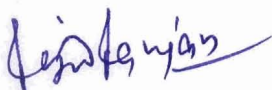


## Reply to the Pre Bid Query -

Tender for Upgradation and AMC of managed complete video conferencing/board room solution at 11 locations of the ICSI.


S.No.	Page	Query	ICSI Reply
1	Page No. 14 4. Average of Paid up capital of the bidder during the immediately preceding three (3) financial year.	Kindly amend the clause to : Average of Paid up capital of the bidder or any of its affiliate during the immediately preceding three (3) financial year.	Same as per RFP/Tender.
2	Page No. 17 4. The selected Bidder to extend the service to ICSI locations/offices (72) and shall be scalable to add new sites as and when required by ICSI, at the contracted rates.	Request to share list of 72 sites to check feasibility.	At present the required sites details already given in tender at page number 21. Address of the other sites will be shared as per requirement during the contract.
3	Page No. 17 8. Bidder will provide Two (2) VC FMS resident engineers at ICSI to extend all kinds of technical support as mentioned in scope, but not limited. Working schedule will be changed as per requirements of the ICSI. But the Institute shall have the discretion to increase / decrease the number of FMS Engineers as per its requirements during the initial / extended contract period with one-month advance notice.	Request to share seating Location, leave policy and workstation scope.	Seating location of VC FMS is : Delhi/NCR. Leave Policy - as per the details mentioned in Page No: 20. Workstation: to be managed by vendor.
4	Page No. 18 17. Provision of Reports: The vendor should provide regular reports of Number of Conferences, Streaming, Meeting schedules, Data storage, user logins, Log Reports, billing reports etc. on Monthly basis to the Institute.	Please provide clarity do we require to save recording, if so please specify period and who will provide storage space.	All these details needs to be managed/maintain by VC FMS engineer at site. Recording part is related to the online platforms which we use to connect with VC end points. Each online platform have their own cloud space to record or store. In case required FMS will download the recording on their laptops then provide to user.
5	Page No. 22 b. Advanced replacement of hardware.	Understanding for this means faulty will be replaced first before sending faulty to OEM please confirm.	Please refer the point no. 17.d at page no. 29.
6	Page No. 22 ii. Successful Bidder shall depute engineer(s) and technician(s)/rigger(s) and Project manager to operate, configure, maintain and manage the said connectivity during the Project Management period round the clock. The successful Bidder shall ensure that all engineers are available on call so that the customer can reach them for fault rectification and other related services in case of emergency beyond office hours.	Request to provide relaxation as local Engineer on sites will be arranged on ticket basis and LC will be provide contact details of FMS engineer.	Same as per RFP/Tender.
7	Page No. 23 v. Electrical works wherever necessary shall be carried out by the Bidder at his own expense with discussion with the ICSI. ICSI will provide only the Power Points from backend UPS'S. Beyond this any other specific requirement will be borne by the Bidder.	Please provide confirmation will these power points will be provided near to VC HW installation as marked during site survey	Power points will be arranged as per requirements/suggestions given by site survey engineer and subject to feasibility at site.
8	Page No. 23 vi. Earthing and Electrical points are to be provided by Bidder, wherever required, with discussion with the ICSI. Basic Earthing for the site will be there. Beyond this any other specific requirement will be borne by the Bidder.	Dose bidder need to do separate earthing for VC HW	Same as per RFP/Tender.
9	Page No. 24 29. Test Run This Test aims at keeping the complete system in operation for a period of 10 days continuously. In case of failure, the Tests will be re-started till the system operates without failure for 10 days continuously. The ICSI shall have the right to reject the complete system or part thereof in the event(s) of the acceptance Tests failing in four attempts. The "Test Run" shall be carried out after the commissioning of complete system.	Please provide relaxation of 5 days for test RUN	Same as per RFP/Tender.
10	Page No. 25 (b) DELIVERY PERIOD: The delivery, installation & implementation has to be completed within 90 calendar days of placement of the purchase or work order. The site readiness as per the prerequisites will be ensured by ICSI. Any delay by the tenderer after site readiness confirmation by ICSI in the delivery or installation of items shall render the tenderer liable to any or all of the sanctions viz. penalty/ invocation of Bank Guarantee / forfeiture of security deposit/ imposition of liquidated damage etc. whichever applicable.	Please provide relaxation of 120 days for complete delivery scope	Same as per RFP/Tender.



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11	<p>Page No. 29 Penalty: (a) Without prejudice to its right to terminate and other rights the ICSI shall levy Penalty at the following rates (i) K per cent of total value of contract, for each day of delay, in case of delivery within 7 days after the due date; (ii) 1 per cent of total value of contract, for each day of delay, in case of delivery beyond 7 days but up to 14 days after the due date; (iii) 2 per cent of total value of contract, for each week of delay, in case of delivery beyond 14 days subject to a maximum of 10% of total contract price.</p>	<p>Shared penalty is on higher side, request to provide relaxation and instead of days please have week wise penalty</p>	<p>Same as per RFP/Tender.</p>
12	<p>Page No. 18 15. Service provider must provide Comprehensive on-site AMC Support to the Fourteen (14) 65-inch Full HD display Samsung Model ED65E units installed at ICSI sites (each site Two TV's) for a period of Five (5) years. In case of any issue in the display units including power cods, plastic parts etc. Service provider must take the necessary action to repair or replace the same without any extra cost to the ICSI.</p>	<p>Please share existing AMC details to go ahead and work on this.</p>	<p>Existing Displays are in back-to-back AMC with existing vendor till the end of the contract. All displays are in working condition.</p>
13	<p>Page No - 40  11. Bidder should not have been blacklisted by any Firm/organization/school/ Board/ University / Institution or any Government organization and no litigation is pending in the court of law against the bidder. Bidder also should not be under any legal action or not declared ineligible to participate for unsatisfactory past performance by the Government of India for indulging in corrupt, fraudulent, coercive, undesirable, or restrictive practices or any other unlawful or unethical business practices with any Central/ State Government Ministry/Department/ PSUI Statutory Body / Government Company in last 5 years. The Bidder also must not have been declared bankrupt/insolvent or should not have filed for bankruptcy/insolvency in the past Five (5) years or in the process of being declared bankrupt / insolvent before any designated authority. Please enclose declaration from Authorized signatory on the Bidder's Business Letter head.</p>	<p>As the products have to be in Back-to-Back support agreement with OEM, we request you to consider Non-Blacklisting of the OEM as well.  Updated Clause - Bidder and the OEM should not have been blacklisted by any Firm/organization/school/ Board/ University / Institution or any Government organization and no litigation is pending in the court of law against the bidder. Bidder also should not be under any legal action or not declared ineligible to participate for unsatisfactory past performance by the Government of India for indulging in corrupt, fraudulent, coercive, undesirable, or restrictive practices or any other unlawful or unethical business practices with any Central/ State Government Ministry/Department/ PSUI Statutory Body / Government Company in last 5 years. The Bidder also must</p>	<p>Same as per RFP/Tender.</p>
14	<p>Page No - 42  Device should support interoperability and bandwidth saving using video compression H.264 AVC &amp; H.265. It should support 1080p 60fps.</p>	<p>Updated clause - - Device should support interoperability and bandwidth saving using video compression H.264 AVC &amp; H.265. It should support 1080p 30fps.  H.265 is not supported, hence we request you to remove the same. H.265 is not supported by any meeting platforms hence it will be of no use. H.264 is globally adopted by all meeting platforms.  We also request you to please consider 1080p30fps resolution, as 1080p60 is not supported.</p>	<p>Same as per RFP/Tender.</p>
15	<p>Page No - 42  Device should support Content Annotation and Whiteboarding/Blackboarding capability when connected to Touch Enabled Display/Monitor</p>	<p>We request you to remove this feature as the same is not supported. Moreover the displays are non-touch, hence this feature is of no use.</p>	<p>Same as per RFP/Tender. The solution should support future expansion and requirements in case Displays replaced, because existing displays are 6 years old.</p>
16	<p>Page No 42  2 x HDMI/USB inputs to connect additional PTZ cameras from same OEM</p>	<p>The device has inbuilt camera, and does not support external cameras. Hence request you to remove the same.</p>	<p>Same as per RFP/Tender. In future required to connect multiple camera and document camera.</p>

  
AD - Purchase

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17	Page No 42  Integrated 20 Megapixel camera supports UHD 2160p (4K) capture resolution or better	Request you to consider 12 Megapixel camera with 4K resolution as 20 Megapixel is not supported.  Updated Clause - Integrated 12 Megapixel camera supports UHD 2160p (4K) capture resolution or better	Same as per RFP/Tender. Keeping in view of existing requirements and upgrading the existing solution, higher megapixel will give more clarity during the VC call. bidder can quote 20 MP or more.
18	Page No 42  Speaker output Power Handling should be 40 Watts	We request you to consider 20W speaker output which is sufficient for medium sized rooms.  Updated clause - Speaker output Power Handling should be 20 Watts	Same as per RFP/Tender. Keeping in view of existing requirements and upgrading the existing solution. bidder can quote 40 watts or more.
19	Page No 43  Endpoint shall be natively Microsoft Teams and Zoom Certified to support oTD.	There are multiple meeting platforms, we request you to consider Native support for any 2 platforms - Webex, Zoom or Microsoft.  Updated Clause - Endpoint shall be natively support any two platforms - Microsoft Teams or Zoom or Webex.	Same as per RFP/Tender. Widely we are using Zoom and other platform. If any license/subscription is required to achieve this functionality then bidder should quote the same.
20	Page No 43  Auto Gatekeeper Discovery, Lost Packet Recovery (LPR) technology, IP Precedence and DiffServ, Configurable MTU size.	Ip Precedence is not supported, hence request you to please make it optional.  Updated Clause - Auto Gatekeeper Discovery, Lost Packet Recovery (LPR) technology, IP Precedence or DiffServ, Configurable MTU size.	Kindly read as " IP Precedence or DiffServ, Configurable MTU size." device should support QoS and should not loose the functionality.
21	Page No 43  Full HD PTZ Camera, 4K Codec, Omnidirectional Digital Microphone, Cables and Touch Controller from the same OEM.	4K codec and Digital Microphones are specific to one OEM. Hence request you to please update the clause to make it generic. Moreover the camera asked in Full HD, hence there will be no use of having 4K codec with Full HD Camera.  Updated Clause - Full HD PTZ Camera, 1080p60 Codec, Omnidirectional Digital Microphone, Cables and Touch Controller from the same OEM.	Full HD Camera, 4K codec, digital microphone is available in market and not specific to one OEM. keeping in view of existing requirements and future expansion of solution, no change in the RFP
22	Page No 43  It should support G.711, G.728, G.722, G.722.1, G.779 or better	We request you to remove G.728 as the same is not supported  Updated Clause - It should support G.711, <del>G.728</del> , G.722, G.722.1, G.779 or better	Kindly read as G.711, G.722, G.722.1 or better.
23	Page No 44  3 x HDMI/USB inputs to connect additional PTZ cameras from same OEM to capture whiteboard/presenter and podium area in future whenever required.	We request you to consider 1 additional input to connect to camera in future, as asking one camera day one and future expansion to 3 more cameras is an over kill.  Updated clause - 1 x HDMI/USB inputs to connect additional PTZ cameras from same OEM to capture whiteboard/presenter and podium area in future whenever required.	Same as per RFP/Tender. keeping in view of existing requirements and upgrading the existing solution we need multiple input to connect multiple camera, visualiser, document camera or professional camera.
24	Page No 44  3 x IP Microphone Inputs or more with support for a minimum of 3 digital IP omnidirectional mics. The bidder needs to quote 3 digital IP omnidirectional microphones with mute/unmute soft touch button on the microphone. Each microphone should have at least 20 feet pickup range and total 60 feet pickup range. Bidder must supply these.	Digital and Ip mics are not supported. Request you to please update the lause.  Updated Clause - 3 x IP Microphone Inputs or more with support for a minimum of 3 <del>digital</del> IP omnidirectional mics. The bidder needs to quote 3 <del>digital</del> IP omnidirectional microphones with mute/unmute soft touch button on the microphone. Each microphone should have at least 20 feet pickup range and total 60 feet pickup range. Bidder must supply these.	Same as per RFP/Tender.
25	Page No 44  Auto Gatekeeper Discovery, Lost Packet Recovery (LPR) technology, IP Precedence and DiffServ, Configurable MTU size.	Ip Precedence is not supported, hence request you to please make it optional.  Updated Clause - Auto Gatekeeper Discovery, Lost Packet Recovery (LPR) technology, IP Precedence or DiffServ, Configurable MTU size.	Kindly read as " IP Precedence or DiffServ, Configurable MTU size." device should support QoS and should not loose the functionality.



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26	Page no-17, ILL Network Connectivity: The selected Bidder to provide and manage 5 MBPS ILL (Internet Leased Line with Fiber Optical Cable media) links in each site for running the video conferencing application	Every ISP have their own technology & Speed , request you to kindly amend ILL to 4 MBPS / 5 MBPS line with Fiber Optical Cable media / UBR	Same as per RFP/Tender.
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