

**Request For Proposal (RFP)
For
Video Conferencing Solution
at
All Locations/Offices of NHB**

**Information Technology Department
Head Office, National Housing Bank
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110 003
Phone: 011-24626383
e-Mail: padhisk@nhb.org.in**

GLOSSARY

Abbreviation	Description
DC	Data Center
DR	Disaster Recovery
DVD	Digital Video Disc
DVI	Digital Visual Interface
DVR	Digital Video Recorder
HDMI	High Definition Multimedia Interface
LCD	Liquid Crystal Display
LED	Light Emitting Diode
MCU	Multi Conference Unit
OEM	Original Equipment Manufacturer
VC	Video Conference
VCEE	Video Conference End Equipment

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➤ For all abbreviations/terminology please refer to GLOSSARY at Page No 2.

A. BID DETAILS

1.	Date of commencement of sale of Bidding Documents	10/03/2011
2.	Pre-Bid meeting with Bidders (Date and Time)	25/03/2011 15:30 hrs
3.	Last date and time for sale of Bidding Documents	08/04/2011 17.00 hrs
4.	Last date and time for receipt of Bidding Documents	08/04/2011 17.00 hrs
5.	Date and Time of Technical Bid Opening	12/04/2011 12.00 hrs
6.	Cost of RFP	Rs. 5,000/- (non refundable)
7.	Earnest Money Deposit Amount	Rs.50,000/- (Rs. Fifty Thousand Only)
8.	Place of opening of Bids	National Housing Bank, Information Technology Department Head Office Core 5-A, 3 rd Floor,India Habitat Centre, Lodhi Road,New Delhi - 110003

Note:- Technical bids will be opened in the presence of bidders who choose to attend as above

B. National Housing Bank

National Housing Bank (NHB), a statutory organization is a wholly owned subsidiary of the Reserve Bank of India, formed under an Act of the Parliament.

NHB is the regulator for housing finance companies (HFC). It also provides finance to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. under its various schemes benefiting the masses both in urban and rural areas.

The head office of NHB is located at New Delhi and a regional office is located at Mumbai. It has representative offices located at Hyderabad, Chennai, Bengaluru and Kolkata, Lucknow & Ahmedabad. Bank is going to open office at Patna and Bhopal shortly.

C. Purpose

- National Housing Bank (NHB) (hereinafter referred to as the Bank) with Head Office at New Delhi proposes to invite Request for Proposal (RFP) tenders from the eligible vendors to undertake the Video Conferencing (VC) project in the Bank on end to end basis for the entire bank. This includes supply, installation and commissioning of Video Conference equipment, procurement/support of ISDN line, training and support for five years etc. The invitation for RFP document is now being issued to enable vendors to submit their responses to the Bank.
- The purpose of RFP is to select a vendor for supply / installation of video conference equipments for all locations/offices of the Bank and to provide support for five years.
- The Request for Proposal document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with NHB. Neither NHB nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document. Neither NHB nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification exercise in relation to the contents of any part of the document.
- Subject to any law to the contrary, and to the maximum extent permitted by law, NHB and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it

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whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of NHB or any of its officers, employees, contractors, agents, or advisers.

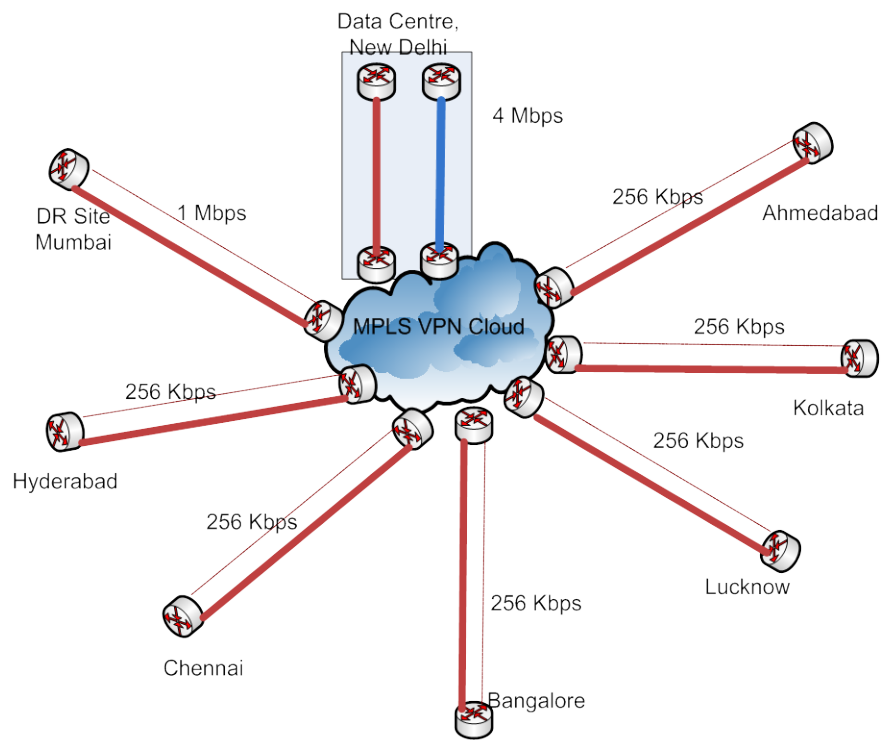
D. Present Setup

NHB has centralized setup with **DataCenter [DC] at New Delhi** and **Disaster Recovery [DR] Site at Mumbai**. All the other offices are on the WAN through MPLS network. All applications, Internet, Intranet etc., are hosted at Data Centre, New Delhi and are accessed by all offices/locations over WAN.

The bandwidth available at various locations is as follows.

Sl No	Location	Bandwidth
A.	Delhi	4 Mbps
B.	Mumbai	1 Mbps
C.	Hyderabad	256 Kbps
D.	Bengaluru	256 Kbps
E.	Chennai	256 Kbps
F.	Kolkata	256 Kbps
G.	Lucknow	256 Kbps
H.	Ahmedabad	256 Kbps

Network Diagram



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E. Objective

- NHB intends to engage reputed Service Provider for supply / installation of video conference equipments for all locations/offices of the Bank and to provide support for five years.
- This service includes supply, installation, commissioning of video conferencing equipment, designing, providing all related accessories, commission of ISDN line at Delhi, configuration, hardening, maintenance support, integration with MCU, monitoring and reporting, migration, training, documentation etc., with SLA binding the Bidder and service quality commitments.
- The period of contract will be for 5 years with annual review
- The selected Bidder also to undertake maintenance of ISDN lines and NT boxes at the Delhi office. The ISDN line commissioning charges and monthly billing will be paid by the Bank. The bidder has to co-ordinate with the service provider for applying/commissioning of the line and has to followup with the service provider for troubleshooting and maintains the uptime. If the ISDN line goes down, bidder has to follow-up with the service provider
- The selected Bidder to extend the service to NHB locations/offices and shall be scalable to add new sites as and when required by NHB, at the contracted rate.
- The selected Bidder to upgrade the equipment's firmware / software regularly. The same may be carried out automatically through Internet or by applying patches
- The selected Bidder to manage bandwidth / to inform Bank how much extra bandwidth is required on demand for carrying out video conferencing, whenever need arises.
- The purpose behind issuing this RFP is to invite technical and commercial bids for selection of service provider for providing video conferencing solution at all locations/offices.
- It may also be noted that all the activities in the IT operation are subject to audit /inspection by Security Auditors. Selected Bidder must take same into consideration while delivering the desired services.

F. Instruction to Bidders**1. General :-**

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The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

- All costs and expenses incurred by Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by NHB, will be borne entirely and exclusively by the Respondent.
- No binding legal relationship will exist between any of the Respondents and NHB until execution of a contractual agreement.
- Each Recipient acknowledges and accepts that NHB may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.
- A Recipient will, by responding to NHB for RFP, be deemed to have accepted the terms of this Introduction and Disclaimer.
- Recipients are required to direct all communications related to this RFP, through the Nominated Point of Contact person:

Contact : R K Pandey

Position : General Manager (IT)

Email : rkpandey@nhb.org.in

Telephone : +91 - 11 - 24649432

Fax : +91 - 11 - 24649432

Contact : S K Padhi

Position : Regional Manager (IT)

Email : padhisk@nhb.org.in

Telephone : +91 - 11 - 24626383

Fax : +91 - 11 - 24649432

- NHB may, in its absolute discretion, seek additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.
- Respondents should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.

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- If NHB, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then NHB reserves the right to communicate such response to all Respondents.
- Queries / Clarification if any, may be taken up with the contact persons detailed above before the deadline for submission of bids between 10.00 am to 6.00 pm on Monday to Friday .
- NHB may, in its absolute discretion, engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.
- NHB will notify all short-listed Respondents in writing or by mail or by publishing in its website as soon as practicable about the outcome of their RFP. NHB is not obliged to provide any reasons for any such acceptance or rejection.
- The selection process consists of three phases viz., 1) Minimum Eligibility Criteria 2) Technical Evaluation and 3) Commercial Evaluation. Evaluation Criteria proposed to be adopted would be based on Quality cum Cost Based System (CBS) where full weightage would be given to commercial bid only. However, the commercial bids will be opened only for the bids that have qualify the Minimum Eligibility Criteria and score 80 marks in the Technical Evaluation.
- The bids qualify the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids qualify both Minimum Eligibility Criteria and Technical Evaluation will be eligible for Commercial Evaluation.
- The bidder has to quote for MCU , End Equipment and Touch Control from the same OEM.

2. Pre-Bid Meeting

For the purpose of clarification of doubts of the bidders on issues related to this RFP, NHB intends to hold a Pre-Bid meeting on the date and time as indicated in the RFP. The queries of all the bidders, in writing, should reach by e-mail or by post on or before 24/03/2011 on the address as mentioned above. It may be noted that no queries of any bidder shall be entertained received after the Pre-Bid meeting. Clarifications on queries will be given in the Pre-Bid meeting. Only the authorized representatives of the bidders, who have purchased the RFP, will be allowed to attend the Pre-Bid meeting.

3. Soft Copy of Tender Document

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The soft copy of the tender document will be made available on NHB's website <http://www.nhb.org.in> . The bidders will need to pay the non-refundable fee of Rs. 5000/- (Rupees Five Thousand only) by way of a demand draft / bankers' cheque in favour of **National Housing Bank** payable at **New Delhi** along with the bid towards the cost of the bid.

4. Non-Transferability of Tender

This tender document is not transferable.

5. Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. NHB may treat offers not adhering to these guidelines as unacceptable. NHB may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and NHB reserves the right for such waivers.

6. Amendment to the bidding document

- At any time prior to the deadline for submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.
- The amendment will be posted on Banks website www.nhb.org.in.
- All Bidders must ensure that all amendments/enhancements (if any) in the RFP have been considered by them before submitting the bid. Bank will not have any responsibility in case some omission is done by any bidder.
- The bank at its discretion, may extend the deadline for the submission of Bids.

7. Language of Bid

The bid prepared by the Bidders , as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

8. Masked Commercial Bid

The bidder should submit a copy of the actual price bid (as per the format specified by NHB) being submitted to NHB by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted by masking it properly. NHB reserves the right

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to cancel the bid at the time of commercial evaluation, if the format/detail (except price) of 'Masked Commercial Bid' does not match with the format/detail of actual Commercial Bid submitted.

9. Right to Alter Location / Quantities

NHB reserves the right to alter the proposed location/s specified in the tender. NHB also reserves the right to add/delete one or more location/s from the list specified in the tender.

10. Documents Comprising the Bid

- The bid consists of two proposals viz., technical proposal and commercial proposal.
- Documents comprising the **TECHNICAL PROPOSAL** should be:
 - Documentary evidence establishing that the Bidder is eligible to Bid and is qualified to perform the contract i.e., minimum eligibility criteria as per **Annexure -V**.
 - Technical Bid as per **Annexure -VII**. Any technical Bid containing price information will be rejected.
 - DD of Rs.5,000/- in favour of **NATIOANL HOUSING BANK** and payable at **New Delhi** towards cost of RFP (non-refundable)
 - DD of Rs.50,000/- in favour of **NATIOANL HOUSING BANK** and payable at **New Delhi** towards EMD (refundable)
 - Soft copy of minimum eligibility criteria, technical bid, masked commercial bid.
 - Masked Price Bid listing all the components as listed in Commercial Bid, without indicating the price as per **Annexure -IX**.
 - Manufacturer Authorisation Form as per **Annexure -XV**.
 - **Bids without the RFP cost and EMD amount will be rejected.**
- Documents comprising the **COMMERCIAL PROPOSAL** should be:
 - Complete Commercial bid as per **Annexure -IX with covering letter as per Annexure VIII** .
 - Soft copy of commercial bid Price bids containing any deviations or similar clauses may be summarily rejected.
 - Any Other information may be furnished in separate Annexures.

11. Bid Currency

Bids to be quoted in Indian Rupee only.

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12. Earnest Money Deposit (EMD)

- All the responses must be accompanied by a refundable interest free security deposit of Rs. 50,000/- (Rs. Fifty Thousand only), in the form of Demand Draft / Bankers Cheque (at par) in favour of “National Housing Bank” payable at New Delhi.
- Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
- Request for exemption from Security Deposit will not be entertained.
- The EMD amount of all unsuccessful bidders would be refunded on completion of the tendering process.
- Successful Bidder will be refunded the EMD amount after execution of SLA and submission of Performance Bank Gurantee for 10% of first year contract value.
- The EMD security may be forfeited:
 - If a Bidder withdraws its bids during the period of bid validity
 - If a Bidder makes any statement or encloses anyform which turns out to be false/incorrect at any time prior to signing of the contract
 - In case of successful Bidder , if the Bidder fails to Sign the contract.

13. Implementation schedule

- Bidder to complete the installation including ISDN line commissioning at all the locations within **EIGHT WEEKS FROM THE DATE OF WORK ORDER.**
- NHB would carry out acceptance testing and will run the video conference for a period of one week.
- Billing cycle will commence after successful completion of acceptance testing for all locations.
- In the event of non-implementation at any locations/offices as proposed in the response to RFP, the Bidder to provide temporary mechanism till the solution is implemented. In parallel the Bidder to ensure that the solution is provided within one month.
- **Performance Guarantee**
The selected Bidder will be required to provide a 10% margin of the first year contract value as Performance Guarantee, in the form of bank guarantee from a scheduled

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commercial bank. The performance guarantee should be valid till at least three months period beyond the expiry of the annual contract period. For the subsequent support period bidder has to provide PBG for the equal value for the advance payment for that year.

14. Period of Validity of Bids

- Prices and other terms offered by Bidders must be valid for an acceptance period of six months from the date of opening of Commercial Bid.
- In exceptional circumstances the Bank may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing. The Bid security provided shall also be extended.

15. Format and Signing of Bids

Each bid shall be in two parts:

- Part I: consists of MINIMUM ELIGIBILITY CRITERIA, TECHNICAL BID and MASKED COMMERCIAL BID [price bids without any price]. The above contents will be referred to as **“TECHNICAL PROPOSAL”**
- Part II : covering only the COMMERCIAL BID herein referred to as **“COMMERCIAL PROPOSAL”**
- The Original Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for unamended printed literature.
- Any interlineation's, erasures or overwriting shall be valid only if they are initialed by the person signing the Bids.

16. Sealing and Marking of Bids

- The Bidder shall seal the envelopes containing Technical and Commercial proposals separately.
- The envelopes should be NON-WINDOW, each superscribed with **“IMPLEMENTATION OF VIDEO CONFERENCING SOLUTION - TECHNICAL PROPOSAL / COMMERCIAL PROPOSAL”** as the case may be.

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- The envelop shall be addressed to the Bank at the address given below:
The General Manager, IT Department
National Housing Bank
Core 5A, 3rd Floor, India Habitat Centre
Lodhi Road
New Delhi – 110003
- All envelops should indicate on the cover the name and address of bidder along with contact number.
- If the envelop is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or its premature opening.

17. Deadline for submission of Bids

- The bids must be received by the Bank at the addressed specified, not later than the last date of bid submission as indicated above.
- In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- The Bank may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

18. Late Bids

Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the bidder.

19. Modification And/Or Withdrawal of Bids:

- The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids, is received by the Bank, prior to the deadline prescribed for submission of bids.
- The Bidder modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.
- No bid may be modified after the deadline for submission of bids.

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- No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval may result in the bidders forfeiture of its EMD.
- Bank has the right to reject any or all tenders received without assigning any reason whatsoever. Bank shall not be responsible for non-receipt / nondelivery of the bid documents due to any reason whatsoever.

20. Opening of Bids by the Bank

- On the scheduled date and time, bids will be opened by the Bank Committee in presence of Bidder representatives who will attend the meeting on the specified date.
- The Bidder name and presence or absence of requisite EMD, RFP cost and such other details as the Bank, at its discretion may consider appropriate will be announced at the time of technical bid opening.

21. Clarification of bids

During evaluation of Bids, the Bank, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

22. Preliminary Examinations

- The Bank will examine the Bids to determine whether they are complete, the documents have been properly signed, supporting papers/documents attached and the bids are generally in order.
- The Bank may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- The decision of the Bank is final towards evaluation of the bid documents.

23. Proposal Ownership

The proposal and all supporting documentation submitted by the vendors shall become the property of NHB unless NHB agrees to the vendor's specific request/s, in writing, that the proposal and documentation be returned or destroyed.

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24. Price Composition and Total Cost of Ownership (TCO)

The price quoted should be in Indian Rupees on a fixed price basis and should include the followings: Cost of equipments, software licenses, etc., (including their warranty and implementation costs), etc., inclusive of all taxes, levies, duties, service tax, other charges, etc. The cost should include consultancy for site preparation, layout design and installation, Facility Management Charges to setup and manage Conferences at Bank's Head Office in Mumbai.

- The prices quoted shall be inclusive of all transportation and insurance costs i.e., on CIF basis, till the time of installation and commissioning at the respective designated locations, in respect of all the equipments and software and training to the staff members of NHB.
- All prices should be itemized. Unit price should be given in detail for each and every item offered. Total Cost of Ownership (TCO) will be calculated taking all the items as mentioned in Annexure - IX, excepting optional items, if any, which may be shown separately.
- In case the equipment is to be imported, the vendor is required to do and complete all such processes without involving NHB in any manner at any stage. It will be the responsibility of the vendor to abide by all statutory requirements like payment of all taxes, duties etc., without any reference to the Bank. NHB accepts no responsibility or liability in this regard.
- The vendor should clearly furnish the cost matrix strictly as per the structure provided in the Annexure IX. Any deviation may lead to bid rejection. Also no options should be quoted other than as per the Bill of material. Wherever options are given, the bid is liable to be rejected.
- The first year cost should be inclusive of the equipment cost along with warranty and post implementation support cost.

25. No Price Variation

The commercial offer shall be on a fixed price basis. No price variation should be asked for relating to increases in customs duty, excise tax, other taxes, foreign currency price variation, etc. However, if there is any reduction in government levies / taxes, during the validity of offer, the same shall be passed on to NHB.

26. Order Cancellation

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NHB reserves its right to cancel the order of acceptance of the proposal in the event of one or more of the following conditions:

- Delay in delivery of the ordered equipments, etc., beyond 6 weeks from the date of acceptance of the Purchase Order.
- Delay in installation & commissioning of the system beyond 8 weeks from the date of acceptance of the Purchase order of acceptance of the proposal.

27. Timely availability of Support Services

The vendor should have proper and adequate support mechanism in place at New Delhi to provide all necessary support under this project. The vendor should be able to provide support services at all other proposed centers as mentioned in Annexure XIII also either through their own support offices or through franchise centers. The response time for the support / breakdown call should not be more than 4 hours.

28. Manuals and Drawings

The vendor shall provide complete technical and other documentation/s for the equipments supplied. All the manuals shall be in English and the drawings should be clearly indicative of equipment supplied.

29. Bid Evaluation

- The Bank may use the services of external consultant for normalization of bids and evaluation of bids
- Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score is qualifying (Minimum Score should be 80) with full wightage to the Commercial. The final selection will be on the commercial bid only.
- Detailed bid evaluation methodology and selection of bidder is given in **Chapter H**.
- Arithmetic errors correction:
 - Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:
 - If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.

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- If there is discrepancy in the unit price quoted in figures and words, the unit price, in figures or in words, as the case may be, which corresponds to the total bid price for the item shall be taken as correct.
- If the vendor has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
- Bank may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or effect the relative ranking of any bidder

30. Contacting the Bank

Bidder shall NOT contact the Bank on any matter relating to its Bid, from the time of opening of Bid to the time a communication in writing about its qualification or otherwise received from the Bank. Any effort by the Bidder to influence the Bank in its decisions on Bid evaluation, Bid comparison may result in the rejection of the Bidder's Bid.

31. Modification and Withdrawal

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

32. Revelation of Prices

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

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33. Terms and Conditions of the bidding firms

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The bidding firms are not required to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids. The bidders are advised to clearly specify the deviations as per section Annexure-IV, in case terms and conditions of the contract applicable to this invitation of tender are not acceptable to them. The bidders should also describe clearly in what respect and up to what extent the equipment and services being offered differ/ deviate from the specifications laid down in the specifications and requirements.

34. Local conditions

The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

35. Verification of reference installations

NHB may, if deemed necessary, conduct verification of reference installation to satisfy themselves on the performance of the equipment / services offered with reference to their requirements.

36. Contacting NHB or putting outside influence

Bidders are forbidden to contact NHB or its Consultants on any matter relating to this bid from the time of submission of commercial bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.(Either 31 or 36)

37. Proposal Content

The vendors' proposals are central to the evaluation and selection process. Therefore, it is important that the vendors carefully prepare the proposal. The quality of the vendors' proposal will be viewed as an indicator of the vendor's capability to provide the solution and vendors interest in the project.

38. Vendor Demonstrations

The eligible vendors are required to make demonstrations of their Video Conferencing capabilities at NHB's desired location or at a location as decided by NHB. The demonstration will allow the evaluation team to ascertain the capabilities in terms of functionality and technical fitment. It will also allow the evaluation team to evaluate the vendor in terms of look and feel of the Video Conference facility offered in terms of functionality. etc. NHB shall not be under any obligation to bear any part of the expenses incurred by the vendors for making such demonstrations. The demonstrations shall be at the sole expense of the vendors.

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G. Scope of Work**1. General :**

- This includes supply, installation, commissioning of video conferencing equipment, designing, providing all related accessories, commission of ISDN line at Delhi, configuration, hardening, maintenance support, integration with MCU, monitoring and reporting, migration, training, documentation etc., with SLA binding the Bidder and service quality commitments.
- To supply, Commission, install and configure the video conferencing equipment which are approved by the bank at various locations identified by the Bank. The List of centres where video conferencing equipment is to be installed is enclosed at **Annexure-X**. The list is tentative and may be increased and decreased depending upon the requirement of Bank.
- The vendor has to install the MCU at New Delhi and configure the Video Conferencing systems, ISDN line with the MCU. The vendor has to configure the DVR with the Head Office end point. Complete demonstration of the product to the satisfaction of NHB officials are required to be given. Vendor has to explain the management / setup of video calls through the MCU through a web browser over LAN / WAN.
- The vendor will enter into contract with the bank for supply of video conferencing equipment as per models and specification approved by the Bank. The rates will be valid for Five year from date of approval. The vendor will pass on the benefit of discounts if any announced during any period in respect of order placed during that period.
- The accessories required for the equipment should also be specified.
- To specify the various infrastructure requirements which have to be provided for commissioning and smooth commissioning of the equipment. This will include site requirement, power, cable, connectors, UPS, ports etc
- Vendor shall deliver all the equipments at the intended site within 6 weeks from the date of the Work Order (PO). Vendor shall install and commission all the equipment within 8 weeks from the date of the Work Order. The vendor shall help NHB in applying for the ISDN lines and liaise with the service provider (such as BSNL, MTNL, etc.) to obtain the connectivity and commission the lines within 8 weeks from the date of the Work Order. In short, the entire project shall be implemented within 8 weeks from the date of the Work Order. Time is essence of the contract.
- Product Description is mentioned at Annexure-III . The vendor has to submit the Manufacturer Authorisation Form (MAF) as per Annexure - XV for this tender and also submit the product compliance as per Annexure - III and letter of compliance / deviation as per Annexure - IV. Acceptance of the deviation is Banks' discretion.
- The Bank reserves the right to shift the equipment to a suitable location depending upon the need. The vendor will arrange to shift the equipment and install and commission the same at his own cost.

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- Vendor should undertake to provide maintenance support to equipment and arrange for spare parts for a minimum period of 5 years. Comprehensive Annual maintenance contract has to be entered into with the bank for this purpose.
- Vendor has to guarantee minimum uptime and should be ready to execute service level agreement for the same. The vendor has to provide proper evidence to support the claim of capability to provide service at various locations.
- Vendor will also arrange to train atleast two persons of the bank at each location in the operations of the equipments at its own cost.
- The vendor should ensure that video conferencing equipment to be supplied will be compatible with the multi conferencing unit installed at Head office.
- Designing and implementation Plan: Vendor is required to develop a detailed plan for designing and implementation of the Video Conferencing project which should include the full scope of the project as mentioned above. On acceptance of such plan by the Bank, the vendor is required to carry out the implementation including supply, installation, testing, commissioning of equipment, etc.
- Vendor should provide adequate security features (as mentioned under Technical Requirements in **Annexure III**) to the full satisfaction of NHB.

2. Definitions Used

As used in the context of Video Conferencing Service, the following words shall have the meanings defined following. Solely as used in the context of Video Conferencing Service, the words defined below in this Clause shall supersede any conflicting definition set forth elsewhere in the Agreement.

“**Month**”, means a calendar month.

“**Normal Business Hours**”, or “NBH” means NHB normal business hours, which are generally from 9:00 A.M. to 9:00 P.M., unless otherwise specified in the Agreement.

“**Site Availability**”, means the virtual communication link availability, expressed as a percentage, between a Location and a PE Router to which the CPE Router is connected, including Access Circuit and the part of service provider Network that provides connectivity for the Location.

“**Scheduled Maintenance**”, means maintenance scheduled by service provider to occur during low Network traffic basically after office hours to implement generic changes to, or generic version updates of, the Network.

“**SLA**”, means this service level agreement for the MPLS IP-VPN Service.

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Service Delivery [Implementation]: Maximum Three Months from the date of order.

Helpdesk facility :toll free number, mail, portal

Monitoring :Proactive

Reporting :All reports to monitor the SLA parameters site wise to be provided on monthly basis.

On-line Portal :Online portal for viewing bandwidth utilization, uptime/downtime and all other SLA parameters

3. ISDN

- Bidder has to arrange for the ISDN-PRI line from a service provider. Follow-up for commissioning and troubleshooting has to be carried out by the bidder. Bank will place the order with the respective service provider for the same. The commissioning charges (provisioning and NT box charges) and the monthly rental will be paid by the Bank.
- The Bidder to provide all the necessary forms from the service provider to NHB office and assist them in filling up the form. NHB office would fill the form and submit the same to the vendor along with requisite fee. The vendor has to submit the same to the ISDN service provider.
- The ISDN line to be procured with NT box.
- The Bidder to follow up with service provider for faster installation of the link and testing. Finally the vendor to configure for ISDN dialing.
- Vendor has to provide the maintenance service and has to follow up with the respective ISDN service provider in case of break down, excess bill etc.

4. Shifting of existing ISDN lines

In the event of shifting of premises at any location/office, the Bidder would be advised to carry out shifting of ISDN lines from existing premises to new premises. The vendor has to coordinate with service provider for shifting of the same. Bank will bear the charge for the same.

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5. Annexing of new location

Whenever Bank opens a new office order will be placed with the selected bidder at the contracted rate for the respective equipment/s. The vendor may carry out site-survey and has to implement and commission the location within 4 weeks from the date of order. In the event of non-commissioning of the service, penalty at the rate of 1% of the order value will be charged for every week delay subject to a maximum of 10% of the order value.

6. Transition Support

During the acceptance test to be conducted by the Bank, the Bidder to provide expert personnel at the site for providing transition support to complete the acceptance testing.

7. Closing down of Office

In the event of closing down of any office, Bank will intimate the vendor in advance. The recurring charges till the end of the running year will be paid by the Bank. The contracted unit cost will be reduced before issuing the purchase order for the next year.

8. Posting of full time Engineer on-site (Post implementation onsite support)

The Bidder to post one full time engineer for a period of one month from the date of commission of service to resolve problems and ensure stability. Since after bidder has to provide onsite support as and when need arises.

9. Maintenance Services

The Bank IT team will be single point of contact with the Bidder for all service related issues. The Bidder to provide details of one contact person for each location, with whom the Bank can followup in case of emergencies.

10. Site Preparation and Installation

The Bidder to perform site inspection to verify the appropriateness of the sites before installation / commissioning of the service.

11. Audit Observations and Compliance

Bank is subjected to various audits [internal / statutory / RBI etc.]. In the event of any observation by the audit regarding security, access control etc., the same will be intimated to the Bidder. The Bidder to assist the Bank for compliance of the same.

12. Review meetings

NHB will review and discuss the performance fortnightly for the first three months after acceptance. Thereafter review meetings would be held monthly during first week of

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every month. The Bidder to submit Minutes of Meeting after the meeting.

13. Training

The Bidder to provide complete training to the IT team of the Bank [two persons].

H. Bid Evaluation Methodology**1. Introduction**

The objective of evaluation methodology is to facilitate the selection of the technically superior solution at optimal cost.

To meet NHB's requirements, as spelt out in the RFP, the selected Bidder must have the requisite experience in providing services in the field of Information and Communication Technology, the technical know-how, and the financial wherewithal that would be required to successfully set-up the required infrastructure and provide the services sought by NHB, for the entire period of the contract. The evaluation process of the bids proposed to be adopted by NHB is indicated below. The purpose of it is only to provide the Bidder an idea of the evaluation process that NHB may adopt. NHB reserves the right to modify the evaluation process at any time during the Tender process (before submission of technical and commercial responses by the prospective bidder), without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation NHB may seek specific clarifications from any or all the Bidder .

It may please be noted that NHB reserves the right to reject any proposal in case same is found incomplete or not submitted in the specified format given in this RFP document .

The details of 'Minimum Eligibility Criteria', provided by the vendor in its response to this RFP, will be evaluated first, based on the criteria described in section h.2. The technical and commercial responses to this RFP will be considered further only for those vendors who meet the **Minimum Eligibility Criteria**. Vendors must provide their responses in the format given in **Annexure -V**.

The technical and commercial response evaluation will be based on the criteria described in following section onwards.

2. Minimum Eligibility Criteria

Proposals not complying with the minimum eligibility criteria are liable to be rejected and will not be considered for evaluation of technical bid. The proposal should adhere to the following minimum eligibility criteria.

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- The OEM for Video conference equipment should have direct office in India with sales/support representatives representing the OEM.
- Vendor should be in this business of setting up Video Conferencing facility for a minimum period of 3 years.
 - The vendor should have implemented minimum 3 Video Conferencing projects, sourced from the same Original Equipment Manufacturer (OEM) whose END points are proposed for NHB by the vendor in Govt. Sector / PSU/Banks/FIs/LC in India (LC stands for Large Corporate - Corporate having atleast 25 offices across the country)
- Vendors should have implemented external MCU based Video Conferencing in at least one projects, sourced from the same OEM whose MCU is proposed for NHB by the vendor. However, Vendors may quote for MCU from a different OEM provided documentary evidence is submitted by them for having provided and implemented such equipments at a minimum of three different clients. However, NHB reserves its right to verify the smooth functioning of such equipments.
- The Average turnover of the company should be minimum of Rs.50.00 crore of the last three financial years.
- As Bank's MCU is to be installed at Delhi, the vendor should have proper support center located in Delhi.
 - OEM Authorization letter for quoting and support for warranty period and AMC.

Vendor should submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of vendor who do not fulfill the above criteria or who fail to submit documentary evidence thereon would be rejected.

Note : Along with the above the bidder has to provide the Manufacture Authorisation Form (MAF) as per Annexure - XV from the OEM for this tender and also has to submit the product compliance as per Annexure - III along with Compliance and Deviation Statement as per Annexure - IV , failing which the bids may not be taken for further evaluation.

Note2: Bidders fulfilling all Minimum Eligibility Criteria will only be considered for further technical evaluation. Otherwise the bids will be rejected.

3. Evaluation of Technical Bids

Minimum Eligibility Criteria bids received from the Bidder will be opened on the last day of the submission of bids (after stipulated time of submission) in the presence of representatives of the bidders who choose to be present as per the schedule stipulated by NHB. A detailed analysis will be subsequently carried out by NHB. Based on responses to 'Minimum Eligibility

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Criteria', Bidder will be short listed for technical evaluation further. Proposals, which are not meeting the Minimum Eligibility Criteria as mentioned in section h.2 above, will not be considered further for technical evaluation.

The technical bid will be analyzed and evaluated, based on which the Relative Technical Score (RTS) shall be assigned to each bid . Technical Bids receiving a RTS greater than or equal to a score of 80 (cut-off marks) will be eligible for consideration in the subsequent round. The Parameters of the Technical evaluation are broadly as follows :

4. Mark Distributions

Maximum Points 100

	Criteria Points	(Max Marks)
The bidder should have implemented minimum 3 Video Conferencing projects, sourced from the same Original Equipment Manufacturer (OEM) whose END points are proposed for NHB by the vendor (Only last 3 years contracts will be considered for points award) (LC stands for Large Corporate - Corporate having atleast 25 offices across the country)		Max Marks 15
<ul style="list-style-type: none"> For 5 or more in Govt. Sector / PSU/Banks/FIs/LC in India 	15	
<ul style="list-style-type: none"> For 3 or More Govt. Sector / PSU/Banks/FIs/LC in India 	10	
Satisfactory Services Certificate by atleast three Clients where VC end equipments installed and maintained by the bidder (Should be current and valid) (Specific to Video Conferencing Solution)		Max Marks 15
<ul style="list-style-type: none"> Satisfactory Services Certificate by 5 Clients 	15	
<ul style="list-style-type: none"> Satisfactory Services Certificate by 3 Clients 	10	
Track of being in the Business for atleast 3 years (providing video conferencing solution)		Max Marks 10
<ul style="list-style-type: none"> Being in the Business for more than 4 years 	10	
<ul style="list-style-type: none"> Being in the Business for 3 to 4 years 	05	

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Presence at all the locations sited in the Annexure XIII			Max Marks 10
	All	10	
	Atleast 3	05	
ISO Certification (ISO 17799, ISO 27001, ISO 20001, BS 15000, TL9000) - Any one of the above			Max Marks 10
a) If Yes		10	
b) If No		00	
Technical & Qualified Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in Network equipment , Video Conferencing equipment and implementation etc.)			Max Marks 10
	100 & above Qualified & Experienced Engineers	10	
	76-100 Qualified & Experienced Engineers	07	
	50-75 Qualified & Experienced Engineers	05	
Average Turnover for Last 3 years			Max Marks 10
	➤ > 100	10	
	➤ 75+ to 100	07	
	➤ 50 to 75	05	
Presentation on Proposed Solution Architecture and Backbone / NOC Infrastructure			Max Marks 20

Bidders have to provide copies of supporting documents against each criteria mentioned above, without which bid may be rejected.

The minimum qualification score for the Technical Bid would be 80.

5. Financial Bid

Only firms successfully qualifying the requisite criteria of the Technical Bid process would be considered eligible for the Financial Bid Round.

6. Final Processing

- Proposals would be ranked according to their commercial
- The firm who has quoted the lowest in the commercial will be invited for negotiations.
- The Bank reserves the right to revise the evaluation criteria, methodology, distribution points and weightages; if it finds it necessary to do so.

I. Commercial Terms and Conditions

Bidders are requested to note following commercial terms and conditions for this project.

1. Cost of RFP

Price of the bid has been fixed at Rs.5,000/-. Bidder has to necessarily deposit Rs. 5,000/- (Rs. Five thousand only) in the envelope of 'Technical Proposal', in the form of Demand Draft / Bankers Cheque in favour of "National Housing Bank" payable in New Delhi. Any bid received without this shall be considered unresponsive and rejected.

2. Currency

The Bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR may not be considered.

3. Price

- The Price quoted by the Bidder should include all costs.
- The price should be valid for all the years.
- The price should be inclusive of all taxes, duties, levies charges, transportation, insurance, octroi etc. However, applicable Service Tax will be paid on actuals.
- The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract ie., for a period of five years and extended if required by NHB and shall not be subjected to variation on any account, including changes in taxes, duties, levies etc.
- Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
- Based on the contracted rates, NHB will place order annually after performance review of the previous year.

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- For any addition of location / enhancement in bandwidth, order will be placed at the contracted rate as mentioned in the Commercial Proposal.

4. Acceptance

The acceptance test will be carried out as per Acceptance Test Plan [ATP], which will be issued. The network will be accepted only after acceptance testing is completed as per the agreed plan and is duly signed/certified by the Bank and the service provider.

5. Payment Terms

1. 20% of the total cost in advance against the Bank guarantee which will be valid till delivery, installation and commissioning of the equipments
2. 70% of the total cost against supply, installation and commissioning of video conferencing equipment on prorated basis or after 30 days of delivery, whichever is earlier, in case the installation is delayed due to Bank.
3. 10% after expiry of warranty period or against equivalent performance bank guarantee.
4. The ISDN line acquiring charges (if any) shall be paid on completion of installation and commissioning of the lines against installation and commissioning certificate signed by the Bank's official certifying successful completion of installation and commissioning.
5. The AMC charges shall be paid by NHB on quarterly basis at the end of each quarter.

In case of delayed delivery or incorrect delivery, then date of receipt of the correct and final component shall be treated as delivery date for penalty and other calculation.

6. Payment in case of Termination of contract

In case the contract is terminated payment towards services will be made on pro rata basis, for the period services have been delivered, after deducting applicable penalty and TDS/other taxes.

7. Delivery and installation

Bank will not arrange for installation neither will provide any manpower for the same. The items must be delivered at the respective locations at bidders own cost and Bank will not make any payment towards the same. The road permit, way bill etc. wherever necessary has to be arranged by the bidder only and Bank will not provide any support for the same neither will make any payment towards the same.

8. Insurance

The equipment supplied under the contract shall be fully insured by the bidder against loss

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or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. Bank will not be responsible for any loss to bidder on account of non-insurance to any equipment or services.

J. General Terms and Conditions

- The Bidder is expected to peruse all instructions, forms, terms and specifications in this RFP and its Annexures. Failure to furnish all information required in the RFP Documents, in the formats prescribed or submission of a proposal not substantially responsive or submission of unnecessary additional information as part of response to this RFP Document may result in rejection of the proposal.
- At any time prior to the deadline for submission of Bids NHB may, for any reason, whether at his own initiative or in response to a clarification requested by prospective Bidders, modify the RFP by amendment, which will be placed on the bank's website for information of all prospective Bidders.
- All such amendment shall become part of the RFP and same will be notified on bank's website. The Bidders are required to have a watch on bank's website for any such amendment.
- Bidder must take into consideration each and every line of this RFP document while preparing technical and commercial proposal for the project. Bidder is requested to get any issue clarified by NHB before submitting the responses. The bids submitted should be complete in all respect meeting all deliverables under the project. It will be sole responsibility of the selected service provider to deliver each and everything as per the scope of the project during the contracted period. NHB will not be responsible in case of any requirement is underestimated or any requirement is not interpreted in right direction.
- NHB reserves the right to extend the dates for submission of responses to this document with intimation on the bank's website.
- NHB reserves the right to change the requirement specifications and ask for the revised bids or the tendering process without assigning any reasons.
- NHB shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. NHB reserves the right to make any changes in the terms and conditions of purchase. NHB will not be obliged to meet and have discussions with any bidder, and or to listen to any representations. NHB reserves the right to accept or reject, fully or partially, any or all

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offers without assigning any reason. The decision of NHB in this regard is final and no further correspondence in this regard will be entertained.

- If any issue is observed with level of performance during the contract period, bidder will be responsible to resize/upgrade the h/w and s/w at free of cost.
- Although service window has been defined as 9am to 9pm, service provider must provide services on beyond the above time in case of urgent requirement of the bank without any extra cost.
- Service Level Requirement and Penalty in not achieving the same have been described in the 'Service Level Requirement' chapter.
- Notwithstanding anything to the contrary contained in the contract, NHB shall be at liberty to invoke the Performance Bank Guarantee in addition to other remedies available to it under the contract or otherwise if the selected Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract.
- On faithful execution of contract in all respects, the Performance Guarantee of the Bidder shall be released by NHB.
- These responses would be deemed to be legal documents and will form part of the final contract. Bidders are requested to attach a letter from an authorized signatory attesting their competence and the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and could be rejected. Format of letter is given in.
- Bidder must deploy manpower having requisite qualification, experience, skill-set etc. for the project.
- NHB reserves the right to call for any additional information and also reserves the right to reject the proposal of any Bidder if in the opinion of NHB, the information furnished is incomplete or the Bidder does not qualify for the contract.
- The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this RFP, on end-to-end solution basis.
- The Commercial and Technical bids will have to be signed on all pages of the bid by the authorised signatory. Unsigned bids would be treated as incomplete and would be rejected.

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- By submitting a proposal, the Bidder agrees to promptly contract with NHB for any work awarded to the Bidder. Failure on the part of the awarded Bidder to execute a valid contract with NHB, will relieve NHB of any obligation to the Bidder, and a different Bidder may be selected.
- Any additional or different terms and conditions proposed by the Bidder would be rejected unless expressly assented to in writing by NHB.
- Time and quality of the service are the essence of this agreement. Failure to do so will be considered as breach of the terms and conditions of the contract.
- The selected bidder will sign **Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA)** with NHB.

1. Termination & Penalty Clause

NHB reserves its right to terminate the contract partially or fully in the event of one or more of the following situations:

- Bidder fails to install and commission the ISDN link at New Delhi within the stipulated time as per contract or within any extension thereof granted by the Bank
 - Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
 - Bidder fails to perform any other obligation(s) under the contract..
 - Any threat is perceived or observed on the security of bank's data / property out of any action by the staff deployed for monitoring / configuration etc., by service provider.
 - However either party, in the case of termination, will give 3 months notice to the other party.
 - The Bank may, at any time terminate the contract by giving written notice to the Service provide if the service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.
- **Penalty Clause**
The Bank shall have the right to impose penalty on vendor as under:

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- In case of late delivery of equipment by the vendor, 1% of the value of undelivered portion of the purchase order after sixth week, subject to maximum of 10% of the undelivered portion of the equipment.
- In case of any problem in the equipment, it should be rectified in maximum 2 working days otherwise replacement should be given to the Bank immediately. Failure to do so will attract penalty of 1% of the cost of the equipment subject to maximum of 25% which will be deducted from AMC charges. For first year the penalty will be @ 1% of the cost of the equipment subject to maximum of 25% and PBG may be invoked.

Exclusions

Down time due to following situations will not be considered for the purpose of penalty calculation

- Schedule maintenance by the service provider with prior intimation
- Force majeure events

2. Service Delivery [Implementation]

In the event of non provisioning of service at any location/office even after extension of delivery date:

Penalty at 1 % of the annual cost will be charged for every week's delay subject to maximum of 10%.

3. ACCEPTANCE OF ORDER

The vendor shall give acceptance within 3 days from the date of order. However, Bank has a right to cancel the order, if the same is not accepted within the stipulated period from the date of the order.

4. DELIVERY PERIOD

Vendor shall deliver all the equipments at the intended site within 6 weeks from the date of the Work Order (PO). In short, the entire project shall be implemented within 3 Months from the date of the Work Order. Time is essence of the contract.

5. TAXES

The Quoted price should be inclusive of all Taxes and all charges like installation , labor , octroi etc.

6. GOVERNING LAWS AND DISPUTES

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All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/ Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi. The vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Delhi. This is applicable to successful bidder only.

7. USE OF CONTRACT DOCUMENTS AND INFORMATION

The supplier shall not, without the Bank's prior written consent, make use of any document or information provided by Purchaser in Bid document or otherwise except for purposes of performing contract.

8. PATENT RIGHTS

- The supplier shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.
- The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible therefore, including all expenses and court and legal fees.
- The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
- The Supplier shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.

8. ASSIGNMENT

The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser's prior written consent.

9. DURATION OF CONTRACT

The contract will be valid for five years from the date of order. However, during the currency of the contract with the Bank if there is any general reduction in rates due to any change in guidelines of any concerned government body or principal supplier(if any), then the proportionate benefit should be passed on to the Bank.

10. TERMINATION OF CONTRACT

The quality of support services given by the service providers will be reviewed by Bank every six months and if the services are not found satisfactory, the Bank reserves the right to cancel the contract by giving one month's notice to the service provider. The decision of the Bank regarding quality of services shall be final and binding on the service provider.

Annexures

Annexure - I

Bidder Information

Please provide following information about the Company (Attach separate sheet if required): -

S. No.	Information	Particulars / Response
1.	Company Name	
2.	Date of Incorporation	
3.	Type of Company [Govt/PSU/Pub. Ltd / Pvt. Ltd/partnership/proprietary]	
4.	Registration No. and date of registration. <i>Registration Certificate to be enclosed</i>	
5.	Address of Registered Office with contact numbers [phone / fax]	
6.	PAN No	
7.	Contact Details of Bidder authorized to make commitments to NHB	
8.	Name	
9.	Designation	
10.	FAX No	
11.	Mail ID	
12.	Company Head Office and Addresses Contact Person(s) Phone Fax E-mail Website	
13.	Provide the range of services /options offered by you covering service description and different schemes available for: o Implementation of Video Conferencing Solution	Yes / No / Comments (if option is 'No')

Video Conferencing Solution

14.	Any pending or past litigation (within three years)? If yes please give details Also mention the details of claims and complaints received in the last three years (About the Company / Services provided by the company).	Yes/No/Comments (if option is 'Yes') (If option is 'Yes' Bidder may Not be considered)		
15.	Please mention turnover for last three years and include the copies of Balance Sheet in support of it.	Year	Turnover	Profit/Loss(-)
		2007-08		
		2008-09		
		2009-10		

Audited/CA certificate of Balance sheet and Profit & Loss accounts for last 3 years to be submitted.

Signature of Bidder**Annexure - II****Bidder Experience Details**

1.	Vendor's experience in design, supply, Implementation and maintenance of Video Conference facilities (in years)			
2.	a) Experience in India			
	b) Global experience			
3.	No. of Video Conferencing projects carried out by the company during last three years in India (give details)			
4.	Total number of projects executed with minimum 3 endpoints (give details)			
5.	Details of minimum three major projects executed with minimum 15 endpoints.	Name of the customer & Contact information	OEM of the products	No. of years in use

Video Conferencing Solution

6.	Project 1			
7.	Project 2			
8.	Project 3			
9.	Total number of projects executed with external MCU			
10.	Details of minimum three major projects executed with external MCU.	Name of the customer & Contact information	OEM of the products	No. of years in use
11.	Project 1			
12.	Project 2			
13.	Project 3			
14.	Service Parameters			
15.	No. of qualified engineers employed	(Furnish the qualification details with number of engineers under each qualification)		
16.	Availability of centralized help desk	Yes / No		
17.	Number of own support centers of the Vendor in India			
18.	Details of Reference Sites	Customer name	No. of years the customer is using Video Conference	
19.	Reference site 1			
20.	Reference site 2			
21.	LIST of own support centers across the country.	(Please submit full list of support centers with addresses separately for own centers with details of contact person, contact numbers and email IDs)		
22.	List of Franchisee Support Centres across the country	(Please submit full list of franchisee support centers with addresses separately for own centers with details of contact person, contact numbers and email IDs)		
23.	Names of the Video Conference projects	1. 2.		

Video Conferencing Solution

	currently implemented/managed (mention the names of the companies with location of their Head Office)	3.
24.	Name of the Bank / large financial Institutions / Government organization for whom Video Conference Facility is provided and maintained	1. 2. 3.
25.	Support centre at New Delhi (if yes, please give full address of the support center with Contact person, phone nos. and email ID)	Yes / No

Authorized Signatories

(Name & Designation, seal of the company) Date:

Annexure - III**Part - I****Functional and Technical Requirements****General Features**

Sl No	Features	Specifications	Complied (Yes / No)
1.	Userfriendly operations	Simple user interface with command capabilities. One operator can easily manage multiple simultaneous Conferences or several operators can manage one large Conference. Operators can also move	

Video Conferencing Solution

		participants between Conferences or create sub Conferences for private conversation	
2.	WAN interface	Support for various WAN interfaces for ISDN	
3.	Flexibility	The system's WAN ports should be configurable for different speeds depending on applications.	
4.	Video quality	High quality Video is required like support up to 30 frames per sec.	
5.	Standard support	Video-conferencing equipment should support H.320 (ISDN Video conferencing) as well as H.323 (LAN Video conferencing) standards. Should support H.261, H.263 & H.263 ++, H.264 Video standards. SIP support desirable.	
6.	Audio quality	Automatic gain control, intelligent audio mixing.	
7.	Multiple Video inputs	Support for multiple Video sources like auxiliary camera, VCR, document camera, white board, dual Video should be direct i.e. abilities to send two simultaneous line Video sources e.g. Desktop Video and presenter's Video. The system should enable users through a remote device at either end to manipulate the camera angle, focus and various parameters to suit the	

Video Conferencing Solution

		user requirement. The camera module and microphones should have omni-directional coverage of 360 degrees. The network interface should support standard ISDN interfaces and protocols and auto Service Profile Identifier (SPID) and switch detection. Services are to be provided in conjunction with standard ISDN.	
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Part - II**ISDN Lines**

Sl No	Feature	Specification	Offer Make
1	ISDN - BRI	128 kbps ISDN - BRI line	
2	NTBox	NT Boxes for ISDN BRI line	
3	ISDN - PRI	2 Mbps ISDN - PRI line	

Part - III**A. MCU Specifications****High Definition Video Conference Bridge Specification**

High Performance Platform	Compliance (Yes/No)
MCU should be latest Real Time Media Conferencing platform and it must be hardware based Purpose-built system for advanced video & audio communications, offering reliability, availability, and serviceability. Software based MCU are not acceptable. The MCU must be a non-Windows based operating system.	
Advanced Open IP Platform Capacity	
The MCU must be equipped to support 10 SD 4CIF & 5 HD720p@30fps ports in Continuous presence from day-1 without	

Video Conferencing Solution

cascading (single frame, single chassis, and single platform). Same MCU must be flexible enough to support 2 HD 1080p@30fps in CP without cascading (single frame, single chassis, and single platform) from day one. MCU must be flexible enough to be upgraded to minimum 60 HD 720p/100 SD 4CIF or more ports in CP without any change in main hardware in same chassis without cascading.	
ISDN Video H.320 Networks	
MCU must be equipped with 4 PRI ISDN card or ISDN gateway to support H.320 ISDN Video Conferencing from day 1 & must be upgradeable to support minimum 6 PRI without any change in Main Hardware or Gateway.	
Voice/Audio Conferences	
MCU must be equipped to support 50 ports PSTN or VOIP for Audio Conferencing in the same MCU (single frame, single chassis, and single platform). MCU must be flexible enough to support to be upgraded to 200 Ports PSTN/VOIP in same hardware without cascading in same chasis.	
No port loss	
There should not be any port loss while using H.239 data collaboration or any other MCU feature like AES encryption at any bandwidth, etc. There must not be any port loss while doing simultaneous conferences on MCU. All the end points should be able to show all the MCU features (H.239 data collaboration, etc) without any port loss.	
Simplified Management Maintenance & Scalability	
Fast deployment with web-based wizard, tiered administration levels, and automated hardware systems management. Must offer an option of integration with external media application server for Automatic failover, full redundancy and high scalability.	
Simple and Accessible Conferencing	
Easy to use, on demand conferencing with always-on virtual meeting rooms	
Video Support	
<ul style="list-style-type: none"> • H.261, H.263, H.263++, H.264, H.264 & also available H.264 latest protocols. 	
<ul style="list-style-type: none"> • HD 720p up to 24/30 frames per second from 512kbps onwards on 	

Video Conferencing Solution

IP H.323	
<ul style="list-style-type: none"> • HD 720p up to 50/60 frames per second from 832kbps onwards on IP H.323 	
<ul style="list-style-type: none"> • HD 1080p up to 24/30 frames per second from 1024kbps onwards on IP H.323 	
<ul style="list-style-type: none"> • From QCIF to HD 1080p including intermittent resolutions (SIF, CIF, SD, WSD, and HD 720p) 	
<ul style="list-style-type: none"> • Up to HD 1080p in continuous presence (CP) transcoding (TX) 	
<ul style="list-style-type: none"> • Full Transcoding on all ports 	
<ul style="list-style-type: none"> • MCU must be capable to support symmetric 1080p & 720p HD Calls. 	
<ul style="list-style-type: none"> • Video Switching (Voice-Activated Switching) 	
<ul style="list-style-type: none"> • 16:9 and 4:3 aspect ratio 	
<ul style="list-style-type: none"> • H.239 content sharing resolution (H.263/H.264): VGA, SVGA, XGA, HD 	
<ul style="list-style-type: none"> • Video Feature to sharpen and upscale video • Source endpoint sends lower resolution and receives higher resolution from MCU QCIF >> CIF CIF >> 4CIF 4CIF >> HD 720p 24/30 fps 	
Audio Support	
<ul style="list-style-type: none"> • G.711a/u, G.722, G.722.1C, G.722.1, G.723.1, G.729^a, • 2 channels of 20 kHz stereo audio. 	
<ul style="list-style-type: none"> • IVR prompts for auto attendance 	
<ul style="list-style-type: none"> • User and managed mute control 	
<ul style="list-style-type: none"> • DTMF support 	
<ul style="list-style-type: none"> • Must support Stereo Surround 	
Management Tools	
<ul style="list-style-type: none"> • Web-based management: Web-based access and application-based access 	
<ul style="list-style-type: none"> • Administrator, operator, auditor, and chairperson views 	
<ul style="list-style-type: none"> • Onboard shelf management monitors and maintains hardware elements 	
<ul style="list-style-type: none"> • Complete XML API kit for 3rd party application integration 	

Video Conferencing Solution

• Up to 1000 address book entries	
• Address book quick search	
• Secured management via transport layer security (TLS)	
• Conference templates to easily save layouts for recurring meetings	
• Internal reservation calendar for scheduling	
Network Support	
• IP H.323, SIP, H.320 ISDN, PSTN and VoIP voice	
• 10/100/1000 Mb interface with support for both IPv4 and IPv6	
• 64 Kbps to 6 Mbps conference data rates	
Transcoding	
• Audio algorithms	
• Video algorithms	
• Networks	
• Resolution	
• Frame rates	
• Bit rates	
• Transcoding support up to HD 1080p resolution in CP up to 24/30 fps	
• H.264 and H.239 support in all active conferences on all end points	
• H.264 support on all simultaneous conferences	
IP QoS	
• DiffServ	
• IP Precedence	
• Dynamic jitter buffer	
• Voice and video Error Concealment	
• Packet Recovery to protect conferences against network packet loss	
Security	
• AES media encryption without any port loss	
• Transport layer security (SIP)	
• Conference participants PIN code authentication via LDAP interface	
• Tiered permission levels include Administrator, Operator, Chairperson and Auditor	
• GUI user authentication	
• Secure mode option to prevent uninvited participants from joining the conference	

Video Conferencing Solution

• Complete XML API kit for 3rd party application integration	
• Strong Password Policy Option	
Conferencing Highlights	
• Unified conferencing (PSTN Voice, VoIP, ISDN and IP Video)	
• Must support up to 24 different conference layouts	
• MCU must have option to act as telepresence server for professional telepresence solutions to support telepresence layouts.	
• 16 sites in Continuous Presence Layout or higher	
• Personal layout	
• Auto layout	
• Choose site to see	
• Layout skins	
• Lecture and presentation mode	
• Roll call	
• Conference profiles	
• Conference templates	
• Gathering Slide, Customized Welcome Slide	
• Far-end camera control (FECC) H.224/H.281, H.323 annex Q and SIP FECC	
• Conference dial out and dial in	
• Advanced IVR flow	
• Must have support for both message overlay and closed caption	
• Conference chairperson	
• H.243 chair control	
• Customizable GUI	
• Speaker Notification	
• Site Name Display - up to Double Byte (Unicode)	
• Multilingual and transparent site name options	
• Unlimited Simultaneous Conferences (up to maximum MCU port level)	
• Conference Templates for up to 1000 virtual conference rooms	
• Must have Operator Assistance Option which allow user with required assistance by operator for conferencing application.	
Chairperson / Participants should be able to have following feature	

Video Conferencing Solution

controls using Remote Control of video system:	
<ul style="list-style-type: none"> • Mute My Line / Unmute My Line • Increase Broadcast Volume / Decrease Broadcast Volume • Mute All Except Me / Cancel Mute All Except Me • Change Password • Mute Incoming Participants / Unmute Incoming Participants • Play Help Menu • Enable Roll Call / Disable Roll Call • Roll Call Review Names / Roll Call Stop Review Names • Terminate Conference • Start Personal Layout • Change To Chairperson • Increase Listening Volume / Decrease Listening Volume • Override Mute All • Start Recording / Stop Recording / Pause Recording • Secure Conference / Unsecured Conference • Show Number of Participants 	
GUI Permission Levels	
The MCU should have three levels -	
Chair Person - can start and manage a conference	
Operator - can manage conference and monitor the bridge (i.e. can see the device tree and the alarms)	
Admin - can manage conferences, configure, and monitor the bridge	
Auditor - can view Auditor Files and audit the system	
Conferencing Modes	
Ad hoc conferences	
Meeting rooms conferences	
External DB for access control	
Internal reservation system	
Video/Voice Port Configuration should be configurable. The user can manually allocate resources as Audio, CIF, SD and HD types or let the system allocate them automatically.	
Hardware Monitoring	
Control function to monitor the condition of the chassis and blades	

Video Conferencing Solution

IP Backplane	
Support for IP backplane about 70Gps or higher	
H.235 Support	
Security and encryption of H.323. H.235 protocol is used for AES encryption key exchange.	
AES Encryption Without Decrease of Port Capacity	
There should be no port loss when AES encryption is turned on at any bandwidth	
H.239 Without Decrease of Port Capacity	
There should be no port loss when H.239 is turned on H 239 support for H.323 cascaded links. Content to H.239 and Non H.239 Endpoints.	
MCU should be field Replaceable	
CPU Field Replaceable	
Media Processor Field Replaceable	
Power Supply Field Replaceable	
Unified Collaboration Integration	
MCU should have seamless integration with Microsoft or IBM Platforms for instant collaboration using SIP (Session Initiation Protocol). MCU must offer direct and deep integration with Microsoft OCS for direct calling and can be added as a buddy in buddy list of client with presence information. MCU must offer calendaring integration with Microsoft Outlook Calendar for conferencing. This includes video collaboration integration for e-mail and instant messaging platforms of Microsoft or IBM.	
Video Telephony Integration	
MCU should have seamless integration with any Telephony Platforms (Avaya/Cisco/Alcatel-Lucent/or similar/equivalent) for Video Telephony Integration using SIP (Session Initiation Protocol). This includes seamlessly add video to a voice call by simply dialing a voice extension when both endpoints are video-enabled and permits use of unified voice and video dial plan for convenient calling.	

B. VC Equipment Configuration for Head Office(Board Room, Chintan Kaksha and Mumbai

The proposed video conferencing system should be standalone unit supplied with HD 1080p Codec, HD Camera, & necessary accessories, cables. The system should be capable of working on IP (H.323), SIP & H.320 and also capable of delivering Full HD 1080p@30fps from day-1.

Feature	Compliance (Yes/No/Partial)
Video Standards & Protocols:	
<ul style="list-style-type: none"> • H.264 • H.263++ • H.261 • H.239 / People+Content • H.263 and H.264 Video Error Concealment • H.264 & H.264 Higher Version of Protocols like High Profile or equivalent. 	
People/Live Video Resolution:	
<ul style="list-style-type: none"> • On IP H.323 should deliver: 1080p@ 30fps from 1024 kbps onwards 720p@ 60fps from 832kbps onwards 720p@30fps from 512 kbps onwards 4SIF (704 x 480)/4CIF (704 x 576) from 128 Kbps onwards • Must support resolution SIF (352 x 240), CIF (352 x 288) QSIF (176 x 120), QCIF (176 x 144),4CIF, HD 720p, HD 1080p all at @ 30fps & 720p @60fps on IP,SIP,H.320 from day-1. 	
Content Video Resolution:	
<ul style="list-style-type: none"> • Up to1080p • Input: WSXGA+ (1680 x 1050), SXGA (1280 x 1024), HD (1280 x 720), XGA (1024 x 768), SVGA (800 x 600), VGA (640 x 480) • Output: 720p (1280 x 720), 1080 (1920 x 1080), XGA (1024 x 768), SVGA (800 x 600) • HD Content at full frame rate 	
Camera Specifications:	
<ul style="list-style-type: none"> •1080p Camera 	

Video Conferencing Solution

- 1/3 2 MP CMOS Imager
- 12x optical zoom
- 70 deg FOV at min zoom

Audio Standards & Protocols:

- StereoSurround
- 2 channels of 22 kHz crystal clear audio
- 14kHz bandwidth with G.722.1 Annex C or equivalent
- 7 kHz bandwidth with G.722, G.722.1
- 3.4 kHz bandwidth with G.711, G.728, G.729A
- Automatic Gain Control
- Automatic Noise Suppression
- Instant Adaptation Echo Cancellation
- Audio Error Concealment

Other ITU-Supported Standards & Protocols:

Other ITU-Supported Standards

- H.221 communications
- H.224/H.281 far-end camera control
- H.323 Annex Q far-end camera control
- H.225, H.245, H.241, H.331
- H.239 dual stream
- H.231 in multipoint calls
- H.243 chair control
- H.460 NAT/firewall traversal
- BONDING, Mode 1

Network:

- Interface
 - 2-port 10/100 auto NIC switch, RJ45 connectors
- H.323, SIP up to 4 Mbps
- Must have option to support H.320 (PRI E1) from equipment itself independent of any external ISDN gateway.
 - ISDN PRI E1 Support (Optional)
 - Serial (RS449, V.35, RS 530) up to 2Mbps (Optional)
- QoS (Both IP Precedence & Diff Serv)
- Reconfigurable MTU size
- Auto SPID detection and line number configuration

Video Conferencing Solution

<ul style="list-style-type: none"> • Packet Recovery Protocol for QoS on, IP. 	
Video and Audio inputs and outputs	
<p>Minimum 3 Video Inputs:</p> <ul style="list-style-type: none"> • Main HD Camera (HDCI/HDMI/DVI) • Aux/Doc (SVIDEO for Auxillary Input/Recording) • Content (DVI-I) 	
<p>Minimum 3 Video Outputs:</p> <ul style="list-style-type: none"> • Monitor 1 (DVI-I) • Monitor 2 (DVI-I) • VCR (Svideo for Recording) 	
<p>Minimum 4 Audio Inputs:</p> <ul style="list-style-type: none"> • 2X Microphone Input (in array or direct connection) • VCR/ Aux (2 X RCA in Stereo Input Mode) • PC Audio / Aux (1 X mini stereo jack) 	
<p>Minimum 2 Audio Outputs:</p> <ul style="list-style-type: none"> • Main (2X RCA in Stereo Output Mode) • VCR/ Aux (2X RCA in Stereo Output Mode) 	
<ul style="list-style-type: none"> • RS232 • USB 	
Content Sharing	
<ul style="list-style-type: none"> • People and Content both shared in High Definition • People+Content or standards based H.239 ensures interoperability in the industry • Dual images allows the far end to see the presentation and the speaker at the same time • Optional Content feature allows for users to become part of their presentations • Using chroma key technology, users can place themselves in front of the PC video input source. • Flexibility to choose the amount of bandwidth to dedicate to Content or People based upon what is being shown • Options include 90% Content/ 10% People; 50% Content/ 50% People; 10% Content/ 90% People • System will automatically adjust bandwidth allocation when sharing content based upon content being shown • Very powerful for users who share a wide range of content 	

Video Conferencing Solution

during a video call

- User adjustable setting can be accessed both during a call and outside of a call
- Must have an option to share content on LAN or wireless mode without connecting VGA/DVI cable from PC to Video Codec.

MCU specifications (Optional)

- Supports up to 4 video calls in a single conference
- Conduct meetings beyond just point-to-point
- Adding sites during a call on the fly (there should be no additional setting / configuration required in the system for adding multipoint call during an on-going video call)

User Interface

- Directory Services
- System Management
 - Web-based
 - SNMP
- CDR
- API controls via Telnet
- International languages (17)

Security

- Secure Web
- Secure Telnet
- Security mode
- Embedded AES, H.235V3 and H.233/234
- Secure password authentication

Packet Loss Recovery Protocol

- Communications remain intact even on disruptive networks
- Smooth, continuous video without interruptions
- Maintain active face-to-face contact
- Accomplish meeting objectives without worrying about the video integrity of public or private networks
- Activates automatically, only when needed

Other Features

Ability to share multimedia content from PC / Desktop

One touch recording and playback buttons on remote control

Video Conferencing Solution

LCD Display on remote unit for better understanding of features	
Mute button on mic for ease of use	
Must have an option to connect & support IP Conference integration	
Must have an option to connect Digital Ceiling Microphones.	

C. Touch Control Specification

HD Video Codecs must be supplied with Touch Control Device which must integrate with Video Codec to perform conference call functions independent of remote.

Touch Control Platform	Compliance (Yes/No)
Must be a graphical interface solution which must be highly-intuitive touch screen device that enables users to quickly initiate video conferences, free from complicated interfaces or technical support & without Video codec Remote Control. Must be a capacitive touch screen to enable video conference meetings.	
Interoperability	
Must integrate with High Definition Video Codecs on LAN RJ45 or Wireless as per design. Must have direct API commands through Network	
Dimensions	
Minimum 7-inch touch screen with Tap and touch control to access call controls and administrative menus.	
Usability	
Must integrate with HD Video Codec on IP to perform following features without remote control: <ul style="list-style-type: none"> ➤ Place & End a Video Call ➤ Place a Multipoint call ➤ Control Volume (Increase or Decrease) & Microphones (Mute & Unmute) ➤ Select or Adjust Camera Controls ➤ Option to Show Content ➤ Power on & off Video Codec ➤ Adjusts the Video Layout 	

Video Conferencing Solution

D. VC equipment specification for Regional Representative Offices

The proposed video conferencing system must be High Definition 720p equipments & should include standard such as the H.323 and SIP umbrella standards for IP-based audio/video. Proposed equipment should be compatible with the existing HD equipments installed.

This High Definition Code should be supplied with Touch Control Device which must integrate with Video Codec to perform conference call functions independent of remote. This touch control can be of OEM make or any 3rd party make which integrates with video codec.

Feature	Compliance (Yes/No/Partial)
Video Standards & Protocols:	
<ul style="list-style-type: none"> • H.264 • H.263++ • H.261 • H.239 / People+Content • H.263 and H.264 Video Error Concealment • H.264 & H.264 Higher Version of Protocols like High Profile or equivalent. 	
People Video Resolution:	
<ul style="list-style-type: none"> • On IP support up to 2 mbps and should be deliver HD720p@30fps from 512kbps onwards. • Must support resolution SIF (352 x 240), CIF (352 x 288) QSIF (176 x 120), QCIF (176 x 144),4CIF, HD 720p @30fps from day-1.HD • Upgradable to support HD 1080p with software license without any change in hardware. 	
Content Video Resolution:	
<ul style="list-style-type: none"> • Up to 720p • Input: WSXGA+ (1680x1050) ,SXGA (1280x1024), XGA (1024 x 768), SVGA (800 x 600), VGA (640 x 480) • Output: 720p (1280x720), 1080 • (1920x1080), XGA (1024x768), SVGA (800x600) 	

Video Conferencing Solution

- | | |
|---|--|
| • HD Content Sharing at full frame rate 30 fps. | |
|---|--|

E. VC equipment specification for Personal VC endpoint for Chairman desktop)

The equipment should be state-of-the-art, desktop HD video conferencing system with built in camera atleast 20" HD LCD display, microphones, stereo speakers & integrated dial key pad. Essentially, the display should also have the ability and necessary interfaces to double up as a PC screen.

The system should come equipped with all integrated 20" display, microphone, and speakers from single OEM. The architecture must be based on industry standards wherever possible. This includes standards such as the H.323 and SIP umbrella standards for IP-based audio/video and H.320 umbrella standard for ISDN-based audio/video.

Feature	Compliance (Yes/No)
Video Standards & Protocols:	
<ul style="list-style-type: none"> • H.264 • H.263++ • H.261 • H.239 / People+Content • H.263 and H.264 Video Error Concealment 	
Audio Standards & Protocols:	
<ul style="list-style-type: none"> • StereoSurround • 2 channels of 22 kHz crystal clear audio • 14kHz bandwidth with G.722.1 Annex C • 7 kHz bandwidth with G.722, G.722.1 • 3.4 kHz bandwidth with G.711, G.728, G.729A • Automatic Gain Control • Automatic Noise Suppression • Instant Adaptation Echo Cancellation • Audio Error Concealment 	
Other ITU-Supported Standards & Protocols:	
<ul style="list-style-type: none"> • H.221 communications • H.224/H.281 far-end camera control • H.323 Annex Q far-end camera control 	

Video Conferencing Solution

<ul style="list-style-type: none"> • H.225, H.245, H.241, H.331 • H.239 dual stream • H.231 in multipoint calls • H.243 chair control • H.460 NAT/firewall traversal 	
People Video Resolution:	
<ul style="list-style-type: none"> • 720p, 30fps from 832kbps onwards • 4SIF (704 x 480)/4CIF (704 x 576) at 256Kbps-768Kbps • SIF (352 x 240), CIF (352 x 288) • QSIF (176 x 120), QCIF (176 x 144) 	
PC Input Resolution:	
<ul style="list-style-type: none"> • 1600x1200, 1680x1050, 1600x1000, • 1400x1050, 1344x1008, 1344x840 • 1280x1024, 1280x960, 1280x800, 1280x720 • 1024x768, 800x600 	
Integrated Display with Speakers:	
<ul style="list-style-type: none"> • 20.1" widescreen LCD display or higher, 1680 x 1050 native max resolution, 16:9 Aspect Ratio • Four built-in, independent speakers • Inbuilt microphone. • Integrated Dial Key Pad for easy Management. 	
Built-in Camera Specifications:	
<ul style="list-style-type: none"> • 5 mega pixel HD camera with 1280 x 720 video capture resolution • 65° field of view, Auto Focus • 2x digital zoom or higher for good quality image capture • Far End camera control • Privacy shutter 	
Speakers:	
<ul style="list-style-type: none"> • Frequency range: 85Hz - 20kHz • Four built-in, independent speakers 	
Network:	
<ul style="list-style-type: none"> • 2-port 10/100 Mbps Network Interface, RJ45 connectors • RJ11 analog phone connector for audio dialing. 	

Video Conferencing Solution

<ul style="list-style-type: none"> • H.323 up to 4Mbps • SIP up to 4Mbps • H.320 (quoted option to support it independent of External ISDN Gateway) <ul style="list-style-type: none"> - ISDN PRI E1 - BRI 512Kbps - Serial (RS449, V.35, RS 530) up to 2Mbps • QoS • Reconfigurable MTU size • Auto SPID detection and line number configuration • Lost Packet Recovery (LPR) for QoS 	
Video and Audio Interface:	
<ul style="list-style-type: none"> • Main HD Camera • PC Graphics Input (DVI-I) • Integrated Monitor (DVI-I) • 1 Microphone Input to connect external microphone • PC Audio input • Audio output to Integrated Main Monitor 	
<ul style="list-style-type: none"> • RS232 • USB (for Administrative Maintenance) 	
MCU specifications: (Quoted system should be upgradeable support multipoint with all these features)	
<ul style="list-style-type: none"> • Multipoint upgrade easily done with a software key • Supports up to 4 video calls in a single conference plus 1 Audio call user. • Multipoint in High Definition • Video Transcoding (line rate, resolution, and protocol), Audio Transcoding, ISDN IP transcoding • Continuous presence up to 4 video sites, Voice activated switching • Adding sites during a call on the fly (there should be no additional setting / configuration required in the system for adding multipoint call during an on-going video call) 	
Content Sharing	
<ul style="list-style-type: none"> • People and Content both shared in High Definition • People+Content or standards based H.239 ensures 	

Video Conferencing Solution

interoperability in the industry

- Dual images allows the far end to see the presentation and the speaker at the same time
- Optional Content feature allows for users to become part of their presentations
- Using chroma key technology, users can place themselves in front of the PC video input source.
- Flexibility to choose the amount of bandwidth to dedicate to Content or People based upon what is being shown
- Options include 90% Content/ 10% People; 50% Content/ 50% People; 10% Content/ 90% People
- System will automatically adjust bandwidth allocation when sharing content based upon content being shown
- Very powerful for users who share a wide range of content during a video call
- User adjustable setting can be accessed both during a call and outside of a call

User Interface

- Directory Services support Both Global & Local Directory.
- System Management
 - Web-based
 - SNMP
- CDR
- API control via Tel net
- International languages (17)
- Recent Call Log

Packet Loss Recovery

- Communications remain intact even on disruptive networks
- Smooth, continuous video without interruptions
- Maintain active face to face contact
- Accomplish meeting objectives without worrying about the video integrity of public or private networks
- Activates automatically, only when needed

Security

- Secure Web
- Secure Telnet

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- | | |
|--|--|
| <ul style="list-style-type: none"> • Security mode • Embedded AES, H.235V3 and H.233/234 • Secure password authentication | |
|--|--|

E. Specification for 55” LED Display**(Make : Sony , LG , Samsung)**

S. No	Min Specifications	Compliance (Yes/ No)
1	The Display should have aspect ratio of 16:9.	
2	The Display should support true resolution of 1920X1080 pixels.	
3	The Display should have minimum (Native) contrast ratio of 4000:1.	
4	The Display should have minimum life span of 50,000 Hrs.	
5	The display should have protective front glass on the panel	
6	The display should support the following video standards: NTSC, Modified NTSC, PAL, PAL 60 and SECAM	
7	The display should have following input terminals.	
	a) RGB Input –Mini D-Sub 15 PIN x 1 (For connecting PC/LAPTOP)	
	c) RS-232C - D-Sub 9 PIN X 1 (For programming)	
	c) HDMI In – 1(For connecting DVD Players in future)	
	d) LAN port - RJ45	
8	The LCD should have either in-built or Detachable speakers (minimum 8W rms x 2)	
9	The Display should have following functions:	
	a) Screen Saver function – Wobbling (For preventing any ghost image to appear on display).	
10	a) Auto Power off (For saving the power consumption when not in use)	
	b) Power Saver Mode (For saving power if not in use for short duration during VC)	
11	The Display should support various types of mounting accessories like:	
	a) Wall Mount Bracket	
	b) Floor Stand with VC tray	
12	The display should have the following standards certification	
	a) RoHS compliant – For environment	
	b) UL/IEC – For safety	
	c) FCC CISPR22 Class B – For radiations regulation	
13	Energy Star 5.0 Certified	

F. Specification for 52" LCD Display

(Make : Sony , LG , Samsung)

S. No	Min Specifications	Compliance (Yes/No)
1.	The Display should have aspect ratio of 16:9.	
2.	The Display should support true resolution of 1366X768 pixels.	
3.	The Display should have minimum (Native) contrast ratio of 3000:1.	
4.	The Display should have minimum life span of 50,000 Hrs.	
5.	The display should have protective front glass on the panel	

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6.	The display should support the following video standards: NTSC, Modified NTSC, PAL, PAL 60 and SECAM	
7.	The display should have following input terminals.	
	a) RGB Input -Mini D-Sub 15 PIN x 1 (For connecting PC/LAPTOP)	
	b) DVI-D In - 24+1 PIN (For connecting VC)	
	c) RS-232C - D-Sub 9 PIN X 1 (For programming)	
	c) HDMI In - 2 (For connecting DVD Players in future)	
	d) LAN port - RJ45	
8.	The LCD should have either in-built or Detachable speakers	
9.	The Display should have following functions:	
10	Screen Saver function - Wobbling (For preventing any ghost image to appear on display).	
	a) Auto Power off (For saving the power consumption when not in use)	
	b) Power Saver Mode (For saving power if not in use for short duration during VC)	
11	The Display should support various types of mounting accessories like:	
	a) Wall Mount Bracket	
	b) Floor Stand with VC tray	
12	The display should have the following standards certification	
	a) RoHS compliant - For environment	
	b) UL/IEC - For safety	
	c) FCC CISPR22 Class B - For radiations regulation	
13	Energy Star 5.0 Certified	

F. Specification for 32" LCD Display

(Make : Sony , LG , Samsung)

S. No	Min Specifications	Compliance (Yes/ No)
1.	The Display should have aspect ratio of 16:9.	
2.	The Display should support true resolution of 1366X768 (min) pixels.	
3.	The Display should have minimum (Native) contrast ratio of 3000:1.	
4.	The Display should have minimum life span of 50,000 Hrs.	
5.	The display should have protective front glass on the panel	
6.	The display should support the following video standards: NTSC, Modified NTSC, PAL, PAL 60 and SECAM	
7.	The display should have following input terminals.	
	a) RGB Input -Mini D-Sub 15 PIN x 1 (For connecting PC/LAPTOP)	
	b) DVI-D In - 24+1 PIN (For connecting VC)	

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	c) RS-232C - D-Sub 9 PIN X 1 (For programming)	
	d) HDMI In - 2 (For connecting DVD Players in future)	
	e) LAN port - RJ45	
8.	The LCD should have either in-built or Detachable speakers	
9.	The Display should have following functions:	
10	Screen Saver function - Wobbling (For preventing any ghost image to appear on display).	
	a) Auto Power off (For saving the power consumption when not in use)	
	b) Power Saver Mode (For saving power if not in use for short duration during VC)	
11	The Display should support various types of mounting accessories like:	
	a) Wall Mount Bracket	
	b) Floor Stand with VC tray	
12	The display should have the following standards certification	
	a) RoHS compliant - For environment	
	b) UL/IEC - For safety	
	c) FCC CISPR22 Class B - For radiations regulation	
13	Energy Star 5.0 Certified	

G. Specification for DVR HDMI / DVD Recorder

(Make : Sony, Samsung, Onida)

SI No	Specifications Required	Compliance (Y/N)
1.	Harddisk capacity : Min. 250GB	
2.	Display Speed : 120 fps	
3.	Recording: Video resolutions: from 4CIF to 720p Speed : Frame rate 30fps	

H. Specification for Trolley for placing the Display unit and the VC equipment with accessories

SI No	Specifications Required	Compliance (Y/N)
1.	Should support Monitor Sizes 37" - 42" Single or dual 37" - 60" Single	
2.	Should have a case with sufficient space for keeping the VC end point equipment (with shelves)	

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3.	Provision for proper ventilation system	
4.	Durable Casters	
5.	Tilting and sliding in front door with lock, IR transparent for equipment control without opening	
6.	Vertical mounting options	

Annexure - IV

COMPLIANCE STATEMENT

DECLARATION

Terms and Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:
Seal of company

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated as per **Annexure - III** by you with the following deviations

Bidders are requested to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.

NHB may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by NHB will not entitle the bidder to submit a revised bid.

List of deviations

- 1) _____
- 2) _____
- 3) _____

(If left blank it will be construed that there is no deviation from the specifications given above)
(The decision of the Bank is final towards evaluation of the bid documents)

Signature:
Seal of company

Annexure -V

Minimum Eligibility

Following format has to be filled by the Bidder and has to be submitted in a separate envelope along with softcopy and relevant documentary proof.

S. N.	Minimum Eligibility Criteria	Bidder's Response
1.	<ul style="list-style-type: none">➤ The OEM for Video conference equipment should have direct office in India with sales/support representatives representing the OEM.➤ Vendor should be in this business of setting up Video Conferencing facility for a minimum period of 3 years.<ul style="list-style-type: none">➤ The vendor should have implemented minimum 3 Video Conferencing projects, sourced from the same Original Equipment Manufacturer (OEM) whose END points are proposed for NHB by the vendor in Govt. Sector / PSU/Banks/FIs/LC in India (LC stands for Large Corporate - Corporate having atleast 25 offices across the country)➤ Vendors should have implemented external MCU based Video Conferencing in at least one projects, sourced from the same OEM whose MCU is proposed for NHB by the vendor. However, Vendors may quote for MCU from a different OEM provided documentary evidence is submitted by them for having provided and implemented such equipments at a minimum of three different clients. However, NHB reserves its right to verify the smooth functioning of such equipments.➤ The Average turnover of the company should be minimum of Rs.50.00 crore of the last three financial years.	

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	<ul style="list-style-type: none">➤ As Bank's MCU is to be installed at Delhi, the vendor should have proper support center located in Delhi.➤ OEM Authorization letter for quoting and support for warranty period and AMC.	
--	---	--

Place :

Date :

Name and Signature with Seal

Note	<ol style="list-style-type: none">1. Bidder response should be complete, Yes/No answer is not acceptable..2. Documentary proof, sealed and signed by authorized signatory, must be submitted3. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. NHB will not make any separate request for submission of such information.4. Proposal of the bidders are liable to be rejected in case of Incomplete information or wrong information or non-submission of documentary proof.
------	--

Annexure - VI

Technical Bid Covering Letter

Date :

To
The General Manager
National Housing Bank,
Information Technology Department
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Dear Sir,
**Technical Bid
Implementation of Video Conferencing Solution**

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your RFP document [Insert RFP Number] dated [Insert Date]. We are hereby submitting our Proposal, which includes Minimum Eligibility Criteria, this Technical Proposal and a commercial Proposal. The minimum eligibility criteria and technical proposal are put in one envelop and the commercial proposal in separate envelop.

We also enclose masked Commercial Bid.

We understand you are not bound to accept any proposal you receive.

Dated at _____ / _____ day of _____ 20_.

Yours faithfully,

For

Signature

Name

Address
(Authorised Signatory)

Confidential

Annexure -VII

Technical Bid Format

Bidder response to the Technical Bid of this Tender document must be provided as detailed in chapter H.4. Any extra information may be provided as separate section at the end of Technical Bid document. Technical bid should be submitted with covering letter.

- 1. Details as detailed under Chapter H.4**
- 2. List of deviations** (as per Annexure -IV)
- 3. Technical Proposal Covering Letter** (as per Annexure -VI)

Note : Bidder must submit softcopy of complete technical bid inside the sealed envelope meant for 'Technical Proposal'.

Commercial Bid Covering Letter

Date :

The General Manager
National Housing Bank,
Information Technology Department
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Dear Sir,

Commercial Bid - Implementation of Video Conferencing Solution

We, the undersigned, offer to provide services for the above-mentioned project, in accordance with your Request for Proposal *[Insert RFP Number]* dated *[Date]*, and our Proposal (Technical and Commercial Proposals). The Total fee is inclusive of all taxes, duties, charges and levies (as applicable and payable under the local laws) and out of pocket expenses that we might incur and there will be no additional charges.

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract discussions, up to expiration of the validity period of the Proposal, i.e., *[Insert date]*.

If the quoted price is inclusive of Service Tax, the Service Tax applicable as on the RFP closing date will be deducted for calculating the final price.

Yours faithfully,

For

Signature

Name

Address

(Authorised Signatory)

Video Conferencing Solution

Annexure -IX**Commercial Bid Format**

The structure of the Bidder's commercial response to this tender must be as per following order. The Commercial Bid Response must be submitted with Commercial Bid covering letter, format of which is given at the end this section.

1. Cost of supply and installation (to be filled in Section A below)

2. ISDN lines maintenance and procurement (to be filled in Section B below)

3. Summary of commercial bid (to be filled in Section C below)

Bidders are requested to note the following :

- All the details must be provided as per format. Incomplete formats will result in rejection of the proposal.
- Masked commercial bids must be given with technical bid. All the pages of commercial bids must be sealed and signed by authorized signatory.
- All the quoted costs must include all applicable taxes and other levies. In case of annexing new locations the rate quoted under respective category for specified bandwidth will be taken for placing order during the period of next 5 years.
- Rate quoted for various bandwidths must be valid till the end of the five years period from the date of entering the contract. Further, the bidder should be ready to offer the same rate in case of extension up to additional 6 months beyond initial 5 years period.
- Bidder must submit softcopy of complete commercial bid inside the sealed envelope meant for 'Commercial Proposal'.
- All the rates must be quoted in INR.
- In case of new location the order will be given to the bidder at the contracted rate as per the category of the location.
- In case of shifting of location, the contracted installation charges for the specified category will be paid.

A. Cost of complete managed services (INR)

SI No	Item	Quantity	Make and Model	Unit Price	Price Quoted
1.	MCU Cost	1			
2.	VCEE - HD 1080p with Touch Control	3			
3.	VCEE - HD 720 p	6			
4.	Personal VC Equipment	1			
5.	LED - 55"	1			
6.	LCD - 52"	1			
7.	LCD - 32"	6			
8.	DVR HDMI	1			
9.	Trolley for 55" LED and VCEE - HD 1080 p	1			
10.	Trolley for 52" LCD and VCEE - HD 1080 p	2			
11.	Trolley for LCD 32" and VCEE - HD 720 p	6			
12.	Total				

➤ Note: The above prices should be inclusive of the delivery, warranty, implementation, post-implementation support cost. For new locations, the vendor has to supply the equipment at the above quoted rate only for the respective category of equipment. The bidder has to quote for MCU , End Equipment and Touch Control from the same OEM.

B. ISDN PRI Lines Maintenance and Procurement

SI No	Quantity	Unit Cost		Total Cost
		In Figures	In Words	
Procurement of ISDN Lines				
	1			
Maintenance of NT Boxes and ISDN lines per Annum				
	1			
	Total Cost towards ISDN			

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C. Annual Maintenance Support Charges

SI No	Item Description	Cost
1.	1st year (first year will come under warranty with support cost)	NIL
2.	Support Charges for 2 nd Year	
3.	Support Charges for 3 rd Year	
4.	Support Charges for 4 th Year	
5.	Support Charges for 5 th Year	
6.	Total Support Cost	

D. Summary of Cost [To be considered for Commercial Evaluation]

SI No	Item Description	Cost
1.	Total Cost towards items mentioned at Table A above [X]	
2.	Total Cost towards ISDN lines maintenance and Procurement for Five Years as mentioned in Table B above [Y]	
3.	Total Cost towards support for the video conferencing systems as mentioned in Table C above [Z]	
4.	NET COST [X+Y+Z] **	

**** NET COST ARRIVED ABOVE WILL BE TAKEN INTO CONSIDERATION FOR FINAL COMMERCIAL EVALUATION**

The total cost should be inclusive of all the cost towards installation, hardware, ISDN line commissioning and support.

Annexure - X

List of Locations and Bandwidth

SI No	Name of Location	Bandwidth Requirement	
		Capacity	Unit
1.	New Delhi	4	Mbps
2.	Mumbai	1	Mbps
3.	Hyderabad	256	Kbps
4.	Chennai	256	Kbps
5.	Bengaluru	256	Kbps
6.	Kolkata	256	Kbps
7.	Lucknow	256	Kbps
8.	Ahmedabad	256	Kbps

Note: Exact bandwidth while issuing the PO may be different from what is mentioned above.

Annexure – XI

Categories of Locations

VCEE - HD 1080p	VCEE - HD 720p	Personal VCEE
New Delhi, Board Room	Hyderabad	Chairman's Room, New Delhi
New Delhi, Chintan Kaksha	Chennai	
Mumbai	Bengaluru	
	Kolkata	
	Lucknow	
	Ahmedabad	

LED 55"	LCD 52"	LCD 32"
New Delhi, Board Room	Mumbai	Hyderabad
		Chennai
		Bengaluru
		Kolkata
		Lucknow
		Ahmedabad

Address and Contact Details of Locations

Sl No	Location Details	Contact Details
1.	Head Office: National Housing Bank Core 5A, India Habitat Centre, 3rd-5th floor, Lodhi Road, New Delhi - 110003	Sh S K Padhi Regional Manager Phone No. +91-11-24626383 FAX No. +91-11-24646988, 24649041 e-mail : padhisk@nhb.org.in
2.	Regional Office: National Housing Bank Mumbai Life Building, 45, Veer Nariman Road, Fort, Mumbai - 400023	Sh V Sambamurthy Regional Manager Phone No. +91-22- 22851560-64 FAX No. +91-22-22851555 e-mail : romum@nhb.org.in
3.	National Housing Bank Representative Office- Hyderabad Forth Floor, APSHCL BUILDING, Street No. 17, Himayat Nagar, Hyderabad - 500029	Shri Vineet Singhal Regional Resident Representative Phone No. +91-40-23223375 e-mail : vineets@nhb.org.in
4.	National Housing Bank Representative Office- Chennai Repco Bank Building No. 55, 2nd Floor Gandhi Nagar, IVth Main Road, Adyar, Chennai - 600020	Shri W.C. Robin, Relationship Manager TeleFax +91-44-24401180 e-mail : rochn@nhb.org.in
5.	National Housing Bank Representative Office- Bengaluru F- Block, II Floor CBAB Complex, Cauvery Bhawan, K.G. Road, Bengaluru- 560009	Shri Sanjeev Srivastava Regional Resident Representative Phone No. +91-80-22711228 TeleFax +91-80-22131157 e-mail : roblr@nhb.org.in

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6.	National Housing Bank Representative Office - Kolkata RBI Building 8, Council House street, 2nd Floor, Kolkata - 700001	Shri M.B.Roy Regional Resident Representative Phone No. +91-33- 22312522 e-mail : rokol@nhb.org.in
7.	National Housing Bank Representative Office- Lucknow Floor, N E Wing, A-Block, Bibhuti Khand, PICKUP Bhawan Gomti Nagar Lucknow - 226010. Uttar Pradesh	Shri S H P Rizvi Regional Resident Representative Phone No. +91-522-4025169 e-mail : rolck@nhb.org.in
8.	National Housing Bank, Representative Office - Ahmedabad Mezzanine Floor, G-7, Sakar-I, Opposite Gandhigram Station, Ashram Road, Ahmedabad - 380009. Gujarat	Mr J K Khant Relationship Manager Phone No. e-mail : roahm@nhb.org.in

Annexure - XIII

Support Requirement for Locations

Sl No	Locations
1.	New Delhi
2.	Mumbai
3.	Hyderabad
4.	Chennai
5.	Bengaluru
6.	Kolkata
7.	Lucknow
8.	Ahmedabaed
9.	Patna
10.	Bhopal

Annexure XIV

Letter of Competence Format

[To be executed on a non judicial stamp paper]

Letter of Competence for Quoting against NHB's RFP No. /

This is to certify that we *[Insert name of Bidder]*, Address.....are fully competent to undertake and successfully deliver the scope of services mentioned in the above RFP. This recommendation is being made after fully understanding the objectives of the project and requirements like experience etc.

We certify that the quality and number of resources to be deployed by us for implementation will be adequate to implement the connectivity expeditiously and correctly and provide the services professionally and competently.

We also certify that all the information given by in response to this RFP is true and correct .

Authorised Signatory of the Bidder

Date :

Request for Proposal:
Video Conferencing Solution
Annexure XIV

National Housing Bank

Manufacturers Authorisation Form
[to be submitted along with Technical Bid]

Ref. No: Date:

To,
The General Manager
National Housing Bank,
Information Technology Department
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Dear Sir,

Sub:RFP No. Dated for Implementation of Video Conferencing Solution

We who are established and reputable manufacturers ofhaving factories at and do hereby authorize M/s[**Name and address of vendor**] to submit a bid and sign the contract with you for the goods manufactured by us against the above RFP No..... dated We hereby extend our full guarantee and warranty as per the clauses of contract based on the terms and conditions of the RFP for the goods and services offered for supply by the above firm against the RFP.

Yours faithfully

[.....]

Name of the manufacturer

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

-XXXXX-