

<b>ERNET's Response to the Vendors Queries for Tender No. EI-D/SP&amp;IoT/05-001/2017, on the Subject "Invitation of Bids for Supply, Installation, Commissioning &amp; Integration of ICT Infrastructure for Smart Virtual Classrooms – reg. "</b>				
<b>S. No.</b>	<b>Clause No.</b>	<b>Description of the Clause</b>	<b>Queries from Vendors.</b>	<b>ERNET's Clarification / Reply</b>
1	Clause No. 5, Invitation of Bid	Sealed tenders are therefore, invited from the reputed manufacturers or their authorized representatives for empanelment w.r.t supply, Installation & Commissioning of items as per Annexure-I in conformity with Technical Specifications as per Annexure-II	<p><b>Query</b></p> <p>We request to allow bidding by a consortium of maximum two partners. The eligibility criteria will need to be met by both the Partners together.</p>	<b>No, Change.</b>
2	Clause No. 10, Eligibility Criteria (A. For Bidders), S. No. ii).	Undertake that the support including spares, patches, upgrades, updates, etc. for the quoted products/software shall be available for next 5years from the date of successful installation & acceptance of the project and will support ERNET or any government agency for the period of minimum 5 years or end-of-support. Undertake that equipment supplied by the OEM should be	<p><b>Query</b></p> <p>Undertake that the support including spares, patches, upgrades, updates, etc. for the quoted products/software shall be available for next 5 years and 6 months from the date of opening of technical bids and will support ERNET or any government agency for the period of minimum 5 years &amp; 6 Months.</p> <p><b>Remark:</b> The acceptance of the project by the authority will be dependent on SITC of various other products from multiple OEM's. The support can therefore, be limited to certain extended extent only. In the event, request you to please consider extended support period for a maximum on 6 months only</p>	<b>No, Change.</b>

3	Clause No. 10 Eligibility Criteria (A For Bidder), S. No. (iii)	The bidder is allowed to offer products from <b>only ONE OEM</b> against each item. Options of multiple OEM products against any item should not be quoted and such bids shall be rejected out rightly. An undertaking to this effect must be submitted by the bidder.	<p><b>Query</b></p> <p>As this is a long term rate contract/empanelment, the bidder will need to have flexibility to change the OEM in case of any issues with any product/OEM during the Empanelment period. Request your confirmation.</p> <p><b>Query</b></p> <p>We suggest that the Bidder may be allowed to offer products from TWO OEMs against each item for smooth implementation of the project for the items under subset II since at times the quantities may not be available timely from one OEM.</p>	<b>No, Change.</b>
---	---	--	--	--------------------

4	<p>Clause No. 10 Eligibility Criteria (A For Bidders) S. No. (iv)</p>	<p>Bidder should have the experience of successfully executing similar projects and must enclose relevant copies of the customer purchase orders, scope of work, deliverables, time period of execution, project value and satisfactory work completion certificate from client for at-least One similar project of value not less than Rs. 30 Cr. or Two similar projects of value not less than Rs. 18 Cr. each or Three similar projects of value not less than 12 Cr. each.</p> <p><b>Definition of similar work/ project:</b> Supply, Installation &amp; Commissioning of ICT infrastructure project executed in last five financial years for any Govt. Department/ Reputed Organizations/ Institutes/University/ /PSU.</p>	<p><b>Query</b></p> <p>Bidder should have the experience of successfully executing <b>IT/ITES Project</b> and must enclose relevant copies of the customer purchase orders, scope of work, deliverables, time period of execution, project value and satisfactory work completion certificate from client for at-least One similar project of value not less than Rs. 30 Cr. or Two similar projects of value not less than Rs. 18 Cr. each or Three similar projects of value not less than 12 Cr. each.</p> <p><b>Definition of similar work/ project:</b> Supply, Installation &amp; Commissioning of <b>IT/ITES project</b> executed in last five financial years for any Govt. Department/ Reputed Organizations/ Institutes/University/PSU.</p> <p><b>Query</b></p> <p>Sometimes the project includes O&amp;M in which case customer may not issue a completion certificate. In such a case we suggest that any other proof of project being live may please be considered.</p> <p><b>Query</b></p> <p>We request to further clarify on the definition of ICT infrastructure projects as mentioned in eligibility criteria. Will this include only ICT Infrastructure for Virtual Classrooms projects?</p>	<p><b>No, Change.</b></p>
---	---	---	--	---------------------------

5	Clause No. 10 Eligibility Criteria (A For Bidders) S. No. (v)	The Bidder should have been in the business of ICT infrastructure implementation and integration related activities for at least past 5 years. The Bidder shall submit the declaration duly signed and stamped by Bidder's authorized signatory regarding these along with the documentary proofs in the bid. Copy of purchase orders should be submitted as a proof.	<p><b>Query</b></p> <p>The Bidder should have been in the business of <b>IT/ITES</b> and integration related activities for at least past 5 years. The Bidder shall submit the declaration duly signed and stamped by Bidder's authorized signatory regarding these along with the documentary proofs in the bid. Copy of purchase orders should be submitted as a proof.</p>	<b>Tender/ RFP Clause is self-explanatory.</b>
6	Clause No. 10 Eligibility Criteria (A For bidder) S. No. (vi)	The bidder may be asked to present about and <b>demonstrate</b> the offered product(s) at a <b>short notice of 05 days</b> during the technical evaluation. An undertaking confirming the same should be submitted in this respect.	<p><b>Query</b></p> <p>We request for a notice period of 2 weeks for bidder to present and <b>demonstrate</b> the offered product(s) during the technical evaluation.</p>	<b>Clause may be read as:</b> "The bidder may be asked to present about and <b>demonstrate</b> the offered product(s) at a <b>short notice of 07 days</b> during the technical evaluation. An undertaking confirming the same should be submitted in this respect."
7	Clause No. 10 Eligibility Criteria (A. For Bidders) S. No. (viii)	The bidder should have an average of three years annual turnover of Rs.100 Crores in below mentioned three financial years. The Bidder should be profit making company in last financial years with positive net worth. Attested copies of the bidders' audited annual reports/ financial statement for each of the three financial years i.e 2014-15, 2015-16 and 2016-17 have to be attached along with a certificate from a practicing Chartered Accountant on his letter head confirming annual turnover, net profit, net-worth & average annual turnover during these years.	<p><b>Query</b></p> <p>The bidder should have an average of three years annual turnover of Rs.100 Crores <b>From IT/ITES</b> in below mentioned three financial years. The Bidder should be profit making company in last financial years with positive net worth. Attested copies of the bidders' audited annual reports/ financial statement for each of the three financial years i.e 2014-15, 2015-16 and 2016-17 have to be attached along with a certificate from a practicing Chartered Accountant on his letter head confirming annual turnover, net profit, net-worth &amp; average annual turnover during these years.</p>	<b>Tender/ RFP Clause is self-explanatory.</b>

8	Clause No. 10 Eligibility Criteria (A For bidder) S. No. (x)	The bidder should have an office in the Delhi state/ NCR with support centres manned with their own qualified engineers across India with a Toll Free number to provide support services for the faulty systems/subsystem of equipment in conformity with the SLA as defined in this tender document. Documentary proof along with undertaking to this effect should be submitted.	<p><b>Query</b></p> <p>We request below amendment/clarification, as all support services are provided through authorized partners: The bidder should have an office in the Delhi state/ NCR with support centers manned with their own / authorized partners qualified engineers across India with a Toll Free number to provide support services for the faulty systems/subsystem of equipment in conformity with the SLA as defined in this tender document. Documentary proof along with undertaking to this effect should be submitted.</p>	<b>No, Change.</b>
9	Clause No. 10 Eligibility Criteria (A. For Bidders) S. No. (xi)	The Bidder should have a country wide support infrastructure. The Resident Engineer & Project Manager as asked in the tender should be on direct pay-roll of the bidder(s). Compliance with relevant applicable laws including but not limited to provident fund, ESI, etc needs to be ensured. An undertaking to this effect should be submitted by the Bidder.	<p><b>Query</b></p> <p>The Bidder should have a country wide support infrastructure. The Resident Engineer &amp; Project Manager as asked in the tender should be on direct pay-roll of the bidder(s). Compliance with relevant applicable laws including but not limited to provident fund, ESI, etc needs to be ensured. An undertaking to this effect should be submitted by the Bidder. Kindly Include: In case, office/support staff is not available in the region where project implementation work is to be done, Bidder has to submit declaration that support staff will be recruited within 30 days from the date of signing agreement /receiving the work order.</p> <p><b>Query india Sales Pvt Ltd:</b> We request below amendment/clarification, as all support services are provided through authorized partners: The Bidder should have a country wide support infrastructure (own/authorized partner). The Resident Engineer &amp; Project Manager as asked in the tender should be on direct pay-roll of the bidder(s), and</p>	No Change

			Resident Engineer should be on pay-roll of the bidder/authorized partner. Compliance with relevant applicable laws including but not limited to provident fund, ESI, etc. needs to be ensured. An undertaking to this effect should be submitted by the Bidder.	
10	Clause No. 10 Eligibility Criteria A (For Bidders), S. No.(xiii)	All offered products, softwares & components should be as per IEEE standards, wherever applicable and other standards mentioned in the respective specifications. An undertaking to this effect should be submitted by the bidder	<p><b>Query</b></p> <p>We understand that the products described under the SUB-SET II should also confirm the IEEE standards. Please Clarify</p>	<b>Tender/ RFP Clause is self-explanatory.</b>
11	Clause No. 10 Eligibility Criteria B (For OEM(s)/Manufacturer(s)) S.No. (i)	OEMs whose products have been offered in the bid shall be based in India should have Authorized technical assistance / support centre in India to provide quick service and technical support. OEM(s) should be registered in India for atleast last 5 years manned with their own engineers. Relevant documentary proof should be submitted.	<p><b>Query</b></p> <p>We request below amendment, as most OEMs provide support through their authorized partners: OEMs whose products have been offered in the bid shall be based in India should have Authorized technical assistance / support centre in India to provide quick service and technical support. OEM(s) should be registered in India for atleast last 5 years manned with their own/<u>authorized partner</u> engineers. Relevant documentary proof should be submitted.</p> <p><b>Query</b></p> <p>OEM Technical Qualification Criteria: With reference to the eligibility criteria for the OEM we would like to convey you that "No OEM for Visualizer" has a registered office in India for last five Years. We. Lumens Digital Optics Inc., Taiwan have a presence in India through our Sales Representatives and Service Centers in India but are not a registered Company in India.</p>	<b>No Change.</b>

			We request you to kindly amend the clause so that maximum OEMs can participate in the tender floated by your prestigious organization.	
12	Clause No.10 Eligibility Criteria (B For OEM(s)/Manufacturer(s)) S.No (ii)	In order to ensure proven-ness of the offered equipment, OEM(s) of teaching aid equipment i.e Electronic Whiteboard, UPS, PC, visualizer & Projector being quoted/offered in the tender should have implemented a single order of 500 quantity of each equipment w.r.t individual OEMs and a cumulative installations base of 2000 quantity of each equipment by respective OEM in India in last 5 years in some Govt. Department/Reputed Organizations/Institutes/University/PSU. Relevant documentary proof should be submitted.	<p><b>Query</b></p> <p>With reference to the eligibility criteria for the OEM we would like to convey you that we, Lumens Digital Optics Inc. have the largest installation base in India in the Branded Visualizer / Document Cameras in the Indian Market. We would further like to convey you that we have supplied more than 2000 Document Cameras to one Group of Schools in India but spread over a period 2-3 years in different orders. We further confirm that we have more than 50,000.00 Document Cameras installation base in India but do not have a single order for 500 Units. We request you to kindly amend the clause so that maximum OEMs can participate in the tender floated by your prestigious organization</p>	<b>No Change</b>

13	<p>Clause 10 Eligibility criteria (B For OEM(s)/manufacturer(s)) S.No. (iii)</p>	<p>OEM for video conferencing equipment being quoted/offered in the tender should be rated as leader in latest edition of Gartner Magic Quadrant and have implemented a single order of 200 port MCU/licenses and a cumulative installation base of atleast 1000 codec based end points and 2000 MCU ports/licenses in India in last 5 years in some Govt. Department/ Reputed Organizations/ Institutes/ University/ PSU. Relevant documentary proof should be submitted i.e the self-attested copy of purchase orders along with its successful completion certificate OR a certificate from its customer stating the number of hardware end points / MCU ports / licenses(with make) implemented in their organization on DD/MM/YYYY through a single or multiple purchase order</p>	<p><b>Query</b></p> <p>OEM for video conferencing equipment being quoted/offered in the tender should be rated as leader for last 3 consecutive years in Gartner Magic Quadrant and have implemented an order of 200 port MCU/licenses (Single or multiple PO from same customer) and a cumulative installation base of atleast 1000 codec based end points and 2000 MCU ports/licenses in India in last 5 years in some Govt. Department/Reputed Organizations/Institutes/University/PSU. Relevant documentary proof should be submitted i.e the self-attested copy of purchase orders along with its successful completion certificate OR a certificate from its customer stating the number of hardware end points / MCU ports / licenses(with make) implemented in their organization on DD/MM/YYYY through a single or multiple purchase order</p> <p><b>Remark:</b> The size and importance of this project is immense, the OEM's of the respective products must have strong technical background so desired under the scope of this RFP, the OEM's therefore must have strong technical team/R&amp;D as the project will be rolled out with other states in the country in the next phases. Hence we suggest that the OEM should be leader in Gartner magic Quadrant for last 3 consecutive years. We also request authority to consider multiple PO's of MCU from same customer to showcase 200 ports on MCU.</p> <p><b>Query</b></p> <p>1000 End Points: An endpoint consists of Camera, Codec, audio Microphone, remote control and accessories. The codec again can be</p>	<p><b>The clause may be read as:</b>  “OEM for video conferencing equipment being quoted/offered in the tender should be rated as leaders in Gartner Magic Quadrant in July'16 or latest if any for Group Video Systems and have implemented a single order of 100 port MCU/licenses and a cumulative installation base of atleast 1000 codec based end points and 2000 MCU ports/licenses in India in last 5 years in some Govt. Department/ Reputed Organizations/ Institutes/ University/ PSU. Relevant documentary proof should be submitted i.e the self-attested copy of purchase orders along with its successful completion certificate OR a certificate from its customer stating the number of hardware end points / MCU ports / licenses(with make) implemented in their organization on DD/MM/YYYY through a single or multiple purchase order”.</p>
----	--	---	--	--

			<p>of 2 types (soft codec - client based, and hardware codec - chip based) We would urge you to consider both form of Codecs, hardware and software. That we can use the existing PC as codec is something we have attained over years of R&amp;D.</p> <p>We would request this to be changed to 1000 Hardware/Soft client based End Points."</p>	
--	--	--	---	--

14	<p>Clause No. 10 Eligibility Criteria (B For OEM (s) Manufacturer(s)), S. No. (iv)</p>	<p>Keeping in view the project requirements and SLA adherence of the project by the bidder / system integrator, OEM(s) must have spares depots in India with local logistics support in minimum of 10 States and adequate spares for the equipment supplied. This is to ensure immediate delivery of spares parts. The bidder should furnish the details of the physical address and telephone number (s) of the Spares Depot (s).</p>	<p><b>Query</b></p> <p>Keeping in view the project requirements and SLA adherence of the project by the bidder / system integrator/ OEM(s) must have spares depots in India with local logistics support in minimum of 10 States and adequate spares for the equipment supplied. This is to ensure immediate delivery of spares parts. The bidder should furnish the details of the physical address and telephone number (s) of the Spares Depot (s).</p> <p><b>Query</b></p> <p>Keeping in view the project requirements and SLA adherence of the project by the bidder / system integrator/ OEM(s) must have spares depots in India with local logistics support in minimum of 10 States and adequate spares for the equipment supplied. This is to ensure immediate delivery of spares parts. The bidder should furnish the details of the physical address and telephone number (s) of the Spares Depot (s).</p> <p><b>Query</b></p> <p>Request you to ask for spare depots in India for OEM of major components like VC, MCU, Server, Desktop, Laptop, Storage, UPS. It will difficult for other OEM like web camera, Speaker, Microphone, Whiteboard, projector to have spares depots in India with local logistics support in minimum of 10 states.</p> <p><b>Query</b></p> <p>Keeping in view the project requirements and SLA adherence of the project by the bidder /</p>	<p><b>No Change.</b></p>
----	--	--	--	--------------------------

			<p>system integrator, OEM(s) must have spares depots in the Delhi/NCR with local logistics support in minimum of 10 States and adequate spares for the equipment supplied. This is to ensure immediate delivery of spares parts. The bidder should furnish the details of the physical address and telephone number (s) of the Spares Depot (s).</p> <p><b>Remark:</b> Since the core infrastructure needs to be deployed in Delhi/NCR, We request the Authority to please consider Spares Depot for the Video Conferencing OEM's to be available in Delhi/NCR instead-off in every project state</p> <p>Also, we would request Authority to consider SLA as Next Business Day Shipment from the Video Conferencing OEM Warehouse for the replacement parts.</p> <p><b>Query</b></p> <p>Keeping in view the project requirements and SLA adherence of the project by the bidder / system integrator/ OEM(s) must have spares depots in India with local logistics support in minimum of 10 States and adequate spares for the equipment supplied. This is to ensure immediate delivery of spares parts. The bidder should furnish the details of the physical address and telephone number (s) of the Spares Depot (s).</p>	
--	--	--	---	--

15	Additional Point added as S. No. xviii). of Clause No. 11, General Conditions	N/A	N/A	<b>The new S. No. is added as S. No. xviii). of Clause No. 11 (General Conditions):</b> The bidder must quote for all the items as mentioned in the Annexure-I. The bids not quoting all the items and/or quoted zero value against any item of Annexure-I will be summarily rejected. ERNET India reserves the right to order the line items in any set of combinations depending upon the requirement of client organization.
----	---	-----	-----	--

16	Clause no. 14 Payment Terms (For Sub-Set-I), S. No. (i), Pt. (a).	First 70% (Seventy percent) payment of the value of central site equipment and 18% (Eighteen percent) payment of the value of DIET/lead school equipment after deducting all penalties (if any) shall be made by ERNET India on 100 percent completion of central site and 20 percent completion of DIET sites for the ordered systems/items through delivery, installation, commissioning, testing, training & acceptance. The same should also be integrated with 20 percent of school sites	<p><b>Query</b></p> <p>80% payment of the value of central site equipment should be paid on delivery without linking it to DIET/ Lead school equipment.</p> <p><b>Query</b></p> <p>Request you to consider change in payment terms and release atleast 50% payment on delivery &amp; acceptance of material for both the subset.</p>	<b>No Change</b>
17	Clause no. 14 Payment Terms (For Sub-Set-I), S. No. (i), Pt. (b)	Further 10%(Ten percent) payment of the value of central site equipment and 27% (Twenty-Seven percent) payment of the value of DIET equipment after deducting all penalties (if any) shall be made by ERNET India on 50 percent completion of DIET sites for the ordered systems/items through delivery, installation, commissioning, testing, training & acceptance. The central & DIET should also be integrated with 50% of school sites	<p><b>Query</b></p> <p>Further 10%(Ten percent) payment of the value of central site equipment and 45% (payment of the value of DIET equipment after deducting all penalties (if any) shall be made by ERNET India on 50 percent completion of DIET sites. Balance 10% of central site and 45% of the lead site</p>	<b>No Change</b>
18	Clause no. 14 Payment Terms For Sub-Set I, S. No. (i), Pt. (c)	Further 10%(Ten percent) payment of the value of central site equipment and 45% (Forty-Five percent) payment of the value of DIET equipment after deducting all penalties (if any) shall be made by ERNET India on 100 percent completion of DIET sites for the ordered systems/items through delivery, installation, commissioning, testing, training & acceptance. The central & DIET should also be integrated with 100% of school sites. The vendor has also an option to claim 100% payment at this stage through submission of bank guarantee (BG) valid for complete period of its service liability (i.e warranty period) + 3 months in respect of individual purchase orders and equivalent to 10 % of the value of purchase order to cover the warranty period of 2 years from the date of last acceptance.	<p><b>Query</b></p> <p>Further 10%(Ten percent) payment of the value of central site equipment and 55% (Fifty-Five percent) payment of the value of DIET equipment after deducting all penalties (if any) shall be made by ERNET India on 100 percent completion of DIET sites for the ordered systems/items through delivery, installation, commissioning, testing, training &amp; acceptance. The central &amp; DIET should also be integrated with 100% of school sites.</p>	<b>No Change</b>

19	Clause No. 14 Payment Terms for Sub-Set II, S. No. (i), Pt. (e)	9% (Nine percent) payment of the value of purchase order after deducting all penalties (if any) shall be made by ERNET India on completion of delivery, installation, commissioning, testing, training & acceptance of the ordered systems/items along with integration with central infra at 10% of the awarded sites on every occasion upto maximum of 10 such occasions. Also the 1st payment mile stone (completion of 10% sites) payment is subject to the bidder(s) submission of the proof of 100 percent material possession for the complete PO requirement in their warehouse	<p><b>Query</b></p> <p>Request you to consider change in payment terms and release atleast 50% payment on delivery &amp; acceptance of material for both the subset.</p> <p><b>Query</b></p> <p>Kindly clarify, if this Bank guarantee of 10% is same as the 10 % performance Security submitted by vendor, as specified in clause no. 18(ii)</p>	<b>No Change</b>
20	Clause No. 14 Payment Terms for Sub-Set II, S. No. (i), Pt. (f)	If vendor has not opted for 100% payment as mentioned in clause 14(e) above, then balance 10% percent payment of purchase order after deducting all penalties (if any) would be released in 4 equal instalments on half yearly basis during the warranty period (2 years) upon successful completion of every quarter as well as receipt of pre-receipted bill in triplicate.	<p><b>Query</b></p> <p>We understand that if any site in a lot is not ready for installation, then the payment will be released based on SNR (site not ready) certificate and undertaking from vendor to complete the installation once the site is ready. Kindly confirm.</p>	<b>No Change</b>
21	Clause No. 14 Payment terms S.No. (iii)	The eligible payments to be released to the bidder(s) will further be subject to the receipt of the funds from ERNET India customer institutes/ organizations/ departments, etc. In case funds from ERNET India customer institutes/organizations/departments, etc. is received in installments then release of payments will be prioritized on the basis of date of delivery/installation of the systems/items & ERNET India's decision in this regard will be final.	<p><b>Query</b></p> <p>We request to specify a payment period for Vendors bills. We propose for Payments to be released within 30 days of submission of invoice and supporting documents by the Vendor. Request your confirmation.</p>	<b>No Change.</b>
22	Additional point for Clause No. 14 Payment terms		<p><b>Query</b></p> <p>We request the department to kindly incorporate the clause of Mobilization Advance in the Payment Terms, as such projects are more Capital intensive and require huge initial investment to roll-out the implementation. Mobilization Advance will support the implementing agency to</p>	<b>Not Acceptable.</b>

			implement the project in a much smoother and timely manner.	
23	Clause No. 15 Warranty/Annual Maintenance Contract S. No (ii)	Warranty shall include free maintenance of the whole equipment supplied including free replacement of faulty equipment/parts free software upgrades/ updates/ renewals/ replacement of batteries (if so required based on the measurement of minimum back-up time period asked in the RFP). The defects, if any shall be attended to on immediate basis. The comprehensive warranty shall begin from the date of acceptance of last site of each lot of 10 percent of the ordered sites {as mentioned in clause 14 (c) & (e) above} equipment at respective site for a period of two years.	<p><b>Query</b></p> <p>Warranty shall include free maintenance of the whole equipment supplied including free replacement of faulty equipment/parts free software upgrades/ updates/ renewals/ replacement of batteries (if so required based on the measurement of minimum back-up time period asked in the RFP). The defects, if any shall be attended to on immediate basis. The comprehensive warranty shall begin from the date from the date of delivery of products to ERNET of each lot of 10 percent of the ordered sites {as mentioned in clause 14 (c) &amp; (e) above} equipment at respective site for a period of two years.</p> <p><b>Remark:</b></p> <p>The OEM Warranty starts from the date the equipment gets supplied to System Integrator. Under no circumstances the OEM warranty gets extended for the SI. It becomes un-necessitated liability on the part of SI to extend the Warranty validity for the end user, which will inflate the cost by invoking additional finance cost.</p> <p>Moreover The acceptance of the project by the authority will be dependent on SITC of various other products from multiple OEM's.</p>	<b>No Change.</b>
24	Clause No. 15, Warranty/Annual Maintenance Contract, S. No. iii).	The bidders are also required to quote for Comprehensive AMC of three years on per year basis after warranty period is over. AMC for another year beyond three years may also be considered for awarding by ERNET / end-user on same or mutually agreed terms. The Comprehensive AMC includes	N/A	<b>The clause may be read as:</b> “The bidders are also required to quote for Comprehensive AMC of three years on per year basis after warranty period is

		<p>onsite warranty with parts and software updates/ upgrades/ renewals/ replacement of batteries (if so required based on the measurement of minimum back-up time period asked in the RFP). The bids received without quotes for Comprehensive AMC would be out rightly rejected. AMC cost for three years will also be taken into account for commercial evaluation. However, award of AMC order will be at the discretion of ERNET India or its user(s). The vendors have to submit relevant proofs of purchased warranty/AMC supports from OEM.</p>		<p>over. AMC for another year beyond three years may also be considered for awarding by ERNET / end-user on same or mutually agreed terms. The Comprehensive AMC includes onsite warranty with parts and software updates/ upgrades/ renewals/ replacement of batteries (if so required based on the measurement of minimum back-up time period asked in the RFP). The bids received without quotes for Comprehensive AMC would be out rightly rejected. AMC cost for three years will also be taken into account for commercial evaluation. However, award of AMC order will be at the discretion of ERNET India or its user(s). The vendors have to submit relevant proofs of back-to-back purchased warranty/AMC supports from OEM if so asked by ERNET, failing which the payment for such warranty/AMC period will not be released.</p>
--	--	--	--	--

25	Clause No. 16 Service Level Agreement (SLA) S. No. (i)	After commissioning & acceptance, during warranty & AMC, the vendor(s) shall be responsible for minimum uptime of 98% on 24x7 basis of the system as a whole and shall enter into a SLA for this purpose. The uptime will be calculated over a period of three (03) month time frame w.r.t individual POs.	<p><b>Query</b></p> <p>We request to re-evaluate the required Uptime and Resolution time, as this will have a significant impact on the overall support cost. We request to amend the SLA's to:</p> <ul style="list-style-type: none"> <li>- 95% uptime calculated quarterly, w.r.t individual POs.</li> <li>- Maximum Resolution of 48 hour.</li> </ul>	<b>No Change.</b>
26	Clause No. 16 Service Level Agreement (SLA) S. No. (ii)	The permissible downtime of 2% will further be subject to a maximum downtime of 24 hours at a stretch at any instance. In case the same exceeds 24 hours at a stretch then penalty clause at Clause 17 below will be enforced. The same penalty clause will also be enforced in case the downtime exceeds the permissible total downtime as stated above in this clause.	<p><b>Query</b></p> <p>We understand that 'Down time' refers to the downtime of the classroom, and not any individual equipment. Kindly confirm.</p>	<p><b>Explanation of the Clause:</b> The downtime referred in SLA terms is a downtime of system as a whole which means downtime of any installed equipment will be treated as complete system being down.</p>
27	Clause No. 16 Service Level Agreement (SLA) S. No. (iii)	Failure of any equipment / degradation of equipment performance such as UPS backup time will be treated as downtime of the system as a whole and attract SLA penalties.	<p><b>Query</b></p> <p>We propose that the bidder should define its support plan and resource plan to meet the required SLA's. This should be considered as a part of the evaluation process.</p>	<b>No Change.</b>
28	Additional Point added as S. No. iv). of Clause No. 16 Service Level Agreement			<p><b>The new S. No. is added as S. No. iv). of Clause No. 16 (Service Level Agreement):</b> As part of service level commitments, the successful bidder(s) have to individually setup, maintain &amp; manage a 24x7 help desk operations</p>

				support with toll free number, automated complaint management system for compliant booking, generation of token number, generation of multiple reports relating to operations support.
--	--	--	--	--

29	<p>Clause No. 17 Penalty clause for Non Conformance to above SLA for Sub-set I (Central Location) &amp; Sub-Set II (Diet &amp; Schools)</p>	<p><b>For sub-set I (central Location):</b></p> <p>1) ERNET India will deduct Rs. 2000/- from the due payments or recover from quarterly payments and/or performance security as the case may be for every 1 day of down time at a stretch or part thereof up to total down time of 03 days. This down time shall be calculated over and above the total hours of downtime permissible. Beyond 03 days of down time, ERNET India may deduct Rs. 1,000/- for every 2 hour of down time at a stretch or part there-off from the due payments and/or available performance security. Also the absence of resident engineer from the designated site will be treated as a down time for the site and accordingly the above penalties will be imposed.</p> <p>2) In any case, if the equipment is not made operational for 15 days from the time of reporting of fault or similar problem repeats more than thrice in any quarter, the performance security submitted by successful bidder to ERNET India may be forfeited/invoked and ERNET India may proceed to get the work done at the vendor's risk and cost. Also any payments (payable to vendor) shall not be paid too &amp; will be adjusted as penalty. This will be deemed to be an event of default/ breach of contract and ERNET India may terminate the contract along with debarring/ blacklisting the vendor(s) concerned for at least three years, for further dealings with ERNET India.</p> <p><b>For sub-set II (DIETs &amp; Schools):</b></p> <p>1) ERNET India may deduct Rs. 1000/- from the due payments or recover from quarterly payments and/or performance security as the case may be for every 1 day of down time at a stretch or in part up to total down time of 03 days. This down time shall be</p>	<p><b>Query</b></p> <p>1) We request the aggregate penalty applicable during support period to be limited to a <b>maximum of 5% of the total contract value.</b></p> <p>2) We request below amendment to Penalty terms, which will be applicable, for both Sub-set I (central Location), and for Sub-set II (DIETs &amp; Schools).</p> <p>"ERNET India will deduct <u>Rs. 300/-</u> from the due payments or recover from quarterly payments and/or performance security as the case may be for every 1 day of down time. Also the <u>unauthorized</u> absence of resident engineer from the designated site <u>beyond 2 days</u> will be treated as a down time for the site and accordingly the above penalties will be imposed.</p> <p>In any case, if the equipment is not made operational for 15 days from the time of reporting of fault or similar problem repeats more than thrice in any quarter, <u>the vendor will need to replace the defective equipment with a new equipment, or ERNET India may proceed to get the work done at the vendor's risk and cost</u> the performance security submitted by successful bidder to ERNET India may be forfeited/invoked and ERNET India may proceed to get the work done at the vendor's risk and cost.</p>	<p><b>No Change for Central Location.</b></p> <p><b>The Clause w.r.t sub-set II (DIETs &amp; Schools) may be read as: “ iii) ERNET India may deduct Rs. 1000/- from the due payments or recover from quarterly payments and/or performance security as the case may be for every 1 day of down time at a stretch or in part up to total down time of 03 days. This down time shall be calculated over and above the total hours of downtime permissible. Beyond 03 days of down time, ERNET India may deduct Rs. 100/- for every 01 hour of down time at a stretch or part thereof from the due payments and/or available performance security. Also the absence of resident engineer from the designated site will be treated as a down time for the site and accordingly the above penalties will be imposed.</b></p> <p>iv) In any case, if the equipment is not made operational for 20 days from the time of reporting of fault, the performance</p>
----	---	--	--	---

		<p>calculated over and above the total hours of downtime permissible. Beyond 03 days of down time, ERNET India may deduct Rs. 500/- for every 2 hour of down time at a stretch or part thereof from the due payments and/or available performance security. Also the absence of resident engineer from the designated site will be treated as a down time for the site and accordingly the above penalties will be imposed.</p> <p>2) In any case, if the equipment is not made operational for 20 days from the time of reporting of fault, the performance security submitted by vendor(s) to ERNET India may be forfeited/ invoked and ERNET India may proceed to get the work done at the vendor's risk and cost. Also any payments (payable to vendor(s)) shall not be paid too &amp; will be adjusted as penalty. This will be deemed to be an event of default/ breach of contract and ERNET India may terminate the contract along with debarring/ blacklisting the vendor(s) concerned for at least three years, for further dealings with ERNET India.</p>		<p>security submitted by vendor(s) to ERNET India may be forfeited/ invoked and ERNET India may proceed to get the work done at the vendor's risk and cost. Also any payments (payable to vendor(s)) shall not be paid too &amp; will be adjusted as penalty. This will be deemed to be an event of default/ breach of contract and ERNET India may terminate the contract along with debarring/ blacklisting the vendor(s) concerned for at least three years, for further dealings with ERNET India.</p>
--	--	--	--	--

30	<p>Clause No. 18 Performance Security, S. No. (i)</p>	<p>At the time of signing of rate contract, the successful bidder(s) shall be required to submit a security deposit of Rs.30 Lakhs towards adherence of rate contract in the form of Demand Draft/ Pay Order/EM Fixed deposit/Bank Guarantee of any Nationalized/Scheduled commercial Bank taken in the name of ERNET India, New Delhi. The submitted BG should be valid for a minimum period of 27 months from the date of signing of contract and may be invoked in the case of non-adherence of terms of tender/contract. In case of any extension in the initial period of delivery / installation or any other service liability period, successful bidder(s) have to extend the validity of BG for such period plus 3 months on its own. In case of non-extension (3 months prior to expiry), ERNET India reserves the right to invoke the BG without any notice to the vendor. The security deposit / BG will be returned after the successful expiry of rate contract period.</p>	<p><b>Query</b></p> <p>Requirement of 30Lac BG for adhering to rate contract for two years is unjustified specially in view of the fact that there is no minimum guarantee of business to the vendor. this your requirement inter alia means that the vendor has to take the burden of financial cost of the 30 Lac BG even if he does zero business. therefore, the BG requirement should be dispense with. Since the rate contract is a standing offer for validity of two years, it should be open for vendor and the department to revoke the rate contract by giving notice period, which can notified in the rate contract condition (say 30 Days or 60 days). In any case the vendors are accepting to furnish performance BG of the 10% of the value of orders received against rate contract for due performance of those orders</p> <p><b>Query</b></p> <p>We understand the 'Security Deposit' will be extended only in case of any extension of the 'Empanelment/RC Period'. Kindly confirm</p> <p><b>Query</b></p> <p>We request the department to please revise the clause for security deposit of Rs.30 Lakhs towards adherence of Rate Contract because in anyways for taking on any project the implementing agency is providing 10% performance bank guarantee.</p>	<p>No Change.</p>
----	---	---	---	-------------------

31	Clause No. 18 Performance Security S. No.(ii)	The successful bidder shall submit a Performance Security of 10% of the cost of the purchase order at every occasion within 15 days of the placement of purchase order	<p><b>Query</b></p> <p>We request the department to please revise the clause for security deposit of Rs.30 Lakhs towards adherence of Rate Contract because in anyways for taking on any project the implementing agency is providing 10% performance bank guarantee.</p>	<b>No Change.</b>
32	Clause no. 19 Delivery and installation period (for Sub-set I(central location) S. No. (i), Pt. (a), (b) & (c)	<p>a). The ordered equipment (100 percent for central site &amp; 20 percent for DIET sites) should be delivered, installed, commissioned, tested &amp; made available for acceptance along with integration with minimum 10% of school (remote) sites and imparting training to the remote site officials within 10 weeks from the date of placement of the purchase order for specified site(s).</p> <p>b). 50 percent of DIET sites should be delivered, installed, commissioned, tested, training &amp; made available for acceptance within 18 weeks from the date of placement of the purchase order. Also 50% of school sites (remote sites) should be integrated along with imparting training to the remote site officials within such a time period.</p> <p>c). 70 percent of DIET sites should be delivered, installed, commissioned, tested, training &amp; made available for acceptance within 22 weeks from the date of placement of the purchase order. Also 70% of school sites (remote sites) should be integrated along with imparting training to the remote site officials within such a time period.</p>	<p><b>Query</b></p> <p>The ordered equipment (100 percent for central site &amp; 20 percent for DIET sites) should be delivered, installed, commissioned, tested &amp; made available for acceptance along with integration with minimum 10% of school (remote) sites and imparting training to the remote site officials within 14 weeks from the date of placement of the purchase order for specified site(s).</p> <p><b>Remark:</b> All the products to be supplied in Sub-Set I are imported from different India, and it takes 6-8 weeks for delivery in India after customs clearances. Post Delivery installation and training will take additional 4-6 weeks. Hence request authority to consider atleast 14 weeks for delivery, installation and testing and make the changes accordingly.</p>	<p><b>The clause may be read as:</b> “a). The ordered equipment (100 percent for central site &amp; 20 percent for DIET sites) should be delivered, installed, commissioned, tested &amp; made available for acceptance along with integration with minimum 10% of school (remote) sites and imparting training to the remote site officials within 12 weeks from the date of placement of the purchase order for specified site(s).</p> <p>b). 50 percent of DIET sites should be delivered, installed, commissioned, tested, training &amp; made available for acceptance within 24 weeks from the date of placement of the purchase order. Also 50% of school sites (remote sites) should be integrated along with imparting training to</p>

				<p>the remote site officials within such a time period.</p> <p>c). 70 percent of DIET sites should be delivered, installed, commissioned, tested, training &amp; made available for acceptance within 30 weeks from the date of placement of the purchase order. Also 70% of school sites (remote sites) should be integrated along with imparting training to the remote site officials within such a time period.</p>
33	<p>Clause No.19 Delivery and installation period S.No. (f) &amp;(g)</p>	<p><b>For sub-set II (DIETs/Lead school &amp; Schools):</b></p> <p>f) First 10% (Ten percent) of the awarded sites (schools along with its corresponding DIETs / Lead locations) should be delivered, installed, commissioned, tested &amp; made available for acceptance along with integration with central site and imparting training to the site officials within 10 weeks from the date of placement of the purchase order.</p> <p>g) Subsequent 10% (Ten percent) of the awarded sites on each occasion up to the completion of 100% sites (schools along with its corresponding DIETs / Lead locations) should be delivered-, installed, commissioned, tested &amp; made available for acceptance along with integration with central site along with imparting training to the site officials within 02 weeks from the date of placement of the purchase order.</p>	<p><b>Query</b></p> <p>We request to amend the period for delivery, installation and acceptance for each of the subsequent 10% sites to 4 weeks, instead of 2 weeks.</p> <p>"Subsequent 10% (Ten percent) of the awarded sites on each occasion up to the completion of 100% sites (schools along with its corresponding DIETs / Lead locations) should be delivered-, installed, commissioned, tested &amp; made available for acceptance along with integration with central site along with imparting training to the site officials within <u>04 weeks</u> 02 weeks from the date of placement of the purchase order."</p>	<p><b>The clause may be read as:</b></p> <p>“f). First 10% (Ten percent) of the awarded sites (schools along with its corresponding DIETs/ Lead locations) should be delivered, installed, commissioned, tested &amp; made available for acceptance along with integration with central site and imparting training to the site officials within 12 weeks from the date of placement of the purchase order.</p> <p>g). Subsequent 10% (Ten percent) of the awarded sites on each occasion up to the completion of 100%</p>

				<p>sites (schools along with its corresponding DIETs / Lead locations) should be delivered-, installed, commissioned, tested &amp; made available for acceptance along with integration with central site along with imparting training to the site officials within 03 weeks from the date of placement of the purchase order.</p>
34	<p>Additional Point added as S. No. iv). of Clause No.19 Delivery and installation period</p>	N/A	N/A	<p><b>The new S. No. is added as S. No. iv). of Clause No. 19 (Delivery and installation period):</b> “In case of any specialised delivery / installation requirements received from ERNET client(s), ERNET reserves the right to reduce the delivery &amp; installation period by a reasonable period subject to the condition that the total project sites awarded to any vendor will be less than 500”.</p>

35	Clause No.20 Liquidated Damages(LD) S. No. (ii)	ii) In case the cumulative delay is beyond 7 weeks during the implementation period, ERNET India reserves the right to cancel the purchase order and forfeit all due payments including forfeiture of Security Deposit, besides initiating legal action as per rules/laws and/or debaring / blacklisting the vendor(s) concerned for at least three years, for further dealings with ERNET India. In such a case ERNET India will initiate action to get the work completed at the cost and risk of vendor(s) and may further distribute such a work to other remaining vendor(s) in suitable ratio in conformity with the distribution as indicated at clause 26 (ix) & (x).	<p><b>Query</b></p> <p>We request that ERNET will provide vendor a notice and cure period of 30 days, to take required corrective actions, before ERNET can take any action on cancellation, forfeiture, risk purchase, or any legal action. We further request not to debar/blacklist the vendor, in the event of the happening of these situations.</p> <p>We understand that purchaser/ERNET will pay the vendor for all the products delivered and services rendered and accepted, up to the effective date of termination/cancellation of PO. Kindly confirm.</p>	No Change.
36	Clause No. 25 Special Terms & Conditions S. No. (vi)	1) In case, vendor(s) fails to meet any of the service conditions and/or found in breach of any condition(s) of tender or supply order, at any stage during the course of its service liability/ empanelment period, ERNET India besides, terminating its empanelment, forfeiting any due payments and/ or Security Deposits may also debar and blacklist the bidder(s) concerned for at least three years, for further dealings with ERNET India and also may initiate legal action as per rules/laws applicable.	<p><b>Query</b></p> <p>We request that ERNET will provide vendor a notice and cure period of 30 days, to take required corrective actions, before ERNET can take any action on cancellation, forfeiture, risk purchase, or any legal action.</p> <p>We request ERNET not to forfeit our security deposit, due payments and/or debar and blacklist the bidder.</p>	No Change.
37	Clause No. 25 Special Terms & Conditions S. No. (vii)	ERNET India may, at any time, terminate the empanelment / purchase order by giving written notice to the selected bidder(s)/ vendor without any compensation, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to ERNET India. In case of termination, the work of such a vendor(s) shall be distributed to other remaining vendor(s) in conformity with the distribution as indicated in clause 26(ix) & (x).	<p><b>Query</b></p> <p>We request for a deletion of this clause.</p>	No Change.

38	Clause No. 25 Special terms & Conditions S. No. (viii)	The vendor(s) should not assign or sublet the work either in whole or in part of the ERNET's work order to any other agency in any form. Any such eventuality may result in termination of empanelment / purchase order and forfeiture of Security Deposit concerning such bidder(s).	<p><b>Query</b></p> <p>The scope of the tender includes multiple activities, all of which may not be performed directly by the vendor.</p> <p>We understand that the vendor can execute some portion of work through its own authorized sub-contractors. Vendor will continue to remain directly liable for the complete scope of the project. Request your confirmation.</p>	<b>No Change.</b>
39	Clause No. 25 Special terms & Conditions S. No. (ix)	No deviations from these terms and conditions will be accepted; violation thereof will lead to rejection of the bid and forfeiture of EMD/Security Deposit.	<p><b>Query</b></p> <p>We understand that in case of any deviations in bid, ERNET may reject the bid. However, the EMD of the bidder will not be forfeited. Kindly confirm.</p> <p>HP should propose; "We request for the relaxation of this condition to the extent of our recommendations and queries pertaining to the terms and conditions contained herein.</p>	<b>The clause may be read as:</b> "No deviations from these terms and conditions will be accepted; violation thereof will lead to rejection of the bid."
40	Clause no. 25 Special terms & Condition S. No. (xii)	The connectivity available at project sites (schools) will probably be a 2 MBPS Internet broadband link and accordingly the bidder must ensure themselves that the Video conferencing solution offered by them should be capable to conduct smooth HD video calls through available connectivity. During technical evaluation, ERNET India reserves the right to ask the bidder(s) for conducting a proof-of-concept (PoC) on the similar type of environment and may declare the equipment/solution as technically viable or non-viable.	<p><b>Query</b></p> <p>Video Quality at schools has been asked for Full HD 1080p at 30 fps transmit and receive. Full HD 1080p30fps requires atleast 1.5 Mbps (TX and RX) Bandwidth, the same cannot be achieved at 2 Mbps Broadband as the Upload (TX) is just 20-30% of total bandwidth, which will be around 500 Kbps.</p> <p>Hence we request the authority to arrange atleast 8 Mbps of Bandwidth at Schools for reliable and good quality video call.</p>	No Change.

41	Clause NO. 25 Special terms & Conditions S. No. (xiv)	After the complete system has been installed by bidder(s), it is the responsibility of bidder to get the complete system being vetted by the OEM of video conferencing before final acceptance from ERNET India side and OEM will issue a certificate to be addressed to ERNET India by verifying the complete system in operation.	<p><b>Query</b></p> <p>The OEM will issue the certificate to the address to ERNET India only for the Scope under OEM installation.</p> <p><b>Remark:</b> Please note that in no case OEM can vet or shall be held responsible for the work under the scope of order in the name of System Integrator. The solution includes products from other OEM's as well which cannot be vetted by VC OEM.</p>	No Change.
42	Clause No. 25 Special Terms & Conditions S. No. (xvi)	The successful bidder(s) w.r.t the requirement in sub-set – II have to install a model site in r/o every PO and get the same approved by ERNET project team within 15 days from the date of issue of purchase order. Also the bidder has to make necessary changes in the model site if so suggested by ERNET team and further replicate the same model across all sites issued through respective purchase order or as directed by ERNET team on case to case basis.	<p><b>Query</b></p> <p>We request for a period of 30 days for vendor to install a model site for sub-set - II.</p>	No Change.
43	Clause no. 25 Special terms & Conditions S.No.(xviii)	Vendor of sub-set I have to station two resident engineer at central location and vendor(s) of sub-set II has to provide one Resident engineer on every DIET/ lead school for the complete period of bidder's operations liability/warranty period within the solution cost quoted by respective bidders i.e without any separate line item	<p><b>Query</b></p> <p>Sub-Set II has two parts: 1)Infra to be Supplied in Each School 2)Infra to be Supplied in each DIET/Lead School(District level location). If price for 1 resident engineer need to be included within solution cost, Please clarify this to be done for both the parts or only for DIET/Lead School. Further, We request you to add separate line item for RE cost to be quoted</p>	<b>Tender/ RFP Clause is self-explanatory.</b>

44	Clause No. 26 Evaluation of tender S. No. (ix)	In case L2 and L3 bidders accept & match the L1 price, all the three bidders (L1, L2 and L3) will be empanelled for awarding the work and accordingly purchase orders shall be released in the ratio L1: L2: L3 = 50:25:25 to the nearest approximation possible, Ref Clause 25(ii) on the L1 rates.	<p><b>Query</b></p> <p>1) For orders of sub-set II, we request to specify a minimum quantity of the number of sites ordered in each PO, to make the execution economically feasible for vendor.</p> <p>2) The sites ordered in each PO should also be clustered for specific states/regions, and not scattered across different states. Request your confirmation.</p>	<p><b>Explanation of the Clause:</b> This being a proposed rate contract, the number of sites are not known to ERNET and accordingly can't be specified at this stage. Also ERNET will take due care while allocating the project sites.</p>
45	Clause NO. 27 Scope of work S. No. (iii)	Establishment of Smart Virtual Class rooms (with two-way interactive facility) through supply, installation, commissioning, integration and comprehensive maintenance in any of the identified schools across multiple state in conformity with Schedule of Requirement (Annexure-I, Sub-set II) (any sub items & quantities), Technical Specifications (Annexure-II) and terms & conditions of the tender. The bidder will ensure to install the supplied systems and make it operational over the existing 2 MBPS broadband Internet connection and provide warranty support for next 2 years.	<p><b>Query</b></p> <p>Video Quality at schools has been asked for Full HD 1080p at 30 fps transmit and receive. Full HD 1080p30fps requires atleast 1.5 Mbps (TX and RX) Bandwidth, the same cannot be achieved at 2 Mbps Broadband as the Upload (TX) is just 20-30% of total bandwidth, which will be around 500 Kbps.</p> <p>Hence we request the authority to arrange atleast 8 Mbps of Bandwidth at Schools for reliable and good quality video call.</p>	No Change.
46	Clause No. 27 Scope of Work S. No. (v)	The scope of work for central site also includes development of project portal to be accessed over the internet from external world. The portal should have the links for redirection to recording content created in project and also for any external course content available over the internet. Portal should make use of all the APIs of the Video conferencing solution and integrate with management server to provide multiple functionality towards administration and analytics for sharing online progress The final design and functional requirement of portal will be finalized in discussion with ERNET project team.	<p><b>Query</b></p> <p>Do bidder need to quote for this activity. If so, how will we know the function requirement of portal before bid submission</p>	<p><b>Explanation of the Clause:</b> This being the part of scope of work, will be the responsibility of vendor. Also the detailed functional requirement will only be framed on case to case basis after the award of Purchase order(s).</p>

47	Clause No. 27 Scope of Work S. No. (viii)	All the successful bidders shall provide user manual in English & Hindi to end-users detailing operations of the equipment and on-site user level training at the time of installation after getting approval from ERNET. Also the successful bidder has to perform the work of equipment tagging at all project sites	<p><b>Query</b></p> <p>The standard manuals provided are in English. We request you to delete Hindi</p>	No Change.
48	Clause NO. 27 Scope of work S. No. (xiv)	The bidder(s) will be liable for any hardware and software up-gradation for maintenance without any extra cost during warranty period.	<p><b>Query</b></p> <p>The bidder(s) will be liable for any hardware replacement in case of failure and software up-gradation for maintenance without any extra cost during warranty period.</p> <p>Remark: Hardware Upgradation is not included in Warranty, however hardware will be repaired or replaced with same or higher version in case of failure.</p> <p>Hence we request the authority to amend the clause accordingly.</p>	<p><b>The clause may be read as:</b>          “The bidder(s) will be liable for any software up-gradation for maintenance without any extra cost during warranty period. Also bidder will be responsible for on-site repair / replacement of faulty system / sub-system during the warranty / AMC period”.</p>
49	Clause No.27 Scope of Work S. No. (xv)	The vendor(s) of sub-set – II will be responsible for provisioning of electrical wiring from the mains to the point of UPS installation (nearly 100 meter on an average) in each DIET/ lead school/ school”.	<p><b>Query</b></p> <p>The scope of work related to i) Electrical wiring from the mains to the point of UPS installation, and ii) Extension of LAN, are not part of the commercial bid format. Kindly clarify how these costs will be factored.</p>	<p><b>Tender/ RFP Clause is self-explanatory.</b></p>

50	Clause No.27 Scope of Work S. No. (xvi)	The vendor(s) of sub-set II will be responsible for extension of LAN point from the access switch to the point of endpoint/ Desktop installation (nearly 100 meter on an average) in each DIET/ lead school/ School”.	<p><b>Query</b></p> <p>As such requirements may vary for each site, and is difficult to estimate, we request to include the cost for LAN cabling of a specified number of nodes, as a part of the commercial bid.</p>	No Change.
51	Additional Point added as S. No. xviii). of Clause No. 27, Scope of Work	N/A	N/A	<p><b>The new S. No. is added as S. No. xviii). of Clause No. 27 (Scope of Work):</b> The successful bidder(s) have to individually setup, maintain &amp; manage a 24x7 help desk operations support with toll free number, automated complaint management system for compliant booking, generation of token number, generation of multiple reports relating to operations support.</p>
52	Additional point for Termination for default		<p><b>Query</b></p> <p>We request that the termination for default happens on account of a material breach of obligation which has not been cured by Vendor despite a prior written notice of 30 days from the customer to Vendor to cure the material breach, and not otherwise.</p> <p>Further, in case of termination for default, we request that customer pay Vendor for all the products and services delivered till the effective date of termination.</p>	<b>Not Acceptable</b>

53	Additional point for Arbitration		<p><b>Query</b></p> <p>We request for a sole arbitrator to be appointed by the mutual consent of both the parties.</p>	<b>Not Acceptable</b>
54	Annexure-I Clause No. 1 Bill of Material (Sub-Set – I) S. No. (4-10)	S. No 4 to 10. - 500/750/1000/1250/1500/1750/2000 port Full High Definition Multipoint Control Unit (FHD-MCU) and Firewall Traversal licenses in High Availability (1+1) with Software based Video Conferencing Desktop Clients and Content Sharing Tool	<p><b>Query</b></p> <p>To be made optional/or removed  Remark: The MCU Port capacity available with leading OEM's does not exceed 400 Full HD 1080p 30fps. Moreover, there are very limited customers with a requirement of more than 200 Full HD Ports in a single site.</p> <p>Hence we request the authority to consider MCU with reasonable limited port capacity, which is available with the OEM's.</p>	No Change.
55	Annexure-I Clause No. 1 Bill of Material (Sub-Set – I) S. No. 11	30 concurrent calls Gatekeeper / Call Control & 1250 User Registration Server and application for scheduling and management of Classes in High Availability.	<p><b>Query</b></p> <p>60 concurrent calls Gatekeeper / Call Control &amp; 1250 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>60 concurrent calls Gatekeeper / Call Control &amp; 1250 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>60 concurrent calls Gatekeeper / Call Control &amp; 1250 User Registration Server and application for</p>	No Change.

			<p>scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>60 concurrent calls Gatekeeper / Call Control &amp; 1250 User Registration Server and application for scheduling and management of Classes in High Availability.</p>	
56	Annexure-I Clause No. 1 Bill of material S.No. 12	60 concurrent calls Gatekeeper / Call Control & 2500 User Registration Server and application for scheduling and management of Classes in High Availability.	<p><b>Query</b></p> <p>120 concurrent calls Gatekeeper / Call Control &amp; 2500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>120 concurrent calls Gatekeeper / Call Control &amp; 2500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>120 concurrent calls Gatekeeper / Call Control &amp; 2500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>120 concurrent calls Gatekeeper / Call Control &amp; 2500 User Registration Server and application for scheduling and management of Classes in High Availability.</p>	No Change

57	Annexure-I Clause No. 1 Bill of material S.No. 13	80 concurrent calls Gatekeeper / Call Control & 3500 User Registration Server and application for scheduling and management of Classes in High Availability.	<p><b>Query</b></p> <p>160 concurrent calls Gatekeeper / Call Control &amp; 3500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>160 concurrent calls Gatekeeper / Call Control &amp; 3500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>160 concurrent calls Gatekeeper / Call Control &amp; 3500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>160 concurrent calls Gatekeeper / Call Control &amp; 3500 User Registration Server and application for scheduling and management of Classes in High Availability.</p>	No Change
----	--	--	---	-----------

58	Annexure-I Clause No. 1 Bill of material S.No. 14	125 concurrent calls Gatekeeper / Call Control & 5000 User Registration Server and application for scheduling and management of Classes in High Availability.	<p><b>Query</b></p> <p>250 concurrent calls Gatekeeper / Call Control &amp; 5000 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>250 concurrent calls Gatekeeper / Call Control &amp; 5000 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>250 concurrent calls Gatekeeper / Call Control &amp; 5000 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>250 concurrent calls Gatekeeper / Call Control &amp; 5000 User Registration Server and application for scheduling and management of Classes in High Availability.</p>	No Change.
----	--	---	---	------------

59	Annexure-I Clause No. 1 Bill of material S.No. 15	180 concurrent calls Gatekeeper / Call Control & 7500 User Registration Server and application for scheduling and management of Classes in High Availability.	<p><b>Query</b></p> <p>360 concurrent calls Gatekeeper / Call Control &amp; 7500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>360 concurrent calls Gatekeeper / Call Control &amp; 7500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>360 concurrent calls Gatekeeper / Call Control &amp; 7500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>360 concurrent calls Gatekeeper / Call Control &amp; 7500 User Registration Server and application for scheduling and management of Classes in High Availability.</p>	No Change
----	--	---	---	-----------

60	Annexure-I Clause No. 1 Bill of material S.No. 16	250 concurrent calls Gatekeeper / Call Control & 10,000 User Registration Server and application for scheduling and management of Classes in High Availability.	<p><b>Query</b></p> <p>500 concurrent calls Gatekeeper / Call Control &amp; 10,000 User Registration Server and application for scheduling and management of Classes in High Availability</p> <p><b>Query .</b></p> <p>500 concurrent calls Gatekeeper / Call Control &amp; 10,000 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>500 concurrent calls Gatekeeper / Call Control &amp; 10,000 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>500 concurrent calls Gatekeeper / Call Control &amp; 10,000 User Registration Server and application for scheduling and management of Classes in High Availability.</p>	No Change
----	--	---	--	-----------

61	Annexure-I Clause No. 1 Bill of material S.No. 17	350 concurrent calls Gatekeeper / Call Control & 12500 User Registration Server and application for scheduling and management of Classes in High Availability.	<p><b>Query</b></p> <p>700 concurrent calls Gatekeeper / Call Control &amp; 12500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query .</b></p> <p>700 concurrent calls Gatekeeper / Call Control &amp; 12500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>700 concurrent calls Gatekeeper / Call Control &amp; 12500 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>700 concurrent calls Gatekeeper / Call Control &amp; 12500 User Registration Server and application for scheduling and management of Classes in High Availability.</p>	No Change
----	--	--	---	-----------

62	Annexure-I Clause No. 1 Bill of material S.No. 18	380 concurrent calls Gatekeeper / Call Control & 15,000 User Registration Server and application for scheduling and management of Classes in High Availability.	<p><b>Query</b></p> <p>760 concurrent calls Gatekeeper / Call Control &amp; 15,000 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>760 concurrent calls Gatekeeper / Call Control &amp; 15,000 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>760 concurrent calls Gatekeeper / Call Control &amp; 15,000 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>760 concurrent calls Gatekeeper / Call Control &amp; 15,000 User Registration Server and application for scheduling and management of Classes in High Availability.</p>	No Change
----	--	---	---	-----------

63	Annexure-I Clause No. 1 Bill of material S.No. 19	450 concurrent calls Gatekeeper / Call Control & 1750 User Registration Server and application for scheduling and management of Classes in High Availability.	<p><b>Query</b></p> <p>900 concurrent calls Gatekeeper / Call Control &amp; 1750 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>900 concurrent calls Gatekeeper / Call Control &amp; 1750 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>900 concurrent calls Gatekeeper / Call Control &amp; 1750 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>900 concurrent calls Gatekeeper / Call Control &amp; 1750 User Registration Server and application for scheduling and management of Classes in High Availability.</p>	No Change
----	--	---	---	-----------

64	Annexure-I Clause No. 1 Bill of material S.No. 20	500 concurrent calls Gatekeeper / Call Control & 20000 User Registration Server and application for scheduling and management of Classes in High Availability.	<p><b>Query</b></p> <p>1000 concurrent calls Gatekeeper / Call Control &amp; 20000 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>1000 concurrent calls Gatekeeper / Call Control &amp; 20000 User Registration Server and application for scheduling and management of Classes in High Availability</p> <p><b>Query</b></p> <p>1000 concurrent calls Gatekeeper / Call Control &amp; 20000 User Registration Server and application for scheduling and management of Classes in High Availability.</p> <p><b>Query</b></p> <p>1000 concurrent calls Gatekeeper / Call Control &amp; 20000 User Registration Server and application for scheduling and management of Classes in High Availability.</p>	No Change
----	--	--	--	-----------

65	Annexure-I Clause No. 1 Bill of material S.No. (11-20)	30/60/80/125/180/250/350/380/450/500 concurrent calls Gatekeeper / Call Control & 1250/2500/3500/5,000/7500/10,000/12500/15,000/17500/20,000 User Registration Server and application for scheduling and management of Classes in High Availability.	<p><b>Query</b></p> <p>Clarification and suggestion</p> <p>Remark: If 125 port MCU is considered, it will require Gatekeeper with same call capacity as the MCU Ports i.e. 125 Concurrent Calls as all calls from Endpoints/Desktop Clients will be routed through Gatekeeper/Call Control Server.</p> <p>Also in the kind of solution required, Gatekeeper is a mandatory component.</p> <p>Hence we request the authority to review the requirement.</p>	
66	Annexure-II Clause no. 2.1 S.No.3	The Proposed Solution should be a hardware based rack mountable server / Appliance and shall operate on a non-Windows based operating system.	<p><b>Query</b></p> <p>Non Windows Based: If Client software has to be windows based then there is no reason for MCU not to be windows based. We would like to bring to your attention that all Server infrastructure for IT runs on Windows and there is no reason for MCU to be installed on Non Windows based application.</p> <p>We would also like to bring your attention, that all the management servers( which is an integral part of MCU) are by default windows based and we have our management inbuilt in our MCU</p>	No Change

67	Annexure-II Clause no. 2.1 S.No.6	OEM for MCU must be a registered licensee / licensor in any authorized body of ITUT Standards to ensure protocols used by OEM are valid.	<p><b>Query</b></p> <p>OEM for MCU must be a registered licensee / licensor in any authorized body of ITUT Standards to ensure protocols used by OEM are valid: We would like to bring your attention that MPEG LA is the Organisation which Sells ITU T standard H.264 Codec We would request you to check there website which has a PPT which can be downloaded which clearly says Organisations which sell less than 100000 H.264 Licenses in a Year need not to be registered and royalty only needs to be paid above 1Lakh number of licenses. Only Global Organisations which have presence in many countries are able to sell more than 1 Lakh licenses per year, PeopleLink has never reached that number in a year and hence there is no need to be registered. Request you to remove the same as PQ.</p>	No Change
68	Annexure-II Clause no. 2.1 S.No.7	OEM for the MCU must have atleast 50 patents registered in their name from day one.	<p><b>Query</b></p> <p>50 Patents: Patents have no relevance for PQ. This is the first tender in the History of VC Industry from last 10 years that we have seen patent as PQ. It is also very disheartening to see that when the world is moving towards the Open Architecture, we are trying to enforce and encourage patented products to be promoted. So, would urge you to look into the same and remove the point.</p> <p><b>Query</b></p> <p>OEM for the MCU must have at least 500 patents registered in their name from day one. Remark: With reference to the OEM PQ mentioned in Eligibility Criteria, and the scope of</p>	<b>This Clause</b> ” OEM for the MCU must have atleast 50 patents registered in their name from day one.”, <b>stands deleted</b>

			project, the OEM should renowned in Video Conferencing industry. Keeping in view, the OEM should have atleast 500 patents registered in their name.	
69	Annexure-II Clause No. 2.1 S.No. 8	The OEM for the MCU must be in leaders in latest Gartner Magic Quadrant in July'16 or latest if any for Group Video Systems	<b>Query</b>  The OEM for the MCU must be in leaders in Gartner Magic Quadrant for last 3 years 2014 to 2016 for Group Video Systems. Remark: Looking at the requirement of the project, for reliability consideration of the OEM, the OEM should be leader in Gartner Magic Quadrant for last 3 consecutive years	No Change
70	Annexure-II Clause No. 2.1 S.No. 9	<b>The MCU should support 1080p, 720p, SD and CIF resolutions at 30/60 fps.</b> The MCU should support 125/ 250 /350/500/750/1000/1250/1500/1750/2000 ports for transmit and receive in real time in a single conference or multiple concurrent session in continuous and voice activation mode from day one and it should be supplied in high availability (1+1) redundancy mode. The MCU should support connectivity with 125/ 250 /350/500/750/1000/1250/1500/1750/2000 participants in any combination of Endpoints or desktop and mobile clients from Internet and intranet.	<b>Query</b>  Clarification Remark:  Please clarify the resolution required for 125/ 250 /350/500/750/1000/1250/1500/1750/2000 ports for transmit and receive	<b>Tender/ RFP Clause is self-explanatory.</b>

71	Annexure-II Clause No. 2.1 S.No. 9	The proposed MCU should be expandable to twice the above mentioned respective capacity @ 1080p with the addition of hardware (without Forklifting) and software.	<p><b>Query</b></p> <p>The proposed MCU should be expandable to twice the above mentioned respective capacity @ 1080p to max of 400 ports with the addition of hardware (without Forklifting) and software. Remark: The MCU Port capacity available with leading OEM's does not exceed 400 Full HD 1080p 30fps. Moreover, there are very limited customers with a requirement of more than 200 Full HD Ports in a single site.</p> <p>Hence we request the authority to consider MCU with reasonable limited port capacity, which is available with the OEM's.</p>	No Change
72	Annexure-II Clause No. 2.1 S.No. 10	The proposed MCU should be expandable to twice the above mentioned respective capacity @ 1080p with the addition of hardware (without Fortlifting) and software.	<p><b>Query</b></p> <p>The proposed MCU should be expandable to thrice the above mentioned respective capacity @ 1080p with the addition of hardware (without Forklifting) and software</p> <p><b>Query</b></p> <p>The proposed MCU should be expandable to thrice the above mentioned respective capacity @ 1080p with the addition of hardware (without Forklifting) and software.</p> <p><b>Query</b></p> <p>The proposed MCU should be expandable to thrice the above mentioned respective capacity @ 1080p with the addition of hardware (without Forklifting) and software.</p> <p>Query : The proposed MCU should be expandable to</p>	No Change

			thrice the above mentioned respective capacity @ 1080p with the addition of hardware (without Forklifting) and software.	
73	Annexure-II Clause No. 2.1 Network & Security S.No. 35	Proposed Infrastructure Solution should interop with existing setup of the other OEM's.	<p><b>Query</b></p> <p>Proposed Infrastructure Solution should interop with existing setup of the other OEM's for all Video Calls equal to no of MCU Ports. Any additional hardware required to achieve the functionality should be included day one.</p> <p>Remark: Considering ITU Standards as key requirement of project ans as mentioned in Eligibility Crateria, the infrastructure, Endpoints and Deskop Clients should support interop with Standard H.323 and SIP Endpoints for all Point-to-point and Multiparty Calls. There should be no restriction or dependency on any additional hardware. If required, additional hardware to acheive interop should be included day one.</p>	No Change

74	Annexure-II Clause No. 2.1 Network & Security S.No. 37	MCU and other components of proposed solution must support RADIUS( Remote Access Dial in user service) for authentication minimum upto 5 servers.	<p><b>Query</b></p> <p>To be made optional/or removed Remark: The said feature is not generic and is not available with all OEM's. Hence request the authority to either make this optional or remove the same.</p>	<p><b>This clause</b> “MCU and other components of proposed solution must support RADIUS( Remote Access Dial in user service) for authentication minimum upto 5 servers.” <b>stands Deleted</b></p>
75	Annexure-II Clause No. 2.1 Desktop Client S.No. 39	The Desktop Client must be centrally deployed and managed. It must be automatically installed via a downloadable Web URL configured in the solution provided. The desktop client should support major operating system like windows & Mac & linux. The Proposed solution should be provided with unlimited desktop clients and virtual rooms.	<p><b>Query</b></p> <p>The Desktop Client must be centrally deployed and managed. It must be automatically installed via a downloadable Web URL configured in the solution provided. The desktop client should support major operating system like windows &amp; Mac. The Proposed solution should be provided with unlimited desktop clients and virtual rooms Remark: Desktop Client is not available for Linux.</p>	<p><b>The clause may be read as</b> “ The Desktop Client must be centrally deployed and managed. It must be automatically installed via a downloadable Web URL configured in the solution provided. The desktop client should support major operating system like windows &amp; Mac. The Proposed solution should be provided with unlimited desktop clients and virtual rooms.”</p>
76	Annexure-II Clause No. 2.1 Desktop Client S.No. 46	The desktop client must be able to send and receive FHD video at minimum 1080p resolution or higher (TX/RX) with support for lower resolutions from day one.	<p><b>Query</b></p> <p>The desktop client must be able to send minimum 720p TX and receive 1080p resolution or higher RX with support for lower resolutions from day one. Remark: With limited resolution of available Desktop Cameras, the Sending - TX Video Resolution is restricted to HD 720p, however the Receive Resolution is supported at 1080p30fps.</p> <p>In a classroom scenario, its required to receive higher resolution Video of the Teacher/Presenter, which is supported at FHD 1080p30fps.</p>	<p><b>The clause may be read as</b> “The desktop client must be able to send and receive FHD video at minimum 720p resolution or higher (TX/RX) with support for lower resolutions from day one.”</p>

			Hence we request the authority to amend the clause accordingly.	
77	Annexure-II Clause No. 2.1 Conferences & scheduling S.No. 48	Each Desktop Client participant should support both voice activated video switching mode and continuous presence mode.	<p><b>Query</b></p> <p>Each Desktop Client participant should support 1. voice activated video switching mode 2. continuous presence mode 3. Ability to PIN the required / any participant on the desktop screen</p> <p><b>Query</b></p> <p>Each Desktop Client participant should support 1. voice activated video switching mode 2. continuous presence mode 3. Ability to PIN the required / any participant on the desktop screen.</p> <p><b>Query</b></p> <p>Each Desktop Client participant should support 1. voice activated video switching mode 2. continuous presence mode 3. Ability to PIN the required / any participant on the desktop screen required / any participant on the desktop screen.</p> <p><b>Query</b></p> <p>Each Desktop Client participant should support 1. voice activated video switching mode 2. continuous presence mode 3. Ability to PIN the required / any participant on the desktop screen.</p>	No Change

78	Annexure-II Clause No. 2.2 Gatekeeper/cal l control & user management Server, S.No. 3	The Gatekeeper/Call Control must support registration of all desktop & conference endpoints through username and password or via unique number, name, alias / E.164 ID using SIP & H.323.	<p><b>Query</b></p> <p>The Gatekeeper/Call Control must support registration / addition of all desktop &amp; conference endpoints through username and password or via unique number, name, alias / E.164 ID using SIP &amp; H.323.</p> <p><b>Query</b></p> <p>The Gatekeeper/Call Control must support registration / addition of all desktop &amp; conference endpoints through username and password or via unique number, name, alias / E.164 ID using SIP &amp; H.323.</p> <p><b>Query</b></p> <p>The Gatekeeper/Call Control must support registration / addition of all desktop &amp; conference endpoints through username and password or via unique number, name, alias / E.164 ID using SIP &amp; H.323.</p> <p><b>Query</b></p> <p>The Gatekeeper/Call Control must support registration / addition of all desktop &amp; conference endpoints through username and password or via unique number, name, alias / E.164 ID using SIP &amp; H.323.</p>	No Change
----	---	---	---	-----------

79	Annexure-II Clause No. 2.2 Gatekeeper/cal l control & user management Server, S.No. 6	The Gatekeeper/Call control should be able to support up to 30/60/80/125/180/250/350/380/450/500 concurrent session from internet or Intranet day one and expandable to twice of respective concurrent calls in same hardware.	<p><b>Query</b></p> <p>The Gatekeeper/Call control should be able to support up to 60/120/160/250/360/500/700/760/900/1000 concurrent session from internet or Intranet day one and expandable to twice of respective concurrent calls in same hardware.</p> <p><b>Query</b></p> <p>The Gatekeeper/Call control should be able to support up to 60/120/160/250/360/500/700/760/900/1000 concurrent session from internet or Intranet day one and expandable to twice of respective concurrent calls in same hardware</p> <p><b>Query</b></p> <p>The Gatekeeper/Call control should be able to support up to 60/120/160/250/360/500/700/760/900/1000 concurrent session from internet or Intranet day one and expandable to twice of respective concurrent calls in same hardware.</p> <p><b>Query</b></p> <p>The Gatekeeper/Call control should be able to support up to 60/120/160/250/360/500/700/760/900/1000 concurrent session from internet or Intranet day one and expandable to twice of respective concurrent calls in same hardware.</p>	No Change
----	---	--	--	-----------

80	Annexure-II Clause No.2.2 Gatekeeper/Call control & User management Server S.No. 26	The users shall be able to share the Conference URL used by Guests equal to number of port capacity of MCU at any point of time, to join the conference and no need for guest to create login credentials.	<p><b>Query</b></p> <p>The users shall be able to share the Conference URL used by Guests equal to number of port capacity of MCU at any point of time (limited to max 500 users), to join the conference and no need for guest to create login credentials.</p> <p>Remark: As the video conference is to be done within restricted user list, and there would be limited no of guest users, we request the authority to limit no of Guest user to max 500. The solution does not support more no of guest users.</p>	No Change
81	Annexure-II Clause No.2.3 Recording & Streaming Solution S.No. 16	The system should support flexible recording capacity, should support 10 concurrent recording ports on HD 720P 30 fps or more.	<p><b>Query</b></p> <p>The system should support flexible recording capacity, should support 10 concurrent recording ports on HD 1080P 30 fps or more.</p> <p>Remark: As the complete solution is being considered to support Full HD 1080p30fps resolution, we request the authority to consider the same resolution for recording as well.</p>	No Change
82	Annexure-II Clause No.2.5 Professional Video conferencing End points/ Codec including camera,microphone and Speaker S.No. 7	The VC Room System must display up to 16 sites in continuous presence layout.	<p><b>Query</b></p> <p>The VC Room System must display up to 8 sites in continuous presence layout.</p> <p>Remark: As for desktop clients have been asked to support 8 sites, we request the authority to consider 8 sites for Room System aswell, as the max no of supported sites on endpoints in 8 only.</p>	The clause may be read as  “The VC Room System must display minimum of 8 sites in continuous presence layout.”

83	Annexure-II Clause No.2.5 Professional Video confrencing End points/ Codec including camera,microp hone and Speaker S.No. 33	Video Input: Minimum 04 Full HD Ports – HDMI/ DVI /USB 3.0	<b>Query</b>  Video Input: Minimum 02 Full HD Ports – HDCI/HDMI/ DVI /USB 3.0  Remark: As the Room Systems are to be installed at DIET Locations, the endpoints will have one camera and one PC Input. Hence in no scenario, the no of input ports will exceed 2. Hence we request the authority to consider max 2 Video Inputs.	No Change
84	Annexure-II Clause No.2.5 Professional Video confrencing End points/ Codec including camera,microp hone and Speaker S.No. 34	Video Output: Minimum 03 Full HD Ports – HDMI/ DVI/ USB 3.0 / Mini Display	<b>Query</b>  Video Output: Minimum 02 Full HD Ports – HDMI/ DVI/ USB 3.0 / Mini Display. Remark: As the Room Systems are to be installed at DIET Locations, the endpoints will have connectivity to max 2 displays one for Far end Video and other for content. Hence in no scenario, the no of output ports will exceed 2. Hence we request the authority to consider max 2 Video Outputs.	No Change
85	Annexure-II Clause No. 2.8 (Professional Desktop) S.No. 1	Professional Desktop: Latest Generation dual core processor, 3.5 Ghz. or higher, 6 MB cache	<b>Query</b>  Kindly clarify which processor is required since Dual core would be celeron & pentium processors and cache would be 3 MB only. 6MB cache would only be available in Quad core I5 Processors or AMD Ryzen series.	<b>The clause may be reads as “Professional Desktop: Latest Generation dual core processor, 3.5 Ghz. or higher, 3 MB cache”</b>

86	Annexure-II Clause No. 2.8 (Professional Desktop) S.No. 6	Minimum 1 TB with 7.2K RPM SATA	<b>Query</b>  RPM can be 7200 only, request you to change this	No Change
87	Annexure-II Clause No. 2.8 (Professional Desktop) S.No. 8	Same Make as OEM Multimedia Keyboard and Mouse	<b>Query</b>  Remark: You have asked for keyboard mouse from the same OEM, we request you to change the keyboard to standard keyboard as we don't manufacture multimedia keyboards.	The clause may be read as "Same Make as OEM Keyboard and Mouse"
88	Annexure-II Clause No. 2.8 (Professional Desktop) S.No. 14	Serial -1,VGA- 1 Network RJ-45 -1;USB Port – 6 (2.0 or higher), audio ports, HDMi port, DVI-D, Speaker jack	<b>Query</b>  We request you to remove DVI-D ports since this is a old technology , the latest machines offer you HDMI and Display ports	The clause may be read as " Serial -1,VGA- 1 Network RJ-45 -1;USB Port – 6 (2.0 or higher), audio ports, HDMi port-2, DVI- D/Display port, Speaker jack"
89	Annexure-II Clause No. 2.8,(Profession al Desktop) S.No. 17	Professional Desktop:OS: Should be supplied with Licensed preloaded latest Windows OS (Education version) with Microsoft Security Essential enabled	<b>Query</b>  We request the department to kindly clarify the specific Windows OS version	The clause may be read as "Should be supplied with Licensed preloaded latest Windows Professional OS (Education version) with Microsoft Security Essential enabled"

90	Annexure-II Clause No. 2.9 Electronic Interactive Board S.No. 2	Active Area Diagonal Size (inches):Minimum 77 inches diagonal	<p><b>Query</b></p> <p>Diagonal Size of Interactive Board-Dig. Size of the Board should be 85 inches for wider writing space.</p> <p><b>Query</b></p> <p>Size of the Interactive Board - In tender you have asked for the min.77 inches diagonal size which is very less. This should be in between 85-88 inches for wider space for writing.</p>	<b>The clause may be read as</b> ” Active Area Diagonal Size (inches): Minimum 85 inches diagonal”
91	Annexure-II Clause No. 2.9 Electronic Interactive Board S.No. 7	Resolution:30000*30000 or better	<p><b>Query</b></p> <p>:Resolution - You have asked for the 30000 x 30000 of the resolution in interactive board but now a days Interactive Board are available in market with the resolution of 32767 x 32767 provide the better accuracy.</p>	No Change
92	Annexure-II Clause No. 2.9 Electronic Interactive Board S.No. 12	Multi-Touch:Minimum 6 points touch	<p><b>Query</b></p> <p>Multi-Touch: interactive board should support 10 point touch to interact at least 10 users at a time Query from Ace business Solutions: At least 10 point touch should be there in the Interactive Board for atleast 10 user interaction at the same time.</p>	No Change
93	Annexure-II Clause No. 2.9 Electronic Interactive Board S.No. 13	OS Driver Support:Win 8 or latest (32bit & 64bit), Linux	<p><b>Query</b></p> <p>Interactive Board: OS support interactive software windows-10 and Linux.</p>	No Change

94	Annexure-II Clause No. 2.9 Electronic Interactive Board S.No. 15	Software Features: Annotation software shall include minimum features like choose pens, annotate, erase, color, shapes, sizes, text, Edit, fonts, stamp, move, capture, picture, video, save, Rotate, undo, image gallery, print, floating key- board and Background etc.	<b>Query</b>  Interactive board should have interactive software with features-Annotation software shall include minimum features like choose, pens, annotate, erase, color, shapes, sizes, text, Edit, fonts, stamp, move, capture, picture, video, save, Rotate, undo, image gallery, print, floating key-board and Background etc. The Software should have network classroom feature to conduct remote teaching by having interaction through all the three types of media Audio,Video and Text.	No Change
95	Annexure-II Clause No. 2.10 Short Throw projector S.No. 2	Projector Contrast ratio:20000:1	<b>Query</b>  Contrast ratio- this should be 22000:1 for better image clarity	<b>The clause may be read as</b> “Projector Contrast ratio:20000:1 or better”
96	Annexure-II Clause No. 2.10 Short Throw projector S.No. 8	Throw Ratio: 0.65 or better	<b>Query</b>  Throw ratio: This should be 0.5	No Change
97	Annexure-II Clause No. 2.10 Short throw projector S.No. 10	Keystone Correction:+/- 10 degrees	<b>Query</b>  In tender you have asked for +/- 10 degree of the keystone correction which is very less. this need to be at least +/- 30degree with correction features	<b>The clause may be read as</b> “Keystone Correction: +/- 10 degrees or higher.”

98	Annexure-II Clause No. 2.10 Short throw projector S.No. 14	Ceiling mount kit and Cables (of 15 meter length HDMI, VGA, Power, USB) should be supplied along with projector	<b>Query</b> (i) In accessories you have mentioned the ceiling mount kit whereas for short throw projectors Wall Mount Bracket is required. Therefore you are requested to replace the ceiling mount kit with Wall Mount Bracket. (ii) In accessories you also have asked for the USB Cable of 15mtr. we don't think that same is required for this projector.	<b>The clause may be read as</b> “Ceiling/wall mount kit and Cables (of 15 meter length HDMI, VGA, Power, USB) should be supplied along with projector”
99	Additional point for Annexure - II, Clause no. 2.10 Short Throw Projector, S.No. 15		<b>Query</b>  Kindly mention DLP for the Projector technology.	<b>The specification is added as :</b>  Technology: DLP Technology
100	Annexure-II Clause No.2.11 Video Visualizer S.No.1	Total Pixels: Min. 5 Mega Pixel	<b>Query</b>  For supporting Full HD resolution of 1920 x 1080, the maximum pixels desired in a Visualizer are 1920 x 1080= 2,073,600'pixels which any Document Camera of 3 Megapixels can support. All the world renowned brands use 3 Megapixels Sensors to support full HD resolution whereas all Cheap Chinese Brands use 5 or 8 Megapixel sensors (as mentioned in their brochures) which are of low quality from unknown non branded manufacturers. We request you to kindly amend the "min 5 Mega Pixel Sensor" to "min 3 Megapixel Sensor" so that all the world renowned brands can participate in the tender.	<b>The specification may be read as</b>  “ Total Pixels : Min. 3 Mega pixel or higher”

101	Annexure-II Clause No.2.11 Video Visualizer S.No.2	Zoom: Minimum 12x Optical Zoom, 15x Digital Zoom	<p><b>Query</b></p> <p>Optical Zoom: The desired specifications as per the tender documents are min 12X Optical Zoom and 15 X Digital Zoom. In any Visualizer, Optical Zoom plays a major role whereas Digital Zoom is rarely used as the image gets distorted in Digital Zoom. Most of the branded Visualizers come with 15X-20X Optical Zoom and 4X to 8X Digital Zoom. We request you to kindly amend the specifications with min 15X Optical Zoom and min 8X Digital Zoom.</p>	<p><b>The specification may be read as</b></p> <p>“Zoom: Minimum 15x Optical Zoom, 12x Digital Zoom”</p>
102	Annexure-II Clause No.2.11 Video Visualizer S.No.13	Other Ports/Connectivity:It should have USB Port ×1, SD Card Slot & RS232 Port.	<p><b>Query</b></p> <p>For other ports / connectivities, we would like to bring into your kind notice that now most of the new models come with USB Port where one can connect USB Flash Drive directly in place of SD Card Slot as Pen drives are easily available than SD Cards. <u>We request you to kindly amend the specifications from SD Card to SD/USB Slot for extended external memory.</u></p>	No Change
103	Additional point for Annexure - II, Clause no. 2.11 Video Visualizer		<p><b>Query</b></p> <p>Video Visualizer: We wish to state that Visualizer should have provision of the direct Mouse Input for accessing the visualizer control.</p>	No Change

104	Additional point for Annexure-II Clause No. 2.8,2.9 & 2.10(Professional Desktop,Electronic Interactive Board,Short Throw Projector)		<p><b>Query</b></p> <p>There is an alternate Solution for Professional Desktop &amp; Short throw projector with a multi-utility features embedded into single unit. An Integrated Computer Projector combines utility of projector &amp; high end Computer. Taking into account the utility of such device in education delivery, by being an All in-one and easy to use device; and also understanding the latest trends observed in recent ICT Tenders in states like Maharashtra, Odisha, Madhya Pradesh, Jharkhand, Himachal Pradesh, Jharkhand and Bihar.,We would request the department to kindly consider deploying “Integrated Computer Projector” in place of the Professional Desktop &amp; Short throw projector OR keep it as an alternate solution for the same.</p>	Not Acceptable
105	Additional point for new clause proposed		<p><b>Query</b></p> <p>We request for an inclusion of the Limitation of Liability Clause stating that Supplier’s/Bidder’s liability to Customer/ERNET under this RFP is limited to the relevant order(s) value. Neither Customer nor Vendor will be liable for lost revenues or profits, loss or damage to data or indirect, special or consequential costs or damages.</p>	Not Acceptable
106	Additional point for new clause proposed		<p><b>Query</b></p> <p>We request the Authority to please consider Annual Turnover of OEM's for USD 500,000 or in equivalent currency every year for last 3 years Remark: Since the size and importance of this project is immense, the OEM's of the respective products must have strong financial background to evenly support this project for the period so</p>	Not Acceptable

			desired under the scope of this RFP. The OEM's therefore must have strong financial muscle as the same project will be rolled out within other states in the country in the next phases.	
107	Additional point for Annexure-II Clause No.2.1 Firewall Traversal	Firewall Traversal Additional Clause	<b>Query</b>  The Firewall traversal Server must support H.460.18/19. Remark: H.460.18 and H.460.19 protocols are required to be supported by Firewall Traversal Solution to allow calls from any ITU-T Standard Video Conferencing Endpoint to traverse the call from internet.	No Change
108	Additional point for Annexure-II Clause No.2.1 Firewall Traversal	Firewall Traversal Additional Clause	<b>Query</b>  The firewall traversal should be an External Hardware and not inbuilt in the MCU. Remark: Firewall is a critical component to insure security of the network. It is recommended to have Separate dedicated hardware for Firewall Traversal application to insure proper security. It should not be clubbed with any other hardware.	No Change
109	Additional Clause for Annexure-II Clause No.2.3 Recording & Streaming Solution	Recording and Streaming Server Additional Clause	<b>Query</b>  The Recording server should allow uploading video content from any other media source apart from the Video Conferencing Lectures.  Remark: We request the authority to please consider uploading of Video Content from 3rd Party Sources on to the recording server for streaming them onto the network.	No Change

110	Additional Point added as S. No. 15). of Clause No. 2.11 Video Visualizer (Annexure-II)	N/A	<b>Query</b>  Your prestigious organization has asked for Desktop Visualizer which should have a base with in-built back light for showing transparencies, negatives, slides, X-Rays, etc. But the same has not been mentioned in the specifications of the Video Presenter. We would request you to kindly add an "in-built backlight of min A4 size" in the specifications. Without the Back Light, it will be a portable document camera / visualizer and not a Desktop visualizer.	<b>The new S. No. is added as S. No. 15). of Clause No. 2.11 Video Visualizer:</b> "Desktop Visualizer which should have a base with in-built back light of min. A4 size for showing transparencies, negatives, slides, X-Rays, etc"
111	Additional Point added as S. No. 16). of Clause No. 2.11 Video Visualizer (Annexure-II)	N/A	<b>Query</b>  Also, most of the Desktop Visualizers comes with in-built memory too which is very useful in education where the presenter can store images of the objects which they need to show again and again or capture their notes for downloading the same to the computer and forwarding the same to the students through Mail! Pen Drive. <u>We request you to kindly include min 100-200 images in-built memory in the Visualizer.</u>	<b>The new S. No. is added as S. No. 16). of Clause No. 2.11 Video Visualizer:</b> "Inbuilt Memory: Min 100-images in-built memory in the Visualizer".
112	Annexure-II Clause No. 2.12 1KVA online UPS with 01 hour battery backup S.No. 33	MCB based ,Inbuilt SPD(Surge Protective device)	<b>Query</b>  To be Changed to inbuilt MOV(surge protective device)	<b>The specification may be read as " Input Protection: inbuilt MOV ( surge protection device)"</b>

113	Annexure-II Clause No. 2.14 (Management Console Laptop) S.No. 15	Management Console Laptop:Should be supplied with Preloaded latest Windows OS with Microsoft Essential enabled and MS Office	<b>Query</b>  We request the department to kindly clarify the specific Windows OS version	No Change
114	Annexure-II Clause No. 2.15 40"Full HD Display Screen S.No. 7	Input Ports : RS – 232C – D-Sub 9 PIN x 1 (for Programming) Input and Output.	<b>Query</b>  Only Input port is required to controlling the display.	No Change
115	Annexure-II Clause No. 2.15 40"Full HD Display Screen S.No. 17	Certifications: BIS Compliant, UL/ IEC, FCC, Energy Star 6.0 or (latest) Certified	<b>Query</b>  BIS and IEC. Energy star is required only for TV models and FCC is US Govt Agency and it is for Radio Frequencies.	No Change
116	Annexure-II Clause No. 2.17 Collar Microphones with receiver System including all accessories S.No. 3	Should operate in SHF (Super High Frequency) Band with echo/noise cancellation capable	<b>Query</b>  Please mention the 2.4 GHz band  <b>Query</b>  Please mention 2.4 GHz band as frequency band is not mention there.  <b>Query</b>  Please mention 2.4 GHz band .	<b>The specification may be read as</b> “Should operate in 2.4 Ghz with echo/noise cancellation capable

117	Annexure-II Clause No. 2.17 Collar Microphones with receiver System including all accessories S.No. 4	Should support wearable mic to be clipped to collar without any cables for belt pack with batteries	<p><b>Query</b></p> <p>Should support wearable mic to be clipped to collar With/without any cables for belt pack with batteries.</p> <p><b>Query</b></p> <p>Should support wearable mic to be clipped to collar With/without any cables for belt pack with batteries.</p> <p><b>Query</b></p> <p>Should support wearable mic to be clipped to collar With/without any cables for belt pack with batteries.</p>	<p><b>The specification may be read as</b></p> <p>”Should support wearable mic to be clipped to collar With/without any cables for belt pack with batteries. “</p>
118	Annexure-II Clause No. 2.17 Collar Microphones with receiver System including all accessories S.No. 6	Should support Lithium Polymer rechargeable batteries for microphones – Talk time up to 6 hours or more with a charge time of up to 2 hours	<p><b>Query</b></p> <p>Should support Lithium Li-ion/ Polymer rechargeable batteries for microphones – Talk time up to 6 hours or more with a charge time of up to 2 hours</p> <p><b>Query</b></p> <p>Should support Lithium Li-ion/ Polymer rechargeable batteries for microphones – Talk time up to 6 hours or more with a charge time of up to 2 hours</p> <p><b>Query</b></p> <p>Should support Lithium Li-ion/ Polymer rechargeable batteries for microphones – Talk time up to 6 hours or more with a charge time of up to 2 hours</p>	<p><b>The specification may be read as</b> “Should support Lithium Li-ion/ Polymer rechargeable batteries for microphones – Talk time up to 6 hours or more with a charge time of up to 2 hours”</p>

119	Annexure-II Clause No. 2.17 Collar Microphones with receiver System including all accessories S.No. 7	It should support Encryption at least 128-bit (per microphone channel)	<p><b>Query</b></p> <p>Not required. Media Control protocol, TCP/IP ipv4/ipv6 network socket:RJ45. Query from Sennheiser Electronic India Pvt. Ltd.: Not required.(It is required in Defense only) Channel:15 or more (Frequency interference prevention) Media control Protocol, TCP/IP/IPv4/IPv6 Network socket: RJ45(to Monitor the microphone)</p> <p><b>Query</b></p> <p>Not required.(It is required in Defense only) Channel:15 or more (Frequency interference prevention) Media control Protocol, TCP/IP/IPv4/IPv6 Network socket: RJ45(to Monitor the microphone)</p>	<p><b>The specification”</b> It should support Encryption at least 128-bit (per microphone channel” <b>stands deleted</b></p>
120	Annexure-II Clause No. 2.17 Collar Microphones with receiver System including all accessories S.No. 11	Should support 100 Hz – 6000Hz or better for good audio Performance	<p><b>Query</b></p> <p>20 to 20,000 Hz</p> <p><b>Query</b></p> <p>20 to 20,000 Hz</p> <p><b>Query</b></p> <p>20 to 20,000 Hz</p>	<p><b>The specification may be read as</b> “Should support 20 Hz – 20,000 Hz or better for good audio Performance”</p>

121	Annexure-II Clause No. 2.17 Collar Microphones with receiver System including all accessories S.No. 12	Should support a workable range of at least 15 meters or more for the flexibility of the speaker to move around and conduct sessions freely.	<b>Query</b> RF Power:100 mW  <b>Query</b> RF Power:100 mW  <b>Query</b> RF Power:100 mW	<b>The specification may be read as</b> “Should support RF power of 100 mW or more.”
122	Annexure-II Clause No. 2.17 Collar Microphones with receiver System including all accessories S.No. 13	The device should support 2-Way Full duplex Audio with a facility of LED indication and out of range alarm.	<b>Query</b> Audio Codec: Audio Codec  <b>Query</b> Audio Codec: Audio Codec  <b>Query</b> Audio Codec: Audio Codec	<b>The specification may be read as</b> “The device should support 2-Way Full duplex Audio with a facility of LED indication or out of range alarm.”
123	Annexure-II Clause No. 2.17 Collar Microphones with receiver System including all accessories S.No. 14	The microphone should have an option to connect an additional headset for privacy and the headset should be provided along with the microphone system as a standard accessory.	<b>Query</b> Not Required  <b>Query</b> Not Required  <b>Query</b> Not Required	<b>The specification”</b> The microphone should have an option to connect an additional headset for privacy and the headset should be provided along with the microphone system as a standard accessory.” <b>Stands Deleted</b>

124	Annexure-II Clause No. 2.17 Collar Microphones with receiver System including all accessories S.No. 16	The system should support Mini USB to connect to a PC acts as an audio and Charging device	<p><b>Query</b></p> <p>The System should support Mini USB to connect to charging device.</p> <p><b>Query</b></p> <p>The System should support Mini USB to connect to charging device.</p> <p><b>Query</b></p> <p>The System should support Mini USB to connect to charging device.</p>	<b>The specification may be read as</b> ” The system should support Mini USB to connect to a PC acts as an audio and Charging device or to connect directly to a charging device.”
125	Annexure-II Clause No. 2.20 Layer 3 managed Switch, S.No. 5	Switch should have 160 Gbps switching capacity.	<p><b>Query</b></p> <p>128Gbps</p>	<b>The specification may be read as</b> “ Switch should have minimum 128 Gbps switching capacity”
126	Annexure-II Clause No. 2.20 Layer 3 managed Switch, S.No. 12	Should support Dynamic Trunking Protocol (DTP), , Link Aggregation Control Protocol (LACP	<p><b>Query</b></p> <p>Dynamic Trunking Protocol (DTP) is a Cisco proprietary trunking protocol,</p>	<b>The specification</b> ” Should support Dynamic Trunking Protocol (DTP), , Link Aggregation Control Protocol (LACP)” <b>stands Deleted</b>
127	Annexure-II Clause No. 2.20 ,Layer 3 managed Switch, S.No. 15	Switch should support Advanced IP unicast routing protocols (Open Shortest Path First [OSPF], Interior Gateway Routing Protocol [IGRP], Enhanced IGRP [EIGRP], Border Gateway Protocol Version 4 [BGPv4, IS-ISv4]) are supported for load balancing and constructing scalable LANs. The IP Services image is required	<p><b>Query</b></p> <p>Interior Gateway Routing Protocol [IGRP], Enhanced IGRP [EIGRP] are proprietary networking protocol developed by Cisco Systems, we are supporting Supporting much advance and open protocols for IPv4 and IPv6 protocols like MPLS, OSPF, BGP, RIP, PBR</p>	<b>The specification may be read as</b> “Switch should support Advanced IP unicast routing, load balancing and constructing scalable LANs protocols. The IP Services image is required.

