

Pre Bid Response & Corrigendum Document

For

Selection of Agency for supplying, commissioning and upgradation of Video Conferencing Solutions under upgradation of CGSWAN Project.



**CHhattisgarh infotech & biotech Promotion Society
(CHiPS)**

**State Data Center Building, Near Police Control Room,
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Tender Reference Number:

38/CEO/ CHIPS /SWAN/VCUPGR/2017
Dated 02/03/2017

Project Name:

Selection of Agency for supplying, commissioning and upgradation of **Video Conferencing Solutions under upgradation of CGSWAN Project.**

Reference Number:

Pre Bid Response 01/CEO/CHiPS/SWAN/VCUPGR/2017
Dated 15th March, 2017

Last date and time for submission of bids:

22nd March 2017 at 03:00 PM

Physical Submission of EMD/DD:

22nd March 2016 at 03:00 PM to 5:00 PM

Date of Technical Bid Opening:

23rd March 2017 at 11:00 AM

Note: Bidder are requested to please submit the signed copy of this corrigendum with the Technical Bid in envelope B.

Corrigendum and Addenda:-

- A. The following Addenda are to be read, as mentioned below at **Page no. 9, in Minimum Eligibility Criteria point no. 9.**

The bidder should have ISO 9001 & ISO 20000 / ISO 27001 certified company."

- B. The following Addenda are to be read, as mentioned below at **Page no.45, Point 6: Expansion of MCU.**

It should provide flexibility to the users, where users can join the video conference call using WebRTC compatible browser/ Desktop Browser/ App. This facility should be available from day one

- C. The following Addenda are to be read, as mentioned below at **Page no.45, Point 7: Expansion of MCU.**

Video Standards and Resolutions: It should support H.263, H.264, WebRTC/ **browser client /App"**

- D. The following Addenda are to be read, as mentioned below at **Page no.46, Point 1: VC Endpoint for Block.**

"Video Standards: H.263, H.264 **or better"**

- E. The following Addenda are to be read, as mentioned below at **Page no.46, Point 8: VC Endpoint for Block.**

"Audio standards: G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard **or better must be supported."**

- F. The following Addenda are to be read, as mentioned below at **Page no.46, Point 2: VC Endpoint for Block.**

"Video Frame Rate: Should support 30 fps with 1080p resolution."

- G. The following Addenda are to be read, as mentioned below at **Page no.46, Point 4: VC Endpoint for Block.**

The system should 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:

- View the Presentation that is being shown in the VC call.
- Add and disconnect call.

- H. The following Addenda are to be read, as mentioned below at **Page no.47, Point 13: VC Endpoint for Block.**

"Packet Loss Based Down speeding **or Dynamic Bandwidth Allocation"**

- I. The following Addenda are to be read, as mentioned below at **Page no.48, Browser / App based VC for Gram Panchayat Locations**

Point 6: It should support resolutions of **720p**, Standard Definition (SD) over WebRTC/ **browser client / App"**

Point 9:"It should support audio protocol OPUS or G.711 or better and video protocol VP8 or H.263, H.264 over WebRTC / browser client / VC soft client/App".

Point 10: Deleted

Point 11: "Should be able to add participants to the call through the WebRTC / **browser client /soft app**"

J. The following Addenda are to be read, as mentioned below at **Page no.49, High end VC Endpoint**

Point 8: "Should have DVI (Digital Video Interface) / HDMI input to connect PC / Laptop directly to the Video conferencing system and display resolutions WXGA / HD720p along with PC Audio".

K. The following Addenda are to be read, as mentioned below at **Page no.24, Clause 4.26.2**

c) The Payment for Delivery and Installation is as below

i) Equipment Delivery and Installation at State Data Centre

- 60% on delivery of Equipment at State Data Centre Raipur
- 28% on Installation of Equipment & Acceptance Test at State Data, Raipur

ii) Equipment Delivery and Installation at Block Level/ End location

- 88% on Delivery, Installation of Equipment & Acceptance Test for every 10 locations

d) 1% of the order value per **QGR** in total 12 equal instalments after successful installation and commissioning of all equipments with FAT and provide Operation and Maintenance cum manpower support.

L. The following Addenda are to be read, as mentioned below at **Page no.41, Clause f**

Delivery Period:- The bidder will be required to deliver and Install the solutions at respective location offices within 120 Days from signing of Agreement.

M. The following Addenda are to be read, as mentioned below at **Page no.44, Clause 4**

Acceptance test of the Block/Location will be done after completion of every 10 sites. Equipment Install at the central location will be done after completion of Installation at State Data Centre. The Final Acceptance Test would be conducted after completion of Installation and commissioning of all equipment at all sites and operation and Maintenance phase will start. Final Acceptance Test (FAT) will be done by CH/PS or CH/PS nominated agency as per specifications mentioned in this RFP.

N. The following Addenda are to be read, as mentioned below at **Page no.8, Point 1 and Page no. 45**

OEM should be Leaders' quadrant in latest Gartner Magic quadrant report for Group Video Systems **in any quarter after 01/04/2015.**

O. The following Addenda are to be read, as mentioned below at **Page no.49, High end VC Endpoint, Sr. No. 19**

Minimum of 12X Optical zoom / **Minimum 10 x optical plus 4 x digital**

Important Note: As mentioned in the RFP, CHiPS is having Cisco SX20 VC endpoints and Cisco Jabber Soft Client as endpoints, any bidder who quotes new call control or management application and New MCU must register and manage all existing inventory of SX20 and Cisco Jabber with all existing features available currently with CHiPS.

Pre-Bid Response for Tender No. 38/CEO/CHiPS/SWAN/VCUPGR /2017 Raipur, Dated 02/03/2017				
Sr No	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response from CHiPS
1	Page no. 9, Minimum eligibility criteria, point 9	The bidder should have ISO 9001, ISO 20000 & ISO 27001 certified company.	This point should be relaxed to entertain more bidders to participate in this RFP. "The bidder should have ISO 9001/ ISO 20000 / ISO 27001 certified company."	Please refer Corrigendum
2	Page no. 8, Minimum eligibility criteria, point 6	Bidder should have experience of at least 1 Video Conferencing Implementation Projects having order value of not less than 3 Crore during the last five years from the date of submission of bid in any State/Central/PSU in India.	This point should be relaxed to entertain more bidders to participate in this RFP. "Bidder should have experience of at least 1 Video Conferencing Implementation Projects having order value of not less than 3 Crore during the last five years from the date of submission of bid in any State/Central/PSU/ any institution in India."	As Per RFP
3	Page 40, point i, Upgraded Video Conferencing Infrastructure at CGSWAN as envisaged	Upgradation of State Data Centre (MCU) from 170+ ports to 500 HD Ports and supply, installation and seamless integration of 146 Block / District Location (end point) offices across Chhattisgarh.	To allow more than one OEM to participate in this tender, we request CHIPS to consider additional 330 HD ports to be offered as a new bridge solution with other necessary infrastructure to fulfil the requirement. It should mention that the new setup should work seamlessly with the existing setup. request to change the clause as: Up gradation of State Data Centre (MCU) from 170+ ports to 500 HD Ports by a new bridge and infrastructure with additional 330 HD ports, installation and seamless integration of 146 Block / District Location (end point) offices across Chhattisgarh. Please confirm on this point.	However, In total 500 HD Ports are required without any compromise on the features and functionality. Whether the site dials in existing MCU or dials in new MCU, sites should be visible on the screen. For example, if 8 sites dial in existing MCU and 8 sites dial in new MCU, all the 16 sites should be visible on the screen in equal quadrants without any compromise in the lay outs. Bidder can achieve this by adding additional 330 HD ports and cascading with existing MCU or providing total 500 ports in new MCU.

Pre-Bid Response for Tender No. 38/CEO/CHIPS/SWAN/VCUPGR /2017 Raipur, Dated 02/03/2017

Sr No	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response from CHiPS
4	Page 40, point iii, Upgraded Video Conferencing Infrastructure at CGSWAN as envisaged	Provide Browser / App based VC to 10,000 Gram Panchayats in such a way that they can join the multiparty call hosted on MCU depending on the port capacity of MCU (500 HD Ports).	Just to clarify on this point, please confirm if the ask is for 500 concurrent devices (VC/ App/ Browser) calling in line with MCU port capacity. Kindly confirm on this point.	All the 10,000 Gram Panchayat must be provisioned and authenticated, where each of them will have unique username and password. At any given point of time any of these Gram Panchayat using browser / App should be able to join the multi party VC hosted on MCU using their own credentials and authentication. The maximum Gram Panchayat joining call will be limited by the number of ports available on MCU.
5	Page 40, point i, Upgraded Video Conferencing Infrastructure at CGSWAN as envisaged	Upgradation of State Data Centre (MCU) from 170+ ports to 500 HD Ports and supply, installation and seamless integration of 146 Block / District Location (end point) offices across Chhattisgarh.	The upgrade asked for should ensure that End of sale products should not be allowed to be quoted in the tender to ensure CHIPS gets the best available technology in the industry. Kindly confirm on this point.	The quoted MCU, VC endpoint should not be End of Sale.
6	Page 42, point 6	Desktop / Laptop / Tablet / Mobile based Soft Client for VC, IM & Presence	The ask should specify how many desktop VC / Mobile clients are needed clearly. It should mention 500 concurrent device licenses to function concurrently. (VC / Desktop / Mobile clients) concurrent usage in line with MCU port capacity.	As per RFP.
7	Page 43, point 9	Advanced Video and Audio Mixing at Central	Kindly clarify on this point. Is this a future requirement and that we are supposed to supply only a video mixer	The requirement is for video and audio mixing at one central location studio, other things remain as per RFP

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8	Annexure I, page 45, minimum requirement,	The Bidder / OEM Should provide Network Configuration and Change Management report from Gartner. The OEM firm should belong in Strong Positive / Positive / Promising in terms of Market Scope of Gartner report from last 5 years.	This clause is not relevant to the tender. Kinldy remove this clause.	This is a typo error please read as below "OEM should be in leaders' quadrant in latest Gartner Magic Quadrant report for Group video Systems."
9	Annexure I, page 45, minimum requirement,	The bidder should quote the Network Management System and Help Desk Management software from same OEM.	This clause is not relevant to the tender. Kinldy remove this clause.	This is a typo error. Please consider this clause deleted from Tender.
10	Page 45, point 6 , expansion of MCU	It should provide flexibility to the users, where users can join the video conference call using WebRTC compatible browser. This facility should be available from day one	Request you to change this to: "It should provide flexibility to the users, where users can join the video conference call using WebRTC compatible browser/ app. This facility should be available from day one"	Accepted. Revised clause: "It should provide flexibility to the users, where users can join the video conference call using WebRTC compatible browser / app. This facility should be available from day one"

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11	Page 45, point 1 , expansion of MCU	Expanded MCU should provide at least following functionality.	The expandability should be by way of new MCU proposed with additional port capacity of 330 HD ports or more and integrate with existing infrastructure to provide total 500 HD port capacity. This will allow CHiPs to have redundant MCUs and overcome single failover point of bridging in the overall architecture. Request you to add: "Expanded MCU by new MCU with 330 HD ports should provide at least following functionality."	In total 500 HD Ports are required without any compromise on the features and functionality. Whether the site dials in existing MCU or dials in new MCU, sites should be visible on the screen. For example, if 8 sites dial in existing MCU and 8 sites dial in new MCU, all the 16 sites should be visible on the screen in equal quadrants without any compromise in the lay outs. Bidder can achieve this by adding additional 330 HD ports and cascading with existing MCU or providing total 500 ports in new MCU.
12	Page 45, point 7 , expansion of MCU	Video Standards and Resolutions: It should support H.263, H.264, WebRTC	Request to change the clause as: "Video Standards and Resolutions: It should support H.263, H.264,H.264 HP or H.265, WebRTC/ browser client/ soft client"	Revised Clause: " It should support H.263, H.264, WebRTC / browser client /App"
13	Page 45, point 2 , expansion of MCU	System Capacity: Conferencing System should provide minimum 500 ports at HD 720p on IP in continuous presence mode with H.264 resolution and AES encryption	The current bridge at CHiPS has 170 HD ports and no limitation on number of conferences. number of conferences are limited by only port capacity of the bridge. Post upgrade to 500 HD ports the system capacity should mention that the capability as earlier of no conference limitation should be mentioned so that it will ensure at any time any user is able to host a conference on the bridge with atmost flexibility. Kinldy amend as: "System Capacity: Conferencing System should provide minimum 500 ports at HD 720p on IP in continuous presence mode with H.264 resolution and AES encryption and there should not be any limit on number of concurrent conferences. concurrent conferences should only be limited by the total port capacity of MCU."	As per RFP.

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14	Page 46, VC Endpoint for Block Locations, point 1	Video Standards: H.263, H.263+, H.264	The endpoint asked for should support latest standards. all our VC systems support H.264 HP including desktop and mobile clients. Kindly consider new compression standards in H.264 HP or H.265 to be supported by endpoint to bring in bandwidth efficiency. Also H.263+ is not supported. Kindly amend: "Video Standards: H.263, H.264 or better"	Revised clause: "Video Standards: H.263, H.264 or better"
15	Page 47, VC Endpoint for Block Locations, point 8	Audio standards: G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard must be supported.	Request you to consider: "Audio standards: G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard or better must be supported."	Revised clause: "Audio standards: G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard or better must be supported."
16	Page 46, VC Endpoint for Block Locations, point 2	Video Frame Rate: Should support 30 fps with 1080p resolution in Motion mode.	Reference to motion mode is specific to one OEM. Kindly remove the same. Kindly amend the clause as follows: "Video Frame Rate: Should support 30 fps with 1080p resolution."	Revised clause: "Video Frame Rate: Should support 30 fps with 1080p resolution."
17	Page 46, VC Endpoint for Block Locations, point 4	The system should 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: · View the Presentation that is being shown in the VC call. · Add and disconnect call. · Take snapshot of the presentation being shown	We support application pairing, share content, annotation on presentation feature. Add or disconnect call will be handled by remote provided with VC; Kindly change as: View (OR) share presentation from Tablet; take snapshot (OR) annotate presentation shared from tablet.	Please read as below " The system should 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: · View the Presentation that is being shown in the VC call. · Add and disconnect call.

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18	Page 46, VC Endpoint for Block Locations, point 5	The system must have the ability to pair with laptop for sending content without any wires to the VC system	This feature is specific to one OEM. Kindly allow for wired connectivity option for laptop / wireless connectivity of tablets. Kindly amend the clause as : "The system must have the ability to connect wired (OR) wirelessly laptop for sending content to the VC system"	As Per RFP
19	Page 47, VC Endpoint for Block Locations, point 13	Packet Loss Based Downspeeding	Kindly amend this feature to support other OEM participation. "Packet Loss Based Downspeeding (OR) Dynamic Bandwidth Allocation"	Accepted. Revised clause: "Packet Loss Based Downspeeding or Dynamic Bandwidth Allocation"
20	Page 47, VC Endpoint for Block Locations, point 16	Minimum of 5X total zoom	VC with integrated camera and Mic capability does not offer such high zoom. Polycom does not have a integrated camera with mic which offers this high zoom capacity across any category of its products. Kindly change this clause to allow us to participate: " Minimum of 4X total zoom"	As Per RFP
21	Page 47, VC Endpoint for Block Locations, point 21, a	It should seamlessly register with existing call control at CHiPS	Request you to consider proposal with new call control solution to facilitate this integration: "It should seamlessly register with existing call control (OR) new call control proposed at CHiPS".	Bidders can provide new call control and management software, however the new call control and management should register and manage our existing inventory of Cisco SX20 and Cisco Jabber with all the management features of the equipment. CHiPS need single call control and management system to manage existing and new endpoints for better administration.
22	Page 47, VC Endpoint for Block Locations, point 21, h	Alerts are not generated, when system goes down	Kindly clarify this point.	Typo error. Please read as below: "alerts should be generated, when system goes down."

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23	Page 47, VC Endpoint for Block Locations, point 21, i	To achieve this integration, whatever required hardware, software, licenses in existing infrastructure needs to be provided by the bidder.	To allow other OEMs to participate kindly modify the sentence as: To achieve this integration, whatever required hardware, software, licenses in existing or new infrastructure needs to be provided by the bidder.	Bidders can provide new call control and management software, however the new call control and management should register and manage our existing inventory of Cisco SX20 and Cisco Jabber with management features mentioned in the RFP. CHiPS need single call control and management system to manage existing and new endpoints for better administration.
24	Page 48, Browser / App based VC for Gram Panchayat Locations:, point 1	Gram Panchayat locations should be able to join the MCU using WebRTC compatible browser from PC / laptop	Kindly amend this clause to allow other OEMs to participate: "Gram Panchayat locations should be able to join the MCU using WebRTC / browser client / soft app from PC / laptop"	Accepted. Revised clause: "Gram Panchayat locations should be able to join the MCU using WebRTC / browser client / soft app from PC / laptop""
25	Page 48, Browser / App based VC for Gram Panchayat Locations:, point 6	It should support resolutions of 1080p, 720p, Standard Definition (SD) over WebRTC	Generally desktop or mobile apps do not get lot of bandwidth hence ask for 1080p resolution is unreasonable and specific to an OEM. Request you to relax this point as: "It should support resolutions of 720p, Standard Definition (SD) over WebRTC/ browser client / software Application"	Please refer Corrigendum
26	Page 48, Browser / App based VC for Gram Panchayat Locations:, point 9	It should support audio protocol OPUS and video protocol VP8 over WebRTC	Request you to modify this clause as these protocols are not supported by Mobile/ desktop soft client. Kindly amend the clause as "It should support audio protocol OPUS or G.711 or better and video protocol VP8 or H.263, H.264 over WebRTC/ browser client/ VC soft client"	Please refer Corrigendum

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27	Page 48, Browser / App based VC for Gram Panchayat Locations:, point 10	It should be possible to easily move video Call connected on browser to the external endpoint	This feature is not supported by Browser / App. It can only pair with VC system and share presentation from Tablet and annotate. Kinldy remove this clause to allow us to participate.	Please refer Corrigendum
28	Page 48, Browser / App based VC for Gram Panchayat Locations:, point 11	Should be able to add participants to the call through the WebRTC	Request you to amend this clasue as follwos: "Should be able to add participants to the call through the WebRTC / browser client / soft app"	Please refer Corrigendum
29	Page 49, point 4, Enabling VC over internet and mobility facility in existing infrastructure	It should be possible to connect 20 such external VC endpoints concurrently at any given point of time.	CHIPS has asked for 100 concurrent user joining concurrently. Does the 20 VC endpoint concurrently is addition to that or included in 100 concurrent call asked earlier. Kinldy clarify total concurrent user license: is it 100 or 120 licenses?	100 capacity is asked for CHiPS, Govt of Chhatishgarh users who are travelling and using Browser / soft client and who will join through internet. 20 capacity is asked for hard VC endpoint, which are not on CHiPS network (for example, any central govt. ministry) and join the call via internet.
30	Page 49, point 1, High end VC Endpoint	Video Standards: H.263, H.264	The requested video standard does not consider the latest compression technologies like H.264 HP or H.265 which improves bandwidth efficiency in VC calls. Kinldy amend the clause as: "Video Standards: H.263, H.264, H.264 HP or H.265"	As per RFP.
31	Page 49, point 8, High end VC Endpoint	Should have DVI (Digital Video Interface) input to connect PC / Laptop directly to the Video conferencing system and display resolutions WXGA / HD720p along with PC Audio	Request you to add HDMI as option; "Should have DVI (Digital Video Interface) / HDMI input to connect PC / Laptop directly to the Video conferencing system and display resolutions WXGA / HD720p along with PC Audio"	Please refer Corrigendum

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32	Page 50, point 2, Desktop based Soft Client for VC, IM & Presence	Should support click to call, click to Video and click to conference features.	These points are specific to Call center UC apps and nothing to do with Video conferencing Soft clients. Kindly remove this clause.	<p>CHiPS has existing inventory of Cisco Jabber Desktop based Soft Client , which provides these features. Those existing inventory of Jabber must operate with all existing features, if new call control solution is provided. It is acceptable to CHiPS, if new "Desktop based Soft Client for VC, IM & Presence" does not provide these features.</p>
33	Page 50, point 6, Desktop based Soft Client for VC, IM & Presence	The desktop client should support call pickup functionality allowing users to pick up incoming calls from their own group.	This feature is more of a call center feature for UC apps and not relevant to the video conferencing soft client app. Kindly remove this clause.	
34	Page 50, point 8, Desktop based Soft Client for VC, IM & Presence	Security: It should support Single Sign On based on open standard Security Assertion Markup Language (SAML).	We support SSO via windows authentication on Soft clients through AD integration by central management application. Kindly amend the clause to allow us to participate: Security: "It should support Single Sign On based on open standard Security Assertion Markup Language (SAML) or Windows login Credentials."	
35	Page 50, point 9, Desktop based Soft Client for VC, IM & Presence	It should support IM / Chat encryption using minimum AES 256 bit. It should also support Transport Layer Security (TLS) for security.	The tender in all other applications ask for AES 128 bit encryption standard except for this point on soft client. We support 128 bit encryption. Kindly amend this call as follows: It should support encryption using minimum AES 128 bit. It should also support Transport Layer Security (TLS) for security.	
36	Page 51, point 14, Desktop based Soft Client for VC, IM & Presence	It should support Persistent Chat functionality. Users should be able to use chat rooms look like group chats, chat rooms to stay active even after participants leave the room. When participants come back to the room, they can scroll	We do not support group chat rooms, active chat rooms after participant leaves etc on soft client. It is generally a UC client feature in IPT environment. To allow other OEMs to participate kindly relax the clause as: "It should support Chat functionality."	

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		back to read the messages that they missed.		
37	Page 51, point 15, Desktop based Soft Client for VC, IM & Presence	The desktop client should support broadcast IM messages, which allows users to send a single IM to multiple contacts. Recipients receive broadcast IMs in the same way as normal 1:1 chats.	Broadcast IM message is generally a UC client featyre in IPT environment. In video conferencing calls purpose of broadcast messages is not relevant. This is not supported by us. Kinldy remove this clause to allow us to participate.	
38	Page 50, point 10, Desktop based Soft Client for VC, IM & Presence	The desktop client should support chat security label such as "secret" or "top secret etc. compliant with the XEP-256 standard.	This point is irrelevant to the tender ask for video conferencing and focuses on Chat functionality generally used in UC client applications and not video soft client. We do not offer this capability on our Desktop soft client. Request you to remove this clasue to allow participation.	
39	Page 51, Recording and Streaming at Central location	Recording and Streaming at Central location	Kinldy ensure that none of the products quoted by OEM are announced End of sale. Kinldy confirm by adding this point of announced EOS products should not be quoted. This will benefit of CHIPS.	End of Sale product should not be quoted in the Bid
40	Page 51, Advanced Video and Audio Mixing at Central Location	Advanced Video and Audio Mixing at Central Location	Kinldy clarify on this point. Is this a future requirement and that we are supposed to supply only a video mixer	The requirement is for video and audio mixing at one central location studio, other things remain as per RFP

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Sr No	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response from CHiPS
41	Page 28, Clause 4.26.2	<p>Payment Milestones</p> <p>a) All payments will be made in INR only.</p> <p>b) No advance will be paid or no letter of credit will be issued.</p> <p>c) 94% of the order value of work order on supply Installation and commissioning of all components</p> <p>d) 1% of the order value per QGR in total 12 equal instalments after successful installation and commissioning of all equipments and provide Operation and Maintenance cum manpower support.</p> <p>e) The payment will be subject to fulfillment of warranty obligations.</p> <p>f) The Duties and Taxes as applicable at the time of supply within the Delivery Schedule specified in the Tender will be paid. In case, the Duties and/or Taxes have been reduced retrospectively, the successful bidder is liable to return the same.</p> <p>g) The Successful Bidder will have full and exclusive liability for payment of all</p>	<p>1. Payment Terms: Need our standard payment terms:</p> <p>i. 80% on delivery and 20% on installation</p> <p>ii. Services- Quarterly in Arrears</p>	Please refer corrigendum

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		<p>Duties, Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc now or hereafter imposed. h) Payment shall be made within 30 days of the submission of invoices.</p>		

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42	Page 41 Clause (f)	Delivery Period:- The bidder will be required to deliver and Install the solutions at respective location offices within 90 Days from signing of Agreement	Please extend it to atleast 120 days	Please refer corrigendum
43	Page 44 Clause (q)	Final Acceptance Test (FAT) will be done by CHiPS or CHiPS nominated agency as per specifications mentioned in this RFP.	Please clarify FAT would be after delivered all the locations or one by one .	Please refer corrigendum
44		Upgrade MCU: Client to provide email id of all 500 users against whom license will be registered in MCU and link will be shared to download app to use VC, failing which central site will be considered as delivered and Client has to pay for revisit charges to install licenses		Please refer technical specification
45		Earthing at all location	please confirm earthing at all location to be arranged by whom?	By CHiPS
46	Page 8	OEM should be Leaders' quadrant in latest Gartner Magic quadrant report for Group Video Systems eligibility criteria page 8 item 1	Request you to consider OEM be in Gartner's magic quadrant report for Group Video systems report of 2015 as the eligibility criteria	Please refer corrigendum

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Sr No	TENDER Document Reference(s) (Section & Page Number(s))	Content of TENDER requiring Clarification(s)	Points of Clarification	Response from CHiPS
47	Page 44	The Bidder/OEM Should provide Network Configuration and Change Management report from Gartner. The OEM firm should belong in Strong Positive/ Positive/ promising in terms of Market Scope of Gartner report from last 5 years , as per page 44 Minimum Requirement Heading	Request amendment - The OEM firm should belong in Leaders /Niche Players in the magic quadrant of Gartner's Group Video System of 2015 report	Please refer corrigendum
48	Page 44 Under Expansion of MCU	System Capacity: Conferencing System should continuous presence mode with H.264 resolution and AES encryption	System Capacity: Request amendment to - Conferencing System should continuous presence mode with H.264 resolution and AES encryption and H.264 Profile for bandwidth saving	As per RFP
49		6) It should provide flexibility to the users, where users can join the video conference call using WebRTC	6) Request amendment to - " It should provide flexibility to the users, where users can join the video conference call using WebRTC or any desktop software by the OEM "	Please refer corrigendum
50		7) Video Standards and Resolutions: It should support H.263, H.264, WebRTC	7) Request amendment to - "Video Standards and Resolutions: It should support H.263, H.264, WebRTC /equivalent by the OEM "	Please refer corrigendum
51		10) It should support H.239 and encryption in SIP & H.323 modes	10) Request amendment to - it should support H.239 and BFCP . The encryption in SIP / H.323 modes	As per RFP
52		2. VC Endpoint for Block Locations:		
53	Page 46, VC Endpoint for Block Locations	d) Central system should be able to take backup of the configuration of endpoints. It also should be possible to restore this configuration to endpoints	Request Amendment to - "Central system or the end point should be able to take backup of the configuration of endpoints. It also should be possible to restore this configuration to endpoints"	As per RFP

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54		e) It should be possible for graphical management of endpoints	Request Amendment to - "It should be possible for graphical or any other type of centralised management of endpoints	Equivalent and Higher is acceptable
55		f) It should be possible for calendar push to the provisioning the VC devices endpoints	Request amendment to - It should be possible for the calendar push to the provisioning the VC end points/ define services for each type of call	As per RFP
56		g) It should be possible to apply templates while provisioning the VC devices	Request amendment to - It should be possible to apply templates/ or have the MCU choose the best layout while provisioning the VC devices	Equivalent and Higher is acceptable
57	Page 48, Browser / App based VC for Gram Panchayat Locations	3)At any given point of time total number of Gram Panchayat location concurrently joining a multiparty call on MCU will be limited by the port capacity available on MCU. (500 Ports)	Request amendment to - At any given point of time total number of Gram Panchayat location concurrently joining a multiparty call on MCU will be limited by the port capacity available on MCU. (500 Ports) and the number of simultaneous conferences will be 160	However, In total 500 HD Ports are required without any compromise on the features and functionality. Whether the site dials in existing MCU or dials in new MCU, sites should be visible on the screen. For example, if 8 sites dial in existing MCU and 8 sites dial in new MCU, all the 16 sites should be visible on the screen in equal quadrants without any compromise in the lay outs. Bidder can achieve this by adding additional 330 HD ports and cascading with existing MCU or providing total 500 ports in new MCU.

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58		4) Gram Panchayat locations should be able to join the MCU using WebRTC compatible browser from PC /laptop	Request amendment to - Gram Panchayat locations should be able to join the MCU using WebRTC / any desktop client compatible browser from PC /laptop	The solution should be able to Join the MCU using WebRTC/ any desktop client browser from PC/laptop / Via App in Ios/Android smart phone/ Tablet. There should be no charges or any limitation to download App/browser based VC.
59		6) It should support resolutions of 1080p, 720p, Standard Definition (SD) over WebRTC	Request amendment to - It should support resolutions of 1080p, 720p, Standard Definition (SD) over WebRTC/ desktop client	Please refer corrigendum
60		8) It should support XMPP registration	Request to delete this clause	As per RFP
61		9) It should support audio protocol OPUS and video protocol VP8 over WebRTC	Request amendment to - It should support audio protocol OPUS or equivalent and video protocol VP8 or equivalent over WebRTC or desktop client	Please read as below "It should support audio protocol OPUS or equivalent and video protocol VP8 or equivalent over WebRTC or desktop client or App"
62		11) Should be able to add participants to the call through the WebRTC	Request amendment to- Should be able to add participants to the call through the WebRTC or desktop client	Please read as below " Should be able to add participants to the call through the WebRTC or desktop client or App"
63	Page 48, Enabling VC over internet and mobility facility in existing infrastructure	7) It should support for H.323 SIP Interworking Encryption and H.323 SIP Interworking DuoVideo	Request amendment to - It should support for H.323 /SIP Encryption and H.323 and SIP Interworking DuoVideo	As per RFP
64	Page 49 High End VC end Point	19 Minimum of 12X Optical zoom	Request amendment to - Minimum of 12X Optical zoom/ Minimum 10 x optical plus 4 x digital	Please refer corrigendum

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65	<u>4.10 Local Conditions(iv.)</u> <u>.Page no:19</u>	The Bidder is expected to visit and examine and study the location of Govt. offices in CG and its surroundings and obtain all information that may be necessary for preparing the proposal at its own interest and cost.	Please suggest the when can bidder visit the site. And also how bidder will access the all location to understand the requirement of other accessories like passive works, which is not part of tender	As per Bidder Covienence
66	<u>Page no 38.</u> <u>Existing Video Conferencing Infrastructure at CGSWAN,point 5</u>	At any given point of time concurrent gram Panchayat location joining multiparty video conference call on MCU will be limited by total number of available MCU ports. (500 ports).	Concurrently or in single conference?	However, In total 500 HD Ports are required without any compromise on the features and functionality. Whether the site dials in existing MCU or dials in new MCU, sites should be visible on the screen. For example, if 8 sites dial in existing MCU and 8 sites dial in new MCU, all the 16 sites should be visible on the screen in equal quadrants without any compromise in the lay outs. Bidder can achieve this by adding additional 330 HD ports and cascading with existing MCU or providing total 500 ports in new MCU. Confrence may be single or multiple
67	<u>Page No 43- Line No 9 (Two Line Numbers Refering Line No.9</u>	LAN Set up and Network cabling with suitable wall outlets. All networking connections shall be to eachother via standard CAT 6 UTP and STP Cables from SWAN connectivity point to Installation point	Please suggest who will be providing Passive component like UTP, STP cable, Walloutlets.	Successful Bidder will provide from SWAN Connectivity point to installation

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68	<u>Page 44</u>	Note:- The successful bidder will provide Electrical switches and wiring if required for completing the installation	Please clarify the actual quantity required. Also provide Specs for Electrical switches.	As per requirement
69	<u>Page 45 :Annexure I</u>	Multi-point video Conferencing Solution should be capable of offering High Definition 720p in real-time for 500 number of concurrent ports / systems in single call or multiple multi party sessions in continuous presence and voice activation mode & with intelligent built-in capability for dynamic bandwidth, resolution matching to give each user an experience basis his available bandwidth.	Concurrently or in single conference?	However, In total 500 HD Ports are required without any compromise on the features and functionality. Whether the site dials in existing MCU or dials in new MCU, sites should be visible on the screen. For example, if 8 sites dial in existing MCU and 8 sites dial in new MCU, all the 16 sites should be visible on the screen in equal quadrants without any compromise in the lay outs. Bidder can achieve this by adding additional 330 HD ports and cascading with existing MCU or providing total 500 ports in new MCU. Confrence may be single or multiple
70	<u>Page No 53 : Line No 11</u>	LAN Set up and Network cabling with suitable wall outlets. All networking connections shall be to each other via standard CAT 6 UTP and STP Cables from SWAN connectivity point to Installation point.	Please suggest who will be providing Passive component like UTP, STP cable, Walloutlets.	Successful Bidder will provide from SWAN Connectivity point to installation

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71	<u>Page no:28 ,Point no:4.26.2 Payment Milestones,point no:c</u>	a) All payments will be made in INR only. b) No advance will be paid or no letter of credit will be issued. c) 94% of the order value of work order on supply Installation and commissioning of all components d) 1% of the order value per QGR in total 12 equal instalments after successful installation and commissioning of all equipments and provide Operation and Maintenance cum manpower support.	We request you to change the payment terms to 60% of payment will be released on delivery & acceptance of material. 34% of payment will be made on Installation & Commissioning Balance 6% will be made in 12 equal installment.	Please refer corrigendum
72	<u>Page no:41, Point :H</u>	The bidder will be required to deliver the items at respective locations at 146 locations, State Data Centre (MCU Upgradation). The List of the location will be provided by CHiPS after signing the Agreement with the successful Bidder.	Request you to provide the list of location.	All disctrict and Bolck location of Chhattisgarh. Please download any official website of Government of Chhattisgarh
73	<u>Page no: 41,Point:l</u>	Bidder shall maintain spares inventory at Chhattisgarh.	Please Clarify what will be the percent count of Spare required.	Bidder will maintain spares inventory at Chhattisgarh

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74	Page No. 8 and Page 45 Minimum Requirement	Page 8 mentions "(1) OEM should be Leaders' quadrant in latest Gartner Magic quadrant report for Group Video Systems." while Page 45 mentions "The Bidder/OEM Should provide Network Configuration and Change Management report from Gartner. The OEM firm should belong in Strong Positive / Positive / Promising in terms of Market Scope of Gartner report from last 5 years."	Kindly clarify as this clause is different at 2 places in RFP.	Please refer corrigendum
75	Page 45 Minimum Requirement	The bidder should quote the Network Management System and Help Desk Management software from same OEM.	Kindly remove this as it is not relevant to this project.	Typo error, Clause stands deleted.
76	Page 52	8. Advanced Video and Audio Mixing at Central Location	If OEM has a VC endpoint which provides 2 cameras and this video and audio mixing facility by default in the VC, can it be quoted or everyone has to quote for external mixer. Kindly clarify.	The requirement is for video and audio mixing at one central location studio, other things remain as per RFP

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77	Page 41 and Page 44	Page 41 mentions "(l) Bidder will provide 3 years onsite warranty support and arrange to repair / replace the defective device within 48 hours of placing a call. Bidder shall maintain spares inventory at Chhattisgarh." However Page 44 mentions "(t) Bidder will provide 3 years onsite warranty support from date of FAT and arrange to repair / replace the defective device within 72 hours of placing a call."	Kindly clarify whether it is 48 hours or 72 hours.	72 Hours.
78	Page 47, Point h	(h) Alerts are not generated, when system goes down	This is looking like a typographical error. Generally it should be "alert should be generated, when system goes down."	Typo error. Please read as below: "alerts should be generated, when system goes down."
79	Page 46, Point No. 4	The system should 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	This clause mentions "iOS or Android", generally it should be "iOS and Android". Because users today have mix of mobile devices based on iOS and Android, if it is mentioned as "or" bidder will quote product which may support only one of the platform. iOS or Android. The platform should support both iOS and Android so that most of the mobile user can take advantage of this, irrespective of whether they are using iOS device or Android device. Hence we request you make this as "iOS and Android"	As per RFP.