

**Clarifications/Amendments to the Pre-bid Queries REF:CO/ITD/1108/R1:2020-21 dated 16/11/2020- Request for Proposal for Supply, Installation, Commissioning and Maintenance of video conferencing equipment and display units with 3 years warranty and 3 years AMC for the administrative offices and staff training colleges under buyback option.**

**AMENDMENTS**

S No.	Page#/ Clause No.	Section/ Point	Existing Clause in RFP	Amended clause in RFP
1.	14	EMD	The Bidder shall furnish, a bid security in the form of a bank guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank for a sum of Rs.10,00,000/- (Rupees Ten Lakhs Only)	The Bidder shall furnish, a bid security declaration in the format Attached
2.	22	14)Performance Security	Within 15 days of issue of Purchase Order, the supplier shall furnish to the Bank the Performance Security equivalent to 10% of the contract value in the form of a Bank Guarantee, valid for 75 months with further one-month claim period, in the format enclosed (Annexure-IV)	Within 15 days of issue of Purchase Order, the supplier shall furnish to the Bank the Performance Security equivalent to 3% of the contract value in the form of a Bank Guarantee, valid for 75 months with further one-month claim period, in the format enclosed (Annexure-IV).



3.	16	SECTION - III Conditions of Contract  2. Delivery Schedule and Deliverables from the Bidders	VC endpoints and display units should be delivered within four weeks from the date of Purchase order and installation to be completed within two weeks from the date of delivery or delivery and installation both should be completed within six weeks from purchase order date.	VC endpoints and display units should be delivered within six weeks from the date of Purchase order and installation to be completed within two weeks from the date of delivery or delivery and installation both should be completed within eight weeks from purchase order date
4	17	4. Eligibility Criteria Clause -1	Bidder should be a Registered public / private Company in India for a minimum period of 05 (five) years as on 31.03.2020. In case of mergers / acquisitions / restructuring or name change, the date of establishment of earlier/original limited company can be taken into account. The Bidder should be a highest-level partner of the OEM for supply and support of the equipment in India	Bidder should be a Registered public / private Company in India for a minimum period of 05 (five) years as on 31.03.2020. In case of mergers / acquisitions / restructuring or name change, the date of establishment of earlier/original limited company can be taken into account.
5	17	4. Eligibility Criteria Clause -2	The Bidder should be a highest-level partner of OEM for supply and support of the Video Conferencing Endpoints equipment in India	The Bidder should be Authorised Partner of the OEM for supply and support of the Video Conferencing Endpoints equipment in India (MAF to be submitted)
6	18	4. Eligibility Criteria Clause -12	OEM must have ISO 9001:2000 Quality Certifications or equivalent in India.	OEM must have ISO 9001:2000 / ISO 14001 / ISO 27001 Quality Certifications or equivalent in India.



7	20	SECTION - III Conditions of Contract  7. SLA	Any issue arising in VC endpoints or in display units has to be resolved by the bidder within 24 hours (from Monday to Saturday between 8:00 AM to 8:00 PM) from the time the call has been logged with bidder. The penalty applicable for every 1 hour drop in uptime of VC endpoints or in display units is 1% of the cost of a VC endpoints or in display units deployed at the location	Any issue arising in VC endpoints or in display units has to be resolved by the bidder within 48 hours (from Monday to Saturday between 8:00 AM to 8:00 PM) from the time the call has been logged with bidder. The penalty applicable for every 1 hour drop in uptime of VC endpoints or in display units is 1% of the cost of a VC endpoints or in display units deployed at the location
8	36	Technical Specifications of VC endpoint	The proposed system must support PAL with a PTZ camera. The codec must be based on ITU standards The VC End Point should be a codec based hardware. No software based solution is accepted here. All components of the VC system like Codec, Camera and Microphone should be from the same OEM	The proposed system must support (PAL with a PTZ) /P60camera. The codec must be based on ITU standards The VC End Point should be a codec based hardware. No software based solution is accepted here. All components of the VC system like Codec, Camera and Microphone should be from the same OEM
9	36	Technical specifications of VC end point  Package	Full HD 1080p60 camera, codec, Microphone Array, cables, and remote control / Touch Control	Full HD 1080p60 camera, codec, Microphone, cables, and remote control / Touch Control
10	37	Audio Standards and Features  Clause -4	Keyboard noise reduction	Automatic noise reduction
11	37	Video and Audio Inputs  Clause -5	1 x 3.5mm stereo line-in	Deleted



12	37	Network Features Clause -9	H.323 based Packet Lost Recovery	Packet Lost Recovery
13	37	SECTION-V PART I - Functional and Technical Requirements Clause 10	It should support at least 4 sites at 720p in future	Clause deleted
14	38	SECTION-V PART I - Functional and Technical Requirements Clause -11	Media Encryption (H.323, SIP): AES	Media Encryption (H.323, SIP): on AES 128 / AES 256
15	38	SECTION-V PART I - Functional and Technical Requirements 2. Technical Specifications of Display Units	USB 2.0 x 2	USB 2.0 x 1



16	39	SECTION-V PART I - Functional and Technical Requirements  2. Technical Specifications of Display Units	1.7GHz Quad-Core CPU or higher	1.1Ghz Quad core or Higher
17	40	SECTION-V PART I - Functional and Technical Requirements  3. 65" UHD Touch Interactive Large Format Display	Input – RGB- DVI-D	Clause deleted.
18	40		1.7GHz Quad-Core CPU or higher	1.1Ghz Quad core or Higher
19	40		Stereo Mini Jack, DVI/HDMI/Audio (Common)	Stereo Mini Jack /HDMI/Audio (Common)
20	17	Eligibility Criteria	6. The bidder should have supplied VC endpoints to Banks / Financial Institutions / Government Organizations/ Leading Corporates in India, worth of minimum Rs.1.5 Crore or above in a single purchase order in any of the last three financial years (2017-18, 2018-19, 2019-20).	6. The bidder should have supplied VC endpoints along with or without AV equipment to Banks / Financial Institutions / Government Organizations/ Leading Corporates in India, worth of minimum Rs.1.5 Crore or above in a single purchase order in any of the last three financial years (2017-18, 2018-19, 2019-20).



21	17	Eligibility Criteria	The Bidder should be having net profit in each of the three financial years (2017-18, 2018-19, 2019-20).	The Bidder should be having net profit/net positive worth in each of the three financial years (2017-18, 2018-19, 2019-20).
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CLARIFICATIONS

S No.	Page#/ Clause No.	Section/ Point	Details Provided in RFP	Query/clarification of the bidder	Clarification provided by the bank
1	16	SECTION - III Conditions of Contract  2. Delivery Schedule and Deliverables from the Bidders	VC endpoints and display units should be delivered within four weeks from the date of Purchase order and installation to be completed within two weeks from the date of delivery or delivery and installation both should be completed within six weeks from purchase order date.	We request the committee to accept the delivery period of 4 - 6 weeks for PO date and Installation of 2 - 3 weeks from delivery period	Please refer amendment
2				VC endpoints and display units should be delivered within <b><u>four to Six weeks</u></b> from the date of Purchase order and installation to be completed within two weeks from the date of delivery or delivery and installation both should be completed within six weeks from purchase order date.	



				We request Bank to please provide the 8 weeks for the delivery and 4 weeks for the installation	
				Request for amendment on the delivery period 6 weeks and installation 3 weeks	
				VC endpoints and display units should be delivered within <b><u>Six weeks</u></b> from the date of Purchase order and installation to be completed within <b><u>Three weeks</u></b> from the date of delivery or delivery and installation both should be completed within six weeks from purchase order date.	
3	16	Delivery Schedule and Deliverables from the Bidders	To be shifted 2 VC end point and 16 Display	We request bank to please provide the complete scope for shifting these equipment's. Same location shifting or different Who will provide the transportation If any Passive material require who will provide the same	Please refer to locations in Page No.76 It is clarified that Transportation to be done by the successful bidder





					LAN cabling and power will be provided by the bank
4	17	4. Eligibility Criteria Clause -1	Bidders should be a Registered public/private Company in India for a minimum period of 05(five) years as on 31.03.20	Request for amendment for a minimum period of 7 years as on 31.03.20	No Change
5	17	4. Eligibility Criteria Clause -2	The Bidder should be a highest-level partner of OEM for supply and support of the Video Conferencing Endpoints equipment in India	The Bidder should be a highest-level partner / Authorised Partner of the OEM for supply and support of the Video Conferencing Endpoints equipment in India	Please refer amendment
6	17	4. Eligibility Criteria Clause -4	The annual turnover of the bidder should be more than Rs. 7.50 crores during each of last three financial years. (2017-18, 2018-19,2019-20)	Request the bank to amend the annual turnover 25 crores.	No Change
7	17	4. Eligibility Criteria Clause -5	The Bidder should have supplied minimum of 50 VC endpoints cumulative in last three financial years (2017-18, 2018-19, 2019-20) to Banks / Financial Institutions / Government Organizations/ Leading Corporates in India.	Request the bank to amend the bidder should have supplied minimum of 100 VC endpoints in last three financial years(2017-18, 2018-19, 2019-20) to banking sectors / Government Organizations.	No change



8	17	4. Eligibility Criteria Clause -6	The bidder should have supplied VC endpoints to Banks / Financial Institutions / Government Organizations/ Leading Corporates in India, worth of minimum Rs.1.5 Crore or above in a single purchase order in any of the last three financial years (2017-18, 2018-19, 2019-20)	The bidder should have supplied VC endpoints to Banks / Financial Institutions / Government Organizations/ Leading Corporates in India, worth of minimum Rs.1.5 Crore or above in a Single /Multiple purchase orders in any of the last three financial years (2017-18, 2018-19, 2019-20).	No Change
9	17	4. Eligibility Criteria Clause -8	The bidder should have their Own Office/Service Centre in Delhi, Mumbai, Kolkatta and Chennai. Name and Mobile number of service representative / Postal address of Own office / Service Center along with proof of address be provided with the bid.	The bidders should have their Own Office/Service Centre in all main metro cities & tier 2 cities which includes Ahmedabad, Bengaluru, Bhopal, Chennai, Cochin, Delhi, Gurgaon, Hyderabad, Kolkatta, Lucknow, Mumbai, Pune, Vishakapatnam. Name and Mobile number of service representative / Postal address of Own office / Service Center along with proof of address(GST Certificate/Corporation Certificate) be provided with the bid.	No change
10	17	4. Eligibility Criteria Clause -12	OEM must have ISO 9001:2000 Quality Certifications or equivalent in India.	OEM must have ISO 9001:2000 / ISO 14001 / ISO 27001 Quality Certifications or equivalent in India.	Please refer Amendment
11	18	SECTION - III Conditions of	ON Delivery : Eighty (80%) of the price of the equipment delivered at	Kindly maintain the same without any corrigendum	No change



		Contract 5. Payment terms	the respective location mentioned in purchase order will be paid within 15days of submission of Invoice copy and proof of delivery duly counter signed by the bank's Representative, original / copy of transit insurance policy and original of storage cum erection policy. On Installation : Twenty (20%) of the price of the equipment delivered & installed at the respective location mentioned in Purchase order will be paid on submission of Installation certificate duly counter signed by the bank's Representative		
12	22	Section III- Conditions of Contract Liquidated Damages  Sl no.12	LD min 0.5% to max 10%	Request for amendment of LD min 0.5% to max 5%	No Change
13	22	14)Performance Security	Within 15 days of issue of Purchase Order, the supplier shall furnish to the Bank the Performance Security equivalent to 10% of the contract value in the form of a Bank Guarantee, valid for 75 months with further one-month claim period, in the format enclosed (Annexure-IV)	There is a circular by the Ministry of finance on 12-Nov-2020 that all PBG which are generally 5-10% have been reduced to 3% with immediate effect. Request to change the Clause for Performance Security 3% instead of 10%	Please refer to amendments



14	20	SECTION - III Conditions of Contract  7. SLA	Any issue arising in VC endpoints or in display units has to be resolved by the bidder within 24hours (from Monday to Saturday between 8.00 am to 8.00pm) from the time the call has been lodged with bidder. The penalty applicable for every 1 hour drop in uptime of VC endpoints or in display unit is 1% of the cost of a VC endpoints or in display unit developed at the location	We request to committee at accept the resolution time of 5 working days in non metro cities and 2 working days for metro cities	Please refer to amendments
				We request bank to please reduce the penalty from 1 hour drop in uptime of VC endpoints or in display units is 1% of the cost of a VC endpoints or in display units deployed at the location to 8 hour drop in uptime of VC endpoints or in display units is 0.5% of the cost of a VC endpoints or in display units deployed at the location	No Change
				Any issue arising in VC endpoints or in display units has to be resolved by the bidder within <b>2-3 Working days for Tier 2/Tier 3 Cities</b> (from Monday to Saturday between 8:00 AM to 8:00 PM) from the time the call has been logged with bidder. The penalty applicable for every 1 hour drop in uptime of VC endpoints or in display units is 1% of the cost of a VC endpoints or in	No Change



				display units deployed at the location.	
15	20	SECTION - III Conditions of Contract 7. SLA	If the issue VC endpoints or in display units is not resolved within 48hours, then the same has to be replaced by the bidder at no additional cost	We request committee to accept the standby unit to rectify the issue in VC endpoints or display units in 7 working days	It is clarified that If the issue in VC endpoints or in display units is not resolved within 48hours, then the same has to be replaced at no additional cost or standby unit of same configuration or higher configuration is to be supplied by the bidder.
16	36	Section V- Technical Specifications of VC endpoint Video Standards & Resolutions Point 1 - Sr.no.2	It should support H.323, SIP standards for communications	Request for an amendment of direct connectivity of Ceiling microphone in future without any additional boxes. The endpoint and the ceiling microphone should be from the same OEM.	No Change



17	37 Clause 5	SECTION-V PART I - Functional and Technical Requirements	1 x Microphone Input or more(Support for minimum 3 mics)	We request to make the microphone support upto 4 mics	Please adhere to the specifications
18	Clause 8		It should support 1080p60fps with 10x optical zoom.	"It should be capable of enhancing video conferencing experience with advanced face-recognition technology such that it automatically scans the room and seamlessly commands the main camera to appropriately frame the users during a call without any manual intervention"	Please adhere to the specifications
19	Clause 10		It should support at least 4 sites at 720p in future	We request to make it as 1080p since the entire specs are on 1080p resolution	Clause deleted
				Needs to removed	



20	36	Package	Full HD 1080p60 camera, codec, Microphone Array, cables, and remote control / Touch Control	Microphone Array - Available with one OEM who has got this technology as part of Video Conferencing platform. Request to remove the same Remote Control - Kindly note, Remote Control is a very old technology. User will find it difficult to join a SIP based call using Remote Control. Requesting Bank to Standardize on touch Control	Please refer amendment
21	Page No.38 Clause - 11		Media Encryption (H.323, SIP): AES	We request to mention AES 128 & AES 256	Please refer to amendment
22		SECTION-V PART I - Functional and Technical Requirements	New clause requested	The proposed endpoint should be certified to work behind the existing call manager.	No Change  Please refer to Page No.63 Clause 3.b.



23	38	SECTION-V PART I - Functional and Technical Requirements  2. Technical Specifications of Display Units	USB 2.0 x 2	Request to amend as USB 2.0 x 1	Please refer amendment
24	39	SECTION-V PART I - Functional and Technical Requirements  2. Technical Specifications of Display Units	1.7GHz Quad-Core CPU or higher	Request the bank to amend to Quad core 1.1Ghz or Higher	Please refer amendment
25	40	SECTION-V PART I - Functional and Technical Requirements  3. 65" UHD Touch Interactive Large Format Display	Input – RGB- DVI-D	Request the bank to change DVI-D to HDMI	Please refer Amendment





26	40		Stereo Mini Jack, DVI/HDMI/Audio (Common)	Stereo Mini Jack, /HDMI/Audio (Common)	Please refer Amendment
27	40		1.7GHz Quad-Core CPU or higher	1.1Ghz Quad core or Higher	Please refer Amendment
28	18	6) Scope of Work	The successful Bidder shall supply, install, commission and maintain VC endpoints and Display units including provision of all necessary hardware and relevant spares at administrative offices and staff training colleges by taking old VC endpoints under buybac	We request Bank to please confirm who will provide the Rack for the codec and camera installation and we assume that display units will wall mount	It is clarified that Bank will provide the rack for codec and Display units will be wall mounted. If the display could not wall mounted due to constraints at the site, successful bidder should provide a stand for which bank will bear the cost
29	18	6) Scope of Work	The successful Bidder shall supply, install, commission and maintain VC endpoints and Display units including provision of all necessary hardware and relevant spares at administrative offices and staff	We request to please confirm whether VC should be provided on Poly only or any other vendor is fine	Bidder can provide the VC for any OEM



			training colleges by taking old VC endpoints under buybac		
30	18	6) Scope of Work	Establishing video conferencing facility through the existing Polycom RMX 2000 MCU, available at central site of the Bank.	We assume that configuration in MCU will be done by the bank existing partner and we don't need to provide any extra licenses	YES, configuration in MCU will be done by the bank's existing vender and no need to provide any extra licenses
31	18	6) Scope of Work	Shifting of VC endpoints and or display units from our administrative offices.	We request Bank to please share the new location address where we need to shift the equipment's	Will be provided to successful bidder
32	18	6) Scope of Work	Shifting of VC endpoints and or display units from our administrative offices.	We request Bank to please confirm whether what type of support from Bank we can expect during VC shifting	Bank will provide the declarations required for the shifting
33	19	6) Scope of Work	It will be the responsibility of the Bidder to perform all checks on wiring for trouble-free operation of the equipment.	We request Bank to please elaborate the requirement from this clause	The clause did not require further clarification



34	19	6) Scope of Work	It will be the responsibility of the Bidder to perform all checks on wiring for trouble-free operation of the equipment.	We request bank to advise, what type of wiring will be part of bidder scope	Wiring/cable for power, LAN cable for VC to I/O port, Display, Camera, Codec, Mic etc.
35	19	6) Scope of Work	Training the Bank personnel at all the supplied locations on the operations of the equipment and communication links and also about the troubleshooting methods	We assume that bank have already communication links available at all location and LAN connectivity will also be in bank Scope of work	Accepted
36	19	6) Scope of Work	Training the Bank personnel at all the supplied locations on the operations of the equipment and communication links and also about the troubleshooting methods	We request bank to please advise whether training can be covered in Virtual mode	Training to be provide at the site on completion of installation
37	19	6) Scope of Work	Successful bidder is responsible to implement the Bank's network & security policies, which may change from time to time and also provide the necessary assistance during the periodical IS Audits / others Audits /VAPT carried out by the Bank/ it's appointed auditors/ consultants. Successful bidder has to remedy all discrepancies observed by the auditors at no additional cost to the bank within a month or immediately as per Bank's requirement. Coordinating with Bank's internal / External Audit Teams for Audits and	We request bank to please advise whether network and security policies will be deployed in collaboration to Bank infrastructure team ?	Yes



			taking necessary steps for compliance.		
38	19	6) Scope of Work	The bidder shall have to specify the make and model along with the submission of their datasheets of the equipment being proposed in the bid document. The bidder shall be required to make presentation to the Bank for the proposed equipment explaining the technical specification compliance as specified in the RFP.	We request bank to please advise whether Demo setup to be considered in RFP	Demo setup to be installed in bank premises and demonstrated if required
39	19	6) Scope of Work	It will be the responsibility of the successful bidder to affix the Asset tags on each equipment being supplied to Bank and share the details with the Bank team. The Asset Tags so printed by the successful bidder must have the company's logo of the vendor along with other details like call logging no., mail id etc.. The asset tag details for the equipment would be mutually decided by the Bank and the successful bidder.	It should be part of the partner SOW - Need compliance from PSS/SCM	No Change
40	19	6) Scope of Work	It will be the responsibility of the successful bidder to affix the Asset tags on each equipment being supplied to Bank and share the details with the Bank team. The Asset Tags so printed by the	We request bank to share the asset tagging format of bank to follow the standardization	The tagging details will be provided to Successful bidder



			successful bidder must have the company's logo of the vendor along with other details like call logging no., mail id etc. The asset tag details for the equipment would be mutually decided by the Bank and the successful bidder.		
41		General	Site access and permission.	All kind of permission/access at site from feasibility check of delivery will be arranged by Bank. In building internal cable routing from false ceiling and POP wall will be under Bank scope of work.	No change
42		General	Central spoke	Central spoke from Bank is required to -> address and resolve all bank end issues. -> provide link delivery acceptance -> weekly/monthly project review -> Invoice submission and clearance.	No Change
43		General	Site readiness	bank has to ensure the site readiness before Service provider depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on Service Provider .	No Change



44		General	Acceptance criteria	we request bank to please provide the acceptance site wise	Accepted
45		General	Testing criteria	we request bank to please specify the testing criteria	The successful bidder should demonstrate by connecting to conference through MCU and by connecting point to point
46		General	First level troubleshooting	In case of Fault, FLT will be done by the bank spoke available at site. No downtime will be attribute to Service Provider incase the local person is not available at site or on site access is not available for the Service Provider engineer to check after the FLT.	No Change
47	34	General	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the bank with the Service Provider central helpdesk. Service Provider will share the monthly uptime report with the bank where all the SR will be captured along with detailed RFO/RCA	Accepted



48		General	Training	Training will be conducted at central location purposed by the bank. bank has to made all the arrangement for the trainees at his location.	No Change
49		General	Regulated Power supply (AC) /Earthing	We assume that UPS power and earthing will be provided by the bank.	Yes
50		General	Connectivity up to LAN	We assume that Lan connectivity will be in bank SOW	Yes
51		General	Installation space and access	we assume installation space and access will be provided by the bank	Yes
52		General	Rack Space	We assume that Rack will be provided by the bank to install the codec at each site	Yes



53	36	Technical Specifications of VC endpoint	The proposed system must support PAL with a PTZ camera. The codec must be based on ITU standards The VC End Point should be a codec-based hardware. No software-based solution is accepted here. All components of the VC system like Codec, Camera and Microphone should be from the same OEM.	The proposed system must support PAL with a PTZ camera. The codec must be based on ITU standards The VC End Point should be a codec-based hardware. No software-based solution is accepted here. All components of the VC system like Codec, Camera, Microphone and Touch panel should be from the same OEM.	No Change
54	36	Technical Specifications of VC endpoint	Full HD 1080p60 camera, codec, Microphone Array, cables, and remote control / Touch Control	Full HD 1080p60 camera, codec, Microphone Array, cables, and Touch Control	No Change
55	36	Technical Specifications of VC endpoint	It should support H.264, H.264 High Profile / H.265	It should support H.264 and H.265	No Change
				It should support <b>H.261</b> , H.264 High Profile, <b>H.264 Baseline Profile</b> / H.265	No Change





56	37	Technical Specifications of VC endpoint	1 x HDMI & 1 HDMI / VGA input for connecting PC/Laptop to share HD content	1 x HDMI & 1 HDMI / VGA input for connecting PC/Laptop to share 4K content. Both ports should be active at any given point.	No Change
57	37	Technical Specifications of VC endpoint	1 x Microphone Input or more (Support for minimum 3 mics)	3 x Microphones Inputs	No Change
58	42	Technical Specifications of VC endpoint	Request for Proposal for Supply, Installation, Commissioning and Maintenance of video conferencing equipment and display units with 3 years warranty and 3 years AMC for the administrative offices and staff training colleges under buyback option.	Request for Proposal for Supply, Installation, Commissioning and Maintenance of video conferencing equipment and display units with 3 years back to back OEM (warranty) and 3 years AMC for the administrative offices and staff training colleges under buyback option.	It is clarified that the warranty and AMC both must be back to back with the OEM and vender has to submit the documents/proof for the same.
59	37	Technical Specifications of VC endpoint	Additional Points	The proposed system should be wifi enabled	No Change
60	37	Technical Specifications of VC endpoint	Additional Points	The proposed system should support wireless content like power point / excel / word etc..	No Change



61	37	Technical Specifications of VC endpoint	Additional Points	The solution must have a camera inbuilt with at-least 80 degrees horizontal field of view.	No Change
62	36	Technical Specifications of VC endpoint	All components of the VC system like Codec, Camera and Microphone should be from the same OEM.	All the key features can be achieved using P60 Series camera. Requesting you to kindly amend the requirement as PTZ / P60 camera. The Specification Parameter states Full HD 1080 P60 camera	No change in the clause mentioned Please refer amendment for camera
63	36	Package	Full HD 1080p60 camera, codec, Microphone Array, cables, and remote control / Touch Control	Microphone Array - Available with one OEM who has got this technology as part of Video Conferencing platform. Request to remove the same Remote Control - Kindly note, Remote Control is a very old technology. User will find it difficult to join a SIP based call using Remote Control. Requesting Bank to Standardize on touch Control	Please refer amendment
64	37	Audio Standards and Features	Keyboard noise reduction	Available with one OEM who has got this technology as part of Video Conferencing platform. Request to amend the specification to Automatic noise reduction	Please refer amendment



65	37	Video and Audio Inputs	1 x 3.5mm stereo line-in	Microphone Ports are available. The same can be used for adding third party microphones towards AV integration	Please refer amendment
66	37	Network Features	H.323 based Packet Lost Recovery	Lost Packet Recovery (LPR) is a OEM specific. Request you to kindly remove the same	Please refer amendment
67	23	Clause no 16	Indemnity Clause	We request that provisions related to Indemnity be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder	No Change
68	23	Clause no 15	Limitation of Liability	Kindly confirm the revision of the clause: Supplier's aggregate liability under the contract shall be limited to a maximum of 50% of the annual contract value. This limit shall not apply to third party claims for a) IP Infringement indemnity related to Bidder services. b) Bodily injury (including Death) and damage to real property and tangible property caused by Supplier's gross negligence. (c) Neither party shall be shall be liable	No Change



				for indirect, special and consequential loss and damages including but not limited to loss of profit, anticipated savings, loss of data, loss of business. For (a) and (b) above, the liability is limited to the Compensation awarded by court of law.	
69	60	Clause no 11	Liquidated Damages	Request consider only undelivered goods for the calculation owing to delay in delivery due to covid situation. Also, the max cap to be 10% of the invoice value of the week	No Change
70	63	Clause no 24	Termination for Convenience	For the purpose of clarity, we request adding the following clause in continuation to the clause on Termination for Convenience. In case of termination for convenience, Bank shall also agree to pay, at a minimum besides invoices for services availed till date of termination: (i) costs for performing or supplying deliverables as at the date of the termination notice; and (ii) costs that may be incurred by Successful bidder, which it is unable to mitigate or recover.	No Change



71	64	Clause no 25 - Termination for Default	In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.	Kindly confirm that the Bank may only terminate if at the end of the 30days Bidder is unable to remedy the breach. Further termination shall not affect our rights already accrued under the contract for payment of Goods or Services already provided before the date of termination. Kindly remove the requirement for additional costs.	No Change
72	20	Clause no. 8	Warranty and AMC	Bank to kindly confirm that warranty, support, AMC/ATS conditions in respect of products/software supplied will be as per the OEM/OSD warranty terms and conditions and Bidder being an authorized reseller, will pass on such warranties "as-is", to the Bank. All implied warranties are hereby excluded. All patches, upgrades, bug fixes, preventive maintenance will be provided by the OEM.	No Change
73	24	Clause no.18	Patent Rights	We request that provisions related to Patent rights be restricted to Third party indemnification claims arising from infringement of IPR in respect of the Services provided by Bidder	No Change



74	58	Clause no. 7	Insurance	Kindly confirm that we would be providing transit insurance upto 100% of the value of goods till the time of delivery to Client location. Kindly remove the 0.1% deduction	No Change
75	36	Technical Specifications of VC endpoint	The proposed system must support PAL with a PTZ camera. The codec must be based on ITU standards The VC End Point should be a codec-based hardware. No software-based solution is accepted here. All components of the VC system like Codec, Camera and Microphone should be from the same OEM.	The proposed system must support PAL with a PTZ camera. The codec must be based on ITU standards The VC End Point should be a codec-based hardware. No software-based solution is accepted here. All components of the VC system like Codec, Camera, Microphone and Touch panel should be from the same OEM.	No Change
76		General Query	Buyback of Polycom End points	Pls clarify whether the existing Poly end points are in working mode	Most of them are working now.
77	37	Technical Specifications of VC endpoint  Video and Audio Outputs	1 x stereo line-out	2 x HDMI output for connecting main monitor & second monitor. 1 x stereo line-out <b>Suggest to add: 1xRCA (Stereo) Output.</b>	No Change



78	37	Network Features Clause -9	H.323 and SIP bandwidth up to 6 Mbps  Auto Gatekeeper Recovery	<b>Communication Bandwidth: 256Kbps – 18Mbps</b>  <b>Also to mention Manual Gatekeeper Recovery</b>	No Change
79	17	Eligibility Criteria	6. The bidder should have supplied VC endpoints to Banks / Financial Institutions / Government Organizations/ Leading Corporates in India, worth of minimum Rs.1.5 Crore or above in a single purchase order in any of the last three financial years (2017-18, 2018-19, 2019-20).	6. The bidder should have supplied VC endpoints along with or without AV equipment to Banks / Financial Institutions / Government Organizations/ Leading Corporates in India, worth of minimum Rs.1.5 Crore or above in a single purchase order in any of the last three financial years (2017-18, 2018-19, 2019-20).	Please refer amendment
80	17	Eligibility Criteria	The Bidder should be having net profit in each of the three financial years (2017-18, 2018-19, 2019-20).	The Bidder should be having net profit/net positive worth in each of the three financial years (2017-18, 2018-19, 2019-20).	Please refer amendment



**Annexure-V**  
**Bid Security Declaration**

**Ref No: CO/ITD/1108/R1/2020-21**

Date:

Assistant General Manager  
Information Technology Department  
Indian Bank, Corporate Office  
254-260 Avvai Shanmugam Salai  
Royapettah, Chennai- 600 014, India.

Sub: RFP for Supply, Installation and Maintenance of video conferencing equipment and display units with 3 years warranty and 3 years AMC for the administrative offices and staff training colleges under buyback option.

Ref: Your RFP: CO/ITD/1108/R1/2020-21 dated 16.11.2020

Dear Sir,

We declare that, we will not withdraw our bid during the period of bid validity specified in this RFP and we will not fail or refuse to execute the Agreement and furnish the performance security as specified in the RFP.

**Signature of Authorized Official**

**Name and Designation with Office Seal**

**Place:**

**Date:**

**Name:**

