



GeM Bid Number/ बोली संख्या: GEM/2025/B/6927034 Dated/ दिनांकित 24-11-2025, and **RFP**
Reference No.: HO/ITD/DOC/2025/00329

Request for Proposal (RFP) for Procurement of Telephony System with Buyback at National Housing Bank (NHB).

The replies to the pre-bid queries received are placed herewith.

GeM Bid Number: GEM/2025/B/6927034 and RFP Reference No.: HO/ITD/DOC/2025/00329- Request for Proposal (RFP) for Procurement of Telephony System with Buyback at National Housing Bank (NHB).

S. N.	Reference	Relevant Clause of the RFP	Query	Bank Response to the Query
Bidder-1				
1	Page 96 Point no. 6	It should be possible to reach the capacity of the system to 500 analog and 500 IP users without any add-on CPU or chassis/hardware platform.	Could you please advise how much quantity of Basic SIP Phones and Video SIP Phones are required? Also please confirm if there would be a need for capacity expansion in the near future beyond 500 analog and 500 IP users? Aside, what would be a need for the FXS gateway port capacity?	The quantity details are mentioned in the RFP document. Please be guided as per RFP.
2	Page 98 Point no. 30	The system should have built-in Power Failure Transfer for minimum 4 ports of PSTN Trunks. No external devices for Power failure should be required.	The point is not understood; hence, we request you to please elaborate the same.	The proposed system must include an in-built power fail bypass mechanism for at least four PSTN trunk lines. In the event of a system power outage or equipment failure, these PSTN lines should automatically be routed directly to designated analog extension ports without the need for any external adapters, relays, or additional hardware.
3	Page 101	Minimum 3-inch graphical backlit LCD display	We request you to change it to "128 x 64-pixel Graphical LCD (2.3 inch)" as this is a standard for the TEC certified phones	please be guided as per RFP
4	Page 101	At least 4 programmable feature keys	We suggest to mention in detail such as "2 DSS / BLF Keys, Feature Keys: Headset, Mute, Hands-free speaker phone. 4 Context Sensitive Keys. 2 Line keys, Function such as navigation, Call Appearance, feature status, Volume Control Keys "	please be guided as per RFP

5	Page 101	Call hold, transfer, forward, redial, 3-way conferencing	We suggest to mention "Call hold, transfer, forward, redial, 6-way conferencing"	No change in clause, please be guided as per RFP
6	Page 101	Power over Ethernet (IEEE 802.3af PoE) support	We suggest to mention "Power over Ethernet (IEEE 802.3af PoE / IEEE802.1X) support"	No change in clause, please be guided as per RFP. It should support IEEE 802.1X for NAC authentication (Please refer to RFP clause 6.2. Implementation and Configuration - Integration with: Bank's Network Access Control (NAC) solution)
7	Page 101	Dual Gigabit Ethernet ports (LAN + PC passthrough)	We suggest to allow "Dual 10/100 Ethernet Ports (PC + LAN)"	No change in clause, please be guided as per RFP
8		Certifications	We suggest to add the following "TEC (ER), WPC, CE, FCC, ROHS, The OEM must comply with and have valid ISO 9001:2015, ISO 14001:2015, ISO 27001:2022, ISO 45001:2018, ISO/IEC/IEEE 90003:2018 certifications."	please be guided as per RFP
9	Page 102	Minimum 5-inch color touchscreen (capacitive/multi-touch)	We suggest to allow an option for "Minimum 7-inch colour touchscreen (capacitive/multi-touch)"	please be guided as per RFP
10	Page 102	Support for minimum 6 SIP accounts	We suggest to also allow "Support for minimum 20 SIP accounts".	please be guided as per RFP
11	Page 102	Dual Gigabit Ethernet ports; built-in Wi-Fi (optional); USB port	We suggest to allow "Dual Gigabit Ethernet ports; USB port"	built-in Wi-Fi is optional only
12		Certifications	We suggest to include "CE, FCC, ROHS. The OEM must comply with and have valid ISO 9001:2015, ISO 14001:2015, ISO 27001:2022, ISO 45001:2018, ISO/IEC/IEEE 90003:2018 certifications."	please be guided as per RFP

1		<p>Clause 8.12.2. For MSME: As per Rule 170 of General Financial Rules (GFRs) 2017, MSME are exempted from submission of bid security</p>	<p>We request your clarification regarding the EMD Exemption mentioned in the RFP. The RFP specifies that MSME units are eligible for EMD exemption. Therefore, we kindly request confirmation that valid MSME registration/certificates will indeed be accepted for availing the EMD exemption.</p>	<p>Please refer to RFP clause 8.12.2. For MSME/ Start Up bidders:</p>
2		<p>Clause 8.14 Performance Bank Guarantee (PBG): 5% of the total cost of contract value</p>	<p>In accordance with the provisions of the General Financial Rules (GFR), the Performance Bank Guarantee (PBG) amount is stipulated as 3%. Therefore, we request that the PBG requirement for this contract be revised from 5% to 3% to align with the current GFR guidelines.</p>	<p>No change in clause, please be guided as per RFP</p>
3		<p>Clause 10.2 Payment Terms: 90% of the Contract Price shall be released upon: o Successful supply, installation, and configuration of the equipment Formal sign-off by the Bank. o Submission of PBG and required documentation. & 10% shall be retained as performance security and will be Released at the end of the contract tenure (i.e., 5 years), subject to satisfactory performance. o OR released earlier against submission of a Bank Guarantee of equivalent amount, valid for the remaining contract period.</p>	<p>We kindly request a revision of the payment terms to the following structure: 90% payment upon supply of materials/equipment 10% payment upon completion of installation We believe this adjustment will support smoother cash flow management and ensure timely project execution. We appreciate your consideration and look forward to your confirmation.</p>	<p>No change in clause, please be guided as per RFP</p>

4		<p>Page 96 Point no. 6-It should be possible to reach the capacity of the system to 500 analog and 500 IP users without any add-on CPU or chassis/hardware platform.</p>	<p>Could you please advise how much quantity of Basic SIP Phones and Video SIP Phones are required? Also please confirm if there would be a need for capacity expansion in the near future beyond 500 analog and 500 IP users? Aside, what would be a need for the FXS gateway port capacity?</p>	<p>The quantity details are mentioned in the RFP document. Please be guided as per RFP.</p>
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16		Clause 11.21 Liquidated Damages Pg No 35: L.D shall be levied at the rate of, 1% of the order value for the late installed item for each week's delay or part thereof, subject to maximum of 10% of value of the contract.	In accordance with the provisions of the General Financial Rules (GFR), the Liquidated Damages (L.D) % is stipulated as 1/2% of the order value for the late installed item for each week's delay or part. Therefore, we request that the L.D revised from 1% to 1/2% for each week delay and maximum of 5% instead of 10% value of the contract align with the current GFR guidelines	No change in clause, please be guided as per RFP
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IT Department,
December 8, 2025.

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