, and content sharing capabilities.
2	At least 200 nos. of soft client need to be supplied. Soft client should be from same OEM as MCU. Soft client should support H.323 & SIP as well & it should be possible to join from intranet as well as from Internet via soft client.
3	Soft clients should support the Presence and Instant messaging across the devices.
4	Facility of recording should be available to Bank as and when required and should be hosted at Bank's central location.
5	Only MCU will be in cascaded and HA mode.
6	The solution should support cascading of VC calls.
7	Each MCU should have scalability of HD ports at least upto 200 nos.
8	Call to be logged by the selected bidder/FM engineer within 10 minutes of occurrence of the fault in the system. The same to be resolved within the SLA mentioned. If not resolved by the selected SI/FM engineer within 48 Hrs, bidder has to arrange direct support from OEM for resolving the issue.
9	<u>LIQUIDATED DAMAGE</u> Any delay in delivery/ installation/ Commissioning / shifting/upgradation of the device/equipment/ solution beyond the stipulated time period, Bank will charge penalty at 0.5 % of the respective items as per PO for that device/equipment /implementation cost per week or part thereof, subject to a maximum of 10% of TCO. The bank may at its discretion also waive or reduce the penalty if the reasons for delay are considered to be justified. After elapsing of stipulated time period, if selected bidder fails to implement, the order will be deemed cancelled after imposing necessary penalty amount & Bank will deduct the same from Performance Bank Guarantee or from any outstanding payment.

Technical Specs of End Point:

Technical Specifications of Room Based - All-in-One VC Endpoint		
The proposed system must be an all-in-one video bar consisting of Integrated - Camera, Codec, Speaker, Microphone and Wireless Remote Control or Touch Control Panel. The system must be based on ITU standards & hardware based. No software based solution will be accepted.		
Sl. No.	Description	Specification Parameter
1	Package	It should be All-In-One Video Bar (with Integrated Microphone, Speaker , 4K Camera with Privacy Cover/Shutter) and Wireless Remote Control or Touch Control Panel.
2	Video Standards and Resolutions	It should support H.323 & SIP standards for communications.
		It should support interoperability and bandwidth saving using video compression H.264 AVC/H.264 High Profile/H.265
		It should support 1080p 60 fps,1080p 30 fps ,720p 60 fps ,720p 30 fps.
3	Content Standards and Resolutions	It should support both wired and wireless content sharing using standard based H.239 and BFCP. It should also support audio from PC used for content sharing.
		It should support inbuilt feature for wireless content sharing
		It should support Content Annotation and White Boarding capability when connected to Touch Display.
4	Audio Standards and Features	It should support G.711, G.722, G.722.1, G.729/G.729A or better. G.719, G.728 , AAC-LD are optional
		It should support 20 kHz or better bandwidth with crystal clear audio and sound.
		Noise Reduction and Noise Block
5	Video and Audio Inputs	1 x HDMI input to share 4K & Full HD content from PC/Laptop/Document camera.
6	Video and Audio Outputs	1 x HDMI output for connecting primary 4K(UHD)/Full HD display
7	Other Interfaces	1 x 10/100/1000 Ethernet port
		Option for software upgrade to be provided
		Should support Wi-Fi 802.11a/b/g/n/ac 2.4 GHz/5 GHz (MIMO) and Bluetooth 5.0 (optional)
8	Camera	Integrated UHD 2160p (4K) capture resolution
		Minimum 5x digital automatic zoom and 120° FOV
		The camera should support auto framing.

		The system should provide an option to turn ON or OFF the auto framing feature whenever required.
		The Camera should have privacy cover/shutter.
9	Microphone & Speaker	It should have inbuilt Microphones and Speaker, mic should have pickup from the distance of at least 15 Feet. Extension of mic also to be provided with extension chord of minimum 15 feet.
10	USB Device Mode	It should be possible to use the VC system as an external camera, microphone and speaker when connected to a Laptop/PC over a single USB cable without using any external hardware components to connect to any Cloud Based VC platform like Cisco Webex, Zoom, BlueJeans, Microsoft Teams, Google Meet, etc.
11	Network Features	H.323 and SIP bandwidth supporting 64 kbps to 6 Mbps or more. Must support IPv4 and IPv6 from day one on both H.323 and SIP. Auto Gatekeeper Discovery, Lost Packet Recovery (LPR) technology, IP Precedence and Diff Serv, Configurable MTU size
12	Security	Media Encryption (H.323, SIP): AES-128, H.235 or H.235.6 support Authenticated access to admin menus, web interface and APIs Local account password policy configuration Global Directory/Centralized Directory/LDAP support
13	Other Standards/features	H.460.18, H.460.19, SSL, TLS

Corrigendum/Addendum

Sl. No.	RFP Page No.	RFP Clause No.	Existing Clause	Modified Clause
1	36	SOW, Clause no.5	Successful bidder shall deploy Resident Engineer/s onsite for comprehensive monitoring, maintenance and support for the proposed VC Solution (Central Unit – MCU) along with existing VC endpoints installed at various locations.	Successful bidder shall deploy Resident Engineer/s onsite for comprehensive monitoring, maintenance and support for the proposed VC Solution (Central Unit – MCU) who shall also be responsible for monitoring and lodging calls against the existing VC endpoints with the existing service providers whenever required.
1	37	SOW, Clause No. 12	Soft clients for desktop/laptop should be available for Windows and MAC OS flavors.	Soft clients for desktop/laptop should be available for all Windows and MAC OS flavors/ versions .

2	36	SOW, Clause No. 9	The Proposed solution should support minimum 96 (48*2) HD ports on minimum 720p resolution. The number of concurrent conferences should be dependent on number of ports, considering the conference having minimum 1+2 participants (minimum 5 concurrent sessions).	The Proposed solution should support minimum 200 (100*2) HD ports on minimum 720p resolution. The number of concurrent conferences should be dependent on number of ports, considering the conference having minimum 1+2 participants (minimum 5 concurrent sessions).
3	38	SOW, Clause No. 21	The solution should support Point to Point (P2P) and Multipoint calls on HD resolution (720p and 1080p) and should support 4K display.	The solution should support Point-to-Point (P2P) and Multipoint calls on HD resolution (720p and 1080p) and new MCU should supports endpoints with 4K display.
4	38	SOW, Clause No. 27	Back to Back OEM support should be available for the maintenance, support, replacement, upgradation, patches fixes, vulnerabilities assessment based on periodic bulletins issued by the OEM. The OEM Help desk must be available 24x7 for components of core HDVC solution in the IST (Indian time zone) and should be accessible by the Bank via Web, Phone and email. If needed the OEM engineer has to visit the Bank site to resolve the issue.	Modified as : Back to Back OEM support should be available for the maintenance, support, replacement, upgradation, patches fixes, vulnerabilities assessment based on periodic bulletins issued by the OEM. The OEM Help desk must be available 24x7 for components of core HDVC solution and should be accessible to the Bank via Web, Phone and email. Further, bidder should have an arrangement with OEM for onsite visit, If required during the contract period.
5	39	SOW, Clause No. 35	Complete VC solution should support end to end IPv4 and IPv6 compliance from day one.	Complete VC solution (includes all the hardware and software which are supplied as part of this solution) should support end to end IPv4 and IPv6 compliance from day one.
	40	SOW, clause no. 41	During the contract Bank may procure desktop based VC hardware, Smart VC boards, IP phones with display (capable of connecting with new VC solution). These devices should have the capabilities of integration with the proposed centralized VC solution (MCU).	During the contract, it is upto the discretion of Bank to procure end-points (capable of connecting with new VC solution) as per the quantity mentioned in the commercial. These devices should have the capabilities of integration with the proposed centralized VC solution (MCU).
6	49	Project Timeline Clause No. 1	Delivery of Central Units (MCU) & other hardware - 4 weeks from LOI/PO/Signing of SLA whichever is earlier	Delivery of Central Units (MCU) & other hardware - 8 weeks from LOI/PO/Signing of SLA whichever is earlier
7	49	Project Timeline Clause No. 1	Commissioning of Central Units (MCU) - 6 weeks from LOI/PO/Signing of SLA whichever is earlier	Commissioning of Central Units (MCU) and integrating with the existing/new endpoints - 10 weeks from LOI/PO/Signing of SLA whichever is earlier

8	50	Project Timeline Clause No. 2	Commissioning of Other hardware viz. smart Desktop/display, smart Boards/display etc. - 6 weeks from Purchase Order	Commissioning of Other hardware (other than the part of centralized solution) - 8 weeks from Purchase Order
9	52	Warranty and Support- Clause no. 11	If during the contract period MCU got failed, then successful bidder should provide Standby arrangement with same or higher compatible specification within four hours and successful bidder should rectify/replace faulty devices within 30 days from the event.	If during the contract period one (01) MCU got failed, then successful bidder should provide Standby arrangement with same or higher compatible specification within Twenty Four (24) hours from the time of reporting so that VC solution should be up and running 24 X 7. If both the MCU's fail then standby should be provided within eight (08) hrs from the time of reporting. The successful bidder should rectify/replace faulty devices within 30 days from the event.
10	120	Annexure-XX, MCU- General	The MCU must have 96 HD ports @720p 30 fps with H.264 AVC and Continuous presence from day1.	Each MCU must have minimum 100 HD ports @720p 30 fps with H.264 AVC and Continuous presence from day1.
11	120	Annexure-XX, MCU- General	The MCU must be able to host at least 10 simultaneous conferences each having different capacities restricted by the maximum port capacity of the MCU	Clause Modified as: The MCU must be able to host at least 5 simultaneous conferences each having different capacities restricted by the maximum port capacity of the MCU
12	121	Annexure-XX, MCU- General	Video Standards- Should support 4K display	MCU should support endpoints that supports 4K display.
13	121	Annexure-XX, MCU- Video Standard	Should support H.263, H.263+, H.263++,H.264	Should support H.263/ H.263+/H.263++,H.264 AVC,SVC or higher
14	121	Annexure-XX, MCU- Video Standard	The MCU should support 48 ports or more at HD 1080p (transmit and receive) up to 4 Mbps on IP in continuous presence mode with 30 fps in the same MCU.	The MCU should support 48 ports or more at HD 1080p (transmit and receive) up to 4 Mbps on IP in continuous presence mode with 30 fps in each MCU.
15	121	Annexure-XX, MCU- Video Standard	Along with the support for basic algorithms like G.711 and G.722.1 the MCU should also support wideband Audio protocols like MPEG,4 AAC - LC and MPEG 4 AAC – LD	Along with the support for basic algorithms like G.711 and G.722.1 the MCU should also support wideband Audio protocols.
16	123	Management & Scheduling	It should automatically be able to detect the latest software version of the VC endpoints.	It should automatically be able to detect the software version of the VC endpoints and check for latest software version of the new VC End Points from the same OEM. However for the existing endpoints, the same to be done manually by the selected bidder.
17	123	Management & Scheduling	The software should support Live graphical web monitoring of the VC systems.	The software should support Live web monitoring of the VC systems.

18	122	Annexure-XX	Must allow at least 25 calls @ 4mbps between the internet and the MCU	Must allow at least 96 calls @ 720p resolution between the internet and the MCU from day one and scalable to 200 (in future) in Call routed mode.
19	123	Annexure-XX	Must provide a strong GUI so that the devices can be arranged in a customizable folder view format.	Must provide a strong GUI so that the devices can be arranged in a folder/table view format.
20	123	Annexure-XX	It must be possible to monitor live ongoing conferences. Both Scheduled as well as adhoc conferences must be manageable.	It must be possible to monitor live ongoing conferences. Scheduled conferences must be manageable.
21	123	Annexure-XX	The Management application should support event logging and notifications including boot, link down/up, connect error, call connected/disconnected, lost response/got response, Down speeding , upgrade start/finish scheduling, gatekeeper registration, low battery , wrong password alert	The Management application should support event logging and notifications including boot, link down/up, connect error, call connected/disconnected, lost response/got response, upgrade start/finish scheduling, gatekeeper registration, wrong password alert.
22	40	Design & Architecture	The successful bidder shall prepare HLD and LLD in consultation OEM and Bank for rollout. The design should be Successful bidder and OEM certified	The successful bidder shall prepare HLD and LLD in consultation OEM and Bank for rollout. The design should be certified by Successful bidder and OEM.
23	120	Annexure-XX, MCU-General	The MCU must be able to host at least 10 simultaneous conferences each having different capacities restricted by the maximum port capacity of the MCU.	The MCU must be able to host at least 5 simultaneous conferences each having different capacities restricted by the maximum port capacity of the MCU. These conference licenses must not be tagged in any manner – to an end point, a soft client or a named user employee. They must be freely floating for any user to utilize.
24	43	DEPLOYMENT, MANAGEMENT, REPORTING VC SOLUTION COMPONENTS (Poni No. 1)	Successful bidder needs to study existing deployment of LAN & WAN network environment of Bank and provide for deployment of the proposed solution. In case successful bidder wants any details to provide the solution architecture, successful bidder should send the questionnaire as part of pre bid queries.	Successful bidder needs to study existing deployment of LAN & WAN network environment of Bank and provide for deployment of the proposed solution. The details of the existing VC architecture will be shared with the successful bidder.
25	120	Annex - XX / Multi-Conferencing Unit /	The hardware, software and virtualization software should be supplied and supported by a single bidder.	The hardware, software and virtualization software should be supplied and supported by a single bidder. Alternatively, it can be an OEM provided Appliance.

		General																										
26	118	Eligibility Criteria	Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/Financial Institutions/ Govt. organization during the last three financial year. These organizations must have at least 50 or more endpoints.	Bidder should have supplied, installed, commissioned and maintained centralized Video Conference infrastructure in two or more Scheduled Commercial Bank/ Financial Institutions/ Govt organization during the last Seven financial year. These organizations must have at least 50 or more endpoints.																								
27	122	MCU : Security	The MCU should support 128 Bit strong AES encryption for calls and H.235 for authentication	The MCU should support 128 Bit strong AES encryption for calls and solution should support H.235 for authentication.																								
28	36	SCOPE OF WORK (Point No. 2)	Selected Bidder to facilitate maintenance, support and provide on-site facility management.	Selected Bidder to facilitate maintenance, support and provide on-site facility management for the solution (Hardware & Software) procured through this RFP. For existing VC devices selected bidder has to facilitate support for call lodging, error reporting with respective service providers and Bank.																								
29	56	6. SERVICE LEVEL AGREEMENT & PENALTIES	<table><tr><th>Level of Uptime Per Quarter</th><th>Penalty Charges</th></tr><tr><td>99.98% and above</td><td>No Penalty</td></tr><tr><td>99.00% and above but below 99.98 %</td><td>1 % of total cost of quarterly payout</td></tr><tr><td>98.00% and above but below 99.00 %</td><td>2 % of total cost of quarterly payout</td></tr><tr><td>97% and above but below 98.00 %</td><td>5 % of total cost of quarterly payout</td></tr><tr><td>below 97%</td><td>10% of total cost of quarterly payout</td></tr></table>	Level of Uptime Per Quarter	Penalty Charges	99.98% and above	No Penalty	99.00% and above but below 99.98 %	1 % of total cost of quarterly payout	98.00% and above but below 99.00 %	2 % of total cost of quarterly payout	97% and above but below 98.00 %	5 % of total cost of quarterly payout	below 97%	10% of total cost of quarterly payout	<p>For the calculation of penalty, Bank will consider the proportionate value of quarterly TCO (Example: If the TCO of the project is Rs 100000 for a period of 5 years then for calculating the penalty Bank will consider quarterly value of TCO i.e. 100000/20=5000).</p> <table><tr><th>Level of Uptime Per Quarter</th><th>Penalty Charges</th></tr><tr><td>99.98% and above</td><td>No Penalty</td></tr><tr><td>99.00% and above but below 99.98 %</td><td>1 % of total cost of quarterly TCO value</td></tr><tr><td>98.00% and above but below 99.00 %</td><td>2 % of total cost of quarterly TCO value</td></tr><tr><td>97% and above but below 98.00 %</td><td>5 % of total cost of quarterly TCO value</td></tr><tr><td>below 97%</td><td>10% of total cost of quarterly TCO value</td></tr></table>	Level of Uptime Per Quarter	Penalty Charges	99.98% and above	No Penalty	99.00% and above but below 99.98 %	1 % of total cost of quarterly TCO value	98.00% and above but below 99.00 %	2 % of total cost of quarterly TCO value	97% and above but below 98.00 %	5 % of total cost of quarterly TCO value	below 97%	10% of total cost of quarterly TCO value
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97% and above but below 98.00 %	5 % of total cost of quarterly TCO value																											
below 97%	10% of total cost of quarterly TCO value																											

	Page 12		Moreover, Bank intends to purchase few video conference supported devices such as IP Phone (with video display), Smart VC desktops, Smart VC Boards etc. which should be easily integrated with proposed central VC solution (MCU).	Moreover, Bank intends to purchase few video conference supported devices such as end points which should be easily integrated with proposed central VC solution (MCU).
	Page 52	WARRANTY AND SUPPORT	X. For smart devices (Desktop, Boards etc.) and IP Phones, selected bidder should provide 3 year comprehensive warranty. If during the contract period these procured devices got failed, then successful bidder should provide Standby arrangement with same or higher compatible specification within 2 working days and successful bidder should rectify/replace faulty devices within 30 days from the complaint log.	X. For end-points device selected bidder should provide 3 year comprehensive warranty. If during the contract period these procured devices got failed, then successful bidder should provide Standby arrangement with same or higher compatible specification within 2 working days and successful bidder should rectify/replace faulty devices within 30 days from the complaint log.

Masked Commercial Bid Template**(Amount in Rs.)****TABLE A - HDVC Solution (One time Cost):**

Sl. No.	Item Description	Make and Model	Qty. (x)	Unit Price (Y)	GST%	GST Amount	Total Unit Price excluding GST $Z=(X*Y)$
	(1)		(2)	(3)	(4)	(5)	(6)
1	Multi Conference Unit (MCU) – with all necessary Software license		2				
2	Call Control		1				
3	Web Server		1				
4	Recording Server		1				
5	Other Software, if any, please specify with Qty.						
6	Other Hardware, if any, please specify with Qty.						
SUB TOTAL (A)							

TABLE B - HDVC Solution (Annual Cost) for 4th and 5th year AMC/ ATS:

Sl. No.	Item Description	Make and Model	Qty. (x)	Unit Price (Y)	GST%	GST Amount	Total Unit Price excluding GST $Z=(X*Y)$
1	AMC/ ATS of Central setup: Multi Conference Unit (MCU) – with all necessary Software license, Call Control, Servers, All other hardware & software		1				

	(mentioned above)– 4 th year						
2	AMC/ ATS of Central setup: Multi Conference Unit (MCU) – with all necessary Software license, Call Control, Servers, All other hardware & software (mentioned above)– 5 th year		1				
SUB TOTAL (B)							
TABLE C - FACILITY MANAGEMENT (please mention year wise number of resources)							
1	Facility Management charges 1 st year						
2	Facility Management charges 2 nd year						
3	Facility Management charges 3 rd year						
4	Facility Management charges 4 th year						
5	Facility Management charges 5 th year						
SUB TOTAL (C)							

TABLE – D*					
Sl. No	Item Description (a)	Qty.	Unit price with three (03) year Warranty	GST (%)	Total Cost (without GST)
1	All in one VC endpoints	20			

***It is upto the discretion of Bank whether to place order for these devices based upon requirement or not.**

TABLE – E		
Sl. No	Description	Total Amount (Without GST)
1	Table A	
2	Table B	

3	Table C	
4	Table D	
TCO (Table A + Table B + Table C + Table D) { in figure)		
TCO (Table A + Table B + Table C + Table D) { in words)		

Note:

- a. The calculation for arriving at TCO is properly mentioned in the appropriate columns and we confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same and it will be binding upon our company.
- b. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.
- c. We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
- d. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
- e. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
- f. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- g. In case of any discrepancy between figures and words, the amount in words shall prevail.
- h. Please note that any Commercial offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
- i. All prices should be quoted in (INR) only.
- j. The TCO (Total cost of ownership) will be exclusive of GST and other applicable taxes. However the GST and other applicable taxes will be paid as per actuals.
- k. **The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order to the L-1 bidder.**

Place: Signature of Bidder: _____

Date: Name: _____

Commercial Bid Template**(Amount in Rs.)****TABLE A - HDVC Solution (One time Cost):**

Sl. No.	Item Description	Make and Model	Qty. (x)	Unit Price (Y)	GST%	GST Amount	Total Unit Price excluding GST $Z=(X*Y)$
	(1)		(2)	(3)	(4)	(5)	(6)
1	Multi Conference Unit (MCU) – with all necessary Software license		2				
2	Call Control		1				
3	Web Server		1				
4	Recording Server		1				
5	Other Software, if any, please specify						
6	Other Hardware, if any, please specify						
SUB TOTAL (A)							

TABLE B - HDVC Solution (Annual Cost) for 4th and 5th year AMC/ ATS:

Sl. No.	Item Description	Make and Model	Qty. (x)	Unit Price (Y)	GST%	GST Amount	Total Unit Price excluding GST $Z=(X*Y)$
1	AMC/ ATS of Central setup: Multi Conference Unit (MCU) – with all necessary Software license, Call Control, Servers, All other hardware & software (mentioned above)– 4 th year		1				

2	AMC/ ATS of Central setup: Multi Conference Unit (MCU) – with all necessary Software license, Call Control, Servers, All other hardware & software (mentioned above)– 5 th year		1				
SUB TOTAL (B)							
TABLE C - FACILITY MANAGEMENT (please mention year wise number of resources)							
1	Facility Management charges 1 st year						
2	Facility Management charges 2 nd year						
3	Facility Management charges 3 rd year						
4	Facility Management charges 4 th year						
5	Facility Management charges 5 th year						
SUB TOTAL (C)							

TABLE – D*					
Sl. No	Item Description (a)	Qty.	Unit price with three (03) year Warranty	GST (%)	Total Cost (without GST)
1	All in one VC endpoints	20			

***It is upto the discretion of Bank whether to place order for these devices based upon requirement or not.**

TABLE – E		
Sl. No	Description	Total Amount (Without GST)
1	Table A	
2	Table B	
3	Table C	

4	Table D	
TCO (Table A + Table B + Table C + Table D) { in figure}		
TCO (Table A + Table B + Table C + Table D) { in words}		

Note:

- l. The calculation for arriving at TCO is properly mentioned in the appropriate columns and we confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same and it will be binding upon our company.
- m. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the Bank without any cost.
- n. We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
- o. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
- p. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
- q. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- r. In case of any discrepancy between figures and words, the amount in words shall prevail.
- s. Please note that any Commercial offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.
- t. All prices should be quoted in (INR) only.
- u. The TCO (Total cost of ownership) will be exclusive of GST and other applicable taxes. However the GST and other applicable taxes will be paid as per actuals.
- v. **The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order to the L-1 bidder.**

Place: **Signature of Bidder:** _____

Date: **Name:** _____

Business Address: _____

Details of Devices

Sl. No.	Location	Model	Make	Version
1	Head Office II DIT	Avaya Scopia XT5000	AVAYA	9.1.5.56
2	Head Office II DIT	Avaya Scopia XT5000	AVAYA	8.3.6.40
3	Head Office II DIT	Avaya Scopia XT5000	AVAYA	9.0.0.23
4	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
5	Head Office I	Avaya Scopia XT5000	AVAYA	8.3.8.57
6	Head Office I	SCOPIA VegaX5_Series_3	AETHERA	10.7.20
7	Head Office I	Avaya Scopia XT5000	AVAYA	9.1.5.56
8	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
9	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
10	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
11	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
12	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
13	Head Office I	Avaya Scopia XT5000	AVAYA	9.1.5.56
14	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
15	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
16	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
17	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
18	Head Office I	Avaya Scopia XT5000	AVAYA	9.1.0.37
19	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
20	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
21	Head Office I	Avaya Scopia XT5000	AVAYA	9.1.0.37
22	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
23	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
24	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
25	Head Office I	SCOPIA VegaX5_Series_3	AETHERA	11.1.10
26	Head Office I	Avaya Scopia XT5000	AVAYA	9.1.0.37
27	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
28	Head Office I	Avaya Scopia XT5000	AVAYA	9.0.0.23
29	Treasury Branch Mumbai	Avaya Scopia XT5000	AVAYA	8.3.8.57
30	Staff Training Centre Chennai	Avaya Scopia XT5000	AVAYA	9.1.5.56
31	Staff Training Centre Bhopal	Avaya Scopia XT5000	AVAYA	8.3.8.57

32	Staff Training Centre Chandigarh	Avaya Scopia XT5000	AVAYA	8.3.8.57
33	Staff Training Centre Ahmedabad	Avaya Scopia XT5000	AVAYA	8.3.0.61
34	Staff Training Centre Bhubaneswar	Avaya Scopia XT5000	AVAYA	9.1.5.56
35	Staff Training Centre Durgapur	Avaya Scopia XT5000	AVAYA	8.3.8.57
36	Staff Training Centre Jaipur	Avaya Scopia XT5000	AVAYA	8.3.6.40
37	Central Staff Training Centre Kolkata	Avaya Scopia XT5000	AVAYA	9.0.0.23
38	MD Office New Delhi	Avaya Scopia XT5000	AVAYA	9.1.0.37
39	Zonal Office Bangalore	SCOPIA VegaX5_Series_3	AETHERA	11.1.10
40	Zonal Office Ahmedabad	Avaya Scopia XT5000	AVAYA	9.1.5.56
41	Zonal Office Ajmer	Avaya Scopia XT5000	AVAYA	9.0.0.23
42	Zonal Office Bangalore	Avaya Scopia XT5000	AVAYA	9.0.0.23
43	Zonal Office Begusarai	Avaya Scopia XT5000	AVAYA	9.0.0.23
44	Zonal Office Bhagalpur	Avaya Scopia XT5000	AVAYA	9.0.0.23
45	Zonal Office Bhopal	Avaya Scopia XT5000	AVAYA	9.1.5.56
46	Zonal Office Burdwan	Avaya Scopia XT5000	AVAYA	9.0.0.23
47	Zonal Office Ernakulam	Avaya Scopia XT5000	AVAYA	9.1.5.56
48	Zonal Office Hyderabad	Avaya Scopia XT5000	AVAYA	9.0.0.23
49	Zonal Office Indore	Avaya Scopia XT5000	AVAYA	9.0.0.23
50	Zonal Office Jaipur	Avaya Scopia XT5000	AVAYA	9.1.0.37
51	Zonal Office Jalandhar	Avaya Scopia XT5000	AVAYA	8.3.6.40
52	Zonal Office Kolkata	SCOPIA VegaX5_Series_3	AETHERA	10.7.20
53	Zonal Office Lucknow	Avaya Scopia XT5000	AVAYA	9.1.0.37
54	Zonal Office Meerut	Avaya Scopia XT5000	AVAYA	9.0.0.23
55	Zonal Office Mumbai	Avaya Scopia XT5000	AVAYA	9.0.0.23
56	Zonal Office Mumbai Conference Room	SCOPIA VegaX5_Series_3	AETHERA	11.1.10
57	Zonal Office New Delhi	Avaya Scopia XT5000	AVAYA	8.3.8.57
58	Zonal Office Ranchi	Avaya Scopia XT5000	AVAYA	9.0.0.23
59	Zonal Office Surat	Avaya Scopia XT5000	AVAYA	9.0.0.23
60	Zonal Office Varanasi	Avaya Scopia XT5000	AVAYA	9.0.0.23
61	Zonal Office Agartala	Avaya Scopia XT5000	AVAYA	8.3.8.57
62	Zonal Office Balasore	Avaya Scopia XT5000	AVAYA	8.3.8.57
63	Zonal Office Bhubaneswar	Avaya Scopia XT5000	AVAYA	9.0.0.23
64	Zonal Office Chandigarh	Avaya Scopia XT5000	AVAYA	9.0.0.23
65	Zonal Office Coimbatore	Avaya Scopia XT5000	AVAYA	8.3.4.18
66	Zonal Office Dehradun	Avaya Scopia XT5000	AVAYA	8.3.8.57

67	Zonal Office Dharamshala	Avaya Scopia XT5000	AVAYA	9.1.5.56
68	Zonal Office Guwahati	Avaya Scopia XT5000	AVAYA	8.3.8.57
69	Zonal Office Haryana	Avaya Scopia XT5000	AVAYA	8.3.8.57
70	Zonal Office Hoogly	Avaya Scopia XT5000	AVAYA	8.3.8.57
71	Zonal Office Jodhpur	Avaya Scopia XT5000	AVAYA	9.1.5.56
72	Zonal Office Jorhat	Avaya Scopia XT5000	AVAYA	9.1.0.37
73	Zonal Office Kanpur	Avaya Scopia XT5000	AVAYA	8.3.8.57
74	Zonal Office Nagpur	Avaya Scopia XT5000	AVAYA	8.3.8.57
75	Zonal Office Chennai	Avaya Scopia XT5000	AVAYA	9.1.5.56
76	Zonal Office Patna	Avaya Scopia XT5000	AVAYA	9.1.0.37
77	Zonal Office Pune	Avaya Scopia XT5000	AVAYA	8.3.5.31
78	Zonal Office Raipur	Avaya Scopia XT5000	AVAYA	9.1.0.37
79	Zonal Office Salt Lake	SCOPIA VegaX5_Series_3	AETHERA	10.7.20
80	Zonal Office Sambalpur	Avaya Scopia XT5000	AVAYA	9.1.5.56
81	Zonal Office Shimla	Avaya Scopia XT5000	AVAYA	9.1.5.56
82	Zonal Office Suri	Avaya Scopia XT5000	AVAYA	8.3.8.57
83	Board Room New Delhi	Avaya Scopia XT5000	AVAYA	8.3.8.57
84	Nariman Point Branch Mumbai	Avaya Scopia XT5000	AVAYA	9.1.0.37
85	Zonal Office Bhubaneswar	Avaya Scopia XT5000	AVAYA	9.1.0.37
86	Zonal Office Chennai	Avaya Scopia XT5000	AVAYA	3.1.0.36
87	Hong-Kong-Main-Branch	Avaya Scopia XT5000	AVAYA	8.3.0.61
88	Hong-Kong-Main-Branch	Avaya Scopia XT5000	AVAYA	8.3.8.57
89	Singapore-Main-Branch	Avaya Scopia XT5000	AVAYA	8.3.8.57
90	Singapore-Main-Branch	Avaya Scopia XT5000	AVAYA	8.3.4.18
91	MD SIR'S RESIDENCE	Avaya Scopia XT5000	AVAYA	9.1.0.37

Deleted Clauses

Recording & Streaming	Streaming facility to be dropped (*) All clauses pertaining to Streaming stands deleted.
IP Phones with Display- (20)	IP phone with display requirement to be dropped. (*) All clauses pertaining to IP Phones with Display stands deleted.
Personal Video conferencing system (Desktop)-(5)	Personal Video conferencing system (Desktop) for executives to be dropped. (*) All clauses pertaining to Personal Video conferencing system (Desktop) stands deleted.
Smart Board - Integrated HD Video Conferencing unit with built-in HD display, Audio System and Microphone-(2)	Smart Board requirement to be dropped (*) All clauses pertaining to Smart Board stands deleted.
Management & Scheduling, Pg No. 123	The management view must also be able to superimpose the device deployment in a customizable map view so that a map can serve as a background and the devices can be positioned on such a map- stands deleted



UCO Bank
Honours Your Trust

NOTICE TO THE BIDDERS

11.06.2021

Sub: Extension of Bid Submission date in respect of Request of Proposal (RFP) for Supply, Installation & Maintenance of New Video Conference Solution (e-tendering) RFP Ref No: DIT/BPR&BTD/OA/260/2021-22 Date: 07/05/2021

The last date for submission of bid documents for "Request for Proposal (RFP) for Supply, Installation & Maintenance of New Video Conference Solution (e-tendering) which was scheduled on **18.06.2021** is hereby extended **up to 24.06.2021 (4:00 P.M.)**.

Technical bids will be opened in presence of the bidders on **24.06.2021 at 4:30 P.M.**

All other terms and conditions of the above RFP and subsequent addendum/corrigendum will remain unchanged.

(Deputy General Manager)
Department of Information Technology
Head Office, Kolkata