

REPLIES TO PRE BID QUERIES FOR RFP 15/2011-12 DATED 09.08.2011 FOR IMPLEMENTATION OF HIGH DEFINITION VIDEO CONFERENCE SOLUTION

Sl. No.	Page No.	RFP Clause No./ Heading	Description of RFP Clause	Query raised by the vendors	Bank's Reply
1	6	Eligibility Criteria-2	The Bidder should have minimum of 5 years of experience in implementation of Video Conferencing Solutions as on RFP issued date.	We request Bank to lenient w.r.t the number of years of experience in implementing video conferencing solutions, as by giving relaxation there would be more no. of bidders participating in the RFP, which will result into more competitive price for the bank (As most of the customers have started using the VC technology from past 2 years only, earlier there were very few customers who were using the VC technology.)	The bidder has to comply with RFP terms.
2	6	Eligibility Criteria-3	Bidder should have supplied and implemented Video Conferencing Solutions in at least two of the reputed Organizations in Govt./PSU/BFSI Sector in India during the last five years i.e. 01.04.2006 to till date.	We request Bank to give relaxation on the no. of Govt./PSU/BFSI Sector organisations from 2 to 1.	The bidder has to comply with RFP terms.
3	6	Eligibility Criteria-3	Bidder should have supplied and implemented Video Conferencing Solutions in at least two of the reputed Organizations in Govt./PSU/BFSI Sector in India during the last five years i.e. 01.04.2006 to till date.	Bidder should have supplied and implemented Video Conferencing Solutions in at least two of the reputed Organizations in Govt./PSU/BFSI/Enterprise Sector in India during the last three years .	The bidder has to comply with RFP terms.
4	6	Eligibility Criteria -4	Bidder should have executed minimum two Video Conferencing Project in which one project should have minimum one HD MCU & 5 HD End-Points and another project with minimum one MCU & 15 End-Points either HD or SD during the period of 01.04.2006 to till date.	We request Bank to lenient w.r.t the number of HD ENd Points, in implementing video conferencing solutions, as by giving relaxation there would be more no. of bidders participating in the RFP, which will result into more competitive price for the bank (As most of the customers have started using the VC technology from past 2 years only, earlier there were very few customers who were using the VC technology, with hardly 2-3 end points (locations))	The bidder has to comply with RFP terms.
5	6	Eligibility Criteria -4	Bidder should have executed minimum two Video Conferencing Project in which one project should have minimum one HD MCU & 5 HD End-Points and another project with minimum one MCU & 15 End-Points either HD or SD during the period of 01.04.2006 to till date.	Can we submit the projects implemented in Private Sector/Public Limited companies as proof against this qualification criteria	The bidder can submit the proof of projects implemented in reputed Private sector/Public Ltd companies.

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6	6	Eligibility Criteria -5	Bidder should have annual turnover of ₹ 10 Crores during the past two financial years FY-2008-2009, FY-2009-2010.	Our Organization SEC Communications Pvt. Ltd. is an established player in the Video Conferencing space for the past 10 years and we have executed wide spread implementation in large PSUs and organization like NTPC, Allahabad Bank, Bank of Baroda, HPCL, BPCL, Tata Communications Ltd and also various Defence Organizations. However, since we are pure play videoconferencing company, we do not meet the turn over criteria specified by the Bank. In view of this, we would like to request the Bank to delete this pre qualification criteria and replace the same with a clause stating that the bidder should be profitable in the last 2/3 Financial years. We believe that this is more important as a bidder to execute the Banks video conferencing project.	Bidder should have aggregate turnover of ₹10 Crores for the past two financial years 2008-09, 2009-10
7	8	Requirement Details	Wall mounted shelves to be supplied along with Endpoints to hold the Camera above the LCD TV and CODEC and other peripherals below the LCD TV.	We need a detailed specifications for this wall mounted shelves has to be provided for the above to bring all the renderers on same page. (E.g: Trolley / camera mount attached to Display, etc)	The bidder has to provide appropriate stand/shelves.
8	16	4.1	The Bidder's scope of work as per the conditions and technical specifications of RFP shall include supply, transportation, local delivery, storage, cabling (if required), installation and commissioning of project at video conferencing locations including integration, migration, acceptance testing, commissioning of ISDN/Leased Line if required and also includes transit insurance, insurance up to date of acceptance of the project by the bank, documentation, warranty, annual maintenance, if contracted, and training of Bank's personnel and all other related activities with regard to establishment of project at video conferencing locations.	Canara Bank has to give permission and store the equipment at sites pls confirm if we can store the equipment	Bank will provide the space. The bidder has to take insurance till acceptance of the project.

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9	16	4.1	The Bidder's scope of work as per the conditions and technical specifications of RFP shall include supply, transportation, local delivery, storage, cabling (if required), installation and commissioning of project at video conferencing locations including integration, migration, acceptance testing, commissioning of ISDN/Leased Line if required and also includes transit insurance, insurance up to date of acceptance of the project by the bank, documentation, warranty, annual maintenance, if contracted, and training of Bank's personnel and all other related activities with regard to establishment of project at video conferencing locations.	Please clarify if Leased connectivity configuration has to be done by the vendor as this is not part of our regular scope.	Bank will do router configuration with Bank's system integrator.
10	16	5.2	Vendor only has to arrange for road permit at his cost.	Request Canara Bank to get the road permit as if we request the time taken to approve is longer.	The bidder has to comply with RFP terms.
11	16	5.3	The successful bidder should ensure the installation of the delivered hardware at the bank branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations. Installation should be completed as per Scope of work hardware.	Installation time has to be considered based on site readiness that includes PRI and Network Availability.	Installation to be completed in the existing site.
12	16	5.4.	Non-compliance of the above delivery & installation clauses [(5.2) and (5.3)] put together within 10 weeks (For Non Road permit Locations) / 12 Weeks (For Road Permit Locations) will result in imposing penalty at 0.50% per week or part thereof, on the invoice value location/office address wise. However the total LD to be recovered under this clause shall be restricted to 10% of the total value of the order.	LD acceptable 0.5% of delayed material subject to a cap of 5% of the value of the materials delayed.	The bidder has to comply with RFP terms.

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13	17	5.7	The Bank will not arrange for any Road Permit / Sales Tax clearance for delivery of hardware to different locations and the Vendor is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank.	As per Commerical Tax/Sales Tax requirements certain states the Buyer has to provide the road permit for the material movement as the seller may not have billing registrations for these states as most of the materials are billed in CST.	The bidder has to comply with RFP terms.
14	17	6.1.	Liquidated damages for delay in Delivery and Installation of Hardware and Software in all Locations. Non-compliance of the above delivery & installation clauses [(5.2) and (5.3)] put together within 10 weeks (For Non Road permit Locations) / 12 Weeks (For Road Permit Locations) will result in imposing penalty at 0.50% per week or part thereof, on the invoice value location/office address wise. However the total LD to be recovered under this clause shall be restricted to 10% of the total value of the order.	Request for 5% for delayed materials subject to a cap of 5% of the value of materials delayed and for installation site readiness to be taken care from Canara Bank.	The bidder has to comply with RFP terms.
15	18	7.1	The Price offered to the Bank must be in Indian Rupees, and inclusive of Duties/Insurance/Freight/charges of road permit but Exclusive of all taxes CST / LST / VAT/Octroi/Entry Tax, etc.	Please clarify if Bank can issue C form.	Bank will not provide C form.
16	19	8	Payment Terms	Please clarify if payment and acceptance will be issued site wise	Yes.
17	19	8	Payment Terms	Please clarify incase of Hardware delivered and site not ready, when will the bank release payment for the delivered hardware	Installation to be completed in the existing site.
18	19	8	Payment Terms	Will 10% of the payment that is with held for payment post warranty period be released on submission of 10% PBG submitted by the bidder or are both mutually exclusive	The bidder has to comply with RFP terms.

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19	19	8.1.	Payment terms will be 40% on delivery and 30% will be on installation & commissioning, 20% on completion of the acceptance test and 10% after completion of warranty period of three year. Please note that Delivery Proof, Installation Report and Acceptance Report duly signed by Bank officials of the respective branch/office should be submitted in originals while claiming payment in respect of orders placed. The Bank shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the format of Bank and submit the same for each location wise while claiming installation and acceptance payment.	Request payment terms to be 80% against delivery, 10 % after installation & commissioning and 10% to be paid against UAT in lieu of PBG for same amount.	The bidder has to comply with RFP terms.
20	19	8.2	Warranty Payment: 10% of the total cost shall be paid only after completion of warranty period of 3 years.	Please clarify if 10% cost can be released against Bank Guarantee	The bidder has to comply with RFP terms.
21	19	8.2.	Warranty Payment: 10% of the total cost shall be paid only after completion of warranty period of 3 years.	Request to accept the term as (Payment will be made in lieu of 10% against PBG for same amount PBG will be valid for 3 years.	The bidder has to comply with RFP terms.
22	20	9.4	Security Deposit/Performance Bank Guarantee should be valid for 3 years and shall be retained till the completion of warranty period. The guarantee should also contain a claim period of Three months from the last date of validity.	Request to accept the term as Security Deposit PBG to be rolled over to PBG at the end of the implementation for a period of 3 years till the end of warranty. So we will give one PBG valid for 3 years. Please approve.	The bidder has to comply with RFP terms.
23	20	9.4	Security Deposit/Performance Bank Guarantee should be valid for 3 years and shall be retained till the completion of warranty period. The guarantee should also contain a claim period of Three months from the last date of validity.	Do we need to give PBG for additional 10% of the order value as Security Deposit in addition to the above.	The bidder has to comply with RFP terms.

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24	20	10.6.	In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non- performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.	Request to accpet the term as (In addition to the cancellation of purchase order, with mutual consent reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder)	The bidder has to comply with RFP terms.
25	20	10.7.	Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during Warranty & AMC period (If contracted).	Request to accpet the term as (Bank shall serve the notice of termination to the bidder atleast 60 days prior, of its intenention to terminate the services beginning of the Warranty and AMC period.)	The bidder has to comply with RFP terms.
26	23	17.5.	AMC/ATS Payment will be made quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.	AMC/ATS Payment will be made quarterly in advance after satisfactory completion of service during the period and submission of reports and invoices.	The bidder has to comply with RFP terms.
27	38	Annx E-16.1.1.7	UTP cable, Fibre Optic cable, PVC/casing/ capping/conduit GI pipe and all labour/installation/fixing/laying charges as per bill of material at actuals against cabling/passive components.	This confirms that Canara Bank will place an order additional if there is a shortfall in the Passive materials ordered.	Bank will place Order to the bidder for cabling materails with unit cost with tax. However Payment shall be released based on actual consumption.
28	39	MCU Tech Spec - A 1	The MCU should support H.323, SIP, H.320 (using an ISDN Gateway or card), H.324M (using 3G Gateway)	We request Canara Bank to make the following change: 3G to be quoted from the same OEM or it should be a card in the MCU. Reason being to eliminate multiple points of failure.	The MCU should support 3G by using either card or separate gateway from the same OEM or third party for which necessary components/ devices should be supplied and integrated by the bidder along with the system devices. The cost of such component/device should be included in the VC system as mentioned in the BOM.
29	39	MCU Tech Spec - A 1	The MCU should support H.323, SIP, H.320 (using an ISDN Gateway or card), H.324M (using 3G Gateway)	Is 3G gateway a mandatory requirement as it is not vendor agnostic	Yes. MCU should support 3G either card or external gateway.

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30	39	MCU Tech Spec - A 1	The MCU should support H.323, SIP, H.320 (using an ISDN Gateway or card), H.324M (using 3G Gateway)	Is the 3G support on MCU is mandatory or can we have the same functionality integrating on gateway router?	The MCU should support 3G by using either card or separate gateway from the same OEM or third party for which necessary components/ devices should be supplied and integrated by the bidder along with the system devices. The cost of such component/device should be included in the VC system as mentioned in the BOM.
31	39	MCU Tech Spec - A 3	The MCU should be chassis based MCU with redundant power supply, power on/ off switch and must be rack mountable with all the necessary accessories. The suitable rack should be supplied along with MCU.	Point of failure for MCU can be many which includes media processing units, contro units, memory units, etc apart from power supply units. Hence, if a redundancy is required by the tender committee, it is advisable to design an entire MCU redundancy with automatic fail over which will be an expensive proposition. Else we request the committee to consider and eliminate point on just the power supply redundancy.	Redundancy for MCU is already in the scope of the bidder's responsibility by integrating the existing MCU with the new MCU as a fall back. However the bidder shall provide or make feasible for PSU level redundancy in the MCU.
32	39	MCU Tech Spec - A 3	The MCU should be chassis based MCU with redundant power supply, power on/ off switch and must be rack mountable with all the necessary accessories. The suitable rack should be supplied along with MCU.	In any electronically based hardware unit, it is just not the power supply that is susceptible for failure. There are other componenets such as media processing units, control units, memory units, etc that are more fragile than the power supply unit. Hence, if a redundancy is desired by the honourable tender committee, it is desirable to ask for an entire MCU redundancy with automatic fail over which would be more expensive. Else we request the honourable committee to consider and eliminate point on just the power supply redundancy. If desired by the Bank why not look for complete redundant systems with high availability rather than looking only for PSU redundancy.	

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33	40	MCU Capacity - B 1	<p>The MCU should support the following capacities in one single box/chassis :</p> <p>a. 7 High Definition end points @ 1080p video in CP mode in a single conference.</p> <p>b. 15 High Definition end points @ 720p video in CP mode in a single conference.</p> <p>c. 50 Standard Definition end points @ 4CIF/352p video in CP mode in a single conference.</p> <p>d. A combination of 10 High Definition end points @ 720p and 20 Standard Definition end points @ 4CIF/352p in a single conference.</p> <p>Maximum Bandwidth supported per port - 2 Mbps</p>	<p>Request Bank to propose 48 port MCU with a scalability of minium 25% ports without addition of new MCU to help provide for Inbox Scalability if new end points are to be added.</p> <p>MCU Capacity: MCU should support atleast 25% of the High Definition Endpoints (12) @ 1080p video in CP mode in a single conference - Currently the Bank has asked for only support of 7 end points on 1080p</p> <p>Request Bank to consider Maximum call capacity of 720p calls not being limited to 15 calls when there are total 48 endpoints requirement.</p>	The Bidder has to comply with RFP terms.
34	40	MCU Capacity - B 1	<p>The MCU should support the following capacities in one single box/chassis :</p> <p>a. 7 High Definition end points @ 1080p video in CP mode in a single conference.</p> <p>b. 15 High Definition end points @ 720p video in CP mode in a single conference.</p> <p>c. 50 Standard Definition end points @ 4CIF/352p video in CP mode in a single conference.</p> <p>d. A combination of 10 High Definition end points @ 720p and 20 Standard Definition end points @ 4CIF/352p in a single conference.</p> <p>Maximum Bandwidth supported per port - 2 Mbps</p>	<p>A typical Telepresence call will require 4 HD ports per site on the MCU. This will not be possible by having just 7 HD port @1080p support on the MCU.</p> <p>Kindly clarify if Telepresence is to be supported on the proposed MCU.</p> <p>In case of upgradation required beyond the above minimum ports in the MCU for video conferencing with Continuous presence, please clarify if the same needs to be in a single chasis by addition of line cards</p>	Telepresence is not present requirement for the Bank. However, the MCU should have the ability to upgrade to support Telepresence for future upgradation.

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35	40	MCU Capacity - B 1	<p>The MCU should support the following capacities in one single box/chassis :</p> <p>a. 7 High Definition end points @ 1080p video in CP mode in a single conference.</p> <p>b. 15 High Definition end points @ 720p video in CP mode in a single conference.</p> <p>c. 50 Standard Definition end points @ 4CIF/352p video in CP mode in a single conference.</p> <p>d. A combination of 10 High Definition end points @ 720p and 20 Standard Definition end points @ 4CIF/352p in a single conference.</p> <p>Maximum Bandwidth supported per port - 2 Mbps</p>	<p>As Canara Bank is moving towards high definition VC through the tender process, it is desirable to have more port capacities on High definition rather than standard definition which are getting obsolete. Hence we request the committee to consider the following capabilities on the MCU.</p> <p>a. 10 High Definition end points @ 1080p video in CP mode in a single conference.</p> <p>b. 20 High Definition end points @ 720p video in CP mode in a single conference.</p> <p>c. 40 Standard Definition end points @ 4CIF/352p video in CP mode in a single conference.</p> <p>d. A combination of 10 High Definition end points @ 720p and 20 Standard Definition end points @ 4CIF/352p in a single conference.</p> <p>Maximum Bandwidth supported per port - 2 Mbps or more desirable.</p>	<p>The bidder has to comply with RFP terms.</p>

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36	40	MCU Capacity B 1	<p>The MCU should support the following capacities in one single box/chassis :</p> <p>a. 7 High Definition end points @ 1080p video in CP mode in a single conference.</p> <p>b. 15 High Definition end points @ 720p video in CP mode in a single conference.</p> <p>c. 50 Standard Definition end points @ 4CIF/352p video in CP mode in a single conference.</p> <p>d. A combination of 10 High Definition end points @ 720p and 20 Standard Definition end points @ 4CIF/352p in a single conference.</p> <p>Maximum Bandwidth supported per port - 2 Mbps</p>	<p>As per the requirements laid out by the honorable committee, the port capacities of the MCU in high definition and standard definition when considered in dividually in points 'a', 'b', 'c' do not match to the overall port capacities in the combination mode of high definition and standard definition mentioned in the point 'd'. Moreover since the organization is moving towards high definition VC through the tender process, it is desirable to have more port capacities on High definition rather than standard definition which are getting obsolete. Hence we request the honorable committee to consider the following capabilities on the MCU.</p> <p>a. 10 High Definition end points @ 1080p video in CP mode in a single conference.</p> <p>b. 20 High Definition end points @ 720p video in CP mode in a single conference.</p> <p>c. 40 Standard Definition end points @ 4CIF/352p video in CP mode in a single conference.</p> <p>d. A combination of 10 High Definition end points @ 720p and 20 Standard Definition end points @ 4CIF/352p in a single conference.</p> <p>Maximum Bandwidth supported per port - 2 Mbps or more desirable.</p>	<p>The bidder has to comply with RFP terms.</p>
37	40	MCU Management - C 2	<p>The Gatekeeper should support 100 concurrent calls and 500 registrations on an external server/appliance.</p>	<p>As per the requirement of end points and size of the MCU which are both sized around 60, we would like to inform the committee to consider a gatekeeper to handle the above mentioned requirement. Hence, we would request that this clause to be suitable amended to read as "The Gatekeeper should support 60 concurrent calls and 100 registrations on an external server/appliance. The same appliance should be license upgradable to 300 or more registrations with proportionate concurrent call capabilities in future"</p>	<p>The Gatekeeper should support 50 concurrent calls and 100 registrations on an external server/appliance.</p>

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38	40	MCU Management - C 2	The Gatekeeper should support 100 concurrent calls and 500 registrations on an external server/appliance.	Going by the capacity of endpoints and size of the and size of the MCU which are both sized around 60, we would like to inform the honorable committee to consider a gatekeeper to handle the above mentioned requirement. Hence, we would request that this clause to be suitable amended to read as "The Gatekeeper should support 60 concurrent calls and 100 registrations on an external server/appliance. The same appliance should be license upgradable to 300 or more registrations with proportionate concurrent call capabilities in future". As we feel 500 is too larger a number for this setup.	The Gatekeeper should support 50 concurrent calls and 100 registrations on an external server/appliance.
39	41	MCU - Video & Presentation Support - F 1	Video algorithms H.261, H.263, H.263+, H.263++, H.264.	All the current HD MCUs support H.263 and not the variant H.263++. Also, this algorithm support might not be relevant in the Banks scenario since the algorithms support asked for in the end points and ISDN gateway does not include H.263+ and H.263++. Hence we request you to kindly delete the H.263++ video algorithm support from the specifications.	Bank has proposed to implement Video Conference system for High definition and also backward compatibility to support Standard Definition . Hence the proposed HD MCU should support H.261, H.263 & H.264 video algorithms preferred and since H.263+ & H.263++ are updated versions of H.263, it may be desirable.
40	41	MCU - Video & Presentation Support - F 1	Video algorithms H.261, H.263, H.263+, H.263++, H.264.	The H.263++ Video Algorithm which is not required on a MCU as all the video calls will be bridges at H.264 at optimal bandwidth and hence request H.263++ to be made a desirable algorithm in the specifications, as it is not going to affect the functionality requested.	Bank has proposed to implement Video Conference system for High definition and also backward compatibility to support Standard Definition . Hence the proposed HD MCU should support H.261, H.263 & H.264 video algorithms preferred and since H.263+ & H.263++ are updated versions of H.263, it may be desirable.

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41	41	MCU - Video & Presentation Support - F 1	Video algorithms H.261, H.263, H.263+, H.263++, H.264. Video resolutions (CIF, 4CIF, SIF, 4SIF, 352p, 480p, 720p and 1080p).	H.261 protocol is a legacy protocol which was being used by VC systems about 10-15 years ago. As such since the organisation is looking out of new generation HDVC systems, it might be desirable not to have this protocol in incorporated in the tender as the experience from systems joining on this protocol with new generation systems would not be symmetric and there would be technology limitations. Similarly on video resolutions, 4CIF, 4 SIF fall in to the SD category and 352p, 480p fall in to WSD category. Hence, we would request you to kindly mention the requirement as 4CIF, 4SIF/SD and 352p, 480p/WSD in the tender document.	Bank has proposed to implement Video Conference system for High difinition and also backward compatability to support Standard Definition . Hence the proposed HD MCU should support H.261, H.263 & H.264 video algorithms prefered and since H.263+ & H.263++ are updated versions of H.263, it may be desirable. HD MCU shoul support video resoluions for both standard definition and High Definition w.r.t pixels and frames.
42	41	MCU - Video & Presentation Support - F 1	Video algorithms H.261, H.263, H.263+, H.263++, H.264. Video resolutions (CIF, 4CIF, SIF, 4SIF, 352p, 480p, 720p and 1080p).	H.261 protocol is a legacy protocol which was being used by VC systems about 10-15 years ago. As such since the organisation is looking out of new generation HDVC systems, it might be desirable not to have this protocol in incorporated in the tender as the experience from systems joining on this protocol with new generation systems would not be symmetric and there would be technology limitations. Similarly on video resolutions, 4CIF, 4 SIF fall in to the SD category and 352p, 480p fall in to WSD category. Hence, we would request you to kindly mention the requirement as 4CIF, 4SIF/SD and 352p, 480p/WSD in the tender document.	
43	42	MCU - Interfaces (WAN/Internet/ISDN) - L 1	4 x E1 / T1 G.703 (RJ-45) for ISDN PRI	Since the Bank has asked for ISDN PRI Gateway separately, can this MCU feature be achieved through the external PRI gateway provisioned.	The Bank's requirement is 2xE1 PRI interface. The same can be provisioned either within MCU or Seperate ISDN PRI gateway.please refer our Bill of Material.
44	42	MCU - P	External Scheduling and Management	Request that support for SIP to be native and not just in an external SIP Server. Reason being to eliminate multiple points of failure.	The External Scheduling and Management feature shall be an external SIP Server or internal module from the same OEM or third party product.

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45	44	ISDN PRI Gateway - - Interface - 9	The following ports should be available: at-least 4 ISDN PRI ports -RJ45 Ethernet, 10/100 Mbps full/half duplex.	Request to include - 4 ISDN ports should be achieved through single appliance with 4 ISDN PRI Ports or through 2 appliances with 2 ISDN PRI interfaces each - RJ45 Etherent , 10/100 Mbps full.half duplex. The overall functionality will not change.	The Banks requirement is 2xE1 PRI interface in a single appliance.
46	45	HD Endpoints - Bandwidth	a. 128-512 Kbps over ISDN	Request to remove ISDN from specification as the network is more of IP.	The bidder has to comply with RFP terms.
47	45	HD Endpoints - Video Inputs	The Unit should have minimum video inputs as follows - 2 X HD video Inputs 1 x DVI / XGA for PC and LAN (Presentation purpose) 1 x S Video for additional SD video input is desirable.	Request the below change 1 X HD video Inputs 1 x DVI / XGA for PC and LAN (Presentation purpose) 1 x S Video for additional SD video input is desirable.	The bidder has to comply with RFP terms.
48	45	HD Endpoints - Video Inputs	The Unit should have minimum video inputs as follows - 2 X HD video Inputs 1 x DVI / XGA for PC and LAN (Presentation purpose) 1 x S Video for additional SD video input is desirable.	Going by the tender requirement all through it is observed that only one camera is being required. Moreover it is just not the additional hardware port on the endpoint, but it also adds to the horse power as well as to the overall cost of the unit which would impact the total cost to the establishment. Hence, we would request the committee to consider the following amendments to the document as follows: 1 X HD video Inputs 1 x DVI / XGA for PC and LAN (Presentation purpose) 1 x S Video for additional SD video input is desirable. The committee may ascertain some sites that might require the 2XHD video inputs feature and number of such locations may be specifically mentioned in the tender document and this requirement may be suitably amended to meet into the requirement of ONLY such sites and not applicable to all locations.	Bidder has to comply with RFP terms

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Sl. No.	Page No.	RFP Clause No./ Heading	Description of RFP Clause	Query raised by the vendors	Bank's Reply
49	45	HD Endpoints - Video Inputs	The Unit should have minimum video inputs as follows - 2 X HD video Inputs 1 x DVI / XGA for PC and LAN (Presentation purpose) 1 x S Video for additional SD video input is desirable.	<p>Going by the tender requirement all through it is observed that only one camera is being considered for all locations. Moreover it is just not the additional hardware port on the endpoint, but it also adds to the horse power as well as to the overall cost of the unit which would be an impact on the total cost to the establishment. Hence, we would request the honorable committee to consider the following amendments to the document as follows:</p> <p>1 X HD video Inputs 1 x DVI / XGA for PC and LAN (Presentation purpose) 1 x S Video for additional SD video input is desirable.</p> <p>Hence, the honorable committee may ascertain some sites that might require the 2XHD video inputs feature and number of such locations may be specifically mentioned in the tender document and this requirement may be suitably amended to meet into the requirement of ONLY such sites and not applicable to all locations.</p>	The bidder has to comply with RFP terms.
50	46	HD Endpoints - Audio Features	Should support Audio Error concealment	The Audio Error concealment is a proprietary terminology. Request for "or equivalent" should be included.	Bank is expecting the features of Audio error suppression in HD endpoints. Hence the product having equivalent features shall be offered by the bidder.

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Sl. No.	Page No.	RFP Clause No./ Heading	Description of RFP Clause	Query raised by the vendors	Bank's Reply
51	47	HD Endpoints - Multisite Features	<p>The unit must support up to 3 remote video sites in addition to the host in a multi point call using inbuilt MCU software.</p> <p>It should support HD CP (Continuous Presence) in a multi point call.</p> <p>It should support H.323/H.320//VOIP all in one conference.</p> <p>It should be possible to have conference layout in Continuous Presence (CP4) and voice switched mode.</p> <p>It should support H.264, encryption when in multiparty conference.</p> <p>Must support Dual Stream from any site.</p> <p>Dial In and Dial out Mode in IP and ISDN networks should be supported.</p> <p>Capability to mix IP and ISDN and Dial In and Dial out participants in the same call.</p>	<p>The Organization is investing on a latest technology of HD MCU which is capable of handling multisite calls. Multiple meeting rooms can be configured on the MCU itself to support multi conferences. Hence a need of HD CP supported VC endpoint is not desirable. Moreover it adds to the horsepower as well as to the overall cost of the unit in terms of CAPEX cost of Hardware and CAPEX cost in terms of Bandwidth at every location which would impact the total cost to the establishment.</p> <p>Hence the committee may ascertain some sites that might require the above feature and number of such locations may be specifically mentioned in the tender document and this requirement may be suitably amended to meet into the requirement of ONLY such sites and not applicable to all locations.</p>	<p>All the Endpoints should support Multisite Features. However, at present Bank intend to have independent multi point conferencing facility at six locations. The location details shall be shared with the selected bidder.</p>
52	47	HD Endpoints - Multisite Features	<p>The unit must support up to 3 remote video sites in addition to the host in a multi point call using inbuilt MCU software.</p> <p>It should support HD CP (Continuous Presence) in a multi point call.</p> <p>It should support H.323/H.320//VOIP all in one conference.</p> <p>It should be possible to have conference layout in Continuous Presence (CP4) and voice switched mode.</p> <p>It should support H.264, encryption when in multiparty conference.</p> <p>Must support Dual Stream from any site.</p> <p>Dial In and Dial out Mode in IP and ISDN networks should be supported.</p> <p>Capability to mix IP and ISDN and Dial In and Dial out participants in the same call.</p>	<p>The Organization is investing on a latest technology of HD MCU which is capable of handling multisite calls. Multiple meeting rooms can be configured on the MCU itself to support multi conferences. Hence a need of HD CP supported VC endpoint is not desirable. Moreover it adds to the horsepower as well as to the overall cost of the unit in terms of CAPEX cost of Hardware and CAPEX cost in terms of Bandwidth at every location which would impact the total cost to the establishment.</p> <p>Hence the honorable committee may ascertain some sites that might require the above feature and number of such locations may be specifically mentioned in the tender document and this requirement may be suitably amended to meet into the requirement of ONLY such sites and not applicable to all locations.</p>	<p>All the Endpoints should support Multisite Features. However, at present Bank intend to have independent multi point conferencing facility at six locations. The location details shall be shared with the selected bidder.</p>

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Sl. No.	Page No.	RFP Clause No./ Heading	Description of RFP Clause	Query raised by the vendors	Bank's Reply
53	48	HD Endpoints - Network Interfaces	The unit should provide the following network interfaces- 4 x ISDN BRI (RJ-45), S-interface (via an external module, if not supported in the system) 1 x LAN / Ethernet (RJ-45) 10/100/1000 Mbps full / half duplex 1 x USB 1x management console Should support following network connectivity's TCP / IP, DHCP, FTP, Telnet, HTTP and HTTPS	Since the bank will be connecting on IP Network to the MCU, the need for ISDN BRI at each location is not required. Worse case if the Bank still requires the ISDN BRI for backup, it should be only in the select locations.	The bidder has to comply with RFP terms.
54	48	HD Endpoints - Network Interfaces	The unit should provide the following network interfaces- 4 x ISDN BRI (RJ-45), S-interface (via an external module, if not supported in the system)	Is ISDN termination mandatory on the endpoint or can the same be on a router	The HD VC solution should work both on ISDN & IP for which necessary components/devices should be supplied and integrated by the bidder along with the system devices. The cost of such component/device should be included in the VC system as mentioned in the BOM.
55	48	HD Endpoints - Network Interfaces	The unit should provide the following network interfaces- 4 x ISDN BRI (RJ-45), S-interface (via an external module, if not supported in the system)	Is ISDN support mandatory on the Endpoint itself or can we have the same functionality integrating on gateway router?	
56	48	HD Endpoints - Network Interfaces	4 x ISDN BRI (RJ-45), S-interface (via an external module, if not supported in the system)	Request to remove ISDN from the specification.	The bidder has to comply with RFP terms.
57	49	4	Display Unit	As per the tender various display units are required to be quoted, However to bring all bidders on the same page we request to give approved make so that bidders don't quote for substandard products.	Reputed Display Units like Sony / Samsung / Sharp / LG can be offered.
58	51	Content Management & Streaming (Optional)	The system must be able to record all meeting content: video, audio and presentation in HD format. At least 1 recording session need to be supported	As a MCU with high port capacity is desired in the tender document, it is desirable to have a recording and streaming server to cater to atleast 4 recording sessions, since just 1 recording sessions for a 40 to 60 port MCU would be too less and does not suffice the Banks need. We request the committee to consider this aspect and do that necessary changes to the document.	The bidder has to comply with RFP terms.

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Sl. No.	Page No.	RFP Clause No./ Heading	Description of RFP Clause	Query raised by the vendors	Bank's Reply
59	51	Content Management & Streaming (Optional)	The system must be able to record all meeting content: video, audio and presentation in HD format. At least 1 recording session need to be supported	As a MCU with high port capacity is desired in the tender document, it is desirable to have a recording and streaming server to cater to atleast 4 recording sessions, since just 1 recording sessions for a 40 to 60 port MCU would be too less and does not suffice the Banks need. We request the honorable committee to consider this aspect and do that necessary changes to the document.	The bidder has to comply with RFP terms.
60	60	Annx H - Scope of Work	To integrate the existing MCU with the new MCU as a fall back arrangement to support standard definition calls.	Pls confirm if you have an existing MCU already available. If yes, kindly give make & Model No.	Bank is already having MCU. The MCU Make & Model : RADVISION INVISION 400 Series (MCU - 01; MVP - 01; GW P20 - 02 No's)
61				Vennfer is a software based video conferencing solution. In this solution there will be cost saving of MCU which is a substantial part of the total cost of ownership. We request that vendors be allowed to bid for a software based solution without need for any hardware based MCU.	The bidder has to comply with RFP terms.
62				ISDN technology is an old technology and will be gradually phased out. There are current technologies that are being widely used for video conferencing e.g. IP Based Video Conferencing. We request that ISDN connectivity be made optional.	The bidder has to comply with RFP terms.
63				Most of your requirement can be met with this solution	The bidder has to comply with all the RFP terms.
64				We request you to allow us to participate in this tender which will bring value through significant CAPEX and OPEX saving.	The bidder has to comply with RFP terms.

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Sl. No.	Page No.	RFP Clause No./ Heading	Description of RFP Clause	Query raised by the vendors	Bank's Reply
65	27	Indemnity	The limits specified above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss of damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.		Please read the clause as "The limit specified above shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss of damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited."

Place: Bangalore
Date: 19.08.2011

Deputy General Manager