

NIC/IT/RFP/VC&Others/RFP/02/2018

RFP for VC & Other Network Devices

Volumes I, II



NATIONAL INSURANCE COMPANY LIMITED

Registered and Head Office: 3, Middleton Street, Kolkata – 700 071
Phone No: 2283-1728 / 39 Fax No: 2283-1740

www.nationalinsuranceindia.com

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Volume - IImportant Dates and Information

Bid Reference	Master Document with RFP Number: NIC/IT/RFP/VC&Others/RFP/02/2018
Date of Commencement of Bid	02-04-2018
Last Date till which Bid can be procured and Bidder can register at the TCIL site	15-05-2018 upto 03:00 PM (day prior to submission of bid)
Date and Time for request for clarification of Bids	17-04-2018, upto 5:45 PM
Date and Time for Pre-Bid Meeting	18-04-2018, at 03:00 PM
Date and Time for publication of clarification, if required	On or before 02 th May, 2018 at www.nationalinsuranceindia.com
Date and Time for Receipt of Bids	16-05-2018 upto 03:00 PM
Time and Date of Opening of Bid	16-05-2018 at 04:00 PM
Time and Date of Opening of PART-II (Technical Bid) and Part-III (Commercial Bid) i.r.o. Bids for Volume-II	To be intimated later to Participating Bidders
Place of Opening of both PARTs of the Bids for Volume-II	IT Department National Insurance Company Ltd. 3 Middleton Street, 4 th floor, Kolkata - 700 071 Phone No: 2283-0795 Fax No: 2283-1740 Email: rs.raman@nic.co.in
Date till which the Bid is valid i.r.o. Bids for Volume-II	1 (one) year from the date of opening of the Commercial Bids
Address for all Communication, including request for clarification, if required	Chief Manager - IT, IT Department National Insurance Company Ltd. 3 Middleton Street, 4 th floor, Kolkata - 700 071 Phone No: 2283-0795 Fax No: 2283-1740 Email: rs.raman@nic.co.in CC: utkarsh2.gupta@nic.co.in
Bank Details of NIC Head Office	
Name as per Bank Account	: National Insurance Company Limited
Bank Account Number	: 417953111
Type of Account	: Current Account
Name of the Bank	: Indian Bank
Name of the Branch	: Russell Street, Kolkata – 700071
MICR Number of the Branch	: 700019018
IFSC No. of the Branch	: IDIB000R024

1 Overview

1.1 About National Insurance Company Ltd.

National Insurance Company Limited (hereinafter referred to as NIC), with its registered office in Kolkata, is of the leading public sector insurance companies of India. It was incorporated in 1906 and nationalized in 1972, before operating as a Government of India undertaking from 2002. National Insurance Company Ltd (NIC) is one of the leading public sector insurance companies of India, carrying out non life insurance business. Headquartered in Kolkata, NIC's network of about 1000 offices, manned by more than 16,000 skilled personnel, is spread over the length and breadth of the country covering remote rural areas, townships and metropolitan cities. NIC's foreign operations are carried out from its branch offices in Nepal.

NIC transacts general insurance business of Fire, Marine and Miscellaneous insurance. Befittingly, the product ranges, of more than 200 policies offered by NIC cater to the diverse insurance requirements of its 14 million policyholders. Innovative and customized policies ensure that even specialized insurance requirements are fully taken care of.

1.2 Background

In order to cater to the newer dimensions of insurance and matching customer expectations, NIC took up transformation of its business processes using IT as the key enabler for its day to day operations. NIC completed the re-design of its core business processes and is in the process of implementation of the "Enterprise Architecture Solution for Insurance" (hereinafter referred to as EASI).

EASI is a centralized application suite consisting of more than 20 applications. Contrary to the earlier application, which was decentralized, EASI requires uninterrupted connection to the centralized servers hosted at NIC's Data Centre (DC).

1.3 Objectives of the RFP

NIC through this RFP therefore invites bids from reputed System Integrators for supply, upgrade, installation/implementation, configuration, commissioning, maintenance / support of Video Conferencing Solution and Other Network Devices for the project period of five years.

1.4 RFP Documents

As such, this Master Document has been segregated into two volumes. Whereas Volume II, contain specific details for preparation of Bid in respect of the RFP for Procurement of Video Conferencing Solution and Other Network Devices, Volume I contain general details, terms, conditions, Format of Contract etc. concerning the RFP and which are required for preparation of the Bid.

The RFP is governed by the general details, Terms, Conditions, Format of Contract etc as laid down in the Master Document.

Volumes and sections of this Master Document:

A. Volume I

1. the Overview
2. General Terms and Conditions (GT&C) for the RFP

B. Volume II - NIC/IT/RFP/VC&Others/RFP/02/2018

1. the Instruction to Bidders for RFP 09/2017
2. the Scope of Work
3. the Roles and Responsibilities
4. the Annexures

1.5 GT&C – Instructions to Bidders:

A	<p>Intending Bidders who satisfy the eligibility criteria laid down under the Volumes II of this document can bid for the RFP as in the mentioned Volume. Intending Bidders may also download this document from the company's website (www.nationalinsuranceindia.com) between dates (refer – Section Important Dates and Information) and the Bidder has to submit a non refundable RFP Document Fee of of Rs. 25,000/- only (Rupees Twenty Five Thousand only) to National Insurance Company Limited payable through NEFT/RTGS only prior to Pre-Bid Meeting Date.</p> <p>Non-furnishing of RFP Document Fee/s, till the time of submission of the bid will disqualify the bidder.</p> <p>A copy of proof of payment of non-refundable RFP Fee has to be emailed to the following ids:: rs.raman@nic.co.in, CC: utkarsh2.gupta@nic.co.in</p>
B	<p>Intending Bidders who wish to participate in the Pre-Bid Meeting shall submit the proof of payment of non-refundable RFP Document Fee of of Rs. 25,000/- only (Rupees Twenty Five Thousand only) to National Insurance Company Limited payable through NEFT/RTGS only, prior to the Pre-Bid Meeting Date. Only authorized representative of Bidder is allowed to participate in the pre-Bid meeting. Documentary proof of payment of the RFP Document Fee by intending bidders by mail/hard copy, is a pre-requirement for participation in the Meeting.</p>
C	<p>The Bidder should be agreeable to hold the price and configuration for a period of at least one year from the date of opening of Commercial Bid in respect of his bid under the RFP, and in case there occurs any change in the specifications on account of the Solution offered/ordered for being phased out from the market, should be able to supply solution and systems of higher configuration at the same prices agreed to, in respect of the bid under the RFP as in Volume-II.</p>
D	<p>The Bidder can submit only one bid offering only one combination of solution and products in respect of the RFP. If any Bidder quotes multiple offers under each item, his bid will be summarily rejected.</p>
E	<p>Intending Bidders are required to quote for all the items quoted for in respect of the Volume. Failure to quote for any one or more items or not mentioning the prices of each item separately in the Commercial Bid will disqualify the Bidder.</p>
F	<p>Each Bid under RFP must be accompanied with an Earnest Money Deposit (EMD) of value of Rs. 50,00,000.00 (Rupees Fifty Lakhs Only) by way of BG/DD/NEFT/RTGS in favour of National Insurance Company Limited, refer NIC Bank details mentioned above. Non-furnishing of EMD will disqualify the bidder.</p> <p>The EMD would be returned without any interest to the unsuccessful Bidders on receipt of written application, within 90 days of award of Purchase Order to the Successful Bidder.</p> <p>The EMD will be refunded/returned to the successful Bidder on production of a performance guarantee.</p> <p>The EMD will be forfeited if the successful Bidder refuses to accept purchase order or having accepted purchase order fails to carry out his obligations mentioned therein. Additionally, such bidder will be blacklisted and barred from participating in any future RFPs' of NIC.</p> <p>No interest on EMD will be paid to either Successful or Unsuccessful Bidder.</p>

G	The company reserves the right to accept / reject any / all offers without assigning any reason whatsoever. The decision of the Company in selecting the bidder would be final and conclusive.
H	The consultants of NIC or their sister concerns will not be permitted to participate in these bid/s.
I	RFP Document/s is/are not Transferable.
J	<p>The RFP will be in three Parts, viz., Pre-Qualification, Technical and Commercial bid and in online format.</p> <p>Bidders have to submit their Bid online, on or before the last date and time mentioned in RFP.</p> <p>Details of the procedure to be followed for online, is available in Annexure-12 (Volume-II). Bidders have to abide by the same.</p>
K	<p>NIC shall evaluate Pre-qualification Bid first and shortlist the bidders who qualify for further evaluation.</p> <p>The Technical Bid shall be evaluated only for those responses that have qualified in the Pre-Qualification Bid.</p> <p>Commercial bids of only those bidders who qualify in the Technical Bid shall be opened at a later date. NIC will notify the date and time of opening of the Commercial bids to the technically qualified bidders.</p> <p>NIC reserves the right to change or relax the eligibility criteria to ensure inclusivity. No further discussion/ interface will be granted to bidders whose bids have been disqualified.</p> <p>The evaluation by NIC will be undertaken by a committee and its decision is final.</p>
L	<p>The Pre-qualification Bid of the Bidder should be submitted online. Along with the online submission, the following should be submitted in separate sealed cover super-scribed "Original".</p> <p>A CD containing soft copy of the Pre qualification bid and Pre-Qualification Bid and supporting documents in hard copy should be enclosed in one cover and sealed. This cover should be super-scribed with the wording "DO NOT OPEN BEFORE _____" "Pre-Qualification bid for NIC/IT/RFP/VC&Others/RFP/02/2018".</p> <p>Supporting documents have to be indexed and page numbers, paragraph numbers referenced with the <u>prescribed format</u> of the PQ Bid.</p> <p>The Bidder should put the proof of transfer of EMD of requisite value in the appropriate envelope for "Original" Pre-Qualification Bid for RFP/02/2018".</p> <p>Prices must not be indicated in the Pre-Qualification Bid.</p> <p>Only one representative of the bidder can be present for the opening of the Pre-Qualification Bid. If the representative of the bidder is not present at the venue on the scheduled date and time, NIC will proceed with opening of the Bid.</p>
M	<p>The Technical Bid of the Bidder should be submitted online. Along with the online submission, the following should be submitted in separate sealed cover super-scribed "Original".</p> <p>A CD containing soft copy of the Technical bid and Technical Bid and supporting documents in hard copy should be enclosed in one cover and sealed. This cover should be super-scribed with the wording "DO NOT OPEN BEFORE _____" and "Technical bid for NIC/IT/RFP/VC&Others/RFP/02/2018.</p> <p>The Technical Bid must be submitted in an organized and structured manner.</p>

	<p>Supporting documents have to be indexed and page numbers, paragraph numbers referenced with the <u>prescribed format</u> of the Technical Bid. Unpriced BoQ to be provided.</p> <p>It is mandatory to submit the technical details in the prescribed formats duly filled in. NIC, at its discretion, may not evaluate a Technical Bid in case of non-submission or partial submission of technical details.</p> <p>The corrections or alterations, if any should be authenticated. In the case of the corrections/alteration are not properly authenticated, the offer will be rejected.</p> <p>Technical details must be completely filled up containing correct technical information of the product being offered. Filling up of the forms using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” are not acceptable to NIC. Offers not adhering to these guidelines may not be accepted by NIC.</p> <p>No brochures/leaflets etc. should be submitted in loose form.</p> <p>Prices must not be indicated in the Technical Bid.</p> <p>Only one representative of the bidder can be present for the opening of the Technical Bid on the specified date and time. If the representative of the bidder is not present at the venue on the scheduled date and time, NIC will proceed with opening of the Bid.</p> <p>Technically qualified bids will be taken up for further processing and the Commercial Bids of qualified bidders will be opened in the presence of the technically qualified bidders’ representative on separate date and time which will be notified separately. If the representative of the bidder is not present at the venue on the scheduled date and time, NIC will proceed with opening of the Bid.</p>
N	<p>The Commercial Bid of the Bidder should be submitted online. Along with the online submission, the following should be submitted in separate sealed cover super-scribed “Original”.</p> <p>A CD containing soft copy of the Commercial bid and Commercial Bid in hard copy should be enclosed in one cover and sealed. This cover should be super-scribed with the wording “DO NOT OPEN BEFORE _____” and “Commercial bid for NIC/IT/RFP/VC&Others/RFP/02/2018.”</p> <p>The price quoted should be in Indian rupees only. The prices offered shall be on a fixed price basis and should not be linked to the Foreign exchange.</p> <p>Prices are to be indicated only in the prescribed format in Commercial Bid. No information should be kept blank and no options should be quoted. Offer should be in strict conformity with the prescribed format.</p> <p>In case of deviation, the bid is liable to be disqualified.</p>
O	<p>All the covers namely Pre-Qualification Bid, Technical Bids and Commercial Bids prepared as above are to be put in a single sealed cover super scribed with the wordings “RFP No: NIC/IT/RFP/VC&Others/RFP/02/2018, Due Date and the wordings “DO NOT OPEN BEFORE _____”.</p>
P	<p>All the covers thus prepared should also indicate clearly the name and address of the Bidder. Contents of each of the innermost envelopes must be bound properly.</p>
Q	<p>The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process</p>
R	<p>Address for all communication is given in Table, Important Dates and Information. In case of deviation, the bid is liable to be disqualified.</p>

2 GT&C - Common Definitions for the RFP: In this Master Document the following terms shall be interpreted as indicated below:

A	'NIC' means National Insurance Company Limited.
B	The 'Purchaser' means National Insurance Company Limited.
C	<p>The term "this document" means this "Master Document", containing Volume-I (Overview and GT&C), Volume-II (RFP No: NIC/IT/RFP/VC&Others/RFP/02/2018), and Annexures, if any.</p> <p>"RFPs" means this Request for Proposal ("RFP No: NIC/IT/RFP/VC&Others/RFP/02/2018") which is a detailed notification seeking a set of service (s), product(s), materials and/or any combination of them in respect of Volume-II and as governed by the GT&C (Volume-I) of the Master Document and respective Volume.</p> <p>The term Volume-II or (RFP No: NIC/IT/RFP/VC&Others/RFP/02/2018) or RFP/02/2018 are interchangeable.</p>
D	<p>The term 'Contract' or 'Agreement' are interchangeable and means the respective Contract or Agreement to be signed by the Successful Bidder and NIC in respect of RFP RFP/02/2018 and as recorded in the Contract Form signed by the Purchaser and the Supplier, including all attachments and Annexure thereto and all documents incorporated by reference therein. The contract also covers the General Terms and Conditions and other points mentioned in this document including the accepted deviations (if any).</p> <p>Specimen of the Contract has been given in Volume-I.</p>
E	The terms 'Service Provider/System Integrator/Authorised Channel Partner/Partner/Supplier/Contractor' are interchangeable and means the person or the firm or the company with whom the order for the supply, upgrade, installation/implementation, configuration, commissioning, maintenance/support of the Solution/Goods/Maintenance/Services is placed in respect of RFP/02/2018, and shall be deemed to include the Partner's successors, representatives (approved by the Purchaser), heirs, executors, administrators and permitted assigns, as the case may be unless excluded by the terms of the contract.
F	<p>The term 'Bidder' means 'Service Provider/System Integrator/Authorised Channel Partner /Partner/Supplier' and is interchangeable.</p> <p>The term 'Supplier' also includes Original Equipment Manufacturer (OEM) wherever applicable.</p> <p>At the time of issuance of Purchase Order and signing of Contract in respect of RFP/02/2018, the successful Bidder may be termed as 'Supplier' or 'Vendor'.</p> <p>The Bidder who has signed the bid in respect of RFP/02/2018 should clearly indicate the capacity in which he / she has signed the bid and the company or firm shall be bound by his / her signature.</p>
G	The "Authorized Representative" shall mean any person/agency authorized by either of the parties.
H	The 'Bid Price/Contract Price' means the 'Grand Total Price' payable to the successful Bidder/Supplier/Authorized Partner net of discount (if any), liquidated damages (if any) under the contract in respect of RFP/02/2018 and these presents for the full and proper performance of the contractual obligations of the Supplier/Authorized Partner
I	The 'Contract Value' means the real cost in respect of RFP/02/2018 including all related Services, Software, Hardware and other accessories to be supplied and installed and related services by the Supplier.
J	"Rates/Prices" means prices of supply of equipment and services quoted by the Bidder in the Commercial Bid submitted by him in respect of RFP/02/2018 and/or mentioned in the Contract
K	"LOI" means issuing of Letter of Intent which shall constitute the intention of the Purchaser to place the purchase order with the successful bidder in respect of RFP/02/2018.
L	The 'Order' means the Purchase Order issued in favour of the Supplier in respect of RFP/02/2018.
M	The term 'Goods/Solution' are interchangeable and means all the deliverables complying with technical requirements specified in this document and as applicable under Scope of Work in respect of RFP/02/2018, which the Supplier is required to supply, upgrade, install/implement, configure, commission, maintenance/support at the various locations of the Purchaser under the order/contract in respect of RFP/02/2018.

	The term 'Solution' shall also include 'Service' such as successful supply, upgrade, installation/implementation, configuration, commissioning, maintenance/support and such obligations of the Supplier covered under the order/contract including services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, and are complying with requirements specified in this document, within defined timelines and as per defined matrices, and as applicable under Scope of Work in respect of RFP/02/2018.
N	Integration' means seamless combination of existing infrastructure with newly procured infrastructure without any gap as applicable under Scope of Work and Minimum Technical Specifications in respect of RFP/02/2018.
O	"Site" shall mean the location(s)/NIC Offices for which the Contract has been issued in respect of RFP/02/2018 and where the service shall be provided as per Contract/Agreement.
P	"Documentary evidence" means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.
Q	NIC reserves the right to extend the last date/time for submission of bids or modify / relax the conditions stipulated in this document through email and/or website information update.

3 GT&C - Price Schedule:

A	All quotes are to conform to the format as per Price Schedule also referred as Commercial Bid in respect of RFP/02/2018.
B	All Inclusive Price of the Solution in respect of RFP/02/2018 will comprise of all Services, Hardware and accessories where applicable, license fees of all required software including OS licenses for 5 Years where applicable, On-Site Comprehensive Warranty (as per Specified Periods) where applicable, and should take into account price/charges as specified in the Commercial Bid, in respect of RFP/02/2018.
C	The bidder in respect of RFP/02/2018 is also required to quote Commercials for Manpower (SOC Engineer) on own direct payroll to be resident at NIC HO Premises for the entire period of Contract, for the purpose of managing the requirements as under Scope of Work in respect of Video Conferencing Solution and Other Network Devices, in the Commercial Bid in prescribed format.
D	The 'Grand Total' Price as specified in Price Schedule or Commercial Bid in respect of RFP/02/2018 must take into consideration all the components required in respect of Volume-II.
E	Any other taxes / levies such as octroi / entry tax etc., payable at the place of delivery will be reimbursed on actual basis (wherever applicable at the place of delivery) subject to production of original document / receipt issued by appropriate authority. In case any waybill or road permit is to be obtained, the Supplier shall make necessary arrangements for obtaining the same.
F	The Supplier is required to submit their bids after carefully examining the documents/conditions in respect of either or all the Volumes. The Supplier must obtain for himself on his own responsibility and at his own expenses all the information necessary to enable him to prepare and submit a proper quotation.
G	It will be the responsibility of the Supplier to take care of all formalities, if any, necessary as per orders of any government/non-government authority in force at the point of time of delivery.
H	The Selection of Supplier would be through the process as laid down in Section - 5
I	The detailed breakup of price quotes is to be furnished along with the Price Schedule by the Bidder in respect of RFP/02/2018.
J	<p>The Supplier shall agree to maintain the price and configuration of all the components supplied in respect of RFP/02/2018 under this document for one (1) year from the date of opening of the Commercial Bid.</p> <p>However, should there be a fall in the prices between the date of submission of bid and the date of delivery of the Solution ordered for in respect of RFP/02/2018, on account of revision in prices in Services, Hardware / Software and any other components or on account of revision in duties and taxes or for any other reason whatsoever, the benefit shall be passed on to NIC.</p> <p>Similarly, if model of any product related to the Solution ordered for in respect of the RFP is replaced in the market by models of better technology or configuration before it is delivered, delivery should be of the latest configuration / technology without any price implication.</p>
K	Repeat order of any of the components of the Solution in respect of RFP/02/2018, may be placed with the Supplier within a period of 24 Months from the time of placement of the first Order. Any repeat purchase order from NIC to Supplier for procurement of additional components of the solution, after passage of one year from initial purchase order would be subject to the Exchange Rate Variation Clause. Also refer Section - 3 J.

4 GT&C – Bidder to Note:

A	The Bidder/Supplier would maintain appropriate and adequate stand-by equipment and spares for maintenance during the entire On-Site Comprehensive Warranty, AMC period in respect of the RFP. OEM's Part Code for the entire Warranty and AMC period has to be specified, as applicable. Unpriced Bill of Material is to be submitted with the Technical Bid.
B	The Bidder should enclose a Letter of Authority in favour of 'NIC' from the original manufacturers (MAF) as per format provided, and where required as per the RFP conditions.
C	Bids without proper authorization from the Original Equipment Manufacturer (OEM) in respect of RFP/02/2018 shall be treated as non-responsive and rejected forthwith.
D	Arithmetical errors may be rectified on the following basis: <ul style="list-style-type: none"> a. If there is a discrepancy between the unit price and total price, whichever is lower will be taken into account at the time of commercial bid evaluation. b. If there is discrepancy between words and figures, the lower-most figure will prevail. c. Where only total price has been provided, NIC will derive unit price based on division of the total price by the number of units. d. If tax amount does not corroborate with the tax percentage mentioned in the price bid, the tax percentage prevails and amount shall be corrected up to two decimals. <p style="text-align: center;">If the Bidder does not accept this procedure, the bid may be rejected.</p> <p>A bid determined not substantially responsive will be rejected by the purchaser and cannot be made subsequently responsive.</p>
E	No consideration will be given to a bid in respect of RFP/02/2018 received after the date and time stipulated by 'NIC' and no extension of time will normally be permitted for submission of bids.
F	Overwriting without proper authentication is not permitted in filling up the bids and may entail rejection of the bids. No price variation/adjustment or any other escalation will be otherwise entertained, unless as per terms of Section - 7.
G	The Bidder undertakes that in competing for the RFP and if the award is made to the Bidder in executing the contract, the Bidder will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
H	Canvassing in connection with bids is strictly prohibited and bids submitted by Bidders who resort to canvassing are liable to be rejected. Any effort by a Bidder to influence NIC in the bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's bid and blacklisting from participation in future RFPs'.
I	Bidder has to sign an Integrity Pact as provided in the RFP document, in original and the same should be submitted along with Technical bid as per the format provided in Section - 56
J	NATIONAL INSURANCE CO. LTD. DOES NOT BIND ITSELF TO ACCEPT ANY QUOTATION/BID AND RESERVES THE RIGHT TO ACCEPT/REJECT ANY QUOTATION/BID WITHOUT ASSIGNING ANY REASONS THEREFOR.

5 GT&C – Selection of Supplier: Supplier will be selected by following the steps given as under:

A	The RFP will be in three stages, viz., Pre-Qualification, Technical and Commercial bid. NIC will evaluate the bidder based on their eligibility criteria as laid down in Pre-Qualification
B	The Bidders who qualify in the Pre-Qualification stage will be intimated of their selection and their Technical bids shall be opened at a date and time to be specified later.

C .1	The Technical bids submitted by the bidders will be evaluated. This process will consist of:
C .2	Evaluation of the Technical Bid submitted along-with compliance to the Minimum Technical Specifications mentioned for each of the products/solutions, as applicable in Volumes-II. Wherever details have been asked for, specific responses should be provided by the bidder.
C .3	Presentation by the bidders on their solution and understanding of the Project, if required by NIC.
C .4	Demonstration of functionalities as per NIC's requirements, if required by NIC.
C .5	Visit to bidder's Customer Locations, if required by NIC. Any cost associated with the visit to bidder's Customer Locations by NIC Officials will be borne by NIC. However, in case the site is not ready and NIC Officials are required to make subsequent visits, then the cost for the same is required to be borne by the bidder.
C .6	NIC will shortlist the bidder(s) based on technical evaluation as mentioned above. In case, the bidders are not able to comply with all technical specifications, functionalities during the technical evaluation, the proposal will not be considered by NIC for commercial evaluation, ultimately disqualifying the bidder who doesn't comply with technical evaluation. The Bidders who qualify in the Technical stage will be intimated of their selection and their Financial bids shall be opened at a date and time to be specified later.
D	Selection of Supplier who offers the lowest price and meets the commercial qualification requirements from the technically qualified list. The Commercial Bid will be evaluated based on the Cost proposed by the Bidder in the Commercial Bid and the L1 Bidder shall automatically qualify for becoming Selected Bidder and for award of contract by NIC. NIC will notify the name of the Selected Bidder, through publication in company website.
E	Any/all Minimum Criteria specified in RFP needs to be fulfilled by the bidder to proceed to the next stage of evaluation/selection.
F	NIC reserves the right to accept/reject any deviation in the Technical and Commercial Bids of any Bidder.

6 GT&C – Deadline for submission of Bids:

A	Bids must be received by NIC at the specified address not later than the time and date specified in the Section - Important Dates and Information. In the event of the specified date for the submission of Bids being declared a holiday for NIC, the bids will be received up to the appointed time on the next working day.
B	NIC may, at its discretion, extend this dead-line for the submission of Bids, in which case all rights and obligations of NIC and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
C	Late Bids Any bid received by NIC after the deadline for submission of bids prescribed by NIC will be rejected and returned unopened to the Bidder.

7 GT&C – Modification of Bids:

A	The Bidder may modify its bid after the bid's submission, provided that written notice of the modification including substitution of the Bids is received by NIC prior to the deadline prescribed for submission of bids.
B	The Bidder's request for modification may be submitted by e-mail but followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.

C	No bid may be modified subsequent to the deadline for submission of Bids.
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8 GT&C – Delivery Schedule:

Delivery Schedule for procurement of Nw Devices	
Activity	Maximum Timelines
Order placement with OEM	(a) 10 days from the Date of issuance of Letter of Intent (LOI.) (b) Purchase Order will be issued within 7 days from post confirmation from OEM on Order Placement.
Delivery of Equipment's	8 (Eight) Weeks from the Date of issuance of Purchase-cum-Work Order (P.O.)
Installation, Integration and Commissioning of Video Conferencing Solution and NIC Sign-Off	All Components of the solution within 12 (Twelve) Weeks Date of Delivery of equipments.
Installation, Integration and Commissioning of Other Network Devices and NIC Sign-Off	All Components within 16 (Sixteen) Weeks Date of Delivery of equipments.

Note 1: Delivery is deemed to be completed when the following are received at the location in full:

- a) All the equipments / software
- b) System Software, tools required for installation of the hardware / software and any other accessory software including media (e.g. OEM Recovery CD etc.), where applicable
- c) Associated Documents/Licenses/Manuals, where applicable

An authorized official of 'NIC' should acknowledge delivery of all the Equipment's with accessories.

Note 2: Installation is deemed to be complete viz. "Commissioned" when:

- a) All the equipments/software (unless otherwise specified by NIC) along with system/other software as specified in the Purchase Order becomes fully functional, after delivery, within the scheduled date of installation.
- b) The Supplier shall be responsible for installing, loading, configuring and testing of all the procured systems and all other accessory software as required.
- c) Seamless integration with existing network and information security infrastructure.
- d) In case of failure on the part of the Supplier to adhere to the time schedule, the Liquidated Damages condition shall be invoked by 'NIC'.
- e) Delivery, installation and commissioning should be under under the supervision and guidance of 'NIC' officials.

9 GT&C – Place of Delivery and Installation:

Place of Delivery and Installation - Delivery and installation of goods should be made by the Supplier at various locations of 'NIC' across the country as may be specified in the Purchase Order and subsequent Go-Ahead/s.

Initial delivery of items may also be taken at NIC-HO/NIC's other location or staged at Supplier's location and as and when required the equipment may be dispatched to location/s identified by NIC within the contractual period. As and when requested by NIC, the Supplier shall be responsible for all such delivery and bear all costs for storage, insurance, transportation, insurance cover during transportation of such items. Also Refer Section - 33

10 GT&C - Delivery of documents: The Supplier shall furnish the following documents to 'NIC'. Original copies of:

A	Invoice showing NIC's purchase order reference, goods description, quantity, unit price and total amount.
B	Delivery Challans.
C	Installation Certificates authenticated by 'NIC' officials
D	Software licenses for utility/system software, where applicable
E	Format of Warranty
F	Manuals, media (e.g. OEM Recovery CD etc.) and all relevant accessories, where applicable

11 GT&C - Terms of Payment: Payment will be made by the Head Office (HO), pertaining to the Solution delivered in respect of Volume-II to the various locations of the 'NIC' across the country.

A	<p>Performance Bank Guarantee (PBG) of 10% of 'Contract Value' should be submitted by the successful Bidder, (as per format given in Volume-I within 15 working days of issue of Purchase Order).</p> <p>Failure to submit the PBG within the mentioned period may result in the cancellation of the Purchase Order and forfeiture of the EMD.</p> <p>For the purpose of PBG, Material and services under Passive LAN may not come under the Contract Value.</p> <p>Once this PBG i.e. 10% of 'Contract Value', in the form of Bank Guarantee is received by NIC, the EMD as Bid Security in respect of RFP/02/2018 <i>will</i> be returned to the successful Bidder.</p> <p>NIC wants to avail Cenvat Credit. Hence, all necessary documents regarding the same are required to be submitted to NIC by the Supplier.</p>
B	<p>Payment in full shall be released by HO against submission of the following:</p> <ol style="list-style-type: none"> A PBG of 10% of 'Contract Value' in the form of BG valid for 5 years. Successful Delivery, Installation and Commissioning of the Solution in respect of RFP/02/2018 at each of the locations within the scheduled installation period. Receipt of Installation Certificate duly signed and stamped by the Supplier as well as by 'NIC' officials. In case where installation is put on hold because of NIC requirements (which might include delay due to site not being ready or inability to provide downtime), the equipment's in respect of the Volume-II may be hot-tested (powered on, functionality checked, where applicable) at a location as mentioned by NIC. However, Supplier is responsible for final installation at the location as specified by NIC at a future date at no additional cost.
C	No advance payment will be made by 'NIC'.
D	<p>An Agreement/Contract between NIC, and the Supplier (as per format given in Volume-I) shall be executed within 15 working days of issuance of Purchase Order.</p> <p>Submission of Contract in respect of RFP/02/2018 is a pre-requisite to be complied with, prior to release of payment.</p>
E	All bids are to be submitted in Indian Rupees. NIC will make all payments in Indian Rupees Only.

F	All payments to the Supplier will be made by NIC through NEFT/RTGS Only.
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12 Exchange Rate Variation Clause:

Exchange Rate Variation Clause

Purchase of any additional component/item after one year from placement of first Purchase Order, would be linked to the ERV Clause. The conversion rate of US Dollar to Indian Rupees as on close of date of bid submission would be considered as the base rate. Any fluctuation (+ or -) 2% in the conversion rate as on the date of placement of additional purchase order, will be taken into account and benefit thereof will be passed on to either Supplier or NIC. Any effect of such fluctuation, on Taxes will also be considered.

Bidder should clearly indicate the percent of import content in their Commercial Bid, Section - 68.2, which is in Indian Rupees.

13 GT&C - Payment will be made in the following Manner:

A	Payment in respect of procurement in respect of RFP/02/2018 will be as follows:	
B	Activities	Payment Terms
B 1	Delivery of all Hardware / Software / Licenses / all other accessories,	90% Cost of all Hardware / Software / Licenses / all other accessories.
B 2	Installation, Integration and Commissioning of Video Conferencing Solution and Other Network Devices	Remaining Cost of respective Hardware / Software / Licenses / all other accessories related to Installation, Integration and Commissioning.
C	Manpower	Quarterly in arrears

14 GT&C - Documents to be produced for the release of payment:

The successful Supplier's request for payment in respect of RFP/02/2018, should be made to 'NIC' HO IT Department in writing accompanied by the following documents in ORIGINAL:

- a) Execution of Contract between NIC and Successful Supplier in respect of RFP/02/2018, which will remain valid for the project period of 5 (five) years.
- b) A PBG of 10% of 'Contract Value in the form of BG valid for the project period.
- c) Letter from OEM in their Letter Head confirming that the Supplier has purchased On-Site Comprehensive Warranty from them and has extended the same to NIC.
- d) Letter from Supplier in letter head mentioning all the information related to OEM's Part Code for the entire warranty period for the entire product procured.
- e) Delivery Challans, counter-signed by NIC Official
- f) Installation Certificates, counter-signed by NIC Official
- g) Invoice to HO pertaining to the Solution delivered in respect of RFP/02/2018 to the various locations of 'NIC' across the country.
- h) Proof of Payment of Taxes / Octroi / Levies, if any.
- i) Software licenses for Utility / System Software and / or any other licenses, where applicable.
- j) Supply of Manuals, media, etc. with accessories where applicable.
- k) Solution Diagram (network topology) in respect of Link Maintenance.

15 Availability of Product and Spares

A	The product/configuration/solution offered should be available during the validity of the project period of 5 years. Product brochures and details should be enclosed in technical documents. Spares for the product offered should be available for at least 5 years from
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	date of installation. OEM's declaration to the effect to be produced by Supplier before release of 90% payment.
B	However, in case the product/configuration/solution offered is discontinued (within the project period), and the product/configuration is suffering some malfunction (by which it is not able to provide the full features/functions being sought as per Technical Specification, the Supplier should provide free-of-cost replacement with new model with better configuration.

16 GT&C - Warranties

A	The Supplier should also guarantee that the Goods (equipment and its accessories) supplied are new, unused and conform to technical specifications of design, materials and workmanship as mentioned in the bid offer. The Supplier should also guarantee that the Goods should perform satisfactorily (i.e. provide the full features/functions) as per requirements mentioned in the Technical Specification of the RFP. The devices quoted in this RFP, should not be declared end-of-support within 5 years project (5 Years Warranty) period. Also refer Minimum Technical Specifications and Commercial Bid
B	The Supplier should also guarantee that all the software, including Operating System, firmware etc and as applicable, supplied by the Supplier is licensed and legally obtained.
C	The warranty for all practical purposes in respect of devices would mean On-Site Comprehensive Warranty free of charge, shall start and remain valid for a period of 3 (Three) years, unless otherwise specified, after the goods have been delivered, installed, commissioned and accepted. Such On-Site Comprehensive Warranty and AMC as applicable shall also include free of cost transportation and replacement of malfunctioning parts of the product/configuration/solution. Comprehensive On-Site 5 Years Warranty (in the overall project period of 5 years) as applicable, includes but not limited to OS upgrade, 24 x 7 x 365 access, registered access to OEM portal.
D	If any particular product/configuration/solution is suffering some malfunction (by which it is not able to provide the full features/functions being sought as per Technical Specification of the RFP for more than twice in a year, NIC may ask the Supplier to replace the product/configuration/solution and the Supplier shall replace the same with another brand new item of same/higher configuration at no extra cost to NIC.
E	Warranty, AMC should not become void if NIC buys any other supplementary hardware from a third party and install it with these equipments. However, the warranty will not apply to such hardware items installed.
F	In case of replacement of devices covered under Warranty, AMC where the product (software/hardware as applicable) has been declared vide end-of-support notification, they should be replaced with product with next higher specification
G	In case of repeat order within the ambit of item quoted in the RFP, where the product has been declared vide end-of-sale notification, should be replaced with product with next higher specification
H	Bidders have to quote product with three years warranty, which need to be backlined with respective OEM. Bidder needs to submit the direct OEM confirmation in this regard confirming the same to NIC. 90 % payment will be released based on the above confirmation only.
I	For the AMC the backlining with the OEM should there back to back for the complete duration from the warranty end date. Payment for support will be released based on the above confirmation only.

17 GT&C - Guarantee: The guarantee shall cover the following, where applicable:

a)	Quality, strength and performance of the materials and equipments supplied.
b)	Safe electrical and mechanical stresses, on all parts of the equipment under all conditions of operation.
c)	Prompt service during maintenance period for repairs and breakdown.

18 GT&C - Maintenance during Warranty and AMC Period:

A	The On-Site Comprehensive Warranty, AMC as applicable, will be for a period of 5 years project (5 Years Warranty). OEM Part Code details for Warranty, AMC should be specified in the bid as per format provided in Volume-I.
B	The Supplier shall ensure Support services for the Solution under RFP/02/2018, are as per details in the RFP.
C	If Supplier fails in replacement of the defective parts within the defined time frame as mentioned above, from the date of attending the call, then the Purchaser has the right to en-cash the Performance Bank Guarantee without endangering any provisions of warranty written or otherwise expressed and the concerned warranty will remain in full force.
D	Also refer Minimum Technical Specifications and Commercial Bid

19 GT&C - Copyright violations and Patent Rights:

A	The Supplier shall indemnify 'NIC' in respect of all suits, action claims or damages arising out of violation of any Patents or Copyrights, for any and all components of the Solution supplied by the Supplier in respect of the RFP/02/2018.
B	The Supplier shall indemnify 'NIC' against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods and services, software package or any other part thereof in India.

20 GT&C - Standards: The Goods/Solution (where applicable) supplied under contract shall conform to the standards mentioned in the technical specifications and when no applicable standard is mentioned, it will be mutually agreed between the Supplier and NIC

21 GT&C - Satisfactory Performance: The Supplier shall guarantee satisfactory performance of all hardware and software to the specifications in the Purchase Order and further undertake to reimburse the Purchaser in respect of all payments made in pursuance of this Purchase Order and such other cost as may be decided by mutual consent or by arbitrator, if the hardware / software features do not perform to committed standards thus materially affecting performance of the systems.

22 GT&C - Manuals and Media: The Supplier shall provide original driver CDs, software etc., manuals of the Hardware & Software, where applicable at the time of delivery with every installation of the items in respect of Goods supplied under RFP/02/2018.

23 GT&C - Transportation and Insurance till delivery of the equipments: The Supplier is required to deliver the goods/solution at various locations of 'NIC' across the country. Transportation and insurance (on Inland Transit All Risk Class A plus SRCC) of goods shall be arranged and paid for by the Supplier.

24 GT&C - Change of Purchase Order: 'NIC' may at any time, by written order to the Supplier, make changes within the general scope of the Purchase Order. NIC will be free to either reduce or increase the quantity/configuration/specifications of the items to be purchased/change place of delivery or installation, on the same terms and conditions. NIC also reserves the right to place repeat orders for upto 25% quantity on any item, subject to Section-12, within 24 months of the date of the Purchase Order.

25 GT&C - Performance Security

A	Performance Bank Guarantee (PBG) of 10% of 'Contract Value in respect of RFP/02/2018 in the form of BG valid for 5 years from the scheduled last date of installation should be submitted by the successful Bidder in favour of 'NIC' along with the signed Contract (as per format given in Volume-I) within 15 working days of issue of Purchase Order.to Head Office of 'NIC'. Failure to submit the PBG within the period may result in the cancellation of the Purchase Order and forfeiture of the EMD.
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B	In case of violation of any of the conditions during the Contract Period in respect of the Contract under RFP/02/2018, the Performance Bank Guarantee as aforesaid may be invoked by 'NIC'.
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26 GT&C - Cancellation Clause: If the Goods/Solution is not delivered, installed, integrated within the scheduled time period as mentioned in Purchase Order, National Insurance Company Limited reserves the right to invoke the PBG furnished by the Supplier favoring 'NIC' and cancel the contract thereafter.

27 GT&C - Delays in the Supplier's performance:

A	Delivery of the goods and performance of the services shall be made by the Supplier in accordance with the time schedule mentioned in the Purchase Order.
B	Any delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable for imposition of liquidated damages, and/or termination of the Contract for default, besides encashment of the PBG.
C	If at any time during the performance of the Contract, the Supplier should encounter the conditions impeding the timely performance of the services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance in which case the extension shall be recorded by the parties.
D	Any delay by the Supplier in the performance of its service obligations, other than the delay which occurs due to reasons beyond the Supplier's control, shall render the Supplier liable for termination of the contracts for default. Any incidental taxes and levies on account of delay in performance caused by Supplier shall be on the Supplier's account.

28 GT&C - Liquidated Damages:

Table 1 – Service Levels			
Sl.No.	Service Level	Response Time	Resolution Time
1	For All The Equipments deployed in DC, DR and HO	Within 1 hour	Within 24 hours
2	Other than DC & DR and HO	Within 2 hour	Within 48 hours

Downtime Clause

- The downtime will be calculated post schedule restoration time which mentioned in the Table -1 to be the time when device is up and running with all configuration and with full functionality as mentioned in the respective Minimum Technical Specifications.

Penalty Clause

- Non-compliance of the SLA as per the Table No-1, Sl.No.1, penalty would be Rs.10,000/- per device per day for each day or part thereof, for device not functioning as per specifications (all days of the week). Once this amount reaches the value of Rs. 3,00,000/-, NIC may cancel the contract.

- In case of the intermittent failures and repetitive problems (problems repeating more than thrice in a calendar month) due to improper diagnostics and repair/replacement the system would be treated as continuously down.
- En-cashing the Performance Bank Guarantee shall not endanger any provisions of warranty/AMC written or otherwise expressed and the concerned warranty/AMC will remain in full force.

Other Conditions:	
A	In case Services are not fully completed within stipulated period, Liquidated Damage condition shall be invoked if such delay is not attributable to “Force D’ Mejeure”.
B	If the Supplier fails to Deliver within scheduled period, ‘NIC’ shall deduct from the contract price, as liquidated damages, a sum equivalent to 0.50% of the price of the delayed goods for each week (7 days) or part thereof of delay until actual delivery, up to a maximum deduction of 10% of the value of the delayed goods. Once such delay crosses the maximum limit, ‘NIC’ may consider contract either full and/or, in part, and annulment of order, either full and/or, in part.
C	If the Supplier fails to Install, Integrate and Commission the devices (the device running live and with full functionality as per Technical Specifications in production environment) within 6 weeks from date of Delivery, ‘NIC’ shall deduct from the contract price, as liquidated damages, a sum equivalent to 0.50% of the price of the goods to be installed, for each week (7 days) or part thereof of delay until actual installation, integration and commissioning, up to a maximum deduction of 10% of the value of the delayed goods. Once such delay crosses the maximum limit, ‘NIC’ may consider termination of the contract either full and/or, in part, and annulment of order, either full and/or, in part.
D	If the delivered goods and/or services cannot be put to use without the non delivered parts and/or services, the damages will be calculated using the total price of the component.
E	In the case of delay in the rectification of the defects falling under warranty of the Supplier, ‘NIC’ is entitled to deduct liquidated damages as mentioned above, Section-28, Section-29.
F	NIC reserves the right to extend the Time Period, where the delay is due to NIC responsibility.

29 GT&C – Resort to Liquidated Damages:

In the event the Purchaser terminated the Contract in whole or in part, the Purchaser shall:	
A	Encash the PBG/not refund the performance security amount.
B	Deduct Liquidated damages as specified in respective Clause/s
C	May procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered and/or not performed, and the Supplier shall be liable to the Purchaser, for any excess costs upto a maximum value of 10% of the Contract Value, for such similar Services. However, the Bidder shall continue performance of the Contract to the extent not terminated.

30 GT&C - Termination on Insolvency: The agreement can be terminated by giving written notice to the Supplier, without compensation to them if:

A	The Supplier becomes bankrupt or is otherwise declared insolvent;
B	The Supplier being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture holders or circumstances occur entitling the court or debenture holders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the Purchaser.

31 GT&C – Termination for Defaults: The Purchaser may, without prejudice to any other remedy for Breach of the Contract, by written notice of 30 days of default to the Bidder, terminate the Contract in respect of Volume-II in whole or in part;

A	If the Supplier fails to render services within the time period(s) specified in the Contract or any extension period thereof granted by the Purchaser, or
B	If the Supplier fails to perform any other obligations under the Contract
C	All payments due to the Supplier till the effective date of termination may be made by NIC within 60 days' of such written notice of termination, subject to applicable penalties, Section - 29.

32 GT&C – Income/Corporate Taxes:

A	The Supplier shall be liable to pay all the Corporate Taxes, and the Income Tax, that shall be levied according to the laws and regulations applicable from time to time in India.
B	Wherever the laws and regulations require deduction of such taxes at the source of payments, the Purchaser shall effect such deductions from the payment due to the Supplier. The remittance of amounts as deducted and issuance of Certificate for such deductions shall be made by the Purchaser as per the regulations in force. Nothing in the Contract shall relieve the Supplier from their responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of the Contract.
C	The relevant deduction certificate shall be provided to the Supplier within 90 days of deduction at source.

33 GT&C - Taxes and Duties:

A	Supplier will be entirely responsible for making the payments in respect of all taxes, stamp duties, fees, etc. in connection with delivery of service at site/s including taxes and levies to be charged in connection with incidental services etc. For procurement of way-bill, necessary arrangement shall be made by bidder. Service Taxes will be payable as per rules prevalent at the time of submission of bid response.
B	However, Only Octroi and Entry tax if any; payable at the place of delivery will be reimbursed by NIC subject to production of original receipt.

34 GT&C - Clarification of Bids:

A	To assist in the examination, evaluation and comparison of bids the Purchaser may, at their discretion, ask the Bidder for clarification of the bid.
B	Bidder should send their queries, if any, through e-mail to rs.raman@nic.co.in , CC to utkarsh2.gupta@nic.co.in on or before the stipulated date and time. Bidders should submit the queries only in the format given in the RFP and in xls/xlsx format. Queries which are not in the format specified in the format will be ignored. Bid is liable for disqualification in case of deviation. No query / suggestions will be entertained after the opening of Commercial offer.
C	Clarifications will be published only in NIC's Corporate Website www.nationalinsuranceindia.com . No other modes of communication will be used.

35 GT&C - Contract with NIC: The successful Bidder will have to enter into a contract with National Insurance Company Ltd. within 15 working days of issue of Purchase Order in respect of RFP/02/2018. The format of the Contract is attached in Volume-I. Failure to enter into Contract may result in cancellation of the Purchase Order/s and forfeiture of EMD/PBG.

36 GT&C – Contract Amendment: No variation in the satisfaction of the terms of the Contract shall be made except by the written amendment agreed and signed by the parties.

A	If the Supplier fails to render services within the time period(s) specified in the Contract or any extension period thereof granted by the Purchaser, or
B	If the Supplier fails to perform any other obligations under the Contract

37 GT&C – Limitation of Liability: Supplier’s aggregate liability for actual direct damages shall be limited to a maximum of the Contract Value, provided that this limit shall not apply to (1) the infringement indemnity; or (2) bodily injury (including death) and damage to real property and tangible personal property caused by Supplier’s negligence. Supplier shall not in any event be liable for any indirect or consequential damages, or for loss of profit, business, revenue, goodwill, anticipated savings or data, or third party claims except with respect to bodily injury (including death) and damage to real and tangible personal property for which Supplier is legally liable. For the purposes of this Section, “Contract Value” at any given point in time, means the aggregate value of purchase orders placed by NIC on the Bidder under this project.

38 GT&C - Governing Language: The bid prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Purchaser, shall be written in the English language, provided that any printed literature furnished by the Bidder may be in any another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

39 GT&C - Applicable Law: The contract shall be interpreted in accordance with the Indian laws.

40 GT&C - Notices: Any notice by one party to the other pursuant to the Contract shall be sent in written format by fax/email and confirmed in writing to the address specified for that purpose in the Contract.

41 GT&C – Indemnity:

A	The Supplier shall, at its own expense, defend and indemnify NIC against all third party claims for infringement of patent, trademark, design or copyright arising from use of products or any part thereof supplied by Supplier. Supplier will provide infringement remedies and indemnities for third party products, on a pass through basis. The Supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If NIC is required to pay compensation to a third party resulting from such infringement, the Supplier shall be fully responsible to pay such compensation along with all costs, damages and attorney’s fees and other expenses that a court may finally awards, in the event of the matter being adjudicated by a court or that be included in a Supplier approved settlement. NIC will issue notice to the Supplier of any such claim without delay and provide reasonable assistance to the Supplier in disposal of such claim, and shall at no time admit to any liability for, or express any intent, to settle the claim. The Supplier shall also reimburse all incidental costs, which NIC incurs in this regard. In the event of the Supplier is not fulfilling its obligations under this clause within the period specified in the notice issued by NIC, NIC has the right to recover the amounts due to it under this provision from any amount payable to the Supplier under this project. The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this agreement.
B	In the event of the Supplier not fulfilling its obligations under this clause within the period specified in the notice issued by NiC, NIC has the right to recover the amounts due to it under this provision from any amount payable to the Supplier under this project.
C	The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this agreement.

42 GT&C - Right of Selection, Product, Service and Quantity: NIC reserves the right to place Order for the entire, less or more quantity of the products and/or services to be procured through the RFP. NIC also reserves the right to place order for only selected products and/or services as specified in RFP/02/2018.

43 GT&C - Assignment: The Supplier shall not assign in whole or in part, the obligations to perform under the contract in respect of RFP/02/2018, except with Purchaser's prior written consent.

44 GT&C - Sub-contractor: The Supplier shall obtain consent of the Purchaser in writing of all Sub-Contracts (if any) to be awarded under the Contract in respect of RFP/02/2018, that is not already specified, in his bid. Such notification, in his original bid or later, shall not relieve the Supplier from any liability or obligation under the Contract.

45 GT&C - Force De Majeure:

A	Notwithstanding the provisions contained herein the Supplier shall not be liable for liquidated damages or termination for default, if and to the extent that its' delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force De Majeure.
B	For the purpose of this clause "Force De Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the purchaser, in the contractual capacity, wars or revolution, fires, floods, epidemic, quarantine restrictions and freight embargoes.
C	If a Force De Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing the Supplier shall continue to perform their obligations under the Contract as far as reasonably practical, and shall adopt all reasonable alternative means for performance not prevented by Force De Majeure clause.

46 GT&C - Termination for Convenience:

A	The Purchaser may by written notice of 60 days sent to the Supplier terminate the Contract, in whole or in part, any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated and the date on which such termination becomes effective.
B	The Purchaser may purchase the ordered goods that are complete and ready for installation after the Supplier's receipt of notice of termination at the Contract terms and prices. For the remaining goods and services, the Purchaser may elect:
B . 1	To have any portion completed and delivered at the contract terms and prices; and/or
B . 2	To cancel the remainder and pay to the supplier an agreed amount for partially completed goods and services and for materials and parts previously procured by the Supplier.
B . 3	All payments due to the Supplier till the effective date of termination may be made by NIC within 120 days' of such written notice for termination.

- 47 GT&C - Obligation:** The entire responsibility of the Delivery, Installation, and Integration, Commissioning, Support, Maintenance and Warranty/AMC and all related activities in respect of RFP/02/2018 lies with the Supplier on whom the Purchase Order is placed and with whom the Contract is signed. The Supplier would be responsible and bear the additional cost (if any), incurred by the Purchaser on account of the above-mentioned obligations.
- 48 GT&C – Compliance with Terms and Conditions:** The Bidder will comply with all the terms and conditions given in this Master Document and RFP/02/2018.
- 49 GT&C – Acceptance of Terms:** The Bidder will, by responding to RFP/02/2018, be deemed to have accepted the terms of the RFP/02/2018 and the Master Document.
- 50 GT&C - No Legal Relationship:** No binding legal relationship will exist between any of the Bidders and NIC, until execution of Contract.
- 51 GT&C – Compliance with NIC’s Information Security Policy/ies:** Prior to Supplier deploying any of its Personnel or engaging any person to perform Services for NIC; the Supplier shall, at a minimum, with respect to each such Personnel comply with NIC’s Information security policy/ies (ISP/s), as may be amended from time to time. Supplier hereby acknowledges that it has received a copy of the current ISP/s simultaneously with the execution of this Agreement. Supplier shall not assign any Personnel to perform the Services under this Agreement who does not comply with the provisions of the ISP/s. NIC shall have the right to audit Supplier’s books and records/facilities / location / places prepared or kept in connection with the Services at all reasonable times and places to ensure compliance with the ISP/s, to the extent applicable.
- 52 GT&C – Risk Title:** The Risk, Title, Ownership of the products matching the Technical Specifications as in Volume-II and delivered by the Supplier following issuance of Purchase Order, shall be transferred to NIC upon delivery and receipt by authorized official of NIC. Supplier should ensure that such Receipt is signed, stamped and dated, at respective location of delivery.
- 53 GT&C - Confidentiality and Non-Disclosure:**

Supplier and the Purchaser shall each, when acting in the capacity of a Receiving Party: (i) keep confidential, all Confidential Information disclosed by the Disclosing Party, during the Term of this Agreement and for a 5 year period following the termination of this Agreement; (ii) use the Confidential Information disclosed by the Disclosing Party solely in connection with performing its obligations or exercising its rights and not otherwise for its own benefit or the benefit of any third party; and (iii) not disclose the Confidential Information disclosed by the Disclosing Party to any person, other than a director, officer, employee or professional advisor of a Party, Supplier Group Company, or Purchaser Group Company to any authority, statutory or otherwise to whom disclosure of Confidential Information is necessary for performance of obligations or exercise of rights in connection with this Agreement.

Receiving Party shall ensure that each person to whom it discloses Confidential Information complies with confidentiality provisions no less onerous than those contained in this section, and will remain liable for any disclosure of Confidential Information by each such person as if it makes such disclosure.

Receiving Party shall, on the Disclosing Party’s request, destroy, erase or deliver to the Disclosing Party all of the Disclosing Party’s Confidential Information, save where the retention of such Confidential Information is necessary to comply with Applicable Law or otherwise for the other Party to exercise its rights or receive benefits due under this Agreement.

Supplier and the Purchaser both agree that the provisions shall not apply to any information which the Receiving Party can prove: (i) is or becomes public knowledge other than by breach of this section; (ii) was in the possession of Receiving Party without restriction in relation to disclosure before the date of receipt from Disclosing Party; (iii) is received from a third party who lawfully acquired it and who was under no obligation restricting its disclosure; or (iv) was

independently developed, without access to any Confidential Information disclosed by the Disclosing Party.

Supplier and the Purchaser both agree that these provisions shall not apply so as to prevent disclosure of Confidential Information by the Receiving Party to the extent that such disclosure is required to be made by any authority of competent jurisdiction or by any Applicable Law, provided that the Receiving Party: (i) gives the Disclosing Party reasonable formal written notice (provided that this is not in contravention of Applicable Law), prior to such disclosure to allow the Disclosing Party a reasonable opportunity to seek a protective order; and (ii) uses reasonable endeavours to obtain prior to the disclosures, written assurance from the applicable entity that it will keep the Confidential Information confidential.

54 GT&C - Arbitration Clause: If any dispute or difference shall arise, such difference shall independently of all other questions be referred to the decision of a sole arbitrator to be appointed in writing by the parties to or if they cannot agree upon a single arbitrator within 30 days of any party invoking arbitration the same shall be referred to a panel of three arbitrators, comprising of two arbitrators, one to be appointed by each of the parties to such the dispute/difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon the Contract that award by such arbitrator/arbitrators of the amount of the loss or damage shall be first obtained.

55 GT&C - Format of Contract between successful Supplier and National Insurance Company Limited (NIC) *****

FORMAT FOR CONTRACT BETWEEN SUPPLIER AND NATIONAL INSURANCE COMPANY LIMITED (NIC)

THIS Memorandum of Understanding/Agreement is made on this _____ day of _____, 20__ BETWEEN M/s. _____ and carrying on business at _____ (hereinafter referred to as "SUPPLIER" and shall include its heirs, successors or permitted assigns) of the First Part and NATIONAL INSURANCE COMPANY LIMITED, a Company registered under the Companies Act, 1956 having its registered Head Office at 3, Middleton Street, Calcutta – 700 071 (hereinafter referred to as "PURCHASER" and shall include its heirs, successors or permitted assigns) of the Second Part.

WHEREAS the Vendor is in the business of a) Supply, Installation, Configuration, Commissioning, Demonstration, Management, Maintenance, Monitoring of Video Conferencing Solution and Other Network Devices, being party of the Second Part herein.

AND WHEREAS the Purchaser intends to Procure a) Supply, Installation, Configuration, Commissioning, Demonstration, Management, Maintenance, Monitoring of Video Conferencing Solution and Other Network Devices and has explained to the Supplier the purposes and uses for which the procurement is being made.

AND WHEREAS the Supplier has assured that the Solution in respect of a and b as mentioned above which they would supply would be fit for the purposes of the Purchaser and has been agreed to relieve the "PURCHASER" from the Principle of "CAVEAT EMPTOR" being the Purchaser is a mere consumer hereby it is better to rely on SUPPLIER as to the fulfillment of the purpose/s of the purchase/procurement and/or installation and maintenance.

AND WHEREAS the Purchaser invited bids from Bidders for submitting bids for supply of all the mentioned in the Purchaser's Invitation in the Master Document and in RFP No. NIC/IT/RFP/VC&Others/RFP/02/2018, containing broad terms and conditions, for the supply, installation, commissioning, maintenance etc. as detailed in the RFP document.

AND WHEREAS the Supplier submitted a bid and bids were submitted by some other Bidders.

AND WHEREAS out of the several bids when opened the Purchaser found the price quoted by the Supplier for NIC/IT/RFP/VC&Others/RFP/02/2018 to be eligible to be awarded the contract.

AND WHEREAS the Purchaser would place orders on the Supplier for the purchase as mentioned in the Master Document, RFP No. NIC/IT/RFP/VC&Others/RFP/02/2018 and in the bid/offer Papers on the terms, conditions and specifications mentioned therein and in the Purchase Order issued on _____ 20__.

AND WHEREAS the parties herein intend to set out the terms and conditions for such purchase and maintenance and matters connected therewith and to define the mutual rights and obligations of the parties herein.

NOW THESE PRESENTS WITNESSETH and the parties herein agree as follows:

1. Scope:

The Master Document, RFP No. NIC NIC/IT/RFP/VC&Others/RFP/02/2018, and the bid/offer documents will form part of and shall be deemed to have been incorporated in these presents but in case of any conflict between any term in the said documents and in these presents the term of these presents will have overriding effect and the said documents have to be read and will have effect subject to these presents.

2. Resolution of Disputes: Insert Section - 54

3. Prevention of Corruption: Each Party shall comply with all Applicable Laws relating to bribery and corruption and shall not do, or omit to do, any act that will cause the other Party to be in breach of any such Applicable Law, and in doing so: (i) shall not give or receive any bribes, including in relation to any public official; and (ii) shall maintain an effective anti-bribery compliance regime, that monitors compliance and detects violations.

4. Notices:

For the purpose of all notices, the address of the Supplier and the Purchaser shall be those given in the beginning of these presents.

As the Purchaser's Registered Head Office is situated within the Jurisdiction of the High Court at Calcutta all disputes and differences are subject to the Jurisdiction of The Calcutta High Court.

5. Compliance with Terms and Conditions:

The Supplier will comply with all the Terms and Conditions given in this Master Document, RFP No. NIC/IT/RFP/VC&Others/RFP/02/2018 and bid Offer.

IN WITNESS WHEREOF the parties hereto have executed these presents on the day, month and year first above written.

SIGNED SEALED AND DELIVERED FOR _____

By the hands of Shri/Smt. _____

In presence of Shri/Smt. _____

In presence of Shri/Smt. _____

SIGNED SEALED AND DELIVERED FOR 'NIC'

By the hands of Shri/Smt. _____
In presence of Shri/Smt. _____
In presence of Shri/Smt. _____

56 Format for Integrity Pact

INTEGRITY PACT BETWEEN

National Insurance Company Limited (NIC) hereinafter referred to as “PURCHASER” (which expression, unless repugnant to the context thereof, shall mean and include its legal representatives, heirs and assigns)
AND

..... hereinafter refer to us “The Bidder/Contractor” (which expression, unless repugnant to the context thereof, shall mean and include its legal representatives, heirs and assigns)

Preamble

The PURCHASER intends to award, under laid down organizational procedures, contract for Procurement under NIC/IT/RFP/VC&Others/RFP/02/2018 (hereinafter referred to as the ‘Project’). The PURCHASER necessarily requires full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the PURCHASER may appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the Integrity Pact by all parties concerned, for all works covered in the Project.

Section 1 – Commitments of the PURCHASER

(1) The PURCHASER commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

a) No employee of the PURCHASER, personally or through family members or through any other channel, will in connection with the tender for or the execution of a contract, demand take a promise for or accept, for self or third person, any material or immaterial benefit, which the person is not legally entitled to.

b) The PURCHASER will, during the tender process treat all Contractor(s)/Bidder(s) with equity and reason. The PURCHASER will in particular, before and during the tender process, provide to all Contractor(s)/Bidder(s) the same information and will not provide to any Contractor(s)/Bidder(s), confidential/additional information through which the Contractor(s)/Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c) The PURCHASER will exclude from the process all known prejudiced persons. The PURCHASER shall obtain bids from only those parties who have been short-listed or pre-qualified or through a process of open advertisement/web publishing or any combination thereof.

(2) If the PURCHASER obtains information on the conduct of any of its employees, Contractor(s) and/or Bidder(s), which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the PURCHASER will inform the Chief Vigilance Officer and subject to its discretion, can additionally initiate disciplinary actions.

(3) The PURCHASER will enter into agreements with identical conditions with all Contractor(s)/Bidder(s), in the different Work Packages in the aforesaid Project/s.

(4) The PURCHASER will disqualify from the tender process all Contractor(s)/Bidder(s), who do not sign this Pact or violate its provisions.

Section 2 – Commitments of the Bidder(s) / Contractor(s)

(1) The Bidder(s) / Contractor(s) commit(s) itself/themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

(a) The Bidder(s) / Contractor(s) will not, directly or through any other person or firm offer, promise or give to any of the PURCHASER's employees involved in the tender process or the execution of the contract any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage, of any kind whatsoever, during the tender process or during the execution of the contract.

(b) The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specification, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

(c) The Bidder(s)/Contractor(s) will not use improperly, for purpose of competition or personal gain, or pass on to others, any information or document provided by the PURCHASER as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

(d) The Bidder(s) / Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign PURCHASERS, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s) / Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

(e) The bidder(s) / Contractor(s) will, when submitting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

(2) The Bidder(s) / Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3: Disqualification from tender process and/or exclusion from future contracts.

(1) If the Bidder(s) / Contractor(s), before awarding the Project or during execution has committed a transgression by violating Section 2 above or in any other form so as to put his reliability or credibility in question, the PURCHASER, at its sole discretion, is entitled to disqualify the Bidder(s) / Contractor(s) from the tender process or terminate the Contract, if already awarded, for that reason, without prejudice to any other legal rights or remedies available to the PURCHASER under the relevant clauses of of the tender/contract.

(2) If the Contractor(s)/Bidder(s) has committed a transgression through a violation of any of the terms under Section 2 above or in any other form such as to put his reliability or credibility into question, the PURCHASER will also be entitled to exclude such Contractor(s)/Bidder(s) from future tenders/contract award processes. The imposition and duration of the exclusion

will be determined by the PURCHASER, keeping in view the severity of the transgression. The severity will be determined by the circumstances of the case, in particular, the number of transgressions and/or the amount of the damage.

(3) If it is observed after payment of final bill but before the expiry of validity of Integrity Pact that the contractor has committed a transgression, through a violation of any of the terms under Section 2 above or any other term(s) of this Pact, during the execution of contract, the PURCHASER will be entitled to exclude the contractor from further tender/contract award processes.

(4) The exclusion will be imposed for a minimum period of six (6) months and a maximum period of three (3) years.

(5) If the Contractor(s)/Bidder(s) can prove that he has restored/recouped the damage to the PURCHASER caused by him and has installed a suitable corruption prevention system, the PURCHASER may, at its sole discretion, revoke or reduce the exclusion period before the expiry of the period of such exclusion.

Section 4: Compensation for Damages

(1) If the PURCHASER has disqualified the Bidder(s)/Contractor(s) from the tender process prior to the awarding of the Project according to Section 3, the Earnest Money Deposit(EMD)/ Bid Security furnished, if any, along with the offer, as per terms of the Invitation of Tender, shall also be forfeited. The Bidder(s)/Contractor(s) understands and agrees that this will be in addition to the disqualification and exclusion of the Contractor(s)/Bidder(s) as may be imposed by the PURCHASER, in terms of Section 3 above.

(2) If, at any time after the awarding of the Project, the PURCHASER has terminated the contract according to Section 3, or if the PURCHASER is entitled to terminated the contract according to Section 3, the security Deposit/Performance Bank Guarantee furnished by the Contractor, if any, as per the terms of the Contract shall be forfeited without prejudice to any other legal rights and remedies available to the PURCHASER under the relevant clauses of General/Special Conditions of Contract. The Contractor(s)/Bidder(s) understands and agrees that this will be in addition to the disqualification and exclusion of the Bidder(s)/Contractor(s), as may be imposed by the PURCHASER in terms of Section 3 above.

Section 5: Previous transgression

(1) The Bidder(s)/Contractor(s) herein declares that it has committed no transgressions in the last 3 years with any other Company in any country confirming to the anti-corruption approach as detailed herein or with government/ any other Public Sector Enterprise in India that could justify its exclusion from the tender process.

(2) If at any point of time during the tender process or after the awarding of the Contract, it is found that the Bidder(s)/Contractor(s) has made an incorrect statement on this subject, he can be disqualified from the tender process or if, as the case may be, that the Contract, is already awarded, it will be terminated for such and the Bidder(s)/Contractor(s) can be black listed in terms of Section 3 above.

Section 6: Independent External Monitor / Monitors

(1) The PURCHASER shall, in case where the Project Value is in excess of Rs One Crore and above, may appoint competent and credible Independent External Monitor(s) with clearance from Central Vigilance Commission. The Monitor shall review independently, the cases referred to it to assess whether and to what extent the parties concerned comply with the obligations under this Integrity Pact.

(2) In case of non-compliance of the provisions of the Integrity Pact, the complaint/non-compliance is to be lodged by the aggrieved party with the Nodal Officer only, as shall be

appointed by the CMD, NIC. The Nodal Officer shall refer the complaint/non-compliance so received by him to the aforesaid Monitor.

(3) The Monitor will not be subject to any instructions by the representatives of the parties and will perform its functions neutrally and independently. The Monitor shall report to the Chairman-cum Managing Director, NIC.

(4) The Bidder(s) / Contractor(s) accepts that the Monitor shall have the right to access, without restriction, all Project documentation of the PURCHASER including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to its project documentation. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) with confidentiality.

(5) The PURCHASER will provide to the Monitor, sufficient information about all meetings among the parties related to the Project, provide such meetings could have an impact on the contractual relations between the PURCHASER and the Contractor.

(6) As soon as the Monitor notes, or believes to note, a violation of this Pact, he will so inform the PURCHASER and request the PURCHASER to discontinue and/or take corrective action, or to take other relevant action(s). The Monitor can in this regard submit non-binding recommendations. However, beyond this, the Monitor has no right to demand from the parties that they act in a specific manner and/or refrain from action and/or tolerate action.

(7) The Monitor will submit a written report to the CMD, NIC within 4 to 6 weeks from the date of reference or intimation to it and, should the occasion arise, submit proposals for corrective actions for the violation or the breaches of the provisions of the agreement noticed by the Monitor.

(8) If the Monitor has reported to the CMD, NIC, of a substantiated suspicion of an offence under relevant IPC/PC Act, and the CMD, NIC, has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Chief Vigilance Officer, NIC.

(9) The word 'Monitor' means Independent External Monitor and includes both singular and plural forms.

Section 7: Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)

If the PURCHASER obtains knowledge of conduct of a Bidder/Contractor or any employee or a representative or and associate or a Bidder/Contractor, which constitutes a criminal offence under the IPC/PC Act, or if the PURCHASER has substantive suspicion in this regard, the PURCHASER will forthwith inform the same to the Chief Vigilance Officer, NIC.

Section 8: Duration of the Integrity Pact.

The Pact shall come into force when both parties have legally signed it. The Pact shall expire, in case of the Contractor(s), 3 (three) months after the last payment under the Contract is made and in case of the unsuccessful Bidder(s), 2 (two) months after the contract for the project has been awarded. If any claims is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by CMD of NIC. The Bidder(s)/Contractor(s), however, understands and agrees that even upon the completion of the Project and/or the last payment under the Contract having been made, if any transgression/violation of the terms of this Pact comes/is brought to the notice of the PURCHASER, it may, subject to its discretion, blacklist and/or exclude such Bidder(s)/Contractor(s) as provided for in Section 3, without prejudice to any other legal right or remedy so available to the PURCHASER.

Section 9: Other Provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the PURCHASER, i.e Kolkata.

(2) Changes and supplements as well as termination notice need to be made in writing.

(3) If the Bidder/Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement shall remain valid and binding. In such a case, the parties will strive to come to an agreement in accordance to their original intentions.

(5) Wherever he or his as indicated in the above sections, the same may be read as he/she or his/her, as the case may be.

(For & On behalf of the PURCHASER)
(Office Seal)

(For & On behalf of Bidder/Contractor)
(Office Seal)

Place _____

Date _____

57 GT&C – Sample Manufacturer’s Authorization Form (MAF)

SAMPLE FORMAT FOR MANUFACTURER’S AUTHORIZATION FORM

To
NATIONAL INSURANCE COMPANY LIMITED
Head Office: 3, Middleton Street,
Kolkata – 700 071.

Dear Sir,

Sub.: RFP NIC/IT/RFP/VC&Others/RFP/02/2018

We who are established and reputable manufacturers of Having factories at do hereby authorize M/s. (Name and Address of Supplier/Authorized Partner) to bid, negotiate and conclude the contract with NIC against RFP No. _____ for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per respective Clauses in the General Terms & Conditions of the Master Document and the RFP No. _____ for the goods offered for supply against this invitation for bid by the above firm.

We hereby further confirm that the solution quoted by our partner including on-site warranty as applicable under terms of the Master Document and RFP No. _____, has been examined and vetted by us. We also confirm that all the Part Codes (product and warranty) quoted by our partner are OK and the solution quoted by our partner will work as per requirements specified by NIC.

Yours faithfully,

(Name)

For and on behalf of

M/s.

Signature of Manufacturer

Dated:

Place:

Sd. /-Seal

Note: This letter of authority should be on the letterhead/certificate form issued by the manufacturing concern and should be signed by a person competent and having the power of Attorney to bind the manufacturer.

58 GT&C – Sample Format of Warranty

Sample FORMAT OF WARRANTY (For each item quoted)

This free of charge warranty shall start and shall remain valid for 3 Years for Components of Video Conferencing Solution and Other Network Devices for items supplied against RFP No. NIC/IT/RFP/VC&Others/RFP/02/2018 from the last date of installation of the equipments that has been delivered and installed, commissioned, tested and accepted.

We warrant that everything to be supplied by us hereunder shall be brand new, free from all encumbrances, defects and faults in material, workmanship and manufacture and shall be of the highest grade and quality and consistent with the established and generally accepted standards for materials of the type ordered shall be in full conformity with the specifications, drawings of samples, if any, and shall operate properly. We shall be fully responsible for its efficient and effective operation. This warranty shall survive inspection of and payment for, and acceptance of the goods, but shall expire on completion of the period of 5 Years for Components of Video Conferencing Solution and Other Network Devices as applicable for the respective equipment's after their successful installation and acceptance by the purchaser.

The obligations under the warranty expressed above shall include all costs relating to labour, spares, maintenance (preventive and unscheduled), and transport charges from site to manufacturer's works and back for their repair/adjustment or replacement at site of any part of the equipment which under normal care and proper use and maintenance proves defective in design, material or workmanship or fails to operate effectively and efficiently or conform to the specifications and for which notice is promptly given by the Purchaser to the Supplier.

The Supplier warrants and undertakes that in case any defect be found within the defined period from the acceptance of the goods and installation thereof the Supplier will attend to the problem within the defined time period (also refer Section - 28) of lodging of the complaint by the Purchaser either by Letter, over the telephone, by fax, email or by other modes of communications. Wherever it is required to replace any part, the Supplier undertakes to replace the part within the defined time period Section - 28, of attending the call. In case of failure from supplier's side NIC may request any third party supplier to maintain the equipments and the cost thus incurred will have to be reimbursed by the Supplier to the Purchaser, failing which the Purchaser has the right to encash the Performance Bank Guarantee without endangering any provisions of warranty written or otherwise expressed and the concerned warranty will remain in full force.

Moreover we agree to warranty clauses as per respective Clauses in the General Terms & Conditions of the Master Document and RFP No. NIC/IT/RFP/VC&Others/RFP/02/2018.

Signature of Bidder

Dated :

Place :

Seal :

59 GT&C – OEM Certified Part Numbers including for Warranty, AMC

Sample format for OEM Certified Part Numbers and the description of the components against those Part Numbers (Hardware, Software, Warranty/AMC etc)		
Sl.N o.	OEM Part No.	Description of the components against respective Part No. (Certificate from OEM should be attached)
Note: All the Hardware quoted in this Section, should not be out of support for at least a period of 5 years from the date of this Certificate		
Signature of Bidder:		
Dated:		
Place:		
Seal:		

60 GT&C - Performance Bank Guarantee

FORMAT FOR PERFORMANCE BANK GUARANTEE

BANK GUARANTEE FOR PAYMENT (TO BE SUBMITTED IN NON-JUDICIAL STAMP PAPER OF APPROPRIATE VALUE PURCHASED IN THE NAME OF THE ISSUING BANK)

To
 National Insurance Company Ltd.
 Head Office
 3, Middleton Street
 Calcutta-700 071

Dear Sirs,

RFP No.: - NIC/IT/RFP/VC&Others/RFP/02/2018

In consideration of your having placed Purchase Order for purchase of items as per RFP: NIC/IT/RFP/VC&Others/RFP/02/2018 with and your agreeing to pay the aforesaid M/s. (hereinafter referred to as 'The Supplier' and shall include his heirs, successors and permitted assigns) a sum of Rs..... (Rupees.....) as and by way of payment in terms of the Contract/Supply Order/Purchase Order No/s. Dated with you (hereinafter referred to as 'PO') on your agreeing to furnish to you with our guarantee in the manner hereinafter contained, we (Bankers Name) located atwith registered office at

DO HEREBY COVENANT AND AGREE AS FOLLOWS:

We, Bank Ltd. having our office located at do hereby undertake to indemnify National Insurance Company Limited or their heirs, successors or permitted assigns (hereinafter referred to as 'NIC') and keep indemnified to the extent of the sum of Rs (Rupees) from and against all losses and damages that may be caused to NIC in relation to the payment to be made by NIC to the Supplier as aforesaid by reason of any default or defaults on the part of the Supplier in the due supply of plant / machinery / equipment / spares / services for carrying out any work or discharging supplier's obligation as per the said contract in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and

meaning thereof and in the event of any default or defaults on the part of the Supplier as aforesaid we shall forthwith on demand and without demur pay to NIC any sum not exceeding in the total the said sum of Rs. (Rupees) As may be claimed by NIC to be due from the Supplier by way of refund of such payment or any portion or otherwise as NIC's losses and / or damages, costs charges or expenses incurred by reason of such default or defaults on the part of the Supplier as aforesaid.

Notwithstanding anything to the contrary, NIC's decision as to whether the Supplier has made any such default or defaults and the amount or amounts to which NIC is entitled by reasons thereof will be binding on us and we shall not be entitled to ask NIC to establish their claim or claims under this guarantee, but will pay the same forthwith on NIC's demand without any protest or demur.

This guarantee shall continue and hold good until it is released by NIC on the applications by the Supplier after completion of delivery of goods / services / terms and conditions at site provided always this guarantee shall in no event remain in force after the day of Without prejudice to NIC's claim or claims arisen and demanded from or otherwise notified to us in writing on or before the seventh day after the said date of expiry of the guarantee which will be enforceable against us notwithstanding that the same is or not enforced after the said date.

Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period this agreement till such time with the Supplier's consent on the request by NIC, provided the terms and conditions relating to the extension of the Guarantee are satisfied.

NIC will have the fullest liberty without affecting this guarantee, either to vary, or to modify and to revoke any of the terms and conditions of the said PO or to extend the time of performance of the Supplier or to postpone for any time or from time to time any of NIC's rights or powers against the Supplier and either to enforce or to forbear to enforce any of the terms and conditions of the said PO and we shall not be released from our liability under this guarantee by the exercise of NIC's liberty. With reference to matters aforesaid or by reason of any time being given to the Supplier, or any other forbearance, act or omission on NIC's part or any indulgence by NIC to the Supplier or by any variation or modification of the said PO or any other act, matter or things whatsoever, which under the law relating to sureties, would but for the provisions hereof, have the effect of so releasing us from our liability hereunder provided always nothing herein contained will enlarge our liability hereunder beyond the limit of Rs. (Rupees.....) As aforesaid or extend the period of the guarantee beyond the said day of Unless expressly agreed to by us in writing.

This guarantee shall not in any way be affected by NIC's taking or varying or giving up any securities from the Supplier or any other person, firm or company on their behalf or by winding up, dissolution, insolvency or death as the case may be of the Supplier or his company/firm.

In order to give full effect to the guarantee herein contained, NIC shall be entitled to act as if we were your principal debtors in respect of all NIC's claims against the Supplier hereby guaranteed by us as aforesaid.

Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all NIC's claim or claims against the Supplier from time to time arising out of or in relation to the said PO and in respect of which NIC's claim in writing is lodged on us on or before the seventh day after expiry of this guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, email or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been lodged / given / submitted when the same is posted.

This guarantee and the powers and provisions herein contained, are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees hereto before given

to NIC by us and now existing un-cancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

This guarantee shall not be affected by any change in the constitution of the Supplier or us nor shall it be affected by any change in your constitution or by amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.

This guarantee shall come into force on _____ and shall not be revoked by us whether before it's coming into force or any time during its currency without NIC's prior consent in writing.

We further agree and undertake to pay to NIC the amount demanded by NIC in writing irrespective of any dispute or controversy between NIC and the Supplier.

Notwithstanding anything contained hereinabove our liability under this agreement is restricted to Rs (Rupees). Unless a written claim is lodged on us for payment under this guarantee within seven days of the date of expiry of this guarantee i.e. on or before all NIC's rights under this guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us, discharged.

We have power to issue this guarantee in NIC's favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED ON THE DAY OF FOR & ON BEHALF OF THEBANK LTD.

FOR & ON BEHALF OF
(BANKER'S NAME)

Branch Manager

(Banker's seal)

Address.....

.....
P.S.: The amount referred to above will be as per the terms of payment specified

61 NIC/IT/RFP/VC&Others/RFP/02/2018

This is Volume-II of the Master Document.

Instruction to Bidders

The Bidder is expected to examine all instructions, forms, terms, specifications, and other information in Volume-I of the Master Document and the RFP No. NIC/IT/RFP/VC&Others/RFP/02/2018, Volume-II. Failure to furnish all information required by any of these documents or to submit a Bid not substantially responsive to these documents in every respect will be at Bidder's risk and may result in the rejection of its Bid.

Bidders are advised to study the mentioned documents carefully before participating. It shall be deemed that submission of bid by the bidder has been done after their careful study and examination of the mentioned documents with full understanding to its implications. Any lack of information shall not in any way relieve the bidder of his responsibility to fulfil his obligations under the Bid.

In the event of default by the Bidder with respect to this RFP or the Master Document, NIC may debar the Bidder from participating in any future RFPs' floated by NIC for any purpose.

62 Eligible Bidders The following are the conditions, which are to be necessarily fulfilled, to be eligible for technical evaluation of the Bid. Non-compliance of any of criteria will entail summary rejection of the bid offer. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made along with tender. NIC also reserves the right to verify / evaluate the claims made by the vendor independently. Only those interested bidders who satisfy the following eligibility criteria should respond to RFP/02/2018: Refer Sections - 62, 66

A	Minimum Qualifications of the Bidder:
1	The Bidder should be a Registered Company in India under the Companies Act, 1956 (photocopy of certificate of registration to be provided)
2	The Bidder should be an established Information Technology company and in operation for at least 5 years in India as at 31.03.2017
3	The Bidder should be ISO 9000/9001, ISO 20000 and ISO/IEC 27001 certification holder company, with certifications valid at the time of bid submission. (photocopies of certificates to be provided)
4	The Bidder should have implemented a minimum 3 components (MCU, Video endpoints, Management & Scheduling Device, Gatekeeper, Recording Device, Firewall traversal) of the proposed Video Conferencing Solution asked in the RFP and minimum in 25 end-point locations. All references should be in PSU/BFSI/Govt.
5	The Bidder should have implemented at least 3 (Three) Video Conferencing Orders of their National Customers, each having a order value of at least Rs. 100 Lakhs within the last 5 years. Should be supported by Customer declarations / Customer Sign-Off And, Should have executed at least 1 (one) Video Conferencing order from the proposed OEM having value more than Rs. 3 Crore within the last 5 years. Should be supported by Customer declarations / Customer Sign-Off
6	The Bidder should have an annual turnover of at least Rs. 400 Crores (Four Hundred Crores) for each of the last 3 (three) financial years 2014-15, 2015-16, 2016-17 (audited balance sheet from last 3 financial years to be provided as per Section - 66.1. AND, Should have net profit after tax in the last 3 (three) financial years –2014-15, 2015-16, 2016-17 (audited balance sheet from last 3 financial years to be provided as per Section - 66.1
7	The Bidder should have support office in at least 6 (Six) Metro Locations [Kolkata, Mumbai, New Delhi, Chennai] and in Bangalore, Pune & Hyderabad
9	The Bidder should have Toll Free number for fault registration within India, operating 365x24x7 basis

10	The Bidder should not be blacklisted/debarred/denied bidding facilities by any Government Department/ Public sector Undertaking as on the date on bid submission
11	The Bidder should not have filed for Bankruptcy in any country
12	<ul style="list-style-type: none"> a) The OEM should have a toll free number and should provide direct 24 x 7 Telephonic TAC Support to NIC. The OEM should give an undertaking on their letterhead b) The OEM shall have a registered office in India. A documentary proof with complete Address details and contact person details shall be submitted along with the offer c) The OEM should have been present in India for at least last 5 years. A documentary proof shall be submitted along with the offer. d) The OEM should have their own warehouse in India for giving Next Business day replacement (for Tier-I cities) to the NIC directly incase of any hardware failure e) The OEM shall provide warranty support and services for the entire solution for 3 years with direct TAC support to NIC with regard to service and spares. A certificate to this effect shall be submitted by the OEM f) The OEM should be Profitable for the last 3 (three) financial years –2012-13, 2013-14 and 2014-15 g) The OEM should be ISO 9001 and ISO 20000 certified h) The OEM should have at least 4 customer reference in last 3 years in India in PSU/ Government/ nationalized banks where minimum 12 HD Video Endpoints has been deployed. PO Copies/ customer reference letters shall be provided i) The OEM should have at least 2 customer reference in last 3 years in India in PSU/ Government/ nationalized banks, where minimum 1 Nos. 20 port HD MCU has been deployed. PO Copies/ customer reference letters shall be provided. j) The MCU, Video endpoints, Management, scheduling, Gatekeeper, desktop client, recording and firewall traversal should be from one OEM. The MCU, Gatekeeper, Recording, Firewall traversal should be OEM appliance platforms

62.1 Preparation of Bid

The RFP will be in three parts, viz., Pre-Qualification, Technical and Commercial bid

Bidder has to meet the minimum eligibility criteria as mentioned in the Pre-Qualification Bid

If, on evaluation of the Technical bids it is observed that any one or more items of the product offered in the RFP do not meet the minimum requirements of Specifications, the Company reserves the right to accept or reject the Bid.

The Commercial bids of only those Bidders will be opened who qualify at the Technical bid evaluation stage and whose products are found to meet the specifications offered by them, at a date and time to be specified later.

The Bidder shall prepare the bid in the following manner. Relevant documents, letters, forms, supportings, etc. need to be attached to each part as given below

The BID SECURITY. This would contain only the Bid Security (Earnest Money) amounting to Rs. 50,00,000.00 (Rupees Fifty Lakhs Only) by way of BG/DD/NEFT/RTGS in favour of National Insurance Company Limited, payable as per Bank Details mentioned in this document. Non-furnishing of EMD will disqualify the bidder.

The EMD would be returned to the unsuccessful Bidder (without any interest) and on receipt of application, within 90 days of award of Purchase Order to the Successful Bidder. For the successful Bidder, the same would be retained as Security Deposit without any interest till a

BG of 10% of Contract Value is received by NIC, in the form of Performance Bank Guarantee (PBG) as per format given in Section –60.

The Bid Security Deposit will be forfeited if:

The bidder withdraws his bid at any time before the LOI of PO or Advice for execution is issued against the RFP.

OR

The Bidder fails or refuses to execute the work after having been identified L1 in the bid, before or after LOI/PO/Advice for execution is issued

OR

Fails or refuses to furnish the Performance Bank Guarantee

OR

The Bidder fails or refuses to execute the Contract.

1 The PRE-QUALIFICATION BID. This would contain the proof of transfer of EMD, Bidder Profile Section - 66, Financial Information Section - 66.1, Citations Section - 66.2.

Any other documents that are required in the process, like client engagement letters or certificates, audited balance sheets, etc. and a CD containing the soft copy (both 'PDF' and 'xls' formats) of the Pre-Qualification Bid and are also to be included herein.

2 The TECHNICAL BID. This would contain the Technical Bid Letter Section - 64, Section-65.1 Technical Bid Particulars, Format of Warranty, OEM Certified Part Numbers, Technical Compliance, Unpriced Bill of Materials to be submitted with the Technical Bid. Section-67 Statement of Deviation from RFP Terms and Conditions, if any, and Details of the proposed solution, proposed methodology and timeline (in a separate sheet). Any other documents that are required in the proposal process, like client engagement letters or certificates, audited balance sheets, etc. and a CD containing the soft copy (both 'PDF' and 'xls' formats) of the Technical Bid and are also to be included herein.

3 The COMMERCIAL BID. This would contain the Commercial Bid Letter Section - 68, Section - 68.1 Commercial Bid Particulars, Section- 68.2 Commercial Bid. A CD containing the soft copy (both 'PDF' and 'xls' formats) of the Commercial Bid is also to be included herein.

Bidders have to submit their Bid online, on or before the last date and time mentioned in RFP.

Details of the procedure to be followed for online, is available in Annexure-12 (Volume-II). Bidders have to abide by the same.

63 Scope of Work

The scope of work include total responsibility for providing complete VC solution by providing a Video Conferencing solution as replacement / upgrade of the existing MCU, Video Infrastructure and Video end points (as per the specifications provided), its end to end maintenance, warranty and provide on-site facility management. The scope of work should be read along with the technical specifications to ensure complete compliance to the scope of work. The vendor should provide the architecture for implementing the VC solution on existing as well as the new dedicated network for Video Conferencing. The solution will fully integrate and interoperate with the existing Cisco Unified Communications Manager (IP PBX). Bidder will ensure interoperability with voice and video calling between the existing IP PBX and the new video conferencing setup. Supply, install and commission the various components required for Video conferencing services at the various sites in NIC. Document the solution, train & certify candidates nominated by NIC. This is not an all-inclusive list. The Bidder is expected to provide the end to end solution and vendor is expected to absorb any other cost of material / services if any not particularly listed below.

General

- Installation and configuration of the various network components required for the purpose of providing a complete managed Video Conferencing Solution.
- Supply, installation and commissioning of the necessary hardware and software at all locations.
- Integration with the Video Bridge Solution provided by the vendor through the dedicated network laid out for it.
- The vendor should provide unified call control for VC end points, IP phones & soft clients on PC & Mobile phone to provide ease of administration & seamless user experience.
- Integration with existing Cisco Unified Communications Manager for both voice and video calling.
- The call control should integrate with corporate directory for user provisioning and directory access.
- Provide 24x7x365 basis post implementation comprehensive support.
- Vendor has to act as technical-advisor to NIC for Video Conferencing Solution by way of evaluation, demonstration, etc. as and when required by NIC. Vendor has to submit findings/reports to NIC and give suggestions/recommendations. Necessary resources (including Level-3 support) have to be deployed by vendor (only when required and not on a regular basis) for technical assistance and submit the detailed documentations etc. by NIC. No additional cost will be payable by NIC for such things.
- In case there is a cost incurred to NIC due the wrong BoM/Specification/feature-set of equipment/device/appliance at any location, the same will have to be replaced by vendor at no extra cost to NIC.
- Prepare test-plan, implementation plan, integration plans and rollback strategies
- Comprehensive monitoring and onsite support
- The successful bidder shall co-ordinate and co-operate with the other vendors appointed by NIC so that the work shall proceed smoothly without any delay and to the satisfaction of NIC.
- No extra claim shall be entertained on account of all/part of any job redone on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the successful bidder. All such cost shall be borne by the bidder.
- The vendor has to provide complete escalation matrix which should be updated and sent to NIC as and when there is a change.

Details of Work

- Total solution will cover commissioning of supply of network equipments (including active components such as managed switches or passive components such as cables, connectors etc.), delivery and installation of Video endpoints and software, implementation, integration of various components, integration with the video bridge, testing, training & certification, supporting the VC solution.
- Prepare HLD and LLD in consultation with OEM and NIC for rollout.

- Design and document a Project implementation plan with significant milestones marked on it.
- The selected bidder needs to commission the links and other networking equipment in such a way to ensure the requirements mentioned as per the technical specifications and uptime requirements as per the SLA section.
- The successful bidder need to install all the associated equipment needed to complete the job as per the technical specification described in this tender.
- Bidder needs to study existing deployment LAN & WAN network environment of NIC and provide for deployment of the proposed solution.
- The installation will include proper mounting, labeling, tagging of all the equipment and providing network and power connections.
- The bidder shall be responsible to provide within scope of work all facilities like labor, transportation, tool Kits, testing equipment, cables, connectors, power cords etc. which is necessary for successful deployment of solution.
- Transportation to & fro, lodging and boarding of manpower shall be in vendors scope.

Design and Architecture

- NIC expects the vendor to submit a detailed plan for designing and implementation of the project which should include the full scope of the project as mentioned above. On acceptance of such plan by NIC, the vendor is required to carry out the implementation including supply, installation, commissioning and testing of equipment etc.
- The solution will have users who might be on NIC network and integrated to its video bridge, within NICs internal network accessing the video bridge through NIC's Internet Leased Links, within NICs internal network or completely on a separate network over the internet. The vendor has to understand the complete environment in terms of various locations that might have to be connected using the Video Conferencing Solution.
- Prepare the designs, architecture and implement the solution in line with best practices in the industry, regulatory guidelines IT Act 2001 (along with its amendments) standards as modified from time to time or any other law of the land which may be applicable.
- Recommendation of best practices to implement and roll out the Video Conferencing solution.
- Study of our existing Video Conferencing architecture.
- Bidder needs to prepare a detailed execution plan. The complete documented plan must be submitted to NIC with supported designs and drawings (if any) within 5 weeks of placing the order. The actual execution will start only after approval of plan by NIC officials.
- The plan shall include information related to proposed migration from the existing Video Conferencing setup, whether all the locations will be migrated simultaneously or the migration shall be gradual ,required downtime, deployment schedule etc. The installation of the equipments shall be done as a planned activity on a date & time of approved deployment schedule.

Inspection and Acceptance Procedure

- Physical Inspection and preliminary testing of the solution shall be done at NIC, in the presence of representatives of the supplier and will comprise of the following:
- Physical verification of equipment as per the supply contract.
- Physical inspection of the equipment for any physical damage.
- "Power on self-test" to ascertain that no product/s is dead on arrival.
- Physical verification of licenses, Software media, technical documentation as per purchase order.
- Registering the Hardware & Software license with OEM for validation and desired technical support.

Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components

- Vendor has to do end-to-end delivery, installation, redeployment and configuration of the solution and implementation and customization as per best practices and NIC's requirements. The vendor will ensure seamless integration of its equipment for functioning of existing as well as future Video Conferencing solutions / IP Telephony solution with no/minimum possible downtime.
- The vendor will be responsible for the end to end management and maintenance of the deployed solution, which includes the links, the network components (both active and passive) and any other component deployed for the solution.
- The vendor will repair / replace the equipment in case of any problem arises out of it and during the warranty period will repair / replace as per warranty conditions. If the equipment is not under warranty, a functional standby has to be provided as per the SLA conditions.
- The vendor will own the responsibility of maintaining the System Uptime as per the defined SLAs.
- In case of breakdown of any component of the VC Solution the vendor has to rectify the same as per time frame laid out in the SLA, failing which penalty would be applicable.
- If, the breakdown is due to any of the exclusions mentioned in the SLA, the vendor has to provide a functional standby of equivalent or higher configuration, failing which penalties as stipulated in the SLA would be applicable.
- The vendor has to provide out-of-the-box reports and customized reports templates based on the needs of NIC.
- The vendor has to provide a complete procedural workflow for scheduling of calls and ad-hoc calls.

Documentation

- All the documents shall be supplied in properly bound volumes of A4 size sheets.
- Documents for high level design, detailed design, and configuration of individual features set on various appliances, general testing, standard operating Procedure, best practices etc. shall form the complete set for fulfilling the documentation criteria.
- Vendor shall also submit Delivery and Installation Report, Warranty certificates, License Copies for all the items supplied along with the supplies.
- Installation report should contain the part numbers of all the components supplied by the selected bidder.

Acceptance by NIC

- The Goods supplied by the Bidder should meet the technical specifications envisaged in this RFP document.
- A comprehensive "Acceptance Test Plan" document, containing various aspects of the 'Acceptance Test' to demonstrate all the features of the proposed Solution, shall be submitted by the bidder.
- Acceptance tests should explicitly demonstrate the various aspects mentioned in the technical specifications and the scope of work
- Appliances will be considered to have been commissioned when all services as described in this tender document are able to run smoothly over the network. Mere installation of appliances with out-of-the box features will not be considered as commissioning of the proposed solution.
- The final acceptance will be provided by NIC after verifying all aspects as mentioned in the document have been delivered to satisfaction.
- All documentations, but not limited to Design, Configuration etc. (HLD and LLD) must be handed over to NIC after successful implementation, commissioning and before release of final payment

EXPECTED DELIVERABLES (from successful bidder)

- The Bidder has to specify the Name of the OEMs with the product name in the Technical specification.

- The hardware configuration has to be done by the bidder. The hardware should not have any single point of failure.

S N	Description	Remarks	Qty
1	VC end points		
2			
3			
4			
5			
6			
7	Bill of Quantity		

Onsite Support Services

The successful Bidder has to provide throughout the contract period, the services of an onsite L1 support personnel at Head office, Kolkata as described below. As per the changing business needs, NIC may ask the Personnel to report for duty in different Time Windows as per the need of NIC.

L1 onsite support personnel Qualifications:

- At least 1 year of Experience in maintenance of Video Conferencing solution.
- Should have good knowledge on troubleshooting and various functionalities of the proposed VC solution.
- Should be able to monitor remotely the VC solution at all locations.
- For seamless integration of the entire solution, the onsite support will have to co-ordinate with the various projects and resolve the problem.
- The L1 should have a backup resource who will complement the person during routine jobs and supplement, if L1 is on leave. The backup resource should be accountable for the providing the technical support to NIC.
- The L1 should be placed at NIC premises during NIC's office hours. However, the hours may be extended whenever required.
- If the performance is not up to the mark, the Personnel may have to be changed, if NIC so requests.
- The selected vendor will also have to earmark an Offsite L3 Engineer for NIC, who will act as the advisor/consultant for issues and may have to come for meeting at NIC and work on the new initiatives that NIC may take from time-to-time. No charges will be payable by NIC for this purpose

63.1 Warranty/AMC

- Warranty/AMC contract for the solution mentioned in this RFP will be on on-site & comprehensive basis for the project period, as applicable, and subject to extension based on NIC's requirement, on pro-rata basis. OEM Supporting letter mentioning that Partner has backlining support from OEM for the support as mentioned in Commercial Bid.
- All necessary on-site Technical troubleshooting & configuration management.
- SLA based service delivery.
- Improve Response & resolution time.
- Quarterly preventive maintenance.
- Support as per Minimum Technical Specifications
- Defective equipment's need to be replaced by the Supplier as per the SLA terms mentioned in the tender document.

63.2 Execution Overview

- Supplier has to provide necessary on-site/off-site model to maintain the SLA.
- Single point of contact for all fault booking & service request update.

- Supplier should have Toll free number & mailing facility for the fault booking from anywhere on 24X7 basis.
- Technical call Center should be accessible 24 hours per day, 7 days per week to assist with Product use, Configuration and troubleshooting issues and should have access to OEM support portal.
- Quarterly review meeting for the service improvement plan.

63.3 Service Level Agreement – Refer Section - 28

63.4 Minimum Technical Specifications and Compliance of Video Conferencing Solution and Other Network Devices

63.5 Technical Compliance – Video Conferencing Solution and Other Network Devices

Features	Minimum Technical Specifications for Video Conferencing Solution and Other Network Devices	Compliance (Yes/No)	Reference Document name, page number, with highlighted paragraph
Specifications for the Personal Video conferencing system for executives.			
Should be an integrated system with at least 21 inch LCD/TFT screen,1080P resolution (16:9), HD camera and with speakers for wide band audio output. The Codec should be a part of the unit. No separate Codec's are preferred.			
The LCD/TFT screen should be a touch screen to provide a touch interface to the user.			
Features	Minimum Specifications		
General	Must support IPv4 and IPv6 from day one.		
	Must have the following physical buttons for ease of use 1. Mute/ Unmute 2. Volume Increase/ decrease		
Video Standards	Minimum H.264 and above		
	The system should support SIP/H.323 protocol.		
	Must support desktop sharing SIP calls		
Video Frame Rate	Must support 1080p 30 fps		
Video Features	Ability to send and receive two live simultaneous video sources in a single call.		
	The unit must support layout control for video and presentation on a single LCD screen.		

Video Input	Should have HDMI or DVI (Digital Video Interface) input to connect PC/ Laptop directly to the Video conferencing system and display a resolution of 1080p.		
	The user must be able to toggle between the Laptop/PC mode and the Video conferencing mode at a push of button/icon.		
Video Resolution	720p (1280 x 720 pixels) 1080p (1920x1080 pixels)		
Dual Stream	Must support H.239 and BFCP for resolutions upto 1080p		
Firewall Traversal	Should support firewall traversal solution using the H.460.18 and H.460.19 protocol.		
Audio	Audio System : The system should have two stereo front speakers with inbuilt microphones, wideband speakers.		
	G.722, G.711, MPEG 4 AAC or better - which supports 20 KHz audio must be supported		
Other Features	Noise Reduction/Echo Cancellation, Automatic Gain control, Automatic Audio mixer		
	Must support escalation of point to point calls to Multiparty calls using the central MCU without disconnecting the call.		
Network Interfaces			
LAN	1 x LAN /Ethernet--10/100/1000		
	1 x LAN /Ethernet--10/100/1000 to connect a PC (i.e. built in switch)		
Wi-Fi	Must support 802.11a/b/g/n		
Bluetooth	Must support bluetooth 3.0 for connecting bluetooth headsets		
SIP/H.323/ IP Features	Must support Standard based Packet loss recovery algorithm to handle packet loss.		
	QOS		
	Should support URI Dialling		
	Must support SIP and H.323		
Data Collaboration	Presentation through presence of DVI/HDMI Input port		

	<p>The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS or Android platforms so that these devices can be used for:</p> <p>1) View the Presentation that is being shown in the VC call. 2) Add and disconnect call, move the call from mobile device to/ from video unit</p> <p>The system must have the ability to pair with laptop for sending content without any wires to the video unit. In case the above feature is not available natively, then additional components can be provided to achieve this functionality.</p>		
Security	Password protected system menu		
	Meetings both point and point and multipoint , should be password protected and the same should be possible for SIP networks		
	Encryption of video call: ITU-T standards based Encryption of the video call using Advanced Encryption Standard (AES)		
	Call should be encrypted end-to-end on IP calls		
	The unit must support the option of disabling the secondary network port if not in use.		
Camera	Should be HD at least 6 megapixel camera, with privacy shutter		
	Must support 1080p resolution.		
	60 degree horizontal Field of View		
	35 degree vertical field of view		
	Must have a privacy shutter		
	The VC unit must allow the camera to be used as a document camera to capture hard copies and transmit it to the far end site.		
Directory Services	Should support Local and Global directories, the units should be registered on the existing Cisco CUCM Solution already in place in NIC.		
	Should support LDAP and H.350 protocols for directory transfer.		
CMD Room and NIC 4th Floor			
Feature	Minimum Specifications		

SET DELIVERED COMPLETE WITH:	<p>The system should be an integrated system with Codec, Dual HD 1080p camera with 10x optical zoom or higher, Mic , touch screen/ panel, cables and power supply, dual 65" or higher LCD/LED and a floor mount kit.</p> <p>The 65" screens, codec, cameras, microphones, floor cum wall mounted kit should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit.</p> <p>The system should be capable giving HD 1080p @60fps.</p> <p>The system should deliver 1080p@60fps in motion and in sharpness video mode day one.</p>		
BANDWIDTH	H.323, SIP at least 4 Mbps point-to-point		
FIREWALL TRAVERSAL	H.460.18, H.460.19 Firewall Traversal		
VIDEO STANDARDS	H.263, H.264, H.265		
VIDEO FEATURES	Native 16:9 Widescreen		
	Advanced Screen Layouts so as to view the presentation and presenter in different quadrants and sizes.		
	Local Auto Layout		
VIDEO INPUTS	Must have a total of at least 4 HD inputs The system should have 2 Video Inputs to connect 2 x HD Camera (1080P) and 2 PC Inputs (One HDMI and/or one DVI/VGA) for presentation sharing so that user can select between two laptops on the fly.		
VIDEO OUTPUTS	The system should have an integrated LED/LCD/Plasma screen which is at least 65 inches or higher.		
	Additionally, the unit must have at least two HDMI/DVI outputs to connect additional displays.		
LIVE VIDEO RESOLUTIONS (ENCODE/DECODE)	The system should supports Video resolutions from HD 720p@30fps, 720p@60fps , 1080p@30fps and HD 1080p@60fps, The PC resolution should be 720p or higher		
AUDIO STANDARDS	G .711, G.722, G.722.1, 20KHz or better		
AUDIO FEATURES	CD-Quality audio		
	acoustic echo canceller		
	Automatic Gain Control (AGC)		
	Automatic Noise Reduction		
	Active lip synchronization		

	Should have at least 6 microphones inputs-XLR or Euroblock to connect 6 microphones. In case this is not a built-in feature, then the bidder can achieve this by providing an external audio mixer with 4 phantom powered audio mixer along with the codec.		
AUDIO INPUTS	The system should have one additional Audio line-in Input to connect PC audio and line in audio		
AUDIO OUTPUTS	Built-in wide band audio speaker and amplifier system to the far end audio and line-in audio. No external audio system is acceptable. The unit must provide a sound output of at least 300W		
DUAL STREAM	The system should have the capability to support H.239 in H.323 and BFCP for SIP Mode		
	The system should support 1080p30 resolution during H.239 call		
	The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS or Android platforms so that these devices can be used for: 1) View the Presenttation that is being shown in the VC call. 2) Add and disconnect call. 3) Take snapshot of the presnetation being shown		
	The system must have the ability to pair with laptop for sending content without any wires to the VC system. In case the above feature is not available natively, then additional components can be provided to achieve this.		
PROTOCOLS	The system should have H.323 and SIP capability		
EMBEDDED ENCRYPTION	The system should support AES Encryption. H.239 capability should be supported in an encrypted call. AES encryption is required for complete secure call between locations		
IP NETWORK FEATURES	The system should have features such as QoS, , standards based packet loss based downspeeding, TCP/IP, DHCP , Auto gatekeeper discovery, Dynamic playout and lip-sync buffering, H.245 DTMF tones in H.323, Date and Time support via NTP Packet Loss based Downspeeding URI Dialing Must support IPv4 and IPv6 from day one.		
SECURITY FEATURES	The administration of the Video endpoint should be through Web Interface using HTTPS/HTTP		
NETWORK INTERFACES	1 x LAN/Ethernet (RJ-45) 10/100/1000 Mbit		

CAMERA (1080p)	1/3" CMOS Camera, Minimum 10X Optical zoom, +12°/-14° tilt, +60/- 90° pan, 1920 x 1080 pixels, minimum 72 deg horizontal field of view		
	Dual cameras must provide the ability of automatically tracking the speaker in a meeting room and zooming onto that person. External disturbances and noise such as mobile phone ringing should not cause the camera to move. The camera tracking mode must be such that in the event the far end is talking, the cameras must automatically zoom out to capture the entire room. Should zoom onto a person at about 32 feet from the camera.		
Camera to Capture the Presenter	Must have a PTZ camera to capture the Presenter who would be presenting locally.		
	Minimum of 10 x optical zoom		
	1920 x 1080 pixels progressive @ 60fps		
	Each camera should have minimum +15°/- 25° tilt, +/- 90° pan		
	The Camera and codec should be from the same manufacturer.		
	Should have at least 72 degrees static field of view.		
	The Presenter Camera must automatically become active when a person stands in a predefined area next to the Main display. Additional components such as pressure mats, microphone, video switcher can be used to achieve this if needed. The person can move in the trigger zone and the camera should zoom in or out to capture the person in full view. The presenter must be captured when moving in an area of at least 6 to 8 feet wide.		
	When there is no presenter the main Voice Tracking cameras atop the main screen should automatically be activated.		
	During question-answer mode, both the Voice Tracking camera and the Presenter Camera should be active.		
Adhoc Multipoint Capability	Must have built-in Multiconference capability to connect at least 1+4 sites at 720p in a continuous presence mode		
	It should be possible to view the presentation in a separate quadrant as well as each of the far end sites in individual quadrants. The far end sites must not appear in only one quadrant together.		
	All sites must be visible in a continuous presence mode with rate matching and transcoding such that different sites may connect at different speeds and protocols and still maintain a resolution of at least 720p		

SYSTEM MANAGEMENT	Total management via embedded SNMP, Telnet, SSH, XML, SOAP		
	Remote software upload: via web server, SCP, HTTP, HTTPS, Remote control and on-screen menu system		
DIRECTORY SERVICES	Support for local directory (My Contacts), Received Calls, Placed Calls		
Cables and Connectors	The video endpoint should be accompanied with Power Cable, LAN Cable, DVI to VGA Cable, Power adaptors if any, DVI to HDMI cables		
User Interface	In order to provide a good user experience, the unit must be equipped with an intuitive Touch Screen/Panel for controlling the VC unit.		
	Must have ability to browse the directory, search a contact, Enable / disable speaker tracking, change layouts, mute/ unmute, increase-decrease volume.		
	Must have the capability to integrate with external control systems to control Blinds, Lights, air conditioning using the API's . The User interface must have the necessary icons for controlling the external devices		
Board Room and Training Center			
Integrated HD Video Conferencing unit with built in 65 inches or higher HD display, Audio System and Microphone			
Feature	Minimum Specifications		
SET DELIVERED COMPLETE WITH:	The system should be an integrated system with Codec, Dual HD 1080p camera with 10x optical zoom or higher, Mic , touch screen/ panel, cables and power supply, dual 65" or higher LCD/LED and a floor mount kit. The 65" screens, codec, cameras, microphones, floor cum wall mounted kit should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit. The system should be capable giving HD 1080p @60fps. The system should deliver 1080p@60fps in motion and in sharpness video mode day one.		
BANDWIDTH	H.323, SIP at least 4 Mbps point-to-point		
FIREWALL TRAVERSAL	H.460.18, H.460.19 Firewall Traversal		
VIDEO STANDARDS	H.263, H.264, H.265		
VIDEO FEATURES	Native 16:9 Widescreen		

	Advanced Screen Layouts so as to view the presentation and presenter in different quadrants and sizes.		
	Local Auto Layout		
VIDEO INPUTS	Must have a total of at least 4 HD inputs The system should have 2 Video Inputs to connect 2 x HD Camera (1080P) and 2 PC Inputs (One HDMI and/or one DVI/VGA) for presentation sharing so that user can select between two laptops on the fly.		
VIDEO OUTPUTS	The system should have an integrated LED/LCD/Plasma screen which is at least 65 inches or higher.		
	Additionally, the unit must have at least two HDMI/DVI outputs to connect additional displays.		
LIVE VIDEO RESOLUTIONS (ENCODE/DECODE)	The system should supports Video resolutions from HD 720p@30fps, 720p@60fps , 1080p@30fps and HD 1080p@60fps, The PC resolution should be 720p or higher		
AUDIO STANDARDS	G.711, G.722, G.722.1, 20KHz or better		
AUDIO FEATURES	CD-Quality audio		
	acoustic echo canceller		
	Automatic Gain Control (AGC)		
	Automatic Noise Reduction		
	Active lip synchronization		
AUDIO INPUTS	Should have at least 6 microphones inputs- XLR or Euroblock to connect 6 microphones. In case this is not a built-in feature, then the bidder can achieve this by providing an external audio mixer with 4 phantom powered audio mixer along with the codec.		
	The system should have one additional Audio line-in Input to connect PC audio and line in audio		
AUDIO OUTPUTS	Built-in wide band audio speaker and amplifier system to the far end audio and line-in audio. No external audio system is acceptable. The unit must provide a sound output of at least 300W		
DUAL STREAM	The system should have the capability to support H.239 in H.323 and BFCP for SIP Mode		
	The system should support 1080p30 resolution during H.239 call		

	The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS or Android platforms so that these devices can be used for: 1) View the Presentaion that is being shown in the VC call. 2) Add and disconnect call. 3) Take snapshot of the presnetation being shown		
	The system must have the ability to pair with laptop for sending content without any wires to the VC system. In case the above feature is not available natively, then additional components can be provided to achieve this.		
PROTOCOLS	The system should have H.323 and SIP capability		
EMBEDDED ENCRYPTION	The system should support AES Encryption. H.239 capability should be supported in an encrypted call. AES encryption is required for complete secure call between locations		
IP NETWORK FEATURES	The system should have features such as QoS, , standards based packet loss based downspeeding, TCP/IP, DHCP , Auto gatekeeper discovery, Dynamic playout and lip-sync buffering, H.245 DTMF tones in H.323, Date and Time support via NTP Packet Loss based Downspeeding URI Dialing Must support IPv4 and IPv6 from day one.		
SECURITY FEATURES	The administration of the Video endpoint should be through Web Interface using HTTPS/HTTP		
NETWORK INTERFACES	1 x LAN/Ethernet (RJ-45) 10/100/1000 Mbit		
CAMERA (1080p)	1/3" CMOS Camera, Minimum 10X Optical zoom, +12°/-14° tilt, +60/- 90° pan, 1920 x 1080 pixels, minimum 72 deg horizontal field of view		
	Dual cameras must provide the ability of automatically tracking the speaker in a meeting room and zooming onto that person. External disturbances and noise such as mobile phone ringing should not cause the camera to move. The camera tracking mode must be such that in the event the far end is talking, the cameras must automatically zoom out to capture the entire room. Should soom onto a person at about 32 feet fom the camera.		
Camera to Capture the Presenter	Must have a PTZ camera to capture the Presenter who would be presenting locally.		
	Minimum of 10 x optical zoom		
	1920 x 1080 pixels progressive @ 60fps		

	Each camera should have minimum +15°/-25° tilt, +/- 90° pan		
	The Camera and codec should be from the same manufacturer.		
	Should have at least 72 degrees static field of view.		
	The Presenter Camera must automatically become active when a person stands in a predefined area next to the Main display. Additional components such as pressure mats, microphone, video switcher can be used to achieve this if needed. The person can move in the trigger zone and the camera should zoom in or out to capture the person in full view. The presenter must be captured when moving in an area of at least 6 to 8 feet wide.		
	When there is no presenter the main Voice Tracking cameras atop the main screen should automatically be activated.		
	During question-answer mode, both the Voice Tracking camera and the Presenter Camera should be active.		
Adhoc Multipoint Capability	Must have built-in Multiconference capability to connect at least 1+4 sites at 720p in a continuous presence mode		
	It should be possible to view the presentation in a separate quadrant as well as each of the far end sites in individual quadrants. The far end sites must not appear in only one quadrant together.		
	All sites must be visible in a continuous presence mode with rate matching and transcoding such that different sites may connect at different speeds and protocols and still maintain a resolution of at least 720p		
SYSTEM MANAGEMENT	Total management via embedded SNMP, Telnet, SSH, XML, SOAP		
	Remote software upload: via web server, SCP, HTTP, HTTPS, Remote control and on-screen menu system		
DIRECTORY SERVICES	Support for local directory (My Contacts), Received Calls, Placed Calls		
Cables and Connectors	The video endpoint should be accompanied with Power Cable, LAN Cable, DVI to VGA Cable, Power adaptors if any, DVI to HDMI cables		
User Interface	In order to provide a good user experience, the unit must be equipped with an intuitive Touch Screen/Panel for controlling the VC unit.		
	Must have ability to browse the directory, search a contact, Enable / disable speaker tracking, change layouts, mute/ unmute, increase-decrease volume.		

	Must have the capability to integrate with external control systems to control Blinds, Lights, air conditioning using the API's . The User interface must have the necessary icons for controlling the external devices		
Specifications for Advanced Collaboration Board (Training Center and HO IT 4th Floor)			
An Advanced Collaboration Board must have capabilities of Digital WhiteBoarding and Smart Annotations, Video and Audio Conferencing, Presentation Capabilities and integration with Collaboration Platform			
Features	Minimum Specifications		
Size and Form Factor	Must be at least 70 inches diagonal		
	Should have Floor Mounting and Wall Mounting options		
	Must have elegant positioning of cameras and audio system such that they are no intrusive. Must not have external cameras and other accessories for basic functionalities.		
	Must have a 4 K resolution for the display and Camera		
Platform	Should be able to register onto a Collaboration Platform so that a group can collaborate together using Audio, Video, Presentation, Whiteboarding capabilities in real time and also share messages, content and ideas in asynchronous mode.		
	Must provide interoperability with standards based SIP devices for audio and video conferencing		
Video Conferencing Capability	The Collaboration Board should have Full HD video conferencing capability 1080p 60 fps		
	The camera must be a 4K camera with a viewing angle of at least 80 degrees.		
	The Camera must be able to a capture a room size of at least 12 feet x 20 feet		
	The board should have built-in high fidelity microphones such that audio of any person in the room of at least 12 feet x 20 feet must be captured without distortion.		
	Should have Automatic Gain Control and modulation such that when a person is near the board or far away, the far end must be able to hear the audio without a high dB level (when a person is near) or a very low dB level (when the person is far away)		
	Must support a bandwidth of at least 6 Mbps with latest audio and video compression standards such as H.264 and AAC-LD		
	Must have Echo Cancellation and Noise reduction		

	The camera must have the ability to frame a participant or a group of participants who is/are speaking without any manual intervention.		
WhiteBoarding and Annotation	The Collaboration board should have the ability to do Digital Whiteboarding using multiple colours.		
	Erasing, Selection of colours, Smooth movement when whiteboarding are essential.		
	Multi touch capability so that drawing can be done by two persons and two fingers simultaneously must be possible.		
	The solution must have the ability to allow another users using a Collaboration Board to 'Co-annotate' on the same whiteboarding session. The co-annotation must be smooth.		
	Co-annotation must be possible from a laptop or Mobile user as well using an app or WebRTC browser		
	The white boarding sessions should be saved on the collaboration platform or a specific room or group such that it is available for future use.		
Presentation capabilities	Users must be able to share presentation using wired HDMI cable or even wirelessly		
	It must be possible to share the presentation during a call or out of the call		
	The solution must have the ability to display a file that has been uploaded to a group or a space. This file can be a PPT, Excel, pdf etc		
Setting up meetings	The collaboration board must have the ability to set up a conference by merely hitting a join meeting button.		
	It would be desirable to start the meeting or a group on a mobile app and move the meeting to the collaboration board		
Network	Must support ethernet port of 100/1000Mbps. Wi-Fi 802.11a/b/g/n would be desirable		
Management			
Features	Minimum Specifications		
The solution would be a single centre to manage the complete video conferencing devices such as the endpoints, MCU, Gatekeeper e.t.c.; Monitor ongoing live conferences which can be both Scheduled as well as ad-hoc.			
Management of Video Conferencing devices and Infrastructure	The Management application should provide system management capabilities of all the video conferencing endpoints, MCU, Gatekeepers.		

	It should allow conference and participant connection control		
	The system must be able to manage 30 devices including MCU and call control. It should have the ability to scale to manage upto 100 devices in the future.		
	Must provide a strong GUI so that the devices can be arranged in a customizable folder view format.		
	The management view must also be able to superimpose the device deployment in a customizable map view so that a map can serve as a background and the devices can be positioned on such a map.		
	It should automatically be able to detect the latest software version of the VC endpoints.		
Scheduling	The Application should Schedule conferences		
	Should be able to book recurring meetings and video resources		
	Should show overview of scheduled meetings, resources and participants.		
	Should have the ability to book conference rooms also. These would be conference rooms without any video conferencing units.		
	The Scheduling tool must provide the ability to check the availability of the VC Endpoints in a calendar format before booking any resources.		
Phonebook services	The application should support creation and management of a central directory.		
	Supports hierarchical phonebook structure.		
	Should support creation of phonebooks from Active Directory & H.350		
Monitoring	The software should support Live graphical web monitoring of the VC systems.		
	The software should support Live graphical web monitoring of ongoing conferences.		
	It must be possible to monitor live ongoing conferences. Both Scheduled as well as ad-hoc conferences must be manageable.		
Event Notification	The Management application should support event logging and notifications including boot, link down/up, connect error, call connected/disconnected, lost response/got response, Downspeeding, upgrade start/finish scheduling, gatekeeper registration, low battery, wrong password alert		
Redundancy support	The Management application should have both server and software suite redundancy options		
Multi-Conferencing Unit			

The Central Infrastructure can be made up of multiple Services and or Applications. The essential ones are specified below			
Feature	Minimum Specifications		
General	The hardware, software and virtualization software should be supplied and supported by a single bidder.		
	All necessary hardware to support the required capacity needs to be supplied from day one. Each of the server supplied for the MCU must have a redundant power supply from day1.		
	The MCU must have 90 HD ports @720p 30 fps with H.264 AVC and Continuous presence from day1.		
	All the 90 ports must be able to connect different sites at different bandwidths and protocols. H.264 AVC standard must be supported at the minimum to connect all the 90 sites.		
	The MCU must be able to host at least 10 simultaneous conferences each having different capacities restricted by the maximum port capacity of the MCU		
	MCU should be capable of supporting participants using various means i.e. via video enabled phones, room based video endpoints, soft clients on mobile/tablet or via the browser using WebRTC compatible browsers in a single conference. The meeting quality has to be consistent and of high quality. The end points can be present on the WAN network or on the internet. In case additional components are required for this functionality, all additional components required to have this functionality has to be included in the solution		
	The MCU should have the capability to host meetings with internal and external participants in a secure way such that it should co-exist with the enterprise security policies		
	The MCU should support geographical redundancy, so that MCU could be placed in DC/DR setup in case future expansion is needed.		
	The MCU should be able to maintain the dynamic resource allocation capacity for 1080p, 720p and SD participants simultaneously without having to reboot or change any configuration.		
	The MCU should support 40 ports or more at HD 1080p (transmit and receive) up to 4Mbps on IP in continuous presence mode with 30fps in the same MCU.		

	Video conferencing endpoints deployed at other organization must be able to take part in video conferencing. The endpoints can be of various makes such as Polycom, Cisco, LifeSize etc using open standards.		
	Interoperability with all organization must be possible using standards based dialling methodology using the Internet.		
	The MCU should be able to integrated with existing IP PBX to provide audio conferencing ports to phones.		
	The MCU should be able to integrate with Call Control system using SIP.		
Video Standards	Should support H.263, H.263+, H.263++, H.264		
Video Resolution	Should support video resolution from SD to Full HD to join into a conference		
	The proposed MCU should be able to combine HD and SD in the same conference without degrading the HD resolution from and to the HD endpoints. The MCU shall interoperate with multiple vendors' endpoints. The supported mediums should be IPv4 and IPv6.		
Audio Standards	Along with the support for basic algorithms like G.711 and G.722.1 the MCU should also support wideband Audio protocols like MPEG 4 AAC - LC and MPEG 4 AAC - LD		
Transcoding & Rate Matching	The MCU should support transcoding of different Audio/video Protocols.		
	MCU should be able to combine HD and SD in the same conference without degrading the HD resolution from and to the HD endpoints.		
Dual Video	The MCU should have H.239/BFCP protocol for sending and receiving dual video streams (Presenter + Presentation).		
Video Layouts	At least 16 sites to be seen simultaneously on the screen in traditional Continuous Presence mode.		
	The MCU must also support advanced continuous presence such that the site that is "on-air" to be seen on a larger window and the other sites are seen in smaller quadrants.		
Security	The MCU must be a secure Non-PC Hardware with a strong operating system. The Hardware and software must be from the same OEM.		
	The MCU should support 128 Bit strong AES encryption for calls and H.235 for authentication		
	The MCU must support encryption for calls on SIP.		

Network /USB Interface	At least 1 LAN /Ethernet--10/100/1000 Mbps full duplex and dedicated serial/USB connection for maintenance/upgrade.		
Conference Layout	MCU Solution should support minimum of 10 layouts		
Conference Recording	The Central Infrastructure must allow the recording of conference at least at 720p resolution.		
	The Conference audio, video and presentation should get recorded.		
	Recording can be initiated by the host of the conference by dialling out to the server or enabling the record button on the user interface.		
	At least 5 conferences mut get recorded simultaneously		
Secure Internet Connection for video calling	The solution must have a H.460.18 and H.460.19 compliant Firewall traversal solution to allow call to and from Internet to the endpoints and MCU		
	Must allow at least 4 calls @ 2mbps between the internet and the MCU		
RO Unit without Display			
Specifications for 4K VC endpoint for Large conference rooms			
The VC system should be standard based with separate camera system and HD audio video Interfaces			
Features	Minimum Specifications		
Video Standards	Latest video standards H.264, H.265		
Video Frame Rate	Should support 60 fps with 1080p resolution.		
Video Features	Ability to send and receive two live simultaneous video sources in a single call, so that the image from the main camera and PC or document camera can be seen simultaneously.		
	Should support H.239 and BFCP protocols		
	The system must have the ability to pair mobile devices such as Tablest and Smartphones based on iOS or Android platforms so that these devices can be used for: 1) View the Presentaion that is being shown in the VC call. 2) Add and disconnect call. 3) Take snapshot of the presenetation being shown		
	The system must have the ability to pair with laptop for sending content without any wires to the VC system.		

	In case the above feature is not available natively, then additional components can be provided to achieve this.		
Video Input	Should have at least 1 x HDMI inputs to connect Full HD cameras.		
	Must have 2 HDMI inputs to connect two laptops/PC for presentations		
	All inputs should support 1080p60		
	Should support the ability to view and share presentations at a resolution of 3840 x 2160 (4K)		
	The system must have the ability to pair with laptop for sending content without any wires to the VC system		
Video Output	Should have at least 2 no.'s of HDMI output to connect Full High Definition display devices such as plasma and projectors for both Video and Content.(Dual Monitor Support)		
	When not in a VC call, it should be possible to view presentation from two laptops on each of the screen so that users can collaborate.		
Audio - Audio standards supported	G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard must be supported..		
Other Desirable features	Noise Reduction, Automatic Gain control, Acoustic Echo Canceller, Active Lip synchronization		
Audio Inputs	Should support 3 Microphone inputs to connect 3 microphones.		
	The pick up of the microphones should be at least 10 feet from the microphone.		
	Echo Cancellation for every input must be available.		
Audio Outputs	Should support digital main audio output with the HDMI interface		
Network Interfaces	1 LAN /Ethernet--10/100/1000 Mbps full duplex		
Bandwidth	H323/SIP upto 6 Mbps point-to-point.		
Network Capabilities	Packet Loss Based Downspeeding		
H.323/ IP Features	QoS--DiffServe		
	IP adaptive bandwidth management (including flow control)		
	Auto Gatekeeper discovery		
	Auto Network Address Translation(NAT) support		
	Standards based- Packet Loss Recovery feature		
	System should support IPv4 and IPv6 from day one.		
	Should support URL Dialling		

	Support for H.245 DTMF tones in H.323		
Security			
Menu Control	Password protected system menu		
Encryption of video call	ITU-T standards based Encryption of the video call		
	Call should be encrypted end-to-end on IP		
	Should support Standards-based: H.235 v3 and AES Encryption via Automatic key generation and exchange. The same should be available in a call with Video with presentation (dualvideo)		
	Ability to manually turn encryption ON/ OFF should be there.		
	Automatic key generation and exchange		
Management	System Management using HTTPS and SSH		
Camera	Should have at least two or more HD cameras to automatically detect active speakers in the conference room. The camera should also have face detection mechanism to enable automatic framing of participants.		
	The camera should automatically detect who in the room is speaking and select the best camera framing for that person. And when no one is speaking it should automatically select the best group framing.		
	The system should be capable of providing metrics such as participant count that could be used for resource utilization, return on investment reports.		
	Should have the ability to turn OFF speaker tracking if need be.		
	The cameras should be suitable for a large conference room of about 7m in length with 15 people.		
	1920 x 1080 pixels progressive @ 60fps		
	The Camera and codec should be from the same manufacturer.		
	Should have at least 80 degrees horizontal field of view.		
Directory services	Should support Local and Global directories		
	Should support LDAP and H.350 protocols for directory transfer.		
Multipoint Capability	Should support built-in Multiconference capability to connect at least 1+3 sites at 720p30fps in a continuous presence mode		

	All sites must be visible in a continuous presence mode with rate matching and transcoding such that different sites may connect at different speeds and protocols and still maintain a resolution of at least 720p		
User Interface	In order to provide a good user experience, the unit must be equipped with an intuitive Touch Screen/Panel for controlling the VC unit.		
	Must have ability to browse the directory, search a contact, Enable / disable speaker tracking, change layouts, mute/ unmute, increase-decrease volume.		
	The user should have the ability to select between two presentation sources such as a fixed PC and a laptop from the user interface. Users should also have the ability to share presentation wirelessly.		
	Must have the capability to integrate with external control systems to control Blinds, Lights, air conditioning using the API's. The User interface must have the necessary icons for controlling the external devices		
RO Unit with integrated display			
Integrated HD Video Conferencing unit with built in HD display, Audio System and Microphone			
Feature	Minimum Specifications		
SET DELIVERED COMPLETE WITH:	<p>The system should be an integrated system with Codec, HD 1080p camera with automatic Speaker tracking, Mic , touch screen/ panel, cables and power supply , 55" LCD/LED and a floor mount kit.</p> <p>The 55" screen, codec, camera, microphones, floor cum wall mounted kit should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit.</p> <p>The system should be capable giving HD 1080p @60fps.</p> <p>The system should deliver 1080p@60fps in motion and in sharpness video mode day one.</p>		
BANDWIDTH	H.323 and SIP up to 4 Mbps point-to-point		
FIREWALL TRAVERSAL	H.460.18, H.460.19 Firewall Traversal		
VIDEO STANDARDS	H.263, H.264		
VIDEO FEATURES	Native 16:9 Widescreen		

	Advanced Screen Layouts so as to view the presentation and presenter in different quadrants and sizes.		
	Local Auto Layout		
VIDEO INPUTS (2)	The system should have 2 Video Inputs to connect 1x HD integrated Camera (1080P) and 1 PC Input for presentation sharing		
VIDEO OUTPUTS	The system should have integrated 55" Monitor.		
LIVE VIDEO RESOLUTIONS (ENCODE/DECODE)	The system should supports Video resolutions from HD 720p@30fps, 720p@60fps , 1080p@30fps and HD 1080p@60fps, XGA and SXGA. The PC resolution should be WXGA or 720p		
AUDIO STANDARDS	G .711, G.722, G.722.1, 20KHz or better		
AUDIO FEATURES	CD-Quality audio		
	acoustic echo canceller		
	Automatic Gain Control (AGC)		
	Automatic Noise Reduction		
	Active lip synchronization		
	Should have a built in microphone so that there is no need to connect any additional microphone for audio capture		
AUDIO INPUTS	The system should have Audio Inputs wherein it should support 1 x Microphones,		
AUDIO OUTPUTS	The system should have 1 additional audio output port.		
DUAL STREAM	The system should have the capability to support H.239 in H.323 andBFCP for SIP Mode		
	The system should support WXGA resolution during H.239 call		
	The system must have the ability to pair mobile devices such as Tablest and Smartphones based on iOS or Android platforms so that these devices can be used for: 1) View the Presenttaion that is being shown in the VC call. 2) Add and disconnect call. 3) Take snapshot of the presnetation being shown		
	The system must have the ability to pair with laptop for sending content without any wires to the VC system. In case the above feature is not available natively, then additional components can be provided to achieve this.		
PROTOCOLS	The system should have H.323 and SIP capability		

EMBEDDED ENCRYPTION	The system should support AES Encryption. H.239 capability should be supported in an encrypted call. AES encryption is required for complete secure call between locations		
IP NETWORK FEATURES	The system should have features such as QoS, Packet loss based downspeeding, Auto gatekeeper discovery, Date and Time support via NTP, URI Dialing		
SECURITY FEATURES	The administration of the Video endpoint should be through Web Interface using HTTPS/HTTP		
NETWORK INTERFACES	1 x LAN/Ethernet (RJ-45) 10/100/1000 Mbit		
CAMERA (1080p)	Full HD 1080p camera		
	Should support atleast 80 degrees horizontal field of view		
	Should have the capability to automatically detect active speakers in the conference room. The camera should also have face detection mechanism to enable automatic framing of participants.		
	The camera should automatically detect who in the room is speaking and select the best camera framing for that person. And when no one is speaking it should automatically select the best group framing.		
	The system should be capable of providing metrics such as participant count that could be used for resource utilization, return on investment reports.		
	Should have the ability to turn OFF speaker tracking if need be.		
	Must be able to capture a person at a distance of 18 feet in full frame		

63.6 Hardware and licenses

Line Number	Part Number	Description	Qty	Compliance (Yes/No)
	IPT and Video Desktop unit Licenses			
1.0	R-UCL-UCM-LIC-K9	Top Level SKU For 9.x/10.x User License - eDelivery	1	
1.0.1	CON-ECMU-RUCLUK9	SWSS UPGRADES Top Level SKU For 9.	1	
1.1	LIC-CUCM-11X-ENH-A	UC Manager-11.x Enhanced Single User License	1704	
1.1.0.1	CON-ECMU-LICXENHA	SWSS UPGRADES UC Manager-11.x Enhanced Single User-Und	1704	
1.2	CUCM-VERS-11.5	CUCM Software version 11.5	1	
1.3	LIC-TP-11X-ROOM	Telepresence Room Based Endpoint, Single or Multi-Screen	25	
1.3.0.1	CON-ECMU-LICTP1RO	SWSS UPGRADES Telepresence Room Ba	25	

1.4	LIC-EXP-ROOM	Expressway Room License	25	
1.5	LIC-EXP-TURN	Enable TURN Relay Option	2	
1.6	LIC-CUCM-11X-ENH	UC Manager Enhanced 11.x License	1704	
1.7	LIC-EXP-E-PAK	Expressway Series, Expressway-E PAK	1	
1.8	LIC-UC-ENC	UC Encryption License	1	
1.9	UCM-PAK	UCMPAK	1	
1.1	EXPWY-VE-C-K9	Cisco Expressway-C Server, Virtual Edition	2	
1.11	LIC-EXP-E	Enable Expressway-E Feature Set	2	
1.12	LIC-EXP-GW	Enable GW Feature (H323-SIP)	4	
1.13	SW-EXP-8.X-K9	Software Image for Expressway with Encryption, Version X8	1	
1.14	LIC-EXP-AN	Enable Advanced Networking Option	2	
1.15	EXPWY-VE-E-K9	Cisco Expressway-E Server, Virtual Edition	2	
1.16	LIC-EXP-DSK	Expressway Desktop Endpoint License	1704	
1.17	LIC-SW-EXP-K9	License Key Software Encrypted	4	
1.18	LIC-EXP-SERIES	Enable Expressway Series Feature Set	4	
3.0	CP-8811-K9=	Cisco IP Phone 8811 Series	3500	
3.0.1	CON-SNT-CP8811K9	SNTC-8X5XNBD Cisco IP Phone 8811 Series	3500	
	IP Phone Type 2			
4.0	CP-8841-K9=	Cisco IP Phone 8841	100	
4.0.1	CON-SNT-CP8841K9	SNTC-8X5XNBD Cisco UC Phone 8841	100	
	IP Phone - Type 3			
5.0	CP-8845-K9=	Cisco IP Phone 8845	100	
5.0.1	CON-SNT-CP8845K9	SNTC-8X5XNBD Cisco IP Phone 8845	100	
	Layer 2 GE Switch for DATACENTER Admin Zone with Cisco Prime Infra License for Existing Prime NMS			
20.0	C1-C2960X-24TD-L	Catalyst 2960-X 24 GigE, 2 x 10G SFP+, LAN Base	10	
20.0.1	CON-SNT-29X24TDL	SNTC-8X5XNBD Cat 2960-X 24 GigE, 2 x 10G SFP+, LAN Base	10	
20.1	CAB-IND-10A	10A Power cable for India	10	
20.2	CAB-CONSOLE-USB	Console Cable 6ft with USB Type A and mini-B	10	
20.3	C1FPCAT29001K9	Cisco ONE Foundation Lite Perpetual - Cat 2900 8/24 Port	10	
20.3.0.1	CON-ECMU-C1FPC291	SWSS UPGRADES C1 FND Perpetual - Cat2900 24 Port	10	
20.4	C1-PI-LFAS-2K3K-K9	Cisco ONE PI Device License for LF & AS for Cat 2k, 3k	10	
20.5	C1-ISE-BASE-24P	Cisco ONE Identity Services Engine 50 EndPoint Base Lic	10	
	24 port 10G Switch for DATACENTER Admin Network Aggregation - with Cisco Prime Infra License for Existing Prime NMS			
21.0	C1-WSC3850-24XS-S	Cisco ONE Catalyst 3850 24 Port 10G Fiber Switch IP Base	10	
21.0.1	CON-SNT-C1WSC38X	SNTC-8X5XNBD Cisco ONE Catalyst 3850 24 Port 10G Fibe	10	
21.1	S3850UK9-163	UNIVERSAL	10	

21.2	PWR-C1-715WAC/2	715W AC Config 1 Secondary Power Supply	10	
21.3	CAB-TA-IN	India AC Type A Power Cable	20	
21.4	CAB-CONSOLE-USB	Console Cable 6ft with USB Type A and mini-B	10	
21.5	STACK-T1-50CM	50CM Type 1 Stacking Cable	10	
21.6	CAB-SPWR-30CM	Catalyst Stack Power Cable 30 CM	10	
21.7	C3850-NM-BLANK	Cisco Catalyst 3850 Network Module Blank	10	
21.8	PWR-C1-715WAC	715W AC Config 1 Power Supply	10	
21.9	C1FPCAT38504K9	Cisco One Foundation Perpetual Catalyst 3850 24-port Fiber	10	
21.9.0.1	CON-ECMU-C1FC3854	SWSS UPGRADES C1 FND Perpetual Cat3850 24-port Fiber	10	
21.1	C1-PI-LFAS-2K3K-K9	Cisco ONE PI Device License for LF & AS for Cat 2k, 3k	10	
21.11	C1-ISE-BASE-24P	Cisco ONE Identity Services Engine 50 EndPoint Base Lic	10	
21.12	C1F1VCAT38504-04	Tracker PID v04 Fnd Perpetual CAT38504 - no delivery	10	
24 port 10G Switch for DATACENTER Admin Network Aggregation				
22.0	L-LIC-CT5508-UPG	Primary SKU for CT5508 upgrade licenses (Delivery via Email)	1	
22.0.1	CON-ECMU-LCTUPG	SWSS UPGRADES Primary SKU for all upgrade options on t	1	
22.1	L-LIC-CT5508-100A	100 AP Adder License for the 5508 Controller (eDelivery)	1	
22.1.0.1	CON-ECMU-LCT100A	SWSS UPGRADES 100 AP Adder License for the 5508 Contro	1	
Layer 2 GE Switch for Branch with Cisco Prime Infra License for Existing Prime NMS				
23.0	C1-WS3650-24TS/K9	Cisco One Catalyst 3650 24 Port Data 4x1G Uplink	60	
23.0.1	CON-SNT-C24WS365	SNTC-8X5XNBD Cisco One Catalyst 3650 24 Port Data 4x1	60	
23.1	S3650UK9-163	UNIVERSAL	60	
23.2	PWR-C2-250WAC	250W AC Config 2 Power Supply	60	
23.3	CAB-TA-IN	India AC Type A Power Cable	60	
23.4	CAB-CONSOLE-USB	Console Cable 6ft with USB Type A and mini-B	60	
23.5	STACK-T2-BLANK	Type 2 Stacking Blank	60	
23.6	PWR-C2-BLANK	Config 2 Power Supply Blank	60	
23.7	DNA-VOUCHER	Tracker Eligibility SKU for DNA Offers	60	
23.8	C1FPCAT36501K9	Cisco One Foundation Perpetual - Catalyst 3650 24-port	60	
23.8.0.1	CON-ECMU-C1FC3651	SWSS UPGRADES C1 FND Perpetual-Catalyst 3650 24-port	60	
23.9	C1-PI-LFAS-2K3K-K9	Cisco ONE PI Device License for LF & AS for Cat 2k, 3k	60	
23.1	C3650-24-L-S	C3650-24 LAN Base to IP Base Paper RTU License	60	
23.11	C1-ISE-BASE-24P	Cisco ONE Identity Services Engine 50 EndPoint Base Lic	60	
23.12	C1F1VCAT36501-03	Tracker PID v03 Fnd Perpetual CAT36501 - no delivery	60	
Replication Router - with Exiting Cisco Prime License - CISCO4451 (2gbps) x 4 Fiber for WAN (GLC-SX-MMD=)				

24.0	C1-CISCO4451/K9	Cisco ONE ISR 4451 (4GE,3NIM,2SM,8G FLASH,4G DRAM, IPB)	4	
24.0.1	CON-SNT-C14451K9	SNTC-8X5XNBD C1 ISR 4451 (4GE,3NIM,2SM,8G FLASH)	4	
24.1	C1-SL-2500-AKC	Cisco ONE Promo LIC Akamai Connect for 2500 connection WAAS	4	
24.2	SL-44-IPB-K9	IP Base License for Cisco ISR 4400 Series	4	
24.3	GLC-SX-MMD	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	16	
24.4	PWR-4450-AC	AC Power Supply for Cisco ISR 4450 and ISR4350	4	
24.5	PWR-4450-AC/2	AC Power Supply (Secondary PS) for Cisco ISR 4450	4	
24.6	CAB-ACSA	AC Power Cord (South Africa), C13, BS 546, 1.8m	8	
24.7	CAB-CONSOLE-USB	Console Cable 6ft with USB Type A and mini-B	4	
24.8	MEM-FLSH-8G	8G eUSB Flash Memory for Cisco ISR 4430	4	
24.9	MEM-4400-DP-2G	2G DRAM (1 DIMM) for Cisco ISR 4400 Data Plane	4	
24.1	POE-COVER-4450	Cover for empty POE slot on Cisco ISR 4450	8	
24.11	NIM-BLANK	Blank faceplate for NIM slot on Cisco ISR 4400	12	
24.12	MEM-4400-8G	8G DRAM (4G+4G) for Cisco ISR 4400, Spare	4	
24.13	SM-S-BLANK	Removable faceplate for SM slot on Cisco 2900,3900,4400 ISR	8	
24.14	C1F1PISR4400SK9	Cisco ONE Foundation Perpetual License ISR 4400	4	
24.14.0.1	CON-ECMU-C1F1PISR	SWSS UPGRADES Cisco ONE Foundation Perpetual License I	4	
24.15	SL-44-SEC-K9	Security License for Cisco ISR 4400 Series	4	
24.16	SL-44-APP-K9	AppX License for Cisco ISR 4400 Series	4	
24.17	ISRWAAS-RTU-2500	ISRWAAS RTU for 2500 connections	4	
24.18	VWAAS-RTU-2500	VWAAS 2500 conns RTU for UCS-E on single ISR only	4	
24.19	C1-PI-LFAS-ISR-K9	Cisco ONE PI Device License for LF, AS, & IWAN App for ISR	4	
24.2	C1-LIC-VCM-1N	Cisco ONE Promo license to manage one WAAS node	4	
24.21	SISR4400UK9-316S	Cisco ISR 4400 Series IOS XE Universal	4	
24.22	C1-44-PERF-K9	Cisco ONE Performance on Demand License for 4400 Series	4	
24.22.0.1	CON-ECMU-C144FPEK	SWSS UPGRADES Cisco ONE Performance on Demand License	4	
	For direct fiber termination from ISPs for ROs - Existing Router is ISR4321			
25.0	GLC-SX-MMD=	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	50	
	10G Modules, DC Admin Zone Switches			
26.0	SFP-10G-SR=	10GBASE-SR SFP Module	40	
	Internet Router - 4451 (1gbps) x 2 Fiber for Link (GLC-SX-MMD=)			

27.0	C1-CISCO4451/K9	Cisco ONE ISR 4451 (4GE,3NIM,2SM,8G FLASH,4G DRAM, IPB)	4	
27.0.1	CON-SNT-C14451K9	SNTC-8X5XNBD C1 ISR 4451 (4GE,3NIM,2SM,8G FLASH)	4	
27.1	C1-SL-2500-AKC	Cisco ONE Promo LIC Akamai Connect for 2500 connection WAAS	4	
27.2	SL-44-IPB-K9	IP Base License for Cisco ISR 4400 Series	4	
27.3	GLC-SX-MMD	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	8	
27.4	PWR-4450-AC	AC Power Supply for Cisco ISR 4450 and ISR4350	4	
27.5	PWR-4450-AC/2	AC Power Supply (Secondary PS) for Cisco ISR 4450	4	
27.6	CAB-ACSA	AC Power Cord (South Africa), C13, BS 546, 1.8m	8	
27.7	CAB-CONSOLE-USB	Console Cable 6ft with USB Type A and mini-B	4	
27.8	MEM-FLSH-8G	8G eUSB Flash Memory for Cisco ISR 4430	4	
27.9	MEM-4400-DP-2G	2G DRAM (1 DIMM) for Cisco ISR 4400 Data Plane	4	
27.1	POE-COVER-4450	Cover for empty POE slot on Cisco ISR 4450	8	
27.11	NIM-BLANK	Blank faceplate for NIM slot on Cisco ISR 4400	12	
27.12	MEM-4400-8G	8G DRAM (4G+4G) for Cisco ISR 4400, Spare	4	
27.13	SM-S-BLANK	Removable faceplate for SM slot on Cisco 2900,3900,4400 ISR	8	
27.14	C1F1PISR4400SK9	Cisco ONE Foundation Perpetual License ISR 4400	4	
27.14.0.1	CON-ECMU-C1F1PISR	SWSS UPGRADES Cisco ONE Foundation Perpetual License I	4	
27.15	SL-44-SEC-K9	Security License for Cisco ISR 4400 Series	4	
27.16	SL-44-APP-K9	AppX License for Cisco ISR 4400 Series	4	
27.17	ISRWAAS-RTU-2500	ISRWAAS RTU for 2500 connections	4	
27.18	VWAAS-RTU-2500	VWAAS 2500 conns RTU for UCS-E on single ISR only	4	
27.19	C1-PI-LFAS-ISR-K9	Cisco ONE PI Device License for LF, AS, & IWAN App for ISR	4	
27.2	C1-LIC-VCM-1N	Cisco ONE Promo license to manage one WAAS node	4	
27.21	SISR4400UK9-316S	Cisco ISR 4400 Series IOS XE Universal	4	
	Voice Gateway Router with Cisco ONE License for Existing Prime NMS with Voice - 4331 with 2 MFT Ports and 96 PVDM			
28.0	C1-CISCO4331/K9	Cisco ONE ISR 4331 (3GE,2NIM,1SM,4G FLASH,4G DRAM,IPB)	2	
28.0.1	CON-SNT-C14331K9	SNTC-8X5XNBD C1 ISR 4331 (2GE,2NIM,1SM,4G FLASH)	2	
28.1	SL-4330-IPB-K9	IP Base License for Cisco ISR 4330 Series	2	
28.2	PWR-4330-AC	AC Power Supply for Cisco ISR 4330	2	
28.3	CAB-ACSA	AC Power Cord (South Africa), C13, BS 546, 1.8m	2	

28.4	CAB-CONSOLE-USB	Console Cable 6ft with USB Type A and mini-B	2	
28.5	PVDM4-32	32-channel DSP module	2	
28.6	MEM-FLSH-4G	4G Flash Memory for Cisco ISR 4300 (Soldered on motherboard)	2	
28.7	MEM-43-4G	4G DRAM (1 x 4G) for Cisco ISR 4300	2	
28.8	NIM-BLANK	Blank faceplate for NIM slot on Cisco ISR 4400	2	
28.9	SM-S-BLANK	Removable faceplate for SM slot on Cisco 2900,3900,4400 ISR	2	
28.1	C1AUPISR4330SK9	Cisco ONE Advanced UC Perpetual License ISR 4331	2	
28.10.0.1	CON-ECMU-C1A4330S	SWSS UPGRADES C1 Advanced UC Perpetual Lic ISR 4331	2	
28.11	SL-4330-UC-K9	Unified Communication License for Cisco ISR 4330 Series	2	
28.12	FL-CME-SRST-25	SRST-25 Seat License (CME uses CUCME Phone License ONLY)	2	
28.13	FL-CUBEE-5	Unified Border Element Enterprise License - 5 sessions	4	
28.14	C1A1VISR4330S-01	Tracker PID v01 Adv Perpetual ISR4330S - no delivery	2	
28.15	SISR4300UK9-316S	Cisco ISR 4300 Series IOS XE Universal	2	
28.16	NIM-2MFT-T1/E1	2 port Multiflex Trunk Voice/Clear-channel Data T1/E1 Module	2	
28.17	PVDM4-64	64-channel DSP module	2	

63.7 Display Unit

Item Description	Minimum Technical Specifications	Qty	Compliance (Yes/No)
Display Unit - 43 inch		10	
Size (diagonally)	43"		
Panel TECHNOLOGY	PVA or equivalent		
Type	Direct LED		
resolution	1920x1080 (Full Hd)		
aspect ratio	16:09		
native contrast ratio	3000:1		
brightness	300 nits or more		
Response time	8 ms or lesser		
Haze	minimum 2% or better		
Operation Hour	16 Hoursx7 Days		
Connectivity			
1.HDMI	2 NOS		
2. DVI-I	1 NO		
3.VIDEO INPUT	COMPONENT CVBS COMMON		
4.Audio in	Stereo Mini Jack, RGB/DVI/HDMI/CVBS/Component Audio(Common)		

5.Audio out	Stereo Mini Jack		
power consumption (w/h)	minimum 60 or lesser		
operating temperature	0°C~ 40°C		
Humidity	10~80%		
special feature	Centralized content management software , temperature sensor , button lock , auto source switching		
storage	built in 179MB expandable external storage upto 128 GB through USB/,HDD		
Operating System	LINUX ,WINDOWS,ANDROID		
certification	UL(USA) :cul6095,FCC(USA) BIS(india) CE(Europe) FCC (USA)		
Energy Star	7.0 (USA)		
Warranty	3 Years Onsite warranty from OEM from date of purchase		
Display Unit - 55 inch		10	
Size (diagonally)	55"		
Panel TECHNOLOGY	PVA or equivalent		
Type	Edge LED		
resolution	1920*1080 (Full HD)		
aspect ratio	16:09		
native contrast ratio	4000:1		
brightness	500 Nits or more		
Response time	6ms or less		
operation Hour	24X7		
Haze	minimum 25% or better		
Connectivity			
1.HDMI	2 Nos		
2.usb	2 Nos		
3. RGB	DVI-I(D-Sub Common), Display Port 1.2		
3.VIDEO INPUT	HDMI 2.0 (2) / HDCP 2.2		
4.Audio in	Stereo mini Jack, RGB/DVI/HDMI		
5.Audio out	Stereo mini Jack		
power consumption (w/h)	Minimum 120 or Lesser		

operating temperature	0°C~ 40°C		
Humidity	10~80%		
special feature	Centralized content management software ,Temperature Sensor, Pivot Display, Clock Battery(168hrs Clock Keeping), Built in Speaker(10W x 2), WiFi Module Embedde		
storage	8GB (3.75GB Occupied by O/S, 4.25GB Available,)expandable external storage upto 128 GB through USB/,HDD		
Operating System	Tizen (VDLinux), Android , Windows		
certification	UL(USA) :cul6095,FCC(USA) BIS(india) CE(Europe) FCC (USA)		
Warranty	3 Years Onsite warranty from OEM from date of purchase		
Display Unit - 75 inch		2	
Size (diagonally)	75"		
Panel TECHNOLOGY	PVA or equivalent		
Type	Edge LED		
resolution	3840x2160		
aspect ratio	16:09		
native contrast ratio	300 nits or more		
brightness	4000:1		
Response time	8 ms or less		
operation Hour	16 Hrx7		
Haze	minimum 2% or better		
Connectivity			
1.HDMI	2 Nos		
2.usb	2 Nos		
3. RGB	DVI-D, Display Port 1.2 (1)		
3.VIDEO INPUT	HDMI 2.0 (2)		
4.Audio in	Stereo mini Jack, DVI, HDMI		
5.Audio out	Stereo mini Jack		
power consumption (w/h)	Minimum 170 or Less		
operating temperature	0°C~ 40°C		
Humidity	10~80%		

special feature	Centralized content management software , UHD Signage Display ,Temperature Sensor, Pivot Display, Clock Battery(168hrs Clock Keeping), Built in Speaker(10W x 2),WiFi embeded		
storage	8GB (3.88GB Occupied by O/S, 4.12GB Available))expandable external storage upto 128 GB through USB/,HDD		
Operating System	Tizen (VDLinux), Android , Windows		
certification	UL(USA) :cul6095,FCC(USA) BIS(india) CE(Europe) FCC (USA)		
Warranty	3 Years onsite warranty from Manufacturer from date of purchase		

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65 Annexure 1 (Vol-II) – Technical Bid Letter

Technical Bid Letter

To,
Chief Manager - IT,
IT Department
National Insurance Company Ltd.
3 Middleton Street, 4th floor,
Kolkata - 700 071
Phone No: 2283-0795 Fax No: 2283-1740
Email: rs.raman@nic.co.in

Ref.: RFP Number - NIC/IT/RFP/VC&Others/RFP/02/2018 Date:

Sir,
We hereby declare

1. We/our principals are equipped with adequate manpower / machinery / technology for providing the Products and Services as per the parameters laid down in the Master Document and RFP/02/2018, (Scope of Work, as in Volume-II) and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of NIC. We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.
2. We hereby offer to provide the Products and Services at the prices and rates mentioned in the Commercial Bid at Section - 68.2.
3. We do hereby undertake that, in the event of acceptance of our bid, the Products and Services shall be provided as stipulated in the schedule to the RFP 01_Volume-II and that we shall perform all the incidental services.
4. We enclose herewith the complete Technical Bid as required by you. This includes:
 - a. Technical Bid Letter Section- Section - 64
 - b. Technical Bid Particulars Section- 65.1
 - c. Format of Warranty, in respect of components of the solution
 - d. OEM Certified Part Numbers, in respect of components of the solution
 - e. Technical Compliance, in respect of components of the solution
 - f. Unpriced Bill of Materials.
 - g. Statement of Deviation from RFP Terms and Conditions Section-67, if any
 - h. Details of the proposed solution, proposed methodology and timeline (in a separate sheet)
 - i. A CD containing the soft copy of the Technical Bid in pdf and xls format

We agree to abide by our offer for a period of one year from the date fixed for opening of the Commercial Bid and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the Master Document and RFP/02/2018 and the conditions of the Contract applicable to the bid and we do hereby undertake to provide services as per these terms and conditions. The deviations from the technical specification(s) are only those mentioned in the deviations in Section-67.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this, the _____ day of _____ 20__

Signature:

Name of the authorized signatory

Designation

Duly authorized to sign the RFP Response for and on behalf of: (Name and Address of Company)

Company Seal:

65.1 Annexure 2 (Vol-II) – Technical Bid Particulars

Technical Bid Particulars

1. RFP Number - NIC/IT/RFP/VC&Others/RFP/02/2018
Date:
 2. Name of the Bidder:
 3. Full Address of the Bidder:
 4. Name of the actual signatory of the product(s)/service(s) offered:
.....
 5. Bidder's proposal number and date:
 6. Name and Address of the officer to whom all references shall be made regarding the bid:
.....
Telephone:
Fax:
E-mail:
 7. Name and Address of the Single Point of Contact for all communications (including issue resolution and support):
 - Telephone:
Fax:
E-mail:
- Bidder:
Signature:
Name of the authorized signatory
Designation
Duly authorized to sign the RFP Response for and on behalf of: (Name and Address of Company)
Company Seal:

66 Annexure 3 (Vol-II) – Bidder Profile

RFP Number - NIC/IT/RFP/VC&Others/RFP/02/2018
Date:

Sl. No.	Required Particulars	Response along with page number of supporting document
1	Name of the Bidder	
2	Bidder's registered office address Telephone number Fax number E-mail	
3	Bidder's Correspondence / contact address	

4	Toll Free Number of the Bidder for Service Support, operating 365x24x7	
5	Details of Bidder's contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
6	Is the Bidder a registered company under The Companies Act, 1956? If yes, <ul style="list-style-type: none"> ○ Submit photocopy of certificate of registration. ○ Provide year and place of the establishment of the company. <u>(Should be an established Information Technology company and in operation for at least 5 years in India)</u>	
7	Is the Bidder registered for service tax with Central Excise Department (Service Tax Cell)? If yes, submit photocopy of valid service tax registration certificate.	
8	Is the Bidder registered with sales tax department? If yes, submit photocopy of valid sales tax registration certificate.	
9	Submit receipt of latest Income Tax Return filed with Income Tax Department. Submit photocopy of PAN card.	
10	Is the Bidder registered with GSTN ? Kindly provide relevant Photocopy of documents.	
11	Is the Bidder blacklisted/debarred/denied by any Government department/Public Sector undertaking as on date of bid submission? If yes, give details.	
12	Has the Bidder filed for Bankruptcy in any country? (Declaration in this regard to be signed, stamped by Company Secretary/CFO/COO/CEO of the bidder)	
13	Does the Bidder have valid ISO 9000 / 9001, ISO 20000 and ISO 27001 certification? If yes, submit photocopies of certificates.	
14	The Bidder should have implemented a minimum 3 components (MCU, Video endpoints, Management & Scheduling Device, Gatekeeper, Recording Device, Firewall traversal) of the proposed Video Conferencing Solution asked in the RFP and minimum in 25 end-point locations. All references should be in PSU/BFSI/Govt.	
15	The Bidder should have implemented at least 3 (Three) Video Conferencing Orders of their National Customers, each having a order value of at least Rs. 100 Lakhs within the last 5 years. Should be supported by Customer declarations / Customer Sign-Off	

16	The Bidder should have executed at least 1 (one) Video Conferencing order from the proposed OEM having value more than Rs. 3 Crore within the last 5 years. Should be supported by Customer declarations / Customer Sign-Off	
17	Does the Bidder have an annual turnover of more than Rs. 400 Crores in each of the last 3 (Three) Financial Years 2014-15, 2015-16 and 2016-17? Submit audited balance sheet <u>highlighting</u> the annual turnover from the financial years, along with (Section- 66.1)	
18	Does the Bidder have net profit after tax in the last 3 (Three) Financial Years -2014-15, 2015-16 and 2016-17, as per audited accounts Submit audited balance sheet <u>highlighting</u> the net profit from the financial years along-with (Section- 66.1)	
19	Does the Bidder have support office in at least 6 (Six) Metro locations viz. Kolkata, Mumbai, New Delhi, Chennai Bangalore, Pune and Hyderabad? Substantiate with documents. Refer- Section - 66.2	
20	<ul style="list-style-type: none"> a) The OEM should have a toll free number and should provide direct 24 x 7 Telephonic TAC Support to NIC. The OEM should give an undertaking on their letterhead b) The OEM shall have a registered office in India. A documentary proof with complete Address details and contact person details shall be submitted along with the offer c) The OEM should have been present in India for at least last 5 years. A documentary proof shall be submitted along with the offer. d) The OEM should have their own warehouse in India for giving Next Business day replacement (for Tier-I cities) to the NIC directly incase of any hardware failure e) The OEM shall provide warranty support and services for the entire solution for 3 years with direct TAC support to NIC with regard to service and spares. A certificate to this effect shall be submitted by the OEM f) The OEM should be Profitable for the last 3 (three) financial years –2012-13, 2013-14 and 2014-15 g) The OEM should be ISO 9001 and ISO 20000 certified h) The OEM should have at least 4 customer reference in last 3 years in India in PSU/ Government/ nationalized banks where minimum 12 HD Video Endpoints has been deployed. PO Copies/ customer reference letters shall be provided 	

	<p>i) The OEM should have at least 2 customer reference in last 3 years in India in PSU/ Government/ nationalized banks, where minimum 1 Nos. 20 port HD MCU has been deployed . PO Copies/ customer reference letters shall be provided.</p> <p>j) The MCU, Video endpoints, Management, scheduling, Gatekeeper , desktop client , recording and firewall traversal should be from one OEM. The MCU, Gatekeeper, Recording, Firewall traversal should be OEM appliance platforms</p>	
2 1	Bidder to provide Power of Attorney, in favour of the authorized signatory of the Bid	
2 2	Bidder to provide signed and stamped Integrity Pact	
<p>Signature:</p> <p>Name of the authorized signatory</p> <p>Designation</p> <p>Duly authorized to sign the RFP Response for and on behalf of: (Name and Address of Company)</p> <p>Company Seal:</p>		

Note: The Pre-Qualification Bid, Section - 66, to be submitted along with Financial Information, Section -66.1, and Citations, Section - 66.2.

Proof of transfer of Bid Security (Earnest Money) for an amount equal to Rs. 50,00,000.00 (Rupees Fifty Lakh Only) should be enclosed in the appropriate envelope.

66.1 Annexure 4 (Vol-II) – Financial Information

Bidder's Financial Information

RFP Number - NIC/IT/RFP/VC&Others/RFP/02/2018

Date:

Name of the Bidder	Turn Over (Rs. Crore)			Net Profit (after tax)(Rs.Crore)		
	14-15	15-16	16-17	14-15	15-16	16-17

Signature:

Name of the authorized signatory

Designation

Duly authorized to sign the RFP Response for and on behalf of:

..... (Name and Address of Company)

Company Seal:

66.2 Annexure 5 (Vol-II) – Citations

RFP Number - NIC/IT/RFP/VC&Others/RFP/02/2018

Date:

Sl. No.	Item	Guidelines	Details	Page number of supporting document
1	Number of Clients			
2	Number of years/client			
3	Client Details	Name, Address, Contact person's Name and Phone No. for each client		
4	Type of implementations – Information Security/per Client	Please specify the order value/Client. In case of a combined order, please highlight the separate sections highlighting the Video Conferencing components and their value		
5	Office locations of bidder	Minimum 4 metro locations, plus Bangalore		

Signature:

Name of the authorized signatory

Designation

Duly authorized to sign the RFP Response for and on behalf of:

..... (Name and Address of Company)

Company Seal:

Note:

1. The Citations should be given in the above format. A separate copy of this format should be used for each citation and Bidder to provided citations in respect of all such implementations.
2. Submit photocopies of client engagement letters or certificates on the client letterhead, duly signed and stamped by the client's authorized signatory.

66.3 Annexure 6 (Vol-II) – Intentionally Left Blank

67 Annexure 7 (Vol-II) – Statement of Deviation from RFP Terms and Conditions

Statement of Deviation from RFP Terms and Conditions

To,
Chief Manager - IT,
IT Department
National Insurance Company Ltd.
3 Middleton Street, 4th floor,
Kolkata - 700 071
Phone No: 2283-0795 Fax No: 2283-1740
Email: rs.raman@nic.co.in

RFP Number - NIC/IT/RFP/VC&Others/RFP/02/2018
Date:

Dear Sir,

Following are the deviations and variations from the Terms and Conditions of the Master Document and RFP/02/2018. These deviations and variations are exhaustive. Except these deviations and variations, the entire implementation can be performed as per your specifications in the RFP/02/2018.

Sl. No.	Section No.	Deviation in the RFP Response	Brief Reason
1			
2			
3			

Signature:
Name of the authorized signatory
Designation
Duly authorized to sign the RFP Response for and on behalf of:
..... (Name and Address of Company)
Company Seal:

68 Annexure 8 (Vol-II) – Commercial Bid Letter

Commercial Bid Letter

To,
Chief Manager - IT,
IT Department
National Insurance Company Ltd.
3 Middleton Street, 4th floor,
Kolkata - 700 071
Phone No: 2283-0795 Fax No: 2283-1740
Email: rs.raman@nic.co.in

RFP Number - NIC/IT/RFP/VC&Others/RFP/02/2018
Date:

Sir,

We hereby declare

1. We hereby offer to provide the Products and Services at the prices and rates mentioned in the Commercial Bid at Section-68.2.
2. We do hereby undertake that, in the event of acceptance of our bid, the Products and Services shall be provided as stipulated in the Master Document and NIC/IT/RFP/VC&Others/RFP/02/2018 and that we shall perform all the incidental services.
3. We enclose herewith the complete Commercial Bid as required by you. This includes:
 - a. Commercial Bid Letter Section-68
 - b. Commercial Bid Particulars Section- 68.1
 - c. Commercial Bid Section-68.2.
 - d. A CD containing the soft copy of the Commercial Bid in pdf and xls format

We agree to abide by our offer for a period of one year from the date of opening of the Commercial Bid and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the Master Document and RFP/02/2018 and the conditions of the Contract applicable to the bid and we do hereby undertake to provide services as per these terms and conditions.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this, the _____ day of _____ 20__

Signature:

Name of the authorized signatory

Designation

Duly authorized to sign the RFP Response for and on behalf of: (Name and Address of Company)

Company Seal:

68.1 Annexure 9 (Vol-II) – Commercial Bid Particulars

Commercial Bid Particulars

RFP Number - NIC/IT/RFP/VC&Others/RFP/02/2018

Date:

1. Name of the Bidder:
2. Full Address of the Bidder:
3. Name of the actual signatory of the product(s) offered:
.....
4. Bidder's proposal number and date:
5. Name and Address of the officer to whom all references shall be made regarding the bid:
.....
Telephone:
Fax:
E-mail:
6. Name and Address of the Single Point of Contact for all communications (including issue resolution and support):
- Telephone:
Fax:
E-mail:

Bidder:

Signature:

Name of the authorized signatory

Designation

Duly authorized to sign the RFP Response for and on behalf of: (Name and Address of Company)

Company Seal:

68.2 Annexure 10 (Vol-II) – Commercial Bid

Commercial Bid

RFP Number - NIC/IT/RFP/VC&Others/RFP/02/2018

Date:

Commercial Bid for Volume-II:

TABLE A						
Supply, Installation & Support of Video Infrastructure Equipments (with 5yr Warranty)						
Sr. No	ITEM	MAKE	QTY	UNIT PRICE	TOTAL	***ERV Clause (% of Product, which is imported)
			A	B	(AXB)=C	
1	Video Unit for CMD Room and 4th Floor Conf Room	Make	2			
2	Video Unit for Board Room and Narendrapur TrainingCenter + Presenter Track	Make	2			
3	Intellegent Video Board for Training Center + 4th Floor Board Room	Make	2			
4	Video Units for Regional Office with Integrated High Performance Screens	Make	33			
5	Video Units for Regional Office (with LED Screens as mentioned in Technical Specifications)	Make	7			
6	MultiConference Unit with Required Licenses as specificed in Technical Specifications	Make	1			
7	Recording Server and Required Licenses	CISCO	1			
8	Desktop Video Units (21 inch Display)	CISCO	25			
9	IP Phone - Type 1 - CP-8811-K9=	CISCO	3500			
10	IP Phone Type 2 - CP-8841-K9=	CISCO	100			
11	IP Phone - Type 3 - CP-8845-K9=	CISCO	100			
12	IP Phone Licenses (Existing 1996 Licenses to be utilized)	CISCO	1704			
13	Layer 2 GE Switch for DATACENTER Admin Zone with Cisco Prime Infra License for Existing Prime NMS - C1-C2960X-24TD-L	CISCO	10			
14	24 port 10G Switch for DATACENTER Admin Network Aggregation - with Cisco Prime Infra License for Existing Prime NMS - C1-WSC3850-24XS-S	CISCO	10			
15	Layer 2 GE Switch for Branch with Cisco Prime Infra License for Existing Prime NMS - 3650 24 port Lan Base/IP Image	CISCO	60			
16	Replication Router with Cisco One License for Existing Prime NMS - 4451 (2gbps) x 4 Fiber for WAN (GLC-SX-MMD=)	CISCO	2			
17	Fiber Modules for Existing Cisco 4321 Routers at RO for Direct Fiber Termination - GLC-SX-MMD=	CISCO	50			

18	Internet Router with Cisco One License for Existing Prime NMS - 4451 (1gbps) x 2 Fiber for Link (GLC-SX-MMD=)	CISCO	4			
19	Voice Gateway Router with Cisco ONE License for Existing Prime NMS with Voice - 4331 with MFT Ports & 96 PVDM	CISCO	2			
20	10G Modules, DC Admin Zone Switches - SFP-10G-SR=	CISCO	40			
21	Wireless Licenses for Controllers - 100 Existing Cisco 1600 Series APs for 5508 Controller - L-LIC-CT5508-100A	CISCO	1			
22	43" Display	Make	10			
23	55" Display	Make	10			
24	75" Display	Make	2			
Total of (A)						

TABLE B					
	Services				Total Price
1	Implementation and Project Management Services				
2	Manpower for 12hr, 6 days onsite support		1		
Total of (B)					
SUB TOTAL (A+B) = N					

Note:

1. All the prices of this document should flow correctly from the respective sheets.
2. The total cost should flow from the individual sheets within this Appendix.
3. Bidder should strictly follow the format given in Table.
4. NIC reserves the right to change the quantity of items quoted above at the time of placing order. In such case the value of the order will be the cost of items finally opted by NIC.
5. The warranty will start from the date of post-go live of all components of the solution. The Bidder is responsible for all the arithmetic computation & price flows. NIC is not responsible for any errors.

**** Bidder to mention against each product line wise, the % of the import content in respect of that product. E.g. Hardware Type 1 with required Line Cards, has say 60% import content.

Signature:
 Name of the authorized signatory
 Designation
 Duly authorized to sign the RFP Response for and on behalf of: (Name and Address of Company)

Company Seal:

Note:

1	The Commercial Bid should be given in the above format. All the Tables should be filled-in by the bidder.
2	The above-mentioned quotations should be valid for minimum 1 (one) year from the date of opening of Commercial Bid..
3	Above prices should include all transport, insurance, installation, etc. as applicable at implementation sites.
4	Note: All Hardware should be fully populated in terms of Fiber and Copper Ports, modules, along-with transceivers where required. A separate table should be provided mentioning unit price (INR) and applicable tax (mentioning individual HSN/SAC Code) in separate columns of all the components/services that make up each Hardware, Software, and Service components. The lowest price would be decided on the basis of “Grand Total Price (without Tax) - TCO for 5 Years”
5	The price quoted by the bidder shall be inclusive of all taxes, levies, duties and cess like GST, CGST, IGST etc, which will be paid as per the rate prescribed by Government time to time.

- 69 Annexure – 11 (Vol-II) Format for Queries from Bidders** – Bidders have to provide their queries on scope of work, terms & conditions etc in the below format in excel file only (xls/xlsx). Bidders should provide a reference of the page number, state the clarification point and the queries/suggestion/modification that they propose as shown below

S l. N o .	Point/Section No #	Term as stated in the Master Document or the Volume-II	Biidder’s Query/Suggestion/Modification

- 70 Annexure -12 (Vol-II) – E-tendering Procedure**

1. E Tendering Procedure:

The bidder shall submit his response through bid submission to the e-tender on e-Procurement platform at <https://www.tcil-india-electronictender.com> by following the procedure given below. The bidder would be required to register on the procurement [portal](https://www.tcil-india-electronictender.com) <https://www.tcil-india-electronictender.com> and submit their bids online. NIC will accept all online bid & Offline documents within the time specified in the RFP. The bidders shall submit their eligibility and qualification documents, Technical bid, Commercial bid etc. in the standard formats prescribed in this e-Tender documents displayed in procurement web site. However, physical copy of the same should be sent to this e-Tender Inviting Authority office before the tender opening date. The bidder shall digitally sign the statements, documents, certificates, uploaded by him, owning responsibility for their correctness / authenticity.

2. Registration with e-Procurement platform

For registration and online bid submission bidder may contact HELP DESK of M/s TCIL. Or they can register themselves online by logging in to the website <https://nic.eproc.in.org>

3. Digital Certificate authentication

The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on e-Procurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the e-Procurement platform. All the bidders who do not have Digital Certificate need to obtain Digital Certificate. Bidders may contact Help Desk of TCIL.

4. Submission of Hard copies:

After submission of the bid online, the bidders are requested to submit the demand drafts / Bank Guarantee towards tender fees and EMD in a separately sealed envelope mentioning the RFP No. along with other documents in a separate envelope as required, latest by the due date. All the bidders are requested to submit the hard copy of complete bid documents (Pre-qualification, Technical & Commercial Bids) in proper sealed condition as mentioned in the RFP. The Pre-Qualification and Technical Bid should be similar in both the cases. Mismatching of documents/information may be the cause of rejection. The Company calling for tenders shall not be responsible for any claims / problems arising out of this.

5. Bid Submission Acknowledgement:

- The Bidder should complete all the processes and steps required for bid submission. The successful bid submission can be ascertained once acknowledgement is given by the system through bid submission number after completing all the processes and steps. NIC and TCIL will not be responsible for incomplete bid submission by bidder. Bidders may also note that the incomplete bids will not be saved by the system and not available for the Tender Inviting Authority for processing.
- Before uploading scanned documents, the bidders shall sign on all the statements, documents, certificates uploaded by him, owning responsibility for correctness /authenticity.

Neither NIC Ltd. nor the service provider (TCIL) is responsible for any failure of submission of bids due to failure of internet or other connectivity problems or reasons thereof

The company reserves the right to accept or reject any or all offers. Bids of any Tenderer may be rejected if a conflict of interest between the Tenderer and the company is detected at any stage. Incomplete offers are liable to be summarily rejected.

6. Special instructions to Bidders for e-Tendering

General-

The Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as given in these Tender Documents. Submission of Online Bids is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, NIC has decided to use the portal <https://www.tcil-india-electronicstender.com> through TCIL, a Government of India Undertaking. This portal is based on the world's most 'secure' and 'user friendly' software from ElectronicTender®. A portal built using ElectronicTender's software is also referred to as ElectronicTender System® (ETS).

Benefits to Suppliers are outlined on the Home-page of the portal.

7. Instructions

Tender Bidding Methodology:

Sealed Bid System

- Prequalification followed by Single Stage Two Envelope

Broad Outline of Activities from Bidder's Perspective:

- Procure a Digital Signing Certificate (DSC)
- Register on ElectronicTendering System® (ETS)
- Create Marketing Authorities (MAs), Users and assign roles on ETS
- View Notice Inviting Tender (NIT) on ETS
- For this tender -- Assign Tender Search Code (TSC) to a MA
- Download Official Copy of Tender Documents from ETS
- Bid-Submission on ETS

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

8. Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

9. Registration

To use the ElectronicTender® portal <https://www.tcil-india-electronictender.com>, vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

After successful submission of Registration details and Annual Registration Fee, please contact TCIL/ ETS Helpdesk (as given below), to get your registration accepted/activated

Important Note: To minimize teething problems during the use of ETS (including the Registration process), it is recommended that the user should peruse the instructions given under 'ETS User-Guidance Center' located on ETS Home Page, including instructions for timely registration on ETS. The instructions relating to 'Essential Computer Security Settings for Use of ETS' and 'Important Functionality Checks' should be especially taken into cognizance.

Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of users, assigning roles to them, etc.

TCIL/ ETS Helpdesk	
Telephone/ Mobile	<i>Customer Support: +91-11-26202699 (Multiple Telephone lines) Emergency Mobile Numbers: +91-9868393792, , 9868393775</i>
E-mail ID	<i>ets_support@tcil-india.com</i>

NIC Contact	
NIC Contact Person & Designation	<i>Mr. R Sundara Raman, Chief Manager-IT / Ms. Sophia Singh, Deputy General Manager-IT</i>
Contact No.	<i>8335080505 [between 10:00 hrs to 17:45 hrs on working days]</i>
E-mail ID	<i>RS.Raman@nic.co.in; Sophia.Singh@nic.co.in</i>

Some Bidding related Information for this Tender (Sealed Bid)

The entire bid-submission would be online on ETS (unless specified for Offline Submissions). Broad outline of submissions are as follows:

- Submission of Bid-Parts/ Envelopes
 - Prequalification Bid
 - Technical-Bid
 - Commercial-Bid
-

Offline Submissions:

The bidder is requested to submit the following documents offline to the under mentioned address before the start of Public Online Tender Opening Event in a Sealed Envelope without fail:

Chief Manager-IT

National Insurance Company
Limited, Head Office, IT
Department, 4th Floor 3,
Middleton Street, Kolkata-
700071 Phone Number: -
(033)22831728/39 Fax
Number: - (033)22831740

RS.Raman@nic.co.in, (M)8335080505

The envelope shall bear RFP Number, Due Date and Wordings “DO NOT OPEN BEFORE _____” and contain the following documents:

- *Original copy of the Bid Security in the form of a Bank Guarantee.*
- *Original copy of the letter of authorization shall be indicated by written power-of-attorney.*
- *NEFT/RTGS proof of payment of Rs. 25,000/- drawn in favour of National Insurance Company Limited payable at Kolkata against payment of RFP fee*
- *Passphrase for relevant bid part(i.e. Pre-qualification, Technical & Commercial bid parts)*
- *Bid Documents, Supporting documents and relevant CDs' of Pre-Qualification, Technical and Commercial Bid in the manner as mentioned in the RFP document*

Note: The Bidder should also upload the scanned copies of documents mentioned in <https://www.tcil-india-electronictender.com> during Online Bid-Submission.

10. Special Note on Security and Transparency of Bids:

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Specifically for Bid Submission, some security related aspects are outlined below:

As part of the ElectronicEncrypter™ functionality, the contents of both the 'ElectronicForms' and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words (e.g, I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is mandatory that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

CAUTION: All bidders must fill ElectronicForms™ for each bid-part sincerely and carefully, and avoid any discrepancy between information given in the ElectronicForms™ and the corresponding Main-Bid. For transparency, the information submitted by a bidder in the ElectronicForms™ is made available to other bidders during the Online Public TOE. If it is found during the Online Public TOE that a bidder has not filled in the complete information in the ElectronicForms™, the TOE officer may make available for downloading the corresponding Main-Bid of that bidder at the risk of the bidder.

If variation is noted between the information contained in the Electronic Forms™ and the 'Main-Bid', the contents of the Electronic Forms™ shall prevail. Alternatively, NIC reserves the right to consider the lower of the two pieces of information, and the lower of the two pieces of information (e.g. the lower price) for the purpose of payment in case that bidder is an awardee in that tender.

Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officer.

(Optional Text in EBI, depending upon the decision of the Buyer organization):

Additionally, the bidder shall make sure that the Pass-Phrase to decrypt the relevant Bid-Part is submitted to NIC Name in a sealed envelope before the start date and time of the Tender Opening Event (TOE).

There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

11. Public Online Tender Opening Event (TOE)

ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers, as well as, authorized representatives of bidders can simultaneously attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. Alternatively, one/ two duly authorized representative(s) of bidders (i.e. Supplier organization) are requested to carry a Laptop with Wireless Internet Connectivity, if they wish to come to NIC office for the Public Online TOE.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)', including digital counter-signing of each opened bid by the authorized TOE-officer(s) in the simultaneous online presence of the participating bidders' representatives, has been implemented on ETS.

As soon as a Bid is decrypted with the corresponding 'PassPhrase' as submitted online by the bidder himself (during the TOE itself), salient points of the Bids (as identified by the Buyer organization) are simultaneously made available for downloading by all participating bidders. The tedium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'.

ETS has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Bid-Part of a tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Commercial Comparison Chart enhance Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'.

There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

12. Other Instructions

For further instructions, the vendor should visit the home-page of the portal <https://www.tcil-india-electronicstender.com>, and go to the User-Guidance Center

The help information provided through 'ETS User-Guidance Center' is available in three categories – Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier organizations. Various links (including links for User Manuals) are provided under each of the three categories.

Important Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of ETS.

13. SIX CRITICAL DO'S AND DON'TS FOR BIDDERS

Specifically for Supplier organizations, the following 'SIX KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

- a. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS
- b. Register your organization on ETS well in advance of the important deadlines for your first tender on ETS viz. 'Date and Time of Closure of Procurement of Tender Documents' and 'Last Date and Time of Receipt of Bids'. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of users, assigning roles to them, etc.
- c. Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS
- d. Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, et al)
- e. It is the responsibility of each bidder to remember and securely store the Pass-Phrase for each Bid-Part submitted by that bidder. In the event of a bidder forgetting the Pass-Phrase before the expiry of deadline for Bid-Submission, facility is provided to the bidder to 'Annul Previous Submission' from the Bid-Submission Overview page and start afresh with new Pass-Phrase(s)
- f. ETS will make your bid available for opening during the Online Public Tender Opening Event (TOE) 'ONLY IF' your 'Status pertaining Overall Bid-Submission' is 'Complete'. For your record, you can generate and save a copy of 'Final Submission Receipt'. This receipt can be generated from 'Bid-Submission Overview Page' only if the 'Status pertaining overall Bid-Submission' is 'Complete'.

NOTE:

While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth, fifth and sixth instructions are relevant at all times.

14. Minimum Requirements at Bidder's End

- Computer System with good configuration (Min PIV, 1 GB RAM, Windows 7 or above)
- Broadband connectivity
- Microsoft Internet Explorer 6.0 or above
- Digital Certificate(s)

15. Vendors Training Program

One day training (During office hours) would be provided by TCIL. Training is optional. Vendors are requested to carry a Laptop and Wireless Connectivity to Internet.

Scheduled Date	To be intimated later on
Venue	To be intimated later on
Vendors Training Charges (Per Participant)	Rs.3,000/-(plus Service Tax @ 14 %), Payment should be in Cash or DD only. DD should be in favour of "Telecommunications Consultants India Ltd" payable at New Delhi.

