



**Institute for Development and Research in
Banking Technology**

(Established by Reserve Bank of India)

Request for Proposal (RFP)

For

**Supply, Delivery, Installation, Support/Services and Maintenance of Video Conference
System at IDRBT, Hyderabad.**

Institute for Development and Research in Banking Technology

IDRBT, Castle Hills,

Road No.1, Masab Tank, Hyderabad – 500057, Telangana

<http://www.idrbt.ac.in>

March 2018

NOTE: This document contains 27 pages

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Disclaimer

This Request for Proposal (RFP) is not an offer by the IDRBT, but an invitation to receive response from eligible interested bidders for Supply, Delivery, Installation, Support/Services, Training, Warranty and Maintenance of Video Conference System at IDRBT. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by IDRBT with the bidders. This document should be read in its entirety.

Any product name / function used in this document are meant to be generic and do not refer to the product of any particular company. In case such proprietary terms have been inadvertently mentioned then such terms should be taken to refer to the generic technology. Bidders with industry standard equivalent product name / function /feature under any other name will also be eligible to submit response to RFP.

Statement of Purpose

IDRBT invites sealed tenders for Supply, Delivery, Installation, Support/Services, Training, Warranty and Maintenance of Video Conference System at IDRBT. IDRBT is looking for Bidders from reputed companies having previous experience in handling successfully similar projects for Banks/FI/ Insurance companies in India.

1. Introduction

Institute for Development & Research in Banking Technology (IDRBT) is an autonomous body Established by Reserve Bank of India. The primary function of the Institute is, as follows:

1. Development & Research on Banking Technology.
2. The systemic requirements of the banking system
3. Offer training in banking technologies for Indian Banking sector
4. Act as a Certifying Authority for Bankers.

2. Objective of the project

IDRBT has comprehensively employed technology over the years to efficiently discharge its duties in day to day functioning. IT applications of the IDRBT are centrally hosted. The main purpose of deploying VC infrastructure at IDRBT is to create a virtual infrastructure using IDRBT LAN, INFINET WAN (INDian FINancial NETwork) and INTERNET for under mentioned activities.

To conduct discussions/meeting at national and international level using the proposed VC infrastructure.

The solution should be interoperable to the underlying hardware, storage, network, operating system, and Hypervisors. In addition, it should integrate with the existing infrastructure management setup currently deployed at IDRBT.

3. Bid schedule:

The following is an indicative timeframe for the overall process. IDRBT reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected Respondents during the process.

Tender Reference number	IDRBT/CAA/PP/13.10/1591/2017-2018 dated 19 th March 2018
Issue of RFP	21 st March 2018
Pre-Bid meeting with Vendors	26 th March 2018 3:00 PM
Time and Last Date for receipts of bids	6 th April 2018 4:30 PM
Place of Opening tender offers	Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank,

	Hyderabad –500057.
Address of Communication	The Director, IDRBT, Road No. 1, Castle Hills, Masab Tank, Hyderabad 500057
Email id	esrihari@idrbt.ac.in
Contact Telephone Numbers	Phone : 040 – 23294205

4. Bid Submission

The Technical and Commercial bids shall be submitted in separate sealed envelopes clearly super scribing on the envelope “Technical Bid for Supply, Delivery, Installation, Support/Services and Maintenance of Video Conference System at IDRBT, Hyderabad as per Tender No IDRBT/CAA/PP/13.10/1591/2017-2018 dated 19th March 2018” & “Commercial Bid for Supply, Delivery, Installation, Support/Services and Maintenance of Video Conference System at IDRBT, Hyderabad as per Tender No IDRBT/CAA/PP/13.10/1591/2017-2018 dated 19th March 2018” on or before 3:30 PM of 6th April 2018 4:30 PM.

5. Bidders Eligibility Criteria

Bidders must meet the following eligibility requirements. Bids of non-compliant bidders will not be technically or financially evaluated.

1. The Bidder shall provide evidence that it is a current legal entity.
2. The Bidder/System Integrator should be the authorized representative /partner of the OEM. The proof in support of the same must be enclosed.
3. The Bidder should have experience in the following fields: Design and Implementation of video conference infrastructure for the organizations.
4. Bidder must warrant that key project personnel, should have minimum OEM certified engineers or equivalent certification on VC Technologies, to be employed in this project have been sufficiently involved in similar past installation.
5. Bidder must have back-to-back support relation with the OEM's whose products are offered by the bidder to IDRBT. The proof in support of the same must be enclosed.
6. The bidder should be profit-making company.
7. The last three financial years' audited Balance Sheet and Profit and Loss reports shall be provided.
8. The Bidder must demonstrate that it has been engaged in providing similar services for other large National /International Financial / Banking Institutions or other organization.

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.
10. The Bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the RFP requirements, it shall provide details of the action(s).
11. Details regarding the fulfillment of the eligible criteria should be submitted as per Annexure – I.

6. Terms & Conditions:

1. All bids and supporting documentation shall be submitted in English.
2. All costs and charges, related to the bid, shall be expressed in Indian Rupees only and the above total cost is inclusive of installation charges and customization charges. IDRBT will not take into consideration, any variation in the \$ price.
3. 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.
4. The cost of bidding and submission of the bids is entirely the responsibility of the Bidders, regardless of the conduct or outcome of the tendering process.
5. Three years on-site comprehensive warranty should be provided.
6. After the 3 year warranty period, the vendor has to provide AMC support for further 4 years.
7. The bidder should work in close association with other vendors/service providers working for IDRBT.
8. IDRBT reserves the right to reject all or any of the quotations without assigning any reason thereof.
9. The decision of IDRBT shall be final.

7. Bidding Process

A two stage bidding procedure will be followed. The response to the present tender should be submitted in two parts i.e. the Technical Bid and the Commercial Bid.

a. The Technical Bid:

The Technical and Commercial Specifications for VC Hardware and VC Software is enclosed as Annexure II, III, and V.

The bidders are required to submit a Technical Bid highlighting the features of proposed Bill of Material. The Technical format and Specifications sheet enclosed as Annex II and III to be submitted with compliance.

b. The Commercial Bid:

The bidders are required to submit a Commercial bid as per the Commercial Bid format enclosed as Annex V.

In the first stage, only the 'Technical Bids' of those who fulfill the eligibility criteria will be opened and evaluated. Those bidders satisfying the technical requirements of Annex – I, II and III as determined by the IDRBT and as per the requirements/specifications and the terms and conditions of this document, shall be short-listed.

In Second Stage, Commercial bids of technically qualified vendors will be opened. The commercial bids will be evaluated based on L1 criteria. The bidder who quote the lowest price shall be considered as L1.

The Bidder must organize the bid in accordance with the format specified in the tender document.

The Bidder is liable to be rejected if any commercial details are found along with the technical bid.

c. List of Annexures:

Sno	Formats	Description
1	Annexure - I	Bidder Eligibility Criteria
2	Annexure - II	Technical Specification and Bid format for VC Equipment and peripherals.
3	Annexure - III	Technical Specification and bid format for Video Conference Recording Server and VC Soft Clients (Software only).
4	Annexure - IV	Buyback of old Devices.
5	Annexure – V	Commercial Bid format for VC Hardware and Software, Support/Subscription.
6	Annexure – VI	Manufacturer's Authorisation Form (MAF).
7	Form "A"	Performance Bank Guarantee.
8	Form "B"	Technical Deviation Statement.

8. Technical and Solution requirement Specifications

Overview

The bidder is required to propose the Total Solution supporting features/functionality as indicated in **Annexures**.

The Total Solution shall be hosted at IDRBT, Hyderabad. In case any hardware reaches its 'end of support' date during the period of the contract, the Bidder shall be required to replace the hardware. The bidder will bear the cost of replacing all hardware.

9. Scope of Work

The minimum specified scope of work to be undertaken by the selected bidder is mentioned below:

- 9.1 Supply of proposed VC equipment [Hardware and software] as per technical specifications specified in Annexure - I to III of the RFP.
- 9.2 Installation, integration of VC equipment with IDRBT LAN at the designated at locations inside IDRBT premises.
- 9.3 The "Total solution" will include the Supply, Delivery, Installation, Support/Services, Training, Warranty and Maintenance of Video Conference System at IDRBT.
- 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)
- 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.
- 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.
- 9.7 The proposed solution should be possible to integrate with IDRBT 's CA application to initiate VC and record the session.
- 9.8 To provide updates and upgrades free as and when released by the OEM during warranty and AMC period.
- 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.

- 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.
- 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.
- 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.
- 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.
- 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.
- 9.15 The BIDDER will be the one point contact to provide the VC equipment and related services during the contract period.
- 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.
- 9.17 The warranty period shall be 03 years from acceptance of the solution.
- 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.
- 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.
- 9.20 System maintenance, Support and Preventive maintenance:
- i. The BIDDER should fix all the VC solution problems and provide grades during the contract period free of cost.
 - 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.

- 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.
- 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.
- 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.
- 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.

10. Training

- 10.1 Comprehensive training during the implementation phase shall be the key to successful Operations and Maintenance; hence, the Bidder is required to undertake comprehensive training to IDRBT nominated Officials. The training documents, including Operating Manuals, Standard Operating Procedures (SOP) for the proposed solution shall be prepared and shared by the bidder with IDRBT. The successful Bidder is free to propose the training plan. However, at a minimum, the plan shall include the following:

Sr No	Training Description
1	Overview of the components Installed
2	Technical Architecture
3	Operating procedure for Hardware and software based VC
4	Operating Hardware and software
5	Operating VC Accessories
6	Handling worst scenarios

- 10.2 The above plan is only indicative; the final training plan shall be finalized between the finalized bidder and the IDRBT.
- 10.3 No separate charge will be paid for training.

11. User Acceptance Test

The implementation shall be deemed as completed in all respects only after

- a. as per the intent of this RFP;
- b. Enabling all the functionalities mentioned therein, i.e., go-live; and
- c. All the related trainings are completed and post training assessment carried out by IDRBT

- d. The Bidder is expected to state the implementation plan and methodology and IDRBT's team and the vendor shall jointly decide the roll out methodology.
- e. IDRBT, prior to the initiation of the Operationalization phase, shall undertake a detailed UAT process.
- f. The User acceptance test will be carried out as per mutually agreed Acceptance Test Plan (ATP) against the systems requirements.
- g. The system will be considered accepted (supplied, installed and operationalized) only after ATP is completed as per the agreed plan and is duly signed/certified by the IDRBT and the Bidder.

12. Period of Validity

All the prices and other terms and conditions of the offer proposed by the Bidder should be **Valid** for a **minimum** period of **Three months**.

13. Correction of Errors

Arithmetic errors in bids will be treated as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.

Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of IDRBT, there is obviously a gross error such as misplacement of a decimal point, in which case the line item total will govern.

Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Bill of Material, the amount obtained on totaling the line items in the Bill of Materials will govern.

The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

14. Confidentiality

Bidder agrees that all mails, data, financial, mail architecture and personnel data relating to IDRBT's business and other information identified as confidential by the IDRBT, the same shall be kept confidential and shall not be shared with any third party without prior written approval from IDRBT

15. Right to Verification

The IDRBT reserves the right to verify any or all statements made by the Vendor in the tender document and to inspect the Vendor' s facility, if necessary, to establish to its satisfaction about the Vendor' s capacity to perform the job.

16. Insurance

Insurance for all the hardware components supplied under the contract shall be arranged by the Bidder at his own risk and cost throughout the period of delivery, implementation and final acceptance process.

IDRBT will not be responsible for any loss/damage/theft of any systems/goods due to any reasons whatsoever, claims etc., if the Bidder himself will deal any. Evidence of the insurance policy shall be submitted to IDRBT.

17. Delivery & Installation Period

The following time schedule for completion of the activities from the date of placement of orders should be strictly adhered to. Delay in delivery and installation may invite penalties for the vendors.

a)	Delivery	≤ 4 Weeks
b)	Installation and Operationalization	≤ 2 Week

18. Warranty

Three years' on-site comprehensive warranty covering all parts & labor from the date of acceptance of the systems by IDRBT. During the warranty period, the vendor will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the vendor.

19. Buyback of old VC equipment

Buyback of existing VC equipment would be on "as is where is" basis. List of devices are listed in Annex – IV.

Buyback items will be handed over to the selected bidder after completion of delivery, installation and implementation of the proposed total solution.

Selected Bidder should arrange for pickup and transport of buyback items at their own cost.

20. Payment Terms:

1. Hardware items: A payment of 90 percent (90%) of the contracted sum, would be payable on successful installation, integration and issue of acceptance certificate to that effect by the Institute.
2. 10 percent (10%), would be payable against Performance Bank Guarantee (PBG) of the contracted sum valid for 3 years or payable after warranty period is over from the date of acceptance.
3. Software items: 100% payment will be made to the vendor on delivery of licenses.
4. IDRBT shall pay the AMC charges for the hardware devices on quarterly basis, after deducting the penalty amount if any, and on successful discharge of service.
5. The Software support charges will be paid annually in advance.
6. All payments will be released based on separate invoices submitted to Institute by the vendor.

21. Obligations of Successful Bidder

- a. The bidder/successful bidder has to supply all the components, services and licenses to make solution complete.
- b. The vendor shall clearly specify warranty period and AMC for the remaining period of the contract period. The warranty/any benefit from the OEM shall be passed on to IDRBT directly.
- c. The successful bidder shall deploy their own computing resources and trained and experienced engineers for implementing, managing and maintaining the system.
- d. Whenever any new threats / vulnerabilities become public, The successful bidder shall bring this to the notice of IDRBT immediately and help/guide IDRBT in plugging the same. Once the call has been attended, successful bidder engineers shall put their maximum efforts and deploy their best resources to resolve all calls at the earliest possible time frame at all locations and ensure appropriate uptime.

22. Order Cancellation:

IDRBT reserves its right to cancel the order in the event of delay in delivery and installation beyond the stipulated time.

23. Penalty for Delay:

For any delay in installation and commissioning of the equipment beyond the specific period, IDRBT will charge penalty @ 0.5% of the order per week or part thereof, subject to a maximum of 6%. In case, the amount equal to 6% of the order value is deductible as penalty and the vendor is still unable to complete successful Installation, the Institute reserves the right to cancel the order and no payment will be made to the vendor.

24. Penalty for downtime

Any equipment that is reported to be down should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 1 working days.

In case vendor fails to meet the above standards of maintenance, there will be a penalty chargeable in **rupees 1000/- per day** from 4th day of the problem complained as specified in the table below.

Sl.No.	Item	Penalty chargeable per day (Rs)
1	VC Equipment Bill of Material	1,000/-

25. Repeated failure

During the warranty period if any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment or any alternative steps are to be taken which would serve the purpose to the Institute. Every quarter engineer has to visit and check the server performance or any corrective maintenance or patch updates required for smoother operation and also as and when desired by the institute for technical help or installation help.

The bidders are required to adhere to tendering norms and no undue explanation, request for change in due date of bid submission, etc. will be offered by the Institute. Any request of any kind from the bidder before the bid submission due date must be forwarded to the undersigned in writing. The Institute reserves the right to accept or reject the bidder request without offering any explanation or reason for the acceptance or rejection. However, in case of any change/amendment in the tender content, all vendors participating in the tendering process would be informed in writing and sufficient time would be provided to adhere to such change/amendment

26. Resolution of Disputes

IDRBT and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If

after thirty days from the commencement of such informal negotiations, IDRBT and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

27. Indemnification

1. The bidder/ successful bidder at its own cost and expenses defend and indemnify the Institute against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.
2. The bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If the Institute is required to pay compensation to a third party resulting from such infringement, the bidder shall be fully responsible therefore, including all expenses and court and legal fees.
3. The Institute will give notice to the Bidder of any such claim and shall provide reasonable assistance to the bidder disposing of the claim.
4. The bidder shall also be liable to indemnify the Institute, at its own cost and expenses, against all losses/damages, which the Institute may suffer on account of violation by the bidder/successful bidder of any or all national/international trade laws, norms, standards, procedures, etc.

28. Liquidated Damages

The liquidated damages is an estimate of the loss or damage that the Institute may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, delivery, installation, operationalisation, implementation, training, support/services, acceptance, maintenance, etc., by the bidder/successful bidder and the bidder/successful bidder shall be liable to pay the Institute a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages, details of which will be specified in the RFP. Without any prejudice to the Institute's other rights under the law, the Institute shall recover the liquidated damages, if any, accruing to the Institute, as above, from any amount payable to the Bidder either as per the RFP, executed between the parties or under any other purchase agreement / contract, the Institute may have executed / shall be executing with the bidder/successful bidder.

29. Force Majeure

The bidder/successful bidder or the Institute shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, Plague or other

epidemics, fire, flood, obstructions of navigation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

If a Force Majeure situation arises, the bidder/successful bidder shall promptly notify the Institute in writing of such conditions and any change thereof. Unless otherwise directed by the Organization in writing, the bidder/successful bidder shall continue to perform his obligations under the contract as far as possible, and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

30. Jurisdiction

All suits, legal actions or legal proceedings relating to or arising out of this Agreement shall be subject to the jurisdiction of Courts in Hyderabad Only.

For any questions/clarifications related to requirements, please contact us at esrihari@idrbt.ac.in

Annexure I**Bidder Eligibility Criteria**

S.no	Eligibility Criteria	Yes/No
1	The Bidder shall provide evidence that it is a current legal entity.	
2	The Bidder/System Integrator should be the authorized representative /partner of the OEM. The proof in support of the same must be enclosed.	
3	Should have experience in the following fields: Design and Implementation of Private Cloud Infrastructure and Security architecture, policy, standards, procedures etc., for the organizations.	
4	Bidder must warrant that key project personnel, should have minimum OEM certified engineers or equivalent certification on VC Technologies, to be employed in this project have been sufficiently involved in similar past installation.	
5	Bidder must have back-to-back support relation with the OEM's whose products are offered by the bidder to IDRBT. The proof in support of the same must be enclosed.	
6	The bidder should be profit-making company.	
7	The last three financial years' audited Balance Sheet and Profit and Loss reports shall be provided.	
8	The Bidder must demonstrate that it has been engaged in providing similar services for other large National /International Financial / Banking Institutions.	
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.	
10	The Bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the RFP requirements, it shall provide details of the action(s).	
11	The cost of bidding and submission of tender documents is entirely the responsibility of bidders, regardless of the conduct or outcome of the tendering process.	

Technical and Commercial Specifications, Bid formats

Annexure –II

Technical Specification and Bid format for VC Equipment and peripherals.

S.No.	Description	Specification Parameter	Compliance Yes/No	Comments
1	VC Infrastructure	Full HD 1080p 60 camera, codec,2 – Microphone Array, cables, and remote control		
		Should support coverage for 20 members/room size 24x20 sq ft.		
2	Video Format Standards	Should support H.323, SIP standards for communications.		
		Should support H.264, H.265 AVC/ SVC		
		Should support 1080p 60 fps, 1080p 30 fps, 720p 60 fps and 720p 30fps		
3	Content Standards and Resolutions	Should support content sharing using standard based H.239 and BFCP over SIP at resolution HD1080p60. Should support audio from PC used for content sharing.		
		Should transmit both audio, video content both simultaneously to the far end location at 1080p 30fps		
4	Audio Standards and Features	Should support G.711, G.728, G.729A, G.722, G.722.1, AAC-LD or other equivalent std.		
		Should support 20kHz bandwidth with clear audio and stereo sound with speaker tracking facilities.		
		Automatic Gain Control and Noise cancellation, echo cancellation		
5	Video and Audio Inputs	1 x HD input for connecting main HD camera		
		1 x HDMI / DVI input for connecting PC/Laptop to share HD content		
		3 x Microphone Input; 1 x 3.5mm stereo line-in		
6	Video and Audio Outputs	2 x HDMI output for connecting main monitor & second monitor.		
		1 x 3.5 mm stereo line-out		
7	Other Interfaces	1 x 10/100/1000 LAN port		
		2 x USB 2.0 for software upgrade and connecting external devices; 1 x RS-232 mini-DIN 8-pin		
8	Camera	Should support 1080p 60fps with 10x optical zoom and 65° field and support advanced features.		
		Should support PAN Range of +/-100°, and Tilt of +/-20°		

S.No.	Description	Specification Parameter	Compliance Yes/No	Comments
9	Network Features	H.323 and SIP bandwidth up to 6 Mbps		
		IPv4 and IPv6 support from day one		
		Auto Gatekeeper Discovery		
		IP Precedence		
		H.323 based Packet Lost Recovery		
10	Security	Media Encryption (H.323, SIP): AES-128, AES-256,H.235v3		
		Authenticated access to admin menus, web interface and telnet API (SSH)		
		Authenticated access to admin telnet API (SSH).		
		Local account password policy configuration.		
11	Other Standards	H224/H.281, H.245, H.239, H.243, H.460		
		H.323 Annex Q, H.225, H.241,		
		Auto sensing power supply to support 100 to 240 V AC input		
12	Firewall Traversal	H.460.18 and H.460.19		
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		
14	Wireless Sharing	Should be compatible with wireless		

Annexure - III

Technical Specification and bid format for Video Conference Recording Server and VC Soft Clients (Software only)

Sno	Parameters	Technical Specification	Compliance (Yes /No)	Comments
1	Integration	Solution should integrate with IDRBT CA application to initiate VC and record the session		
2	Number of Sessions	Support HD, SD, recordable sessions based on the resolution used, up to		
3	Scalability – Storage	Up to 2500 Hours in HD Quality or more		
4	Video Standard	H.264 SVC		
5	Audio Standard	G.711 or equivalent		
6	Video/Audio File Format	mp4, H.264, AAC		
7	Streaming Protocol	HLS streaming (mobile), HTTP/FLV streaming (PC)		
8	Browsing Video/Audio Content	Should support tagging the video and option to search the same.		
9	Video/Audio File Format	mp4 or equivalent		
10	Application Sharing	The Server should record the Application Sharing as well the audio and video of the conference		
11	Export of the Recorded content	Recorded Media should be exportable or recorded to a CD/DVD		
12	Administrator Functionalities	The recorded session (content) should be able to browse and search the media list using tags.		
13	VC SoftClient	The desktop client should be downloadable from central server or available on a CD/USB		
14		The desktop client should be able to display the Videoconference on full screen in Full HD quality.		
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.		
16		The desktop client should be able to share presentations, desktop display or documents /application sharing to the participants in the Video Call including h323 and SIP devices		

Sno	Parameters	Technical Specification	Compliance (Yes /No)	Comments
1	Integration	Solution should integrate with IDRBT CA application to initiate VC and record the session		
		The desktop should be able to support continuous presence (CP) and Voice activated (VA) mode selectable by the users.		
17		The desktop client should support standard inbuilt or any USB HD (1080p30) Webcams and echo cancelling mic/speakers		
18		The desktop should be able to receive UHD 4000p resolution of video.		
19		Should be able to control far end camera control.		
20		Should support AES 256 bit encryption and support NAT/firewall traversal to connect sites on internet.		
21		Desktop should be able to support 8 participants in CP		
22		The desktop client should be able to run on latest Windows , Mac , Linux platforms.		

Annexure – IV : Devices under Buy Back

Sno	Device details	Model	Device Serial No
1	Polycom View Station	Model-PVS-1619	SN:01EE45,PN:2201-08001-092
2	Polycom View Station	Model-PVS-1619	SN:012F68,PN:2201-08001-012

Annexure - V

Commercial bid format

(Amount in Rs.)

Sno	Description	Make and Model	Qty	Unit Price	Taxes	Amount (D+E)	Total Amount (C*F)
1	A	B	C	D	E	F	G
2	VC Hardware end point 1 including Speaker Phone and cables, Passive Cables		2				
3	VC Recording Server and license for 5 VC Soft clients - (Software based).		1				
4	AMC for 4 years in % (after 3 years warranty)	AMC in p.a ____%	For S.No 2&3				
5	Installation Charges	-	1				
6	Buy back for 2 VC equipment at IDRBT.Polycom View Station ,Model-PVS-1619	Polycom View Station & PVS-1619	2				
7	Grand Total in Rs	-	-				

Annexure VI

MANUFACTURER'S AUTHORISATION FORM (MAF)

No. _____ Dated _____

To

We _____ who are established and reputable manufactures of
_____ having offices at _____ and _____ do hereby authorize

M/s _____ (Name and address of Agent /Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per the terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,

(Name) for and on behalf of M/s _____
(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

PERFORMANCE BANK GUARANTEE

The Director,

Institute for Development and Research in Banking Technology,
Road No. 1, Castle Hills,
Masab Tank,
Hyderabad –500057

Dear Sirs,

PERFORMANCE BANK GUARANTEE – for Supply, Delivery, Installation, Support/Services and Maintenance for building Private Cloud Setup with necessary Hardware and Cloud software for Center for Cloud Computing at IDRBT.

WHEREAS

M/s. (name of System Integrator), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the System Integrator), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into a Purchase Agreement dated.. (hereinafter, referred to as "the said Agreement") with you (IDRBT) for Supply, Delivery, Installation, Support/Services and Maintenance for building Private Cloud Setup with necessary Hardware and Cloud software for Center for Cloud Computing at IDRBT.as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (...), Section (...), Chapter (...) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs..... (in words and figures), being 10% of the Contract Price of Rs. ... (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Agreement with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under :

- I. In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs..... (in words and figures) without any demur.
- II. Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.
- III. This Performance Bank Guarantee shall continue and hold good till the completion of the contracted period for the 'Total Solution' i.e. (date), subject to the terms and conditions in the said Agreement.
- IV. We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Purchase Agreement until the completion of the contracted period for the Total Solution as per said Agreement.
- V. We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honour the same without demur.
- VI. In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.
- VII. We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and relief's, as provided in the said Agreement.

- VIII. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
- IX. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (IDRBT)
- X. This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.
- XI. Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs..... (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.
- XII. We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favour.
2. We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- I. Our liability under this Performance Bank Guarantee shall not exceed Rs. (in words and figure) ;
- II. this Performance Bank Guarantee shall be valid only up to (date, i.e., completion of contracted period for the Total Solution) ; and

III. we are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before (date i.e. completion of the contracted period for the Total Solution).

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

Dated this day 2018.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)

Note:

- a) This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958.

- b) A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

Technical Deviation Statement

The following are the particulars of deviations from the requirements of the tender specifications:

Sno	Clause	Annexure No	Deviation	REMARKS (Including justifications)

The technical specifications furnished in the bidding document shall prevail over those of any others document forming a part of our bid except only to the extent of deviations furnished in this statement.

Dated -----

Signature and seal of the
Bidder

Note: Where there is no deviation, the statement should be returned duly signed with an endorsement indicating "No Deviations".