

Annexure - VII

Sr.No	Scope of Work Description	Compliance (Yes/No)
1	9.1 Supply of proposed VC equipment [Hardware and software] as per technical specifications specified in Annexure - I to III of the RFP.	
2	9.2 Installation, integration of VC equipment with IDRBT LAN at the designated at locations inside IDRBT premises.	
3	9.3 The "Total solution" will include the Supply, Delivery, Installation, Support/Services, Training, Warranty and Maintenance of Video Conference System at IDRBT.	
4	9.4 At LAN level, the proposed VC infrastructure shall allow users to interact with each other at desktop level and at WAN level using INTERNET and INFINET Connectivity. (one-to-many, many-to-many)	
5	9.5 To allow members to delivery lectures/interact with University students/Banks officials though VC infrastructure at desktop/laptop/hand held device level using INTERNET and INFINET connectivity.	
6	9.6 The VC interaction should be recorded and stored in a storage device on the real time basis and should be able to retrieve the interaction based on various parameters like date, time, name of the user, banks name etc., for verification and audit trial purpose.	
7	9.7 The proposed solution should be possible to integrate with IDRBT 's CA application to initiate VC and record the session.	
8	9.8 To provide updates and upgrades free as and when released by the OEM during warranty and AMC period.	
9	9.9 The BIDDER shall address statutory requirements, network and security audit recommendations suggested by IDRBT from time to time on regular basis without additional cost to IDRBT.	
10	9.10 The BIDDER to have back-to-back arrangement with OEM for Warranty and AMC, Certificate for the same to be provided along with Technical bid. A Letter for warranty and support from original equipment manufacturer (OEM) shall also be submitted in addition to Manufacturer's Authorization Form for the contract period.	
11	9.11 OEM should also provide certificate that all Equipments offered will not be declared End of Life (with in a period of 3 years) and End of Support for a minimum of 07 years from the date of purchase order.	
12	9.12 To provide all necessary hardware and software required to make this solution work strictly as per following technical specifications. The specifications given are minimum. BIDDERS can quote equivalent or higher technical specifications to the IDRBT's requirements. However no weightage would be given for higher configurations.	
13	9.13 The proposed bill of material shall be interoperable with other OEM equipment while using VC infrastructure at all levels inside and outside of IDRBT.	
14	9.14 The BIDDER will be required to provide AMC services for a period of 4 years after expiry of 3 years warranty period and should maintain an uptime of minimum 99.5% on monthly basis for all the equipment.	
15	9.15 The BIDDER will be the one point contact to provide the VC equipment and related services during the contract period.	
16	9.16 The BIDDER will provide support for hardware and software components during the warranty and AMC period. Defective hardware shall be replaced by the BIDDER at his own cost, including the cost of transport.	
17	9.17 The warranty period shall be 03 years from acceptance of the solution.	
18	9.18 BIDDER may provide temporary equivalent replacement as a workable solution to avoid the above penalty. Any penalty due during the Warranty period will be adjusted against the payments made for bills/invoices provided by the BIDDER.	
19	9.19 The IDRBT shall promptly notify the BIDDER in writing of any claims arising under this warranty. Upon receipt of such notice the BIDDER shall with all reasonable speed, repair or replace the defective products or part thereof without cost to the IDRBT.	
20	9.20 System maintenance, Support and Preventive maintenance:	
21	i. The BIDDER should fix all the VC solution problems and provide grades during the contract period free of cost.	
22	ii. The BIDDER shall provide free maintenance services during the period of warranty. After warranty period, the BIDDER will do annual maintenance of the entire system, during the contract period by deputing qualified maintenance engineer shall perform all the repairs and maintenance on IDRBT VC infrastructure.	
23	iii. The BIDDER shall repair or replace worn out or defective parts including all plastic parts / lenses of the equipment's and all consumables at no extra cost to IDRBT.	
24	iv. The BIDDER shall ensure that faults and failures intimated by IDRBT as above are set right within 2 business days of being informed of the same.	
25	v. The IDRBT shall maintain a register at its site in which, the IDRBT's operator / supervisor shall record each event of failure and/of malfunction of the equipment. Additionally every time a preventive or corrective maintenance is carried out.	
26	vi. The Bidder has to ensure that the solution shall work as desired and the Bidder is also responsible to supply and install any other components that is inadvertently missed out but required for the overall solution to work, without adding any line item in the Bill of Material.	

**Pre Bid Quieres for Supply, Delivery, Installation, Support/Services and Maintenance of Video Conference System at IDRBT, Hyderabad conducted on 26th March 2018**

Sr.No	Page	Section	Description	Query/Change Request	IDRBT Clarifications
1	7	9.4		What is INFINET?	INFINET - INdian FInancial NETwork a Closed User Group WAN
2	7	9.7	The proposed solution should be possible to integrate with IDRBT 's CA application to initiate VC and record the session	More clarity needed on the functionality - what funtion is needed	The VC solution is for IDRBT and should be able to initiate VC with Client, Server based application hosted in IDRBT
3	8	9.11	OEM should also provide certificate that all Equipments offered will not be declared End of Life (with in a period of 3 years) and End of Support for a minimum of 07 years from the date of purchase order.	EOS should be 5 yrs	No Change
4	8	9.14	The BIDDER will be required to provide AMC services for a period of 4 years after expiry of 3 years warranty period and should maintain an uptime of minimum 99.5% on monthly basis for all the equipment.	Since Technology Product Life cycles are shortening ,Request to change to : The BIDDER will be required to provide AMC services for a period of 2 years after expiry of 3 years warranty period and should maintain an uptime of minimum 99.5% on monthly basis for all the equipment.	No Change
5	17	2	Should support H.264, H.265 AVC/ SVC	Polycom/Cisco endpoints do not support this	No Change
6	17	1 and 5		Point 1 asks for 2 mic arrays and 5 asks for 3 mic inputs	2 Microphones.
7	19	4	H.264SVC	Polycom/Cisco recording solutions do not support this	No Change
8	19	2		Statement seems incomplete	Support full HD, SD, multiple recordable sessions based on the resolution used.
9			The Supply, Delivery, Installation, Support/Services and Maintenance of Video Conference System at IDRBT, Hyderabad should be completed within 04 (Four) weeks from the date of purchase order	four weeks after PO is the time line	6 week for delivery and 2 weeks for integration
10			Buy back	Is the Buyback of old VC equipment mandatory	Yes
11	19	3	Scalability – Storage:Up to 2500 Hours in HD Quality or more	Kindly mention it as internal/ external storage	Changed to"The software based VC server shall be hosted in IDRBT owned hardware server."
12	19	4	Video Standard:H.264 SVC	Kindly mention it as H.264 as AVC or SVC are OEM dependent	H.264 SVC or its equivalent
13	19	6	Video/Audio File Format:mp4, H.264, AAC	Kindly remove the AAC	Changed to "mp4/H.264/AAC or its equivalent."

14	19	7	Streaming Protocol:HLS streaming (mobile), HTTP/FLV streaming (PC)	Kindly mention it as • Media formats & protocols: - .wmv, MP4 unicast via RTSP - .wmv multicast via RTSP	Changed to "Streaming Protocol and Formats: HLS streaming (mobile), HTTP/FLV streaming (PC),- .wmv, MP4 unicast via RTSP - .wmv multicast via RTSP"
15	19	10	Application Sharing:The Server should record the Application Sharing as well the audio and video of the conference	Kindly mention it as "The Server should record the Application Sharing / Content Sharing as well the audio and video of the conference"	Changed to "The server should record the Application Sharing / Content Sharing as well the audio and video of the conference".
16	19	11	Export of the Recorded content:Recorded Media should be exportable or recorded to a CD/DVD	Kindly include the playback of the recorded video back to the endpoint	Recorded Media should be exportable or recorded to a CD/DVD or its equivalent
17	19	14	The desktop client should be able to display the Videoconference on full screen in Full HD quality.	Kindly mention it as "The desktop client should be able to display the Videoconference on full screen in Full HD / HD Quality.	No change
18		15	The desktop client should be able to display the presentation/ data sharing shared by remote sites including h323 and SIP devices on a separate screen other than Video and should be possible to view in extended monitor if connected.	Kindly remove this point as it is proprietary to a single OEM. The video and the content would be seen in a single monitor	During a VC session the presentation/file and users should be displayed in separate windows in a single monitor.
19	20	18	The desktop should be able to receive UHD 4000p resolution of video.	Kindly remove this point as it is proprietary to a single OEM. The standard resolution is HD (720p)	Changed to " The desktop should be able to receive Full HD 1080p resolution of video."
20		20	Should support AES 256 bit encryption and support NAT/firewall traversal to connect sites on internet.	Kindly mention it as AES 128/ AES 256 as different OEMs would have different standards	Changed to "Support AES 128/256 bit encryption and support NAT/firewall traversal to connect sites using desktop clients/end points from the INTERNET/INFINET networks. Therefore, the firewall traversal application should allow access to 5 desktop clients / INTERNET Users / INFINET Users.
21		21	Desktop should be able to support 8 participants in CP	Multiparty is a feature of the cloud services and hence kindly remove this point	The desktop Client should be a part of the multiparty calling which is initiated from the endpoint.

22		2	Should support H.264, H.265 AVC/ SVC	Kindly mention it as H.264 AVC, H.264 SVC/ H.265	Changed to "Should support H.264/H.265 AVC/ SVC"
23	17	4	Should support 20kHz bandwidth with clear audio and stereo sound with speaker tracking facilities.	Kindly mention it as Complied "It should support 20kHz or better bandwidth with crystal clear audio and stereo sound and speaker tracking facilities from the same OEM	Changed to "Should support 20kHz or better bandwidth with clear audio and stereo sound and speaker tracking facilities from the same OEM
24		5	1 x HDMI / DVI input for connecting PC/Laptop to share HD content	Kindly mention it as 1 HDMI & 1 VGA as the laptops will have either of these interfaces	Changed to "1 x HDMI / DVI / VGA input for connecting PC/Laptop to share HD content"
25	17	10	Security : Media Encryption (H.323, SIP): AES-128, AES-256,H.235v3	Kindly mention it as H.235 as different manufactureres uses different versions of H.235	Changed to "Security : Media Encryption (H.323, SIP): AES-128, AES-256,H.235"
26		11	Security: Auto sensing power supply to support 100 to 240 V AC input	Kindly mention it as Auto sensing power supply to spport 37VA @ 230V @ 50/6 0Hz	No change
27	17	13	IP Network:802.1X network authentication,802.1Q Virtual LAN,802.1p (QoS and Class of Service [CoS]),Date and time support using Network Time Protocol (NTP) Media adaption and resilience Uniform Resource Identifier (URI) dialing, Dynamic Host Configuration Protocol (DHCP), DNS lookup for service configuration, Dynamic playout and lip-sync buffering H.245 Dual-Tone Multi-frequency (DTMF) tones in H.323 RFC 4733 DTMF tones in SIP	We request to remove 802.1Q Virtual LAN, 802.1p, Media adaption and resilience, Uniform Resource Identifier (URI) dialing, Dynamic Host Configuration Protocol (DHCP), DNS lookup for service configuration, Dynamic playout and lip-sync buffering H.245 Dual-Tone Multi-frequency (DTMF) tones in H.323 RFC 4733 DTMF tones in SIP as it is proprietary	The bidder may proposed equivalent features.
28	5	9	Bidders Eligibility Criteria:9. The Bidder shall provide references (including Referee names and contact details) in respect of major projects of similar type completed in the last five (3) years by the Bidder in any large organization and having its offices/branches across India.	Request you to kindly confirm if the references shall be in last 3 year or 5 years.	Last 3 years
29	6		Taxes	We will mention the taxes applicable currently for evaluation of our bid. However, we request you to kindly consider paying taxes as applicable at the time of billing during delivery/installation and also as applicable during AMC.	Accepted
30			The desktop client should support standard inbuilt or any USB HD (1080p30) Webcams and echo cancelling mic/speakers	Partner to comply by providing the relevant hardware	The VC client software should support this feature.
31			The desktop should be able to receive UHD 4000p resolution of video.	The desktop should be able to receive Full HD 1080p resolution of video.	Accepted
32			The desktop client should be able to run on latest Windows , Mac , Linux platforms.	The desktop client should be able to run on latest Windows , Mac platforms.	Changed to "The desktop client should be able to run on latest Windows platforms."
33	20		The desktop should be able to support continuous presence (CP) and Voice activated (VA) mode selectable by the users.		Deleted
34			Technical Bid		Bidders should submit Scope of Work Compliance - Anneuxre - VII with the technical bid.