



Small Industries Development Bank of India

Pre-bid Clarifications

RfP for Purchase of Video Conferencing Equipment

Tender No.400/2014/944/BYO/ITV Dated April 01, 2013

S.N.	Clause	Page Number	Tender Specification	Query	SIDBI Response
1	4.4.2	19	Price	Request to accommodate fluctuations of up to 10% of proposal value as component prices are linked to dollar rates - also request bank to accommodate tax changes in the scope of the clause	No Change.
2	2.6	7	Pre-Qualification Criteria [Minimum Eligibility Criteria]:	Request bank to also consider bidding in consortium if both the companies are part of the same group/parent entity.	No Change.
3	4.4.1	19	Insurance Costs	Request Bank to confirm understanding that insurance required from the bidder is not equipment insurance but for transit till equipment installation within one month of delivery	Insurance should be both transit insurance and equipment insurance. Equipment insurance should be for a period of one month from the date of delivery at the location.
4	4.4.4	20	The Bank will not be in a position to supply Form-C or Form-D and vendor will have to arrange for Form 31 or 32 or any other road permit, if required, on behalf of SIDBI.	Request Bank to confirm why C form not being made available, Shall we assume this will be applicable and binding to all Service Providers.	Yes, it is applicable to all bidders.
5	4.5	20	Terms of Payment	Request Bank to consider 20% Payment at Time of Order, remaining 30% on delivery, and 40% on installation + BG for 10%	No Change.

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6	4.5.7	20	Non Readiness of Site For Installation	In such a scenario entire payment claim made by Bidder under 4.5.2 will come under scanner. Can 40% Contract Value BG be revised? If Part value is to be Considered for BG due to Non Readiness can this be considered part of 4.5.3 or different BG should be made available. Also confirm that this will be related to that particular site and not the overall contract. We understand that in a scenario where delivery/installation delay is not directly attributable to the bidder there will be no penalties for late delivery imposed on the bidder.	To be read as : "In case the Installation/ATP of ordered hardware is pending in any location beyond three weeks from date of delivery on account of non-readiness of the site by the bank, relevant payment shall be released only against submission of Installation/ATP report duly certified by the bank's officials and bidder's representative mentioning that site not ready with reason in the report during their visit made by the bidder for installation /Acceptance and also to submit undertaking letter to complete the installation process as per Scope of Work mentioned in this RFP, as and when the sites become ready for installation/Acceptance."
7	4.17	27	Modification of Delivery location	What Time line can be expected in good faith from bank regarding change in delivery sites? How likely are these changes? Will equipment required at locations change or will addresses change? How will relocation during the course of the contract be treated?	The modification of delivery location would be based on Banks requirement. It will be change in delivery location of the equipment ordered. The bidder to provide warranty, support and AMC as per scope of work at new/altered location.
8	4.15.8	27	The Bank shall have the option	Request bank to kindly amend this	No Change.

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			to terminate the service contract at any time during the contract period by giving a written notice of 30 days, without assigning any reason thereof. However, the vendor shall commit himself to service for a minimum period of six years, unless the service contract is terminated by the Bank and the selected bidder will have no right to terminate the contract within this period.	to termination with cause.	
9	3.9.4.	13	The Bidder shall install the goods and integrate with existing MCU, LAN/WAN within THREE weeks from the date of delivery of the equipment at respective locations.	Will bank provide existing configuration details and liaise with existing vendor if required for information?	Yes, Bank will provide the existing equipment configuration details and also liaise with existing vendor, if required.
10	4.8.	22	Bidder shall submit all the duly signed Installation certificates of all locations to Bank's Mumbai office. Post which, SIDBI shall arrive at a common acceptance date(s) for the entire lot of equipment. Accordingly, the warranty period of 3 years starting from the date of acceptance, shall be determined and conveyed to the vendor in writing.	How will sites that are deemed not ready impact this? Request bank to have site-wise acceptance dates as Vendor payments are likely to be impacted adversely because of delay. Request bank to alternately consider deemed acceptance for these sites.	Site wise acceptance and deemed acceptance is not considered.
11	4.15.10.	27	If during the warranty period and AMC period, any hardware and/or software items fails on three or more	Request to include for reasons directly attributable to the vendor/bidder' in this statement	Failure of equipment due to reasons attributable to the Bank will be excluded. However, vendor to provide

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			occasions in a quarter, such hardware items shall be replaced by equivalent / superior new hardware items by the bidder at no additional cost to the Bank.		necessary proof of the same.
12	4.15.5.	26	Further provided that the Bank may, during the currency of the AMC, shift the goods wholly or in part to other location(s) within the Country and in such case the Supplier undertakes to continue to provide AMC or maintain the goods at the new location without any other additional cost to the Bank.	Request bank to confirm that such shifts will be within same city as support costs would vary state-wise and would impact competitiveness of proposal	The shifting may be intercity or intracity. The bidder to extend warranty, support and AMC at the new location.
13	4.14.10	25	The percentage uptime is calculated on monthly basis (12 hours a day).	Request change to 24 hrs a day	No Change.
14	4.14.6.	24	The bidder shall guarantee an uptime of 99.5% for all the locations where the equipments are commissioned, during warranty and AMC, if contracted, which shall be calculated on monthly basis.	Request confirmation that uptime would be equipment uptime considered from logging in a service request and unrelated to site uptime.	The uptime would be equipment uptime and does not include downtime attributable to Bank (power failure, WAN/LAN links failure). However, for any other reasons other than the one mentioned above, vendor to provide necessary proof of the same.
15	4.15.6	26	AMC Payment will be made quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.	Request change to quarterly in advance	No Change

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16	2.2	4	Presently, Video Conferencing is carried on IP over MPLS VPN and ISDN.	Are same devices used to make MPLS and ISDN calls? How TRAI regulation is abided for calls?	ISDN gateway is separate.
17	2.4.6.3	6	The training should be OEM authorized course for the above three equipment's and should be hands on.	Is OEM certification course like CCNA required or any non certification course will also suffice?	The training should be from OEM authorized training center.
18	1(2)	34	The unit offered must support 128 kbps - 4 Mbps over IP (H.323) in a point to point call and SIP and Up to 4 Mbps in multisite	Modify: 128 kbps - 4 Mbps over IP (H.323) in a point to point call - 4 Mbps over SIP Up to 4 Mbps in Multi Site conference should support HD continuous presence through external MCU. It is to be noted that the present network is MPLS.	No Change.
19	1(9)	35	The unit should support following ITU standard G.711, G.722, G.722.1, G.728, MPEG4 AAC-LD or Siren 14 or equivalent / higher standard to be supported.	G.728 to be removed as they are inferior protocol as it gives only 4 Khz audio and is mainly used in IP Telephony.	To be read as: "The unit should support following ITU standard G.711, G.722, G.722.1, G.719 or 20kHz audio support, MPEG4 AAC-LD or Siren 14 or equivalent / higher standard to be supported."
20	1(16)	36	Have Down speeding on IP	What is meaning of "have Down speeding on IP"	Call negotiation at available bandwidth, not necessarily on dialed bandwidth.
21	1(21)	36	The unit should provide the following network interfaces:2 x LAN / Ethernet (RJ-45) 10/100 Mbps full / half duplex, 2 x LAN / Ethernet (RJ-45) 10/100 Mbps full / half duplex, 1 x management console, 1 x USB, Should support following network connectivity's TCP / IP, DHCP, FTP, Telnet, HTTP	Modify: 1 x management console over LAN	No Change.

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			and HTTPS.		
22	4(4)	47	System should supports device clustering (required in future) and providing load balancing across MCUs (if applicable).	Is load balancing to be enabled with existing MCU as well?	This feature is optional.
23	4(4)	47	System should allow conferences to dynamically grow and even exceed the capacity of individual MCUs	Is this functionality required with existing MCU as well?	This feature is optional.
24		48	If an MCU fails, loses its connection to the system, or is taken out of service, system should distribute new conferences to the remaining MCUs	Is this functionality required with existing MCU as well?	This feature is optional.
25	4.19.1	27	If the vendor fails to deliver the items within stipulated period, Bank will impose a penalty of 1% of the order value for the late delivered item for each weeks delay or part thereof, subject to maximum of 10% of value of the late delivered items	We request SIDBI to amend the clause that the penalty shall be at 0.5% per week for the laste delivered items for each weeks delay, subject to a maximum of 5% of value of the late delivered items	No Change.
26	4.14.15	25	Penalty for shortfall in Performance Compliance Level:	We request SIDBI that that the SLA penalties be capped at 10% of the contract value	No Change.
27	4.15.8	26	The Bank shall have the option to terminate the service contract at any time during the contract period by giving a written notice of 30 days, without assigning any reason thereof. However, the vendor shall commit himself to service	We request SIDBI to make payment for the Goods duly supplied and / or Service(s) performed, including also the work in progress, up to the date of termination. The term "work in progress" shall include but not limited to the value	No Change.

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			for a minimum period of six years, unless the service contract is terminated by the Bank	of deliverables meant for delivery to the Purchaser (i) for which manufacturing/ service delivery process was initiated by the Supplier or its vendor prior to the date of notice of termination of Contract; or (ii) order was placed by the Supplier on its vendors, prior to the date of notice of termination.	
28	N/a	N/a	Proposed clause - Limitation of liability	We suggest SIDBI to limit the Bidder's liability to the value of the PBG (10% of the contract value)	No Change
29	N/a	N/a	Proposed clause - interest on delayed payments	We suggest SIDBI that payments that are due to the Supplier be released on or before the due date. In the event of non payment, Interest at an annual rate equal to 18% shall be applicable for the relevant delayed period, calculated from the date due until date of full payment.	No Change.
30	N/a	N/a	Proposed clause - Site Not Ready	In order to enable the Supplier to commence work and meet its obligations under the contract, we request SIDBI to provide physical possession of the site and access thereto, and making the site ready complete in all respect. We suggest that the Supplier should not in any manner be liable for any delay under the terms of this contract, if such delay is attributable to Purchaser's failure to make the site ready within seven (7) days of	Not accepted.

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				Supplier's direction in this regard.	
31	N/a	N/a	Proposed clause - Deemed Acceptance	<p>We suggest that the goods / software which require acceptance test shall be deemed accepted for the purpose of release of payment and for start of the warranty period and otherwise, on occurrence of any one of following events, whichever occurs earliest:</p> <p>a. if Purchaser fails to conduct or does not provide a written notice of any rejection / confirmation of acceptance test, within seven (7) days from the date of Test readiness notification by the Supplier, or</p> <p>b. if Purchaser puts the material into operational / productive/ normal use prior to acceptance test.</p> <p>c. if goods / software have been installed but, due to reasons beyond the control of the Supplier, it has not been possible during a period of three (3) days from the date of notice by the Supplier, to proceed with the acceptance tests.</p>	Not accepted.
32	Annexure –III.1(3) Video standards	34	The unit should support the following ITU Standards: H.261, H.263, H.264	We request you to delete H.261, as it is no more used. Standard definition endpoints use H.263 for communication	No change.
33	Annexure –III.1(5) Video inputs	34	1 aux video input to connect document camera.	Please confirm if an HD Input (HDMI/DVI) is required to connect a document camera. Please specify the Interface required for document	It can be HDMI or DVI or s-video or Composite.

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				Camera. (DVI/HDMI)	
34	Annexure –III.1(6) Video outputs	34	1 aux video out to connect DVR / encoder	SIDBI does not require a port for DVR/Encoder as they have gone for centralised recording and streaming solution. Hence, please delete the same. Please specify the Interface required for DVR/Encoder. (DVI/HDMI)	No Change.
35	Annexure –III.1(8) Live video resolutions	35	The codec should support following video resolutions: · CIF, 4CIF, SIF, 4SIF, 720p (@30fps and @ 60fps) and 1080p (@30fps) etc.	Please confirm if the endpoint is required to support 1080p60fps, which is the latest 1080p resolution ITU-T technology available in the market place. The system should also support enhanced definition resolutions like w448p, w576p, XGA, WXGA etc. This gives a better user experience at non-HD capable bandwidths	To be read as: The codec should support the following minimum video resolutions: · 4CIF, 720p (@30fps and @ 60fps) and 1080p (@30fps).
36	Annexure –III.1(9) Audio standards	35	The unit should support following ITU standard:· G.711, G.722, G.722.1, G.728, MPEG4 AAC-LD or Siren 14 or equivalent / higher standard to be supported.	G.728 is a VoIP protocol with no relevance in Videoconference. Hence, we request you to make G.728 optional	To be read as: “The unit should support following ITU standard:· G.711, G.722, G.722.1, G.719 or 20kHz audio, MPEG4 AAC-LD or Siren 14 or equivalent / higher standard to be supported.
37	Annexure –III.1(14) Live video resolutions	35	1080p @30fps	Please confirm if the endpoint should support 1080p60fps, as it is the latest technology available	No Change.
38	Annexure –III.1(18) Multisite	36	It should be possible to have conference layout in Continuous Presence (CP4)	We Request SIDBI to consider Transcoding support of the video Endpoints. The system should	No Change.

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	Features		and voice switched mode.	support true transcoding(multi protocol support) in a multiparty call. This will give an optimised experience to both old and new Video endpoints in the multipoint call.	
39	Annexure –III.1(21) Network Interfaces	36	· 2 x LAN / Ethernet (RJ-45) 10/100 Mbps full / half duplex	Two ethernet ports are not required for Video conferencing. One ethernet port is sufficient. Hence, we request you to change it to 1 x LAN Ethernet port	To be read as; "The system should have minimum 1XLAN/Ethernet (RJ-45), 10/100Mbps full/half duplex port".
40	Annexure –III.1(21) Network Interfaces	36	· 1 x management console	We request you to delete this clause management of the endpoint happens over HTTP/Web Interface	To be read as: "The system should have one inbuilt management port."
41	Annexure –III.2(5) Video Resolutions	39	The codec unit should support following video resolutions: · CIF, 4CIF, 720p (@30fps and @ 60fps) and 1080p (@30fps) etc.	The system should also support enhanced definition resolutions like w448p, w576p, XGA, WXGA etc. This gives a better user experience at non-HD capable bandwidths	To be read as: "The codec should support the following minimum video resolutions: · 4CIF, 720p (@30fps and @ 60fps) and 1080p (@30fps) etc.
42	Annexure –III.2(8) audio standards	39	The unit should support:: ITU standard - G.711, G.722, G.722.1, G.728, MPEG4 AAC-LD or Siren 14 or equivalent / higher standard to be supported.	G.728 is a VoIP protocol with no relevance in Videoconference. Hence, we request you to make G.728 optional	To be read as: "The unit should support ITU standard - G.711, G.722, G.722.1, G.719 or 20kHz audio, MPEG4 AAC-LD or Siren 14 or equivalent / higher standard to be supported.
43	Annexure –III.2(16) Multisite Features	40	It should be possible to have conference layout in Continuous Presence (CP4) and voice switched mode	We Request SIDBI to consider Transcoding support of the video Endpoints. The system should support true transcoding (multi protocol support) in a multiparty call. This will give an optimised	No Change.

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				experience to both old and new Video endpoints in the multipoint call.	
44	Annexure –III.2(19) Network Interfaces	41	1 Ethernet Hub for connecting PC	We request you to delete this clause there is one port for PC presentation	No Change.
45	Annexure –III.2(19) Network Interfaces	41	· 1X management console	We request you to delete this clause management of the endpoint happens over HTTP/Web Interface	No Change.
46	Annexure –III.2(19) Network Interfaces	41	· 1 x USB	We request you to please delete the same, as there is no utility for the same	No Change.
47	Annexure –III.3(3) capacity	43	The MCU should be equipped to support 15 HD 1080p 30 fps in Symmetric Continuous presence simultaneously on IP @ minimum 4 Mbps bandwidth in the same MCU without cascading and without stacking.	We request SIDBI to consider stacking, as it is the latest technology available in the market with no technology limitations. Please clarify the requirement for symmetric 1080p support in Continuous presence. Symmetric HD is ideal only for full screen voice activated conference.	No Change.
48	Annexure –III.3(5) audio standards	43	The unit should support following ITU audio standard: · G.711, G.722, G.722.1, G.719, MPEG4 AAC-LD or Siren 14 or equivalent / higher standard to be supported.	We request SIDBI to consider G.719/G.723	To be read as: "The unit should support following ITU audio standard: · G.711, G.722, G.722.1, G.719 or 20kHz audio, MPEG4 AAC-LD or Siren 14 or equivalent / higher standard to be supported.
49	Annexure –III.3(7) mixed	43	When connecting on HD 720p mode – same MCU should connect up to minimum	This is specific to one OEM, which restricts competition. Hence, please make this feature optional.	To be read as: "When connecting on HD 720p mode – same MCU

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	mode		30 participants @ HD 720p 30 fps. Switching between 1080p and 720p mode should not require MCU to reboot		should connect up to minimum 30 participants @ HD 720p 30 fps"
50	Annexure –III.3(18) System management	44:	Operator conference	This is specific to one OEM, which restricts competition. Hence, please make this feature optional.	This parameter is optional.
51	Annexure –III.4(4) Required features	47	System should continually monitor the ports used and available on each MCU and intelligently distributes conferences among them. If an MCU fails, loses its connection to the system, or is taken out of service, system should distribute new conferences to the remaining MCUs (if applicable). The consequences for existing calls and conferences should depend on whether they are H.323 or SIP. H.323 calls and conferences on the failed MCU are terminated. But callers simply need to redial the same number they used for their initial dial-in. System relocates their new conference to the best available MCU (if applicable). SIP calls on the failed MCU are automatically moved to	This is specific to one OEM, which restricts competition. Hence, please make this feature optional.	This feature is optional.

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			another MCU (if applicable).		
52	Annexure –III.4(4) Required features	47	System should be supplied in a single-server configuration and should offer all above-mentioned features. It should be possible to upgrade single-server solution to a two- server solution at any time for redundancy.	This is specific to one OEM, which restricts competition. Hence, please make this feature optional.	This feature is optional.
53	Annexure –III.4(8) Gatekeeper Capacity	48	Should allow at least 50 simultaneous calls in call routed mode from day one and which should be expendable as per SIDBI requirement in the future.	Considering the existing and upcoming endpoints (20+14), We request SIDBI to consider the ideal calculation of concurrent calls from a minimum of 10 calls.	No Change.
54	Annexure –III.1(23) camera	37	The camera must be of Full High Definition type with the following minimum features: Min 12x zoom, Min 60 degrees total field of view		The zoom should be 12X OPTICAL zoom.

Note: All the participating bidders are requested to make note of the above Clarifications. **Last date for submission of bid documents is on 22/04/2013 by 15.30 hours.** All the other Terms and conditions of RFP are unaltered and will remain the same.

April 12, 2013