

**Request for Proposal: VC Solution & Services: National Housing Bank**

**RFP Reference no:-NHB/ITD/RFP-Video Conference Solution / 994  
/2014**

**Request For Proposal (RFP)  
For  
Video Conference Solution & Support Services**

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## Request for Proposal: VC Solution & Services: National Housing Bank

### GLOSSARY

Abbreviation	Description
NHB	National Housing Bank
DC	Data Center Site, Delhi
DR	Disaster Recovery Site, Mumbai
HO	Head Office, Delhi
RRO	Regional Representative Office
ITD	Information and Technology Department
PSU	Public Sector Unit
PSB	Public Sector Bank
VC	Video Conference
MPLS	Multiprotocol Label Switching
TCO	Total Cost of Ownership
EMD	Earnest Money Deposit
RFP	Request For Proposal
PBG	Performance Bank Guarantee
AMC	Annual Maintenance Cost
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
ERV	USD-INR exchange rate variation
BOM	Bill of Material
LC	Large Corporate (LC) : An organization having an average annual turnover of Rs. 1000 Crore or above during last three years with a minimum of 1000 employees on its payroll and having atleast 25 offices(at metro cities/state capitals/UTs) across India, will be considered as Large Corporate(LC) for this RFP.

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**For all abbreviations/terminology/definitions, please refer to GLOSSARY at Page No 2.**

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### A. IMPORTANT BID DETAILS

1.	Date of commencement of sale of Bidding Documents	21/01/2014
2.	Pre-Bid meeting with Bidders (Date and Time)	4/02/2014 15:00 hrs
3.	Last date and time for sale of Bidding Documents	18/02/2014 18:00 hrs
4.	Last date and time for receipt of Bidding Documents	18/02/2014 18:00 hrs
5.	Date and Time of Technical Bid Opening	19/02/2014 12:00 hrs
6.	Cost of RFP	Rs. 5000/- (non refundable) (Please refer to clause no. F.12 for payment details)
7.	Earnest Money Deposit Amount	Rs.200,000/- (Rs. Two Lac Only) (Please refer to clause no. F.12 for payment details)
8.	Place of opening of Bids	National Housing Bank, Information Technology Department Head Office Core 5-A, 3 <sup>rd</sup> 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. The above schedule is subject to change. Notice of any changes will be provided through e-mail from designated contact personnel only or publishing on Bank's website. Further, please note that Commercial Bid opening Date, Time & Venue will be intimated to the technically qualified Bidders at a later date.
- All data/information, submitted vide documentary proofs/company records along this RFP, must be reported & will be treated as on date of publication of this RFP.

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### **B. National Housing Bank**

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

- a. NHB has been established to achieve, inter alia, the following objectives –
  - To promote a sound, healthy, viable and cost effective housing finance system to cater to all segments of the population and to integrate the housing finance system with the overall financial system.
  - To promote a network of dedicated housing finance institutions to adequately serve various regions and different income groups.
  - To augment resources for the sector and channelize them for housing.
  - To make housing credit more affordable.
  - To regulate the activities of housing finance companies based on regulatory and supervisory authority derived under the Act.
  - To encourage augmentation of supply of buildable land and also building materials for housing and to upgrade the housing stock in the country.
  - To encourage public agencies to emerge as facilitators and suppliers of serviced land, for housing.
- b. The head office of NHB is located in New Delhi and a regional office located at Mumbai. It has representative offices located at Hyderabad, Chennai, Bengaluru, Kolkata, Lucknow, Ahmedabad, Patna, Bhopal, Bhubaneswar & Nagpur.

### **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 provide **Video Conference Solution & Services** for NHB as described under scope of work. This includes supply, installation and commissioning of Video Conference equipment, training, procurement, support & maintenance of new VC Infrastructure and existing VC infrastructure of the Bank. The invitation for RFP document is now being issued to enable vendors to submit their responses to the Bank.
- The purpose of this RFP is to select a vendor to supply, installation and commissioning of required infrastructure & services, training and support for five years etc.
- 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,

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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 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 **Data Center [DC] at New Delhi** and **Disaster Recovery [DR] Site at Mumbai**. All the other offices are on the WAN through MPLS network. All applications, are hosted at Data Centre, New Delhi and are accessed by all offices/locations over MPLS VPN. All locations including DC and DR sites are interconnected with MPLS network. Presently the bandwidth between these DC & DR centers is 2 Mbps and all RROs are connected over 512Kbps link. The bandwidth is under upgradation at all locations.

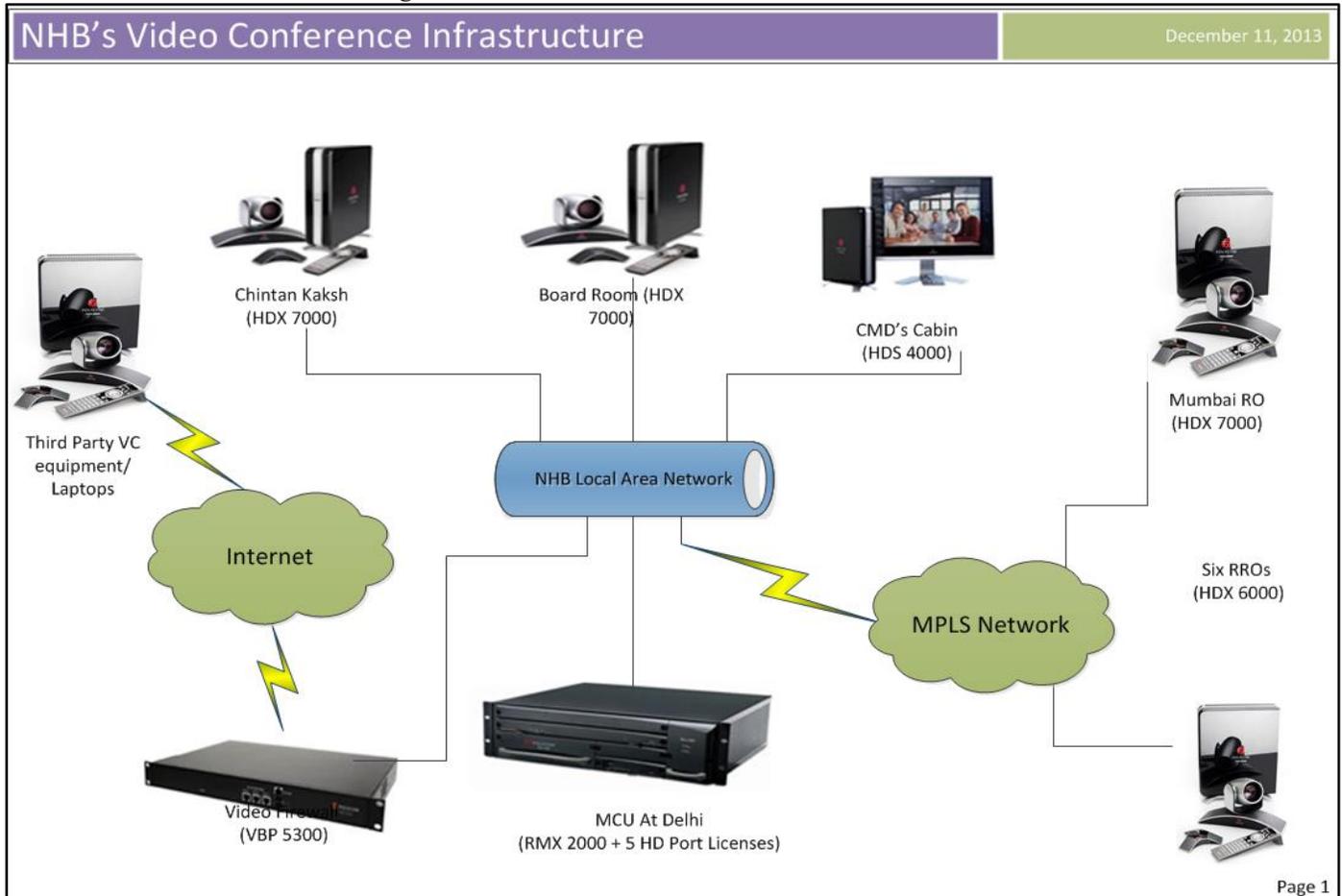
#### **Existing Infrastructure:**

- Bank has setup Data Centre for providing various IT services to Bank officers. The services include VC, SAP, Email, File servers etc. All services are information based services wherein data is transferred from one end to another. Bank has Disaster Recovery (DR) site at MRO to ensure continuous delivery of key operations.
- Bank has setup a VC infrastructure whereby all offices are connected to DC over MPLS. Bank has an MCU installed at DC. 3 VC endpoints are at Head Office & 6 VC endpoints at each RRO viz : Ahmedabad, Mumbai, Kolkata, Hyderabad, Bangalore & Lucknow. The detail of infrastructure is mentioned as under:

Sl No	Description	Location	Quantity
1.	Polycom RMX 2000	Delhi	1
2.	Polycom HDX 7000	2 in Delhi, 1 in Mumbai	(2 in Delhi + 1 in Mumbai) 3
3.	Polycom HDX 6000	RROs	6
4.	Polycom HDS 4000	Delhi	1
5.	Samsung 550 EX	Delhi	1
6.	Samsung 550 DX	Mumbai	1
7.	Samsung 320 MX 3	RROs	6
8.	Panasonic DMR EH69	Delhi	1
9.	Polycom Media Cart with standard accessories	All Offices	9

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NHB's VC Infrastructure Diagram:



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Category wise details (Serial no of components) of VC infrastructure is as under:

## Polycom Devices

Location/Device	Polycom HDX4000	Polycom HDX 7000	Polycom HDX 6000	Polycom RMX 2000 MCU 7.2.2.64
Delhi	8211380051AACJ			
Delhi		8210180C9048CN		
Delhi		8210370CC7D6CN		
Delhi				VR2110728081
Mumbai		8211120DD697CN		
Bangalore			8211350E4D80CP	
Chennai			8211350E4E2BCP	
Kolkata			8211350E4E40CP	
Lucknow			8211350E4E06CP	
Ahmedabad			8211350E4E22CP	

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Hyderabad			8211350E4D57CP	
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In continuation of above, Bank has installed a Polycom Video Firewall (VBP5300LF2) E- series at its DC location to enable VC of different endpoints at difference locations over internet. Device details are as under:

### Video Firewall:

Location/Device	Particular	S.No
Delhi	Polycom VBP 5300 LF2	5439680137FF

### Display Devices:

Location/Device	Samsung 550 EX	Samsung 550 DX	Samsung 320 MX 3	HDX 4000 Display
Delhi				0051AA20110925
Delhi	LH65TCQH3GCA000052			
Delhi				
Mumbai		ZQP6H1JB500055Y		
Bangalore			ZRVAHMWB600195A	
Chennai			ZRVAHMWB600204N	
Kolkata			ZRVAHMWB600144T	
Lucknow			ZRVAHMWB600239A	
Ahmedabad			ZRVAHMWB600267H	
HYDERABAD			ZRVAHMWB600208H	

### E. Objective

1. NHB intends to engage reputed Service Provider for supply / installation of video conference equipment for all locations/offices of the Bank and to provide support for the VC solution for five years.
2. This service includes supply, installation, commissioning of video conferencing equipment & accessories, configuration, hardening, maintenance support, integration with MCU & Video firewall at DC, monitoring and reporting, migration, training, documentation etc. with SLA binding the Bidder and service quality commitments.
3. The period of contract will be for 5 years with annual review.
4. The bidder has to provide onsite support for existing as well as new equipment/solution etc for 5 years, starting from the date of project implementation (sign off). The cost towards repair/replacement of any device covering under this RFP should be borne by bidder only.
5. 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.
6. The selected Bidder has to submit proof for back to back warranty / support for all the VC equipment (existing & proposed) for this tender.

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7. The selected Bidder to upgrade the requisite software/patches/applications regularly on the devices (Existing and New)/locations as applicable from time to time.
8. The proposed solution should have latest Polycom Technology Solutions such as Resource Manager, DMA, Recording & streaming server as applicable in the proposed solution.
9. The selected bidder is to ensure that proposed solution/devices/infrastructure is compatible with the existing VC infrastructure of the Bank.
10. The purpose behind issuing this RFP is to invite technical and commercial bids for selection of service provider for providing Video Conference Solution & Support Services.
11. 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.
12. The bidder has to implement suitable solution which will ensure that setup is done in fast, efficient & reliable manner without putting much load on the existing infrastructure.

### **F. Instruction to Bidders**

#### **1. General :-**

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.

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- 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 persons, mentioned below:

<b><u>S K Padhi</u></b> Asstt. General Manager (IT) Email : padhisk@nhb.org.in Mobile : 9717691287 Telephone : +91 - 11 - 24626383 Fax : +91 - 11 - 24649432	<b><u>Munish Bhutani</u></b> Manager (IT) Email : bhutanim@nhb.org.in Mobile : 8130498078 Telephone : +91 - 11 - 24617101 Fax : +91 - 11 - 24649432
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- 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.
- 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.
- Vendor should not have been blacklisted/debarred from participation in the bid process by any of the Govt Departments/PSU/Banks/Financial Institutes in India.
- 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.

### 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 04/02/2014 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

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will be given in the Pre-Bid meeting. Only the authorized representatives of the bidders, will be allowed to attend the Pre-Bid meeting.

### 3. Soft Copy of Tender Document

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 Hundred only) by way of ECS as described in F.12.

The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation.

### 4. Non-Transferability of Tender

This tender document is not transferable.

### 5. Erasures or Alterations

The offers containing erasures or alterations may not be considered. Any interlineations', erasures or overwriting may be considered at the discretion of the Bank only if they are initialed by the person signing the Bids .However any interlineations', erasures or overwriting in any form will not be accepted in the commercial bid. 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](http://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.
- The Bank shall not be liable for any communication gap. Further the Bank reserve the right to scrap the RFP or drop the tendering process at any stage without assigning any reason.

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### 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 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.
  - The proof of e payment of Rs. 5000/- (non-refundable) made to **NATIONAL HOUSING BANK**. (Pl refer F.12 )
  - The proof of e payment of Rs. 200,000/- (refundable) made to **NATIONAL HOUSING BANK**. (Pl refer F.12 )
  - 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 -XIII**.
  - **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** .

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- 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.

### 12. Earnest Money Deposit (EMD)

- All the responses must be accompanied by a refundable interest free security deposit of Rs. 200,000/- (Rs. Two Lacs only), by way of an e-payment in favour of **National Housing Bank**.

The Accounts details are given below:

S.No	Type	Particulars
1	Beneficiary Name	National Housing Bank
2	Beneficiary Address	Core 5A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi 110 003
3	Beneficiary Bank Name	State Bank of Hyderabad
4	Beneficiary Bank Branch Address	Pragati vihar Delhi Branch, Ground Floor, Core-6, Scope Complex, Lodhi Road, New Delhi - 110 003
5	Type of Bank Account	Current account
6	Beneficiary Bank A/C No	52142903844
7	IFCS code of Bank branch	SBHY0020511
8	MICR No	110004005

- The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in Annexure-XI.
- Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
- Request for exemption from EMD will not be entertained.
- The EMD amount of all unsuccessful bidders would be refunded on completion of the tendering process.

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- vi. Successful Bidder will be refunded the EMD amount after execution of SLA and submission of Performance Bank Guarantee for 10% of total contract value.
- vii. The EMD security may be forfeited:
  - o If a Bidder withdraws its bids during the period of bid validity
  - o If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
  - o In case of successful Bidder, if the Bidder fails to Sign the contract.

### 13. Implementation schedule

- The Bidder shall be responsible for delivery and installation of the ordered item(s) at the site and for making them fully operational at no extra charge within 6-10 weeks of the date of purchase order. Appropriate insurance to cover the ordered item(s) for the transit period and till the time of its acceptance by the Bank at the respective site is to be taken by the Bidder.
- At the discretion of the Bank, there will be an acceptance test conducted by the Bidder in presence of the Bank official(s) and/or its nominated consultant(s) after installation of complete item(s). In case of serious discrepancy in the offered equipment supplied, the Bank may cancel the entire purchase order and return the item(s) back to the Bidder at Bidder's costs and risks. The Bidder shall give acceptance of the order within two days from the date of order. Bank has right to cancel the order, if the same is not accepted within the stipulated period from the date of order. The Bank will arrange electrical points and LAN cabling required, if any, at the locations. As it is a time bound project no delay in the below schedule will be accepted by the Bank.
- Billing cycle will commence after successful completion of acceptance testing for all locations.

S.No	Purchase Order for	Delivery Schedule (From date of acceptance of Order)
1.	Delivery of hardware, software, licenses etc.	4-6 weeks
2.	Project Completion period at DC , New Delhi i.e. installation, commissioning, integration, testing of VC solution	6-10 weeks
3.	Project Completion period at RROs i.e. installation, commissioning, integration, testing of VC solution.	6-10 weeks

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- Bidder to implement the solution within **TEN WEEKS FROM THE DATE OF WORK ORDER.**
- NHB would carry out acceptance testing for a period of 7 working days.
- Billing cycle will commence after successful completion of acceptance testing for all locations under scope of work.

### **14. Performance Guarantee**

1. The selected Bidder will be required to provide a 10% of the total cost of project (Pl refer Net Cost 'X' of Annexure IX.A) as Performance Guarantee, in the form of bank guarantee from a scheduled commercial bank. The performance guarantee should be valid till at least three months period beyond the expiry of contract period.
2. For the applicable warranty/AMC/support period (as applicable) bidder has to provide PBG for the equal value for the advance payment for that year/period (as applicable).
3. Payment of 60% of total Hardware & Software cost will be made on delivery & Installation of Hardware (HW) and Software (SW) (Refer para Infrastructure Cost in Annexure IX.A) subject to submission of PBG of equal value with a validity of 3 months. The same is required to be renewed for 3 months consecutively, in case the project sign off gets delayed.
4. Payment of 40% of total Hardware & Software (Refer para Infrastructure Cost in Annexure IX.A) cost will be made after project sign-off subject to satisfaction of the Bank. However, payment of 100% of total Hardware & Software cost Software (Refer para Infrastructure Cost in Annexure IX.A) will be made after project sign-off in case 60% payment is not already claimed, as per point 3 mentioned above.

### **15. Period of Validity of Bids**

- Prices and other terms offered by Bidders must be valid for an acceptance period of 6 months from the date of submission 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.

### **16. Format and Signing of Bids**

Each bid shall be in two parts:

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- 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 authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.

### 17. Sealing and Marking of Bids

- The envelop shall be addressed to the Bank at the address given below:  
The General Manager, IT Department  
National Housing Bank  
Core 5A, 3<sup>rd</sup> Floor, India Habitat Centre  
Lodhi Road  
New Delhi – 110003
- All envelopes should indicate on the cover the name and address of bidder along with contact number.
- The Bidder shall seal the envelopes containing Technical and Commercial proposals separately.
- The envelope should be non-window and separately super scribed as **“Technical Proposal for Video Conference Solution & Support Services”** and **“Commercial Proposal for Video Conference Solution & Support Services”**, as applicable.
- **If the envelop is not sealed and marked, the Bank will assume no responsibility for the Bid's misplacement or its premature opening.**
- **Bids not sealed properly shall not considered and will stand rejected without recourse.**

### 18. 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.

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- 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.

### **19. 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.

### **20. 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 no later than the deadline for submission of bids.
- No bid may be modified after the deadline for submission of bids.
- 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 / no delivery of the bid documents due to any reason whatsoever.

### **21. 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.

### **22. 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),

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and no change in the substance of the Bid shall be sought, offered or permitted.

### **23. 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.

### **24. 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.

### **25. 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 equipment, 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 offered solution at Bank's Head Office and 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 equipment 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.

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- 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 product /service quoted individually be of one OEM /make.
- All the VC equipment will be covered by a comprehensive on-site OEM warranty of 1 year from the date of installation. All the Software Components will be covered by a comprehensive OEM Subscription of 1 year from the date of installation. The warranty of Hardware & Software will be renewed every year as per contract terms & Bill of Material (Annexure III).
- Date of implementation of project shall be date of the sign-off. The same date shall be considered for renewal of support services etc, if applicable.

### 26. Price Variation

- The commercial offer shall be on a fixed price basis. No price variation relating to increases in customs duty, excise tax, other taxes, foreign currency price variation, etc will be entertained during the first year of contract w.e.f. the date of work order issued to the final successful bidder.
- However, for subsequent orders (2<sup>nd</sup> year onwards) during the contract period, Bank acknowledges that some specified Items may dependent on imports. Bank agree that the prices quoted shall be increased or decreased if the ERV (as defined below) is more /less than 10% by applying such percentage which is in excess /less of 10% of Reference Rate.
- The exchange rate variation (ERV) percentage shall be calculated as a percentage increase / decrease signified by the difference in the Current Rate and the Reference Rate over the Reference Rate, calculated as follows:

$$\frac{\text{Current Rate} - \text{Reference Rate}}{\text{Reference Rate}} \times 100$$

#### NOTE:

- "Reference Rate" is RBI's Reference US\$ exchange rate on the date of opening of Technical bids. This rate will be recorded in presence of all the bidders present on the date of Technical bid opening and will be applicable for ERV calculation required for processing of purchase orders made w.e.f. 2<sup>nd</sup> year of contract year, as mentioned above.
- "Current Rate" shall mean RBI's Reference US\$ exchange rate on the date of Purchase order (or the date of immediately preceding business day in case Forex markets in India are closed on the date of purchase order) issued by the bank to the vendor after the end of 1<sup>st</sup> year of contract period.

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- In case the ERV % is less than or equal to 10%, then there will be no change in the quoted prices. If the exchange rate variation (ERV) is more than 10%, then price for Specified Items shall stand increased / decreased by the ERV% in excess of 10%, inclusive all taxes.
- The current rate will be taken from the RBI's website on the date of issuance of purchase order and will also be mentioned in such purchase orders (issued after the end of 1<sup>st</sup> year of contract period) for reference.
- Accordingly, the sale price duly adjusted in accordance with above provisions shall be invoiced to the Bank.

### **27. Order Cancellation**

The Bank reserves the right to cancel the purchase order in the event of one or more of the following situations:

- Delay in supply, installation, integration and maintenance of Hardware, Software & related equipment, completion of project beyond the specified period.
- Deviations of the equipment for solution proposed from those mentioned in the RFP including non-integration of these equipment with Bank's infrastructure as mentioned in Scope of Work above to the satisfaction of the Bank.
- In the event of order cancellation the Bidder shall be responsible to take back the faulty equipment at their cost & expenses. In the event of cancellation of order, the Bank shall also invoke the Performance Bank Guarantee (PBG) submitted by the bidder.

### **28. Timely availability of Support Services**

The vendor should have proper and adequate support mechanism in place at New Delhi and Mumbai to provide all necessary support under this project.

### **29. Manuals and Drawings**

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

### **30. Bid Evaluation**

- The Bank may use the services of external consultant for normalization of bids and evaluation of bids

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- 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 weightage 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.
    - 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.
    - Figures mentioned in words will be treated as final in case there is mismatch between price quoted in figures and price quoted in words.

### **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 means 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.

### **33. Terms and Conditions of the bidding firms**

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.

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### **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.

### **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. Banned or Delisted Supplier:**

The bidder has to give a declaration that they have not been banned or delisted by any Government, Quasi Government agencies, PSUs or PSBs and its subsidiaries. If a bidder has been banned by any Government, Quasi Government agencies, PSUs or PSBs and its subsidiaries, this fact must be clearly stated. If this declaration is not given, the bid will be rejected as non-responsive. This declaration will be submitted along with the Technical Bid

### **39. Packing:**

Packing of all the materials shall conform to the requirements of the carriers.

### **40. Inspection and Test:**

The inspection shall be carried out by GM-ITD or his authorized representative. NHB shall have the right to inspect and/or to test the material to confirm their conformity with the contract and in case any inspected /tested goods fail to perform to the specifications, the purchaser may reject them and the supplier shall either replace the rejected goods or make alteration necessary to meet the specifications free of cost to the purchaser.

### **41. False / Incomplete statement:**

Any statement/declaration made by the tenderer, if proved wrong or false or incomplete or such as to withhold any information relevant to the award of the tender, at any stage of the tender or in the event of his tender having been accepted at any stage of the

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contract, shall render his/their tender(s)/contract(s) liable to be cancelled/rescinded, in addition to the followings:

- a. If such statement is found at the tender stage, his total earnest money shall be forfeited and tender will be summarily rejected.
- b. In case such a statement is found at the contract stage appropriate action as decided by the Bank shall be applicable.

### **G. Scope of Work**

#### **1. General :**

- The broad Scope of Work required to be implemented in the project are listed as below:

The RFP is intended for procurement of:

1. Implementation of new VC infrastructure with 5 year back to back OEM support. (Refer Annexure IX).
2. Back to back OEM support for existing VC infrastructure (Refer clause D.Present setup) of the Bank for 5 years and its integration with the proposed VC setup.

- The Bidder shall be responsible for implementation of the VC infrastructure at all Bank's Locations as per Annexure X and future locations as per terms of this RFP.
- The Bidder shall be responsible for Supply, Installation, Integration, Rollout, Operational configuration, failover testing and Maintenance of total solution for implementation of VC solution in the Bank. The Bill of Material (BOM) has already been freeze and provided in the document.
- Complete end to end implementation of the solution including hardware, software etc.
- Bidder shall be responsible for setting up VC infrastructure for enabling Video Conference between NHB endpoints and over internet to external parties.
- Bidder will optimize existing VC setup and will implement the new VC equipment such as Dual Manager/Resource Manager, Access Director, Recording server, end points, accessories, cameras etc and integrate it with existing VC setup comprising MCU/endpoints etc. Vendor will ensure compatibility of Hardware & Software and will be responsible for resolving any issue arising off above.
- Bidder shall configure & test the Dual Manager, Recording Server, Access Director, Cameras etc at Bank's Delhi location. The HDX end points alongwith accessories shall be configured and tested at respective location of delivery.
- 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 centers

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where video conferencing equipment is to be installed is enclosed at Annexure-X.

- The bidder shall provide the architecture of the proposed solution including features and functionality designed to minimize impact on network bandwidth.
- The bidder shall be responsible for ensuring that the VC setup is configured based on optimized configuration setting based on bank's existing infrastructure.
- The offered solution should have the capability of implementing and supporting all latest Audio/Video communication protocols and is future ready to adopt integration with prevailing international standards of communication.
- The bidder shall be responsible for free of cost upgradation for VC software in the Bank as and when the same arrives in the market during the contract period. The same is to be affected with 15 days of its availability from OEM. This also includes upgrading software for all VC equipment, including existing Polycom VC equipment, so that all setup is in line with the latest offering from OEM.
- The bidder shall be responsible for implementing & configuring the VC solution across all NHB locations. The bidder has to ensure that the solution do not put unnecessary load on the existing bandwidth so that applications (present or future) using the same network do not suffer/lag during Video Conference.
- Bidder will provide testing of all VC scenarios possible between NHB endpoints/mobile devices with external parties over bank's intranet and internet. Resolution of any issues arising during the same will be provided by the bidder.
- The Bidder shall manage & provide on-site support for the complete VC Infrastructure & solution including hardware, software etc. for a contract period of 5 years.
- The successful vendor will enter into contract with the bank for supply of video conferencing equipment as per models and specification approved by the Bank. For additional/on-demand supply of VC equipment, amongst the proposed VC equipment list, during the contract period, the quoted rates as per commercial bid will prevail (Refer clause F.15 & F.26).
- The accessories associated for the equipment should also be specified.
- Any delay in providing support may lead to levy of penalty or cancellation of contract as per Penalty clause mentioned in this RFP document.
- After sales support and maintenance of the complete system to provide prescribed uptime. The bidder is to ensure that the OEM support service for VC equipment in the

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proposed solution is available for tenure of at-least 5 years from the date of signoff. In case of any support/software/equipment issue, Bidder shall not only inform the Bank beforehand but also shall provide the replacement solution/equipment of same/advanced model at no cost to Bank.

- The bidder shall be responsible for re-installation, relocation, configuration/Re-configuration/Tuning of new/existing hardware/software for operational and failover testing of VC solution.
- The bidder shall impart training to the Bank's identified ITD officials, at Delhi on the following areas:-
  - Deployed Solution Architecture and flow
  - Configuring VC solution (HW/SW).
  - Functionalities & configuring of Dual Manager
  - Functionalities & configuring of Access Director
  - Functionalities & configuring of Recording & streaming server
  - Any other IT level feature which deemed necessary to use the proposed VC solution
  - Basic user level troubleshooting
- Training infrastructure would be provided by the Bank at Head office. The bidder will have to ensure that training is imparted in a professional manner through qualified personnel's and Course materials would have to be provided for the same.
- Vendor will also arrange to train atleast one officer of the bank at RRO's delivery locations regarding operations of the VC equipment at no cost to Bank.
- The bidder shall be responsible for generation and submission of necessary documents required during various phases of project viz. planning, installation, commissioning, rollout, acceptance testing, project diagrams and other reports etc. All such documents shall commence only after the same is approved by Bank.
- The bidder should provide a detailed pert/activity chart with project plan in terms of activity and phase wise timelines (no. of days required) required for executing the project with the details of deliverables and milestones including the delivery of components for VC solution. The bidder shall inform the name of the project manager who would be the single point of contact during the complete project implementation.
- The bidder shall review the current VC setup of the Bank and should recommend the best practices/configuration as per current industry standards to augment and implement the new VC setup within the Bank.
- The bidder shall provide detailed drawing of the installed setup after completion of the

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project. This will also include the printout/soft copies of important configuration settings of the VC equipment.

- The bidder should provide a detailed plan on the support for the VC solution to maintain the uptime of 99.50% availability of complete VC infrastructure. The same is to be calculated on quarterly basis.
- The Bidder shall be responsible for all patches/updates required in the offered & existing VC solution for smooth implementation of the project without any extra cost to the Bank.
- 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.
- Bidder will inform the various infrastructure requirements to the Bank which have to be provided for commissioning and smooth commissioning of the equipment.
- The bidders shall utilize the existing hardware and software operational at Bank's locations hardware to the extent possible.

**Note:-**The technology partners, including OEM will be required to submit an undertaking, explicitly stating their commitment to provide full technical, spares, MAF, operational and maintenance support to Bank during the warranty and AMC period.

- The successful bidder would need to configure the following as a part of the execution plan. In case any other configuration is required for a successful implementation, the bidder would have to include it as a part of his execution plan. The proposed Architecture and Sizing of the hardware for VC solution is detailed below.
- The VC solution should be scalable and free from any restriction of including other OEM VC solutions/equipment/MCUs/endpoints thus catering to such future needs of the Bank.
- Bidder will be responsible for proactively monitor the overall health of the solution during first 2 months of implementing the solution at Delhi. The associated engineer is required to visit onsite on fortnightly basis to proactively check any cracks in VC infrastructure and its capability. Bidder shall be responsible for arranging for resolution of issues, if any, during the five years of AMC.
- The Bank has present requirement of augmenting existing VC landscape. The complete Bill of Material has been given in "**Annexure III**".
- Though the sizing and architecture has been finalized by the Bank, Bidder must own the

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same and should get it vetted from the OEM for the specific Sizing Parameters and Architecture given above and suggest changes required, if any, to meet the objective outlined in this document.

- The additional BOM, if required, be quoted as optional in Technical & Commercial Bids. The offered solution should meet the Bank's requirement for a period of 5 years and there should not be any performance related issues.
- The hardware should be scalable in all technical and functional aspects. If the bidder feels that it would need to provide for additional hardware or/and software towards the superiority of overall solution, they should raise the query during the pre-bid meeting. All hardware should also be compliant to 64 bit architecture & must be IPv6 ready.
- The hardware supplied by the bidder should be robust and reliable, as per technical specifications. Bidder should also specify the lifetime of hardware. The bidder must guarantee that all equipment delivered are brand new. Further all software to be supplied/delivered and installed must be of latest version.
- The equipment will have to be supplied with all the manuals/guides in electronic form and/or printed booklet(s) as provided by the respective Original Equipment Manufacturers. All the manuals/guides should be in English only.
- Vendor will ensure that existing solution is patched/updated and is compatible in all respects with the proposed solution. The same shall be treated as a part of new implementation post sign off provided by the bank on successful implementation. Vendor shall submit documentary evidence to this effect compulsorily showing that the support for existing VC equipment is backed by OEM.

### **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

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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 minimum eligibility criteria, as enumerated below, will be rejected and will not be considered for evaluation of technical bid. The proposal should adhere to the following minimum eligibility criteria:

1. The Bidder should preferably be a Firm/Company/Public Sector undertaking/Govt. Company incorporated in India and should have 5 years' experience in implementation of VC solution.
2. The Bidder should have experience of already successfully implementing MCY based Polycom VC Solution in at least one Public Sector Bank/Financial Institution/PSU/ Government organization in India. The bidder should submit details like name of contact person, along with his phone number for above projects.
3. The bidder should be a VC solution provider/VC system integrator for last five consecutive financial years in India. Such system integrators should have back-to-back support agreement with OEM and should be an accredited service-partner of the OEM. Such bidders should submit a letter of authorization and an accreditation certificate from the OEM (M/s Polycom).
4. Bidder should have a valid AMC Contract for at least 2 customers having implemented Hardware based MCU of 10 Ports or above and 12 Endpoints.
5. Bidder should have implemented at least one Polycom MCU based video conferencing project alongwith facilitating VC amongst Desktop/Laptop/Mobile

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devices etc.

6. The Average turnover of the company should be atleast Rs. 100.00 crores for the last three financial years.
7. The bidder should be a company with positive networth for last 3 consecutive financial years.
8. The bidding Company should have a valid ISO 9001 and ISO 27001 certificate.
9. The Bidder should have direct support office at Delhi & Mumbai and should be able to provide support and maintenance for the offered solution (directly or through channel partner/resident support offices) at all NHB locations. The bidder should be able to provide such support services as per resolution matrix (Annexure XIV). Documentary proof to be submitted along with the bid. Bidder should also have its own Toll Free Number for Complaint Logging and Management across India.
10. The bidder must submit the OEM/Manufacture Authorization form (MAF) letter as per Annexure XIII for quoting and support for warranty period and AMC for this tender, failing which the bids may not be taken for further evaluation.

### Note:

- ✓ **The bidder must submit the Compliance and Deviation Statement as per Annexure - IV, failing which the bids may not be taken for further evaluation.**
- ✓ **Vendor must 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.**
- ✓ **Along with the above the bidder has to provide the Manufacture Authorisation Form (MAF) as per Annexure - XIII from the OEM for this tender and also , failing which the bids may not be taken for further evaluation.**

### 3. Evaluation of Technical Bids

- i. Minimum Eligibility Criteria bids received from the Bidder will be opened in the presence of representatives of the bidders who choose to be present as per the schedule notified by NHB. A detailed analysis will be subsequently carried out by NHB. Based on responses to 'Minimum Eligibility Criteria', Bidder will be short listed for technical evaluation further.
- ii. 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

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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**

S.No	Criteria	Criteria Points	Max Criteria Marks
1	The bidder should have implemented minimum 1 MCU based VC solution with Polycom Equipment/Components. (Only last 3 years contracts will be considered for points award) <ul style="list-style-type: none"> <li>For 3 or more in Govt. Sector / PSU/Banks/FIs/LC in India</li> <li>For less than 3 Govt. Sector / PSU/Banks/FIs/ LC in India</li> </ul>	10	Max Marks 10
		05	
2	Satisfactory Services Certificate by atleast one Client where VC implementation project was carried out. The certificate should be current and valid & specific to Polycom Equipment/Components) <ul style="list-style-type: none"> <li>Satisfactory Services Certificate by 3 or more Clients</li> <li>Satisfactory Services Certificate by less than 3 Clients</li> </ul>	10	Max Marks 10
		5	
3	Track of being in the VC Business for at least 5 years: <ul style="list-style-type: none"> <li>Being in the Business for more than 7 years</li> <li>Being in the Business for 5 to 7 years</li> </ul>	10	Max Marks 10
		05	
4	Polycom OEM certified engineers (List to be provided alongwith relevant certificate) <ul style="list-style-type: none"> <li>5 &amp; above Polycom (OEM) qualified person</li> <li>≥3 &amp; &lt;5 Polycom (OEM) qualified person</li> <li>≥1 &amp; &lt; 3 Polycom (OEM) qualified person</li> </ul>	10	Max Marks 10
		07	
		03	
5	VC Implementations (MCU based) done in distinct cities/towns, (Only last 3 years contracts will be considered for points award): <ul style="list-style-type: none"> <li>At &gt; 50 or more distinct cities/towns</li> </ul>	15	Max Marks 15
		10	

## Request for Proposal: VC Solution & Services: National Housing Bank

	<ul style="list-style-type: none"> <li>At &gt; 25 and ≤ 50 distinct locations cities/towns</li> <li>At ≥ 10 and ≤ 25 distinct locations cities/towns</li> </ul>	05	
6	MCU based VC solution Implementation done comprising of OEM Polycom make equipment only: <ul style="list-style-type: none"> <li>Yes</li> <li>No</li> </ul>	05 00	Max Marks 05
7	Technical & Qualified Manpower - Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in implementing VC projects - List to be provided with their qualification (PF/ESI documentary evidence to be submitted) <ul style="list-style-type: none"> <li>25 &amp; above Qualified &amp; Experienced Engineers</li> <li>≥ 10 &amp; &lt; 25 Qualified &amp; Experienced Engineers</li> <li>≥ 6 &amp; &lt; 10 Qualified &amp; Experienced Engineers</li> </ul>	10 07 05	Max Marks 10
8	Average Turnover (Rs In Crore) for Last 3 years <ul style="list-style-type: none"> <li>&gt; 500</li> <li>&gt; 200 and ≤ 500</li> <li>≥ 100 and ≤ 200</li> </ul>	10 07 05	Max Marks 10
9	Presentation on Proposed VC Solution comprising detailed plan of implementation, bidder's capability in terms of back-end technical resources to support on-site resources and bidder's complaint escalation structure. <i>Bank may independently verify the facts by way of site visits and customers feedback.</i>		Max Marks 20

### Note:

- Bidders have to provide copies of supporting documents against each criterion mentioned above, without which bid may be rejected.
- Technical Bids receiving a total score greater than or equal to a score of 60 out of Total 80 marks (Excluding the marks for presentation) will be eligible for making presentation.
- The minimum qualification score for the Technical Bids would be 80 (cut-off marks) out of Total 100 marks (Including marks for presentation).

### 5. Financial Bid Processing

Only firms successfully qualifying the requisite criteria of the Technical Bid process would be considered eligible for the Financial Bid Round. The evaluation of the Financial Bids would be as follows:

#### Final Processing:

- Proposals would be ranked according to their commercial evaluation.(Refer Annexure IX)

## Request for Proposal: VC Solution & Services: National Housing Bank

- Financial bid with lowest value of commercial evaluation will be called for negotiation, if required. The work order will be issued to such successful final bidder accordingly.
- The Bank reserves the right to revise the evaluation criteria, methodology, distribution points and weightage; 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. 5000/-. Bidder has to necessarily deposit Rs. 5000/- (Rs. Five Thousand Hundred) in the envelope of 'Technical Proposal', (Pl refer F.12). Any bid received without the proof of e payment 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**

- i. The Price quoted by the Bidder should include all type of costs.
- ii. The price should be valid for full contract period of five years.
- iii. The price should be inclusive of all taxes, duties, levies charges, transportation, insurance, octroi etc.
- iv. 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. Any price variation is accepted subject to clause F.26.
- v. Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
- vi. Based on the contracted rates, NHB will place order annually after performance review of the previous year.
- vii. For any future purchase of VC equipment, order will be placed at the contracted rate as mentioned in the Commercial Proposal & as per applicable terms of this RFP. If the same equipment is not available, an equivalent equipment of same or higher configuration, facilitating the expected VC services, will be provided at no additional cost to the Bank.

## **Request for Proposal: VC Solution & Services: National Housing Bank**

Failure to do so will attract terms of penalty & termination of this RFP at discretion of the Bank.

### **4. Acceptance**

The acceptance test will be carried out as per Acceptance Test Plan [ATP], which will be issued. The solution 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**

Any payment will be released only after submission of PBG (Pl refer F.14) & post-signing of SLA.

Payment terms are as follows:

1. 60% of total Hardware & Software cost on delivery & Installation of Hardware(HW) and Software(SW) (Refer para Infrastructure Cost in Annexure IX.A) subject to submission of PBG of equal value with a validity of 3 months. The same is required to be renewed consecutively for 3 months, in case the project sign off gets delayed.
2. 40% of total Hardware & Software cost (Refer para Infrastructure Cost in Annexure IX.A) after project sign-off subject to satisfaction of the Bank, however payment of 100% of total Hardware & Software cost will be made after project sign-off, in case 60% payment is not claimed as per point 1 mentioned above.
3. One time implementation charges will be released only after complete implementation / configuration and acceptance cum sign-off of VC Solution Project.
4. The annual AMC for Hardware shall be paid by NHB on quarterly basis at the end of each quarter. The quarterly AMC charges may be paid in advance only after submission of PBG of the equal value valid till the applicable period of services.
5. The annual on-site support charges (Hardware & Software) shall be paid by NHB on quarterly basis at the end of each quarter. The quarterly AMC charges may be paid in advance only after submission of PBG of the equal value.

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

## Request for Proposal: VC Solution & Services: National Housing Bank

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 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

## Request for Proposal: VC Solution & Services: National Housing Bank

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 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.

## Request for Proposal: VC Solution & Services: National Housing Bank

- The Commercial and Technical bids will have to be signed on all pages of the bid by the authorized signatory. Unsigned bids would be treated as incomplete and would be rejected.
- 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

#### A. Termination Clause

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

- i. Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
- ii. Bidder fails to perform any other obligation(s) under the contract.
- iii. 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.
- iv. However either party, in the case of termination, will give 3 months notice to the other party.
- v. The Bank, at its discretion, may terminate the contract by giving written notice to the bidder if the bidder fails to implement the project after elapsing 10 weeks from the target date of project implementation, due to any reason.
- vi. 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.

#### B. Penalty Clause

## Request for Proposal: VC Solution & Services: National Housing Bank

The Bank shall have the right to impose penalty on vendor as under:

- i. In case of late delivery of equipment/solution, the bidder will be liable to pay a equal to 0.5% of the value of undelivered / Uninstalled portion of the order value for every week of delay beyond the scheduled delivery date by way of liquidated damages. Cap on liquidated damages shall be 5% of the undelivered/uninstalled value of the order. In the event of non-provisioning of service/delivery of equipment at any location/office even after extension of delivery date, Penalty at 1 % of the order value will be charged for every week's delay w.e.f. extended scheduled delivery date subject to maximum of 20%.
- ii. In case of any problem in the solution and/or systems (Hardware & Software) during its AMC/support period post installation, 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 project subject to maximum of 10% of the cost of the project. Delay of more than 10 days in this regard may lead to cancellation of contract at Bank's discretion followed by forfeiting all charges due, invoking of PBGs submitted, EMD amount deposited to Bank.
- iii. The Bank, at its discretion, may terminate the contract by giving written notice to the bidder if the bidder fails to implement the project after elapsing 10 weeks from the target date of project implementation, due to any reason. In case of termination, Bank may forfeit the EMD money deposited by the bidder along-with invoking PBGs submitted by the vendor. Post termination, no claim, whatsoever, from the bidder shall be entertained by the Bank.
- iv. The Bank expects an uptime of 99.5% for the complete solution on monthly basis. In case the uptime is not maintained with the uptime as stipulated, Bank shall charge the penalties as under:

Per site Uptime/ system availability	Penalties (on monthly basis)
>= 99% & < 99.5%	5000/-
>= 98% & < 99%	10000/-
>= 97% & < 98%	25000/-
< 97%	50000/-

- v. 100% uptime means the equipment is working properly upto the satisfaction of bank during the working hours of the Bank at respective locations, i.e. 40 Hrs/week [10AM to 6PM and 5 days a week (Monday to Friday)].
- vi. The downtime will be calculated on weekly basis and measured w.e.f. 4 hours from the time of raising of complaint/ticket to the vendor by phone/email. Subsequent, the down time will be calculated inclusive of non-working hours.
- vii. The Bank reserves the right to invoke the PBG and forfeit the entire amount in case the uptime is not maintained properly.

## **Request for Proposal: VC Solution & Services: National Housing Bank**

### **Exclusions**

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

- Schedule maintenance by the bidder with prior intimation.
- Force majeure events including on site power failures.

### **2. 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.

### **3. TAXES**

The Quoted price/cost/amount should be inclusive of all Taxes and all charges like installation, labor, octroi etc. (Refer F.15 & F.26)

### **4. GOVERNING LAWS AND DISPUTES**

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.

### **5. 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.

### **6. 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

## **Request for Proposal: VC Solution & Services: National Housing Bank**

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.

### **7. 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.

### **8. 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. Bank will enter into a service contract with successful bidder for a period of 5 years from the date of implementation of solution which will be reviewed on yearly basis and on satisfactory performance the same will be renewed for the subsequent years at Bank's discretion.

### **9. WARRANTY**

#### **i. Software Support\***

The Bidder shall provide all the updates, patches etc. without any extra cost to the Bank.

#### **ii. Hardware Warranty\***

The solution must include comprehensive on-site warranty, covering all parts, for minimum 3 years period starting from the date of installation and acceptance of the system by the Bank. This includes updation of latest updates/patches of software as and when released by the OEM of equipment and Software will be supplied by the bidder.

The Bidder shall be fully responsible for the warranty of all equipment, accessories, spare parts, software, etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or Bidder any defect that may develop under normal use of supplied equipment during warranty period. During the Warranty period of equipment, bidder shall not assign any kind of maintenance like hardware, software, upgradation etc. related to these equipment to any third party.

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Warranty should not become void if the purchaser buys any other supplemental hardware from third party and install it with/in these machines. However, the warranty will not apply to such hardware items installed.

### **\*Warranty should cover the following:-**

- ✓ Service support should be available on 24\*7\*365 basis.
- ✓ The complaint should be resolved at the earliest with following uptime and conditions –
- ✓ Complaint must be rectify at the earliest of receipt of complaint to maintain uptime of 99.5% per month.
- ✓ Warranty should cover updates/maintenance patches/bug fixes (available from the original software Bidder) for system software & firmware patches/bug fixes, signatures, if any, for hardware.
- ✓ The bidder should provide onsite preventive maintenance on quarterly basis. However, engineer shall visit onsite on fortnightly basis for proactive health check of VC equipment at Delhi.
- ✓ The bidder shall obtain written acknowledgement from the Bank after completion of warranty period for successful sign off of warranty period.

### **iii. Annual Maintenance Contract (AMC)**

After expiry of the 1 year warranty period, Bank may enter into a contract with the Bidder(s) for Post Warranty Support required for proper maintenance of VC Equipment supplied by them as per Bill of Material and quoted AMC prices. The Bidder(s) must undertake to provide support with back to back OEM warranty/support for all equipment and arrange for spare parts during the 5 year contract period. The AMC shall include similar support for the hardware and software as provided under warranty. The preventive maintenance of the supplied hardware equipment is to be done once in three months. All the tools, test equipment and fixtures etc. (If any) required for the onsite comprehensive maintenance of equipment, shall be provided by the bidder.

The bidder shall not outsource the maintenance work assigned by the Bank, to any third party and shall arrange attending of all complaints registered by the Bank officials through its own service/support infrastructure only.

The payment for AMC charges shall be released to the Bidder on quarterly arrear basis as described in payment terms. The quarterly AMC charges may be paid in advance only after submission of the PBG of the equal value valid till the applicable AMC period.

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The Bank reserves the right to terminate the comprehensive AMC/Support by issuing one month's notice to the bidder, if the services rendered by the bidder are found dissatisfactory. In that case, the bidder will refund the proportionate amount of AMC for the rest of the period of the AMC, if any.

Not following all that is mentioned above, the Bank reserves the right to outsource the hardware maintenance work to a third party or the Bank may decide to perform the same through its internal resources.

Whatever the case may be (either third-party maintenance or maintenance through internal resources), the Bidder(s) shall provide requisite maintenance training, technical know-how, and expert assistance to the persons and/or agencies, duly authorized by the Bank for this purpose. The responsibilities of the bidder during the AMC period are same as mentioned above in the section "Warranty". Any problem relating to the pre-loaded OS/ other software etc shall be attended by the bidder and reloading of such software shall be the responsibility of the bidder.

### iv. Support

The bidder is required to provide sound after-sales service/support by arranging timely attending of calls received from the RROs where the VC equipment, Software & related hardware have been supplied & installed; and problem rectification through competent service engineers. The desired support time should be uniformly maintained at all the sites. To meet up time the Bidder has to maintain sufficient inventory of spare parts/equipment at all the support centers to avoid unnecessary delay in obtaining the spare parts/equipment.

The bidder must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses and names etc. of its service engineers. The bidder is required to provide 24x7x365 after-sales service/support for the complaints received from the bank. The following resolution matrix should be adhered to:

Situation	Expected response of Service Provider
Catastrophic business impact: Complete loss of a core (mission critical) business process and work cannot reasonably continue Needs immediate attention	1st call response immediate · Our Resources at Your site as soon as possible. · Continuous effort on a 24x7 basis · Rapid Escalation within OEM to Product teams · Notification of Our Senior Executives
Critical business impact: · Significant loss or degradation of services. · Needs attention within 1hour	1st call response in 1 hour or less · Our Resources at Your site as required. · Continuous effort on a 24x7 basis · Notification of Our Senior Managers
Moderate business impact:	1st call response in 2 hours or less

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· Moderate loss or degradation of services but work can reasonably continue in an impaired manner. · Needs attention within 2 Business Hours	· Effort during Business Hours
Minimum business impact: · Substantially functioning with minor or no impediments of services. · Needs attention within 4 Business Hours	1st call response in 4 hours or less · Effort during Business Hours only

### v. Spare Parts

Bidder shall ensure availability of spare parts for the supplied VC equipment i.e. Hardware & Software for a minimum period of five years from the time of their acceptance. Thereafter, Bidder shall give at least twelve months' notice prior to discontinuation of support services, so that the Bank may order its requirements of the spares, if desired. If any of the peripherals, components like expansion cards, memory etc., are not available or difficult to procure or the procurement is likely to be delayed for replacement, the replacement must be carried out with Peripheral/component of equivalent capacity or higher capacity at no additional charges to the Bank, within the stipulated time as mentioned in the section 'Warranty' above. However, lower capacity of such replacement shall be permitted by the Bank on case-to-case basis subject to practical limitations of VC equipment, Hardware & Software for which such replacement is required.

### vi. Failure of equipment

If, during the contract period, any VC equipment fails to function properly due to any reason except force majeure event or if the equipment has been repaired for two or more times in a quarter, the bidder shall arrange replacement of the same by new equipment of equivalent or higher configuration, at no cost to the Bank.

### vii. Upgradation of equipment

During the contract period, if OEM i.e. Polycom declares End of Support of any of the VC equipment/accessories (Existing & proposed in this RFP) in lines with evolution/replacement of technology/equipment. The bidder shall inform the Bank immediately and will arrange to replace the existing equipment with the new version of equipment across NHB locations, within 6 weeks of intimation to Bank. The same shall be installed, configured and put into use up-to the satisfaction of the Bank. Bidder will provide requisite training for such equipment to designated NHB's IT officers at Head office. Any delay in same will attract penalty as per penalty clause of this RFP. Failure to do so may lead to termination of the contract as per terms of this RFP at the discretion of Bank.

### viii. Suspension of Work

The Bank reserves the right to suspend and reinstate execution of the whole or any part of the work without invalidating the provisions of the contract. The Bank will issue orders for suspension or reinstatement of the work to the Bidder in writing. The time for completion of the work will be extended suitably to account for duration of the suspension.

**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.

**11 Guarantees**

Bidder should guarantee that the VC Equipment, Hardware & Software delivered to the Bank are brand new & of latest version.

**Annexures**

## Request for Proposal: VC Solution & Services: National Housing Bank

### 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. <b>Registration Certificate to be enclosed</b>	
5.	Address of Registered Office with contact numbers [phone / fax]	
6.	PAN No	
7.	<b>Contact Details of Bidder authorized to make commitments to NHB</b>	
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 VC Solution	Yes / No / Comments (if option is 'No')
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)

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15.	Please mention turnover and Net Profit/Loss for last three years and include the copies of Balance Sheet in support of it.	Year	Turnover	Net Profit/Loss(-)
		2010-11		
		2011-12		
		2012-13		

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

**Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

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## 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	
		Project 1			
		Project 2			
		Project 3			
		Total number of projects executed with Polycom MCU.			
10.	Details of minimum three major VC projects during past 5 years.	Name of the customer & Contact information	OEM of the products	No. of years in use	
		Project 1			
		Project 2			
		Project 3			
		Service Parameters :			
14.	No. of qualified & OEM Certified engineers employed	(Furnish the qualification details with number of engineers under each qualification)			
15.	Availability of centralized help desk	Yes / No			

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16.	Number of own support centers of the Vendor in India		
17.	Details of Reference Sites	Customer name	No. of years the customer is using Video Conference
18.	Reference site 1		
19.	Reference site 2		
20.	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)	
21.	List of Franchisee Support Centers/Channel partners 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)	
22.	Names of the Video Conference projects currently implemented/managed (mention the names of the companies with location of their Head Office)	1. 2. 3.	
23.	Name of the Bank / large financial Institutions / Government organization for whom Video Conference Facility is provided and is being maintained	1. 2. 3.	
24.	Support center 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:

## Request for Proposal: VC Solution & Services: National Housing Bank

### Annexure - III

#### Part - I

- **General Features**

Sl No	Features	Specifications	Complied (Yes / No)
1.	User-friendly 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 participants between Conferences or create sub Conferences for private conversation.	
2.	WAN interface	Support for various WAN interfaces	
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 user requirement. The camera module and microphones should have omni-directional coverage of 360 degrees.	

## Request for Proposal: VC Solution & Services: National Housing Bank

- Bill of Material (BOM)

### Hardware Requirement:

S. No.	Description of Hardware	Qty	Location
1.	VC endpoint (HDX 6000) with accessories (camera, remote etc), Display Unit & Trolley for RROs	4	Bhopal, Patna, Bhubaneswar, Nagpur
2.	Gatekeeper & Schedule (Dual Manager)	1	Delhi
3.	Access Director (RPAD)	1	Delhi
4.	Recording & Streaming Server (RSS)	1	Delhi
5.	5 Full HD MCU Port Licenses	1 set of 5 Licenses	Delhi
6.	Eagle eye director with one camera	2	Delhi

*NOTE:-The Bank shall not bear any cost towards cables, installation equipment etc. required during the installation of above equipment. Vendor may process the requirement analysis and may visit Bank's premises, if required.*

### Part - II

#### Technical Specification Details: -

#### 1. VC endpoint (HDX 6000) specification for Regional Representative Offices

The proposed video conferencing system must be High Definition 720p equipment & 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 equipment installed.

#### Specification:

S. No.	Technical Specifications	Compliance	Remarks
1	System		
	The proposed system must support PAL with a PTZ camera, microphone array with mute button on the mic, wireless remote control, etc. The codec must be based on industry standards wherever possible such as the H.323 and SIP umbrella standards for IP-based audio/video.		
2	Video Standards and Protocols		
	Support for video protocols like H.261, H.263, H.263 ++, H.264		
	Support for people + content using standards based H.239 and BFCP over SIP. Must also support audio from PC used for content sharing.		
3	Inputs (Video/Audio)		
	1xHD input for connecting main HD camera		

## Request for Proposal: VC Solution & Services: National Housing Bank

	1xDVI-I input for connecting PC/Laptop to share HD content		
	1xMic input		
	1x3.5mm stereo mini (PC Audio) i.e. for connecting PC/Laptop audio		
4	Outputs (Video/Audio)		
	1xHDMI connecting to main monitor		
	1xRCA for main monitor audio out or to external speaker system		
5	Network Interface		
	Should have 1 port 10/100/1000 auto NIC (RJ-45)		
	The system must support H.323 and SIP at 2Mbps		
	System should support standards based lost packet recovery feature for H323 calls, QOS IEEE 802.1P/Q and reconfigurable MTU Size.		
	System should also provide support for NAT and firewall traversal		
	Support for Microsoft OCS 2007 integration, MS ICE and MS Lync		
6	Camera		
	1/3" CMOS/CCD		
	12x optical zoom, Auto Focus		
	Upto 70 degree or more Horizontal Field of View		
	Upto 40 degree or more Vertical Field of view		
	Pan should be + 100 to - 100 degrees		
	Must have tilt range of +20 to -30 degrees		
7	Video Resolution		
	The system should support HD 720p, 4SIF/4CIF, SIF, CIF, QSIF and QCIF video resolutions.		
8	Content Resolution		
	The system should support HD 720p, XGA and SVGA content resolutions		
9	Audio Standard		
	The system should support following audio standards and features :		
	22kHz bandwidth with crystal clear audio, stereo sound		
	14kHz bandwidth with G722.1 Annex C, 7kHz bandwidth with G.722, G722.1, 3.4kHz bandwidth with G.711, G.728, G.729A		
	Automatic Gain Control and automatic noise suppression		
	Keyboard noise reduction and instant adaptation echo cancellation		
10	Other Standards		
	H.224/H.281, H.323 Annex Q, H.225, H.245, H.239, H.243, H.460, BFCP (RFC 4562)		

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11	Security		
	The system should support secure web, Telnet based access, Embedded AES, H.235V3 and H.233/H.234, Support for IPv6, H.235 Annex D and NTLM authentication protocol.		
	The system should support standard based Directory services, SNMP and CDR		
	Login access levels for web interface, whitelist feature for secure access i.e. list of IP addresses that can connect to codec over web interface.		
	It should be possible to define the system access password policy, disable web based remote access, change default port 80 for web access for security reasons.		
12	Other Features		
	Support for atleast 40 camera presets. The system must be able to support display of near and far end on the single display screen.		

## 2. Display Units

Specification for 40" 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)	
	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)	

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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	

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

Sl No	Specifications Required	Compliance (Y/N)
1	Should support Monitor Sizes 40" - 46" Single or dual	
2	Should have a case with sufficient space for keeping the VC end point equipment (with shelves)	
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	

**4. Recording and Streaming Server - Polycom RSS**

Specification:

Technical Specification for Recording and Streaming Server			
S. No.	Technical Specifications	Compliance	Remarks
1	<b>Application Features</b>		
	Records single point or multipoint conferences with full H.239/H.323 content capture		
	High definition (HD) support with 720p H.264 video		
	High capacity recording for 5 recording simultaneous sessions		
	Playback of video content from endpoints or web browsers		
	XML API support for third party integrations		
	H.323 standards-based for use with third party conferencing systems		
2	<b>Audio/Video Support</b>		
	Live Video Resolutions: QCIF, C(S)IF, 4CIF, SD, HD, XGA,		

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	SVGA ,VGA		
	Audio support: G.711 a and u, G.722, G.728, G.722.1, Annex C, Siren 14, Siren 22 Stereo		
	Records in Window Media (WMV) and H.264 MP4 video formats		
3	<b>Recording</b>		
	Should support 5 concurrent video conferencing recording sessions with full video, audio and content. Upgradable to support up to 15 concurrent video conferencing recording session with full video, audio and content without change in main hardware.		
	Records audio/ video at varying bit rates - 128 kbps to 4 Mbps		
	Up to 720p HD record and playback, record stereo calls in single point and multipoint calls		
	Configurable recording templates to specify multiple bit rates for streaming/ recording, video file formats and content options		
	Records presented content via H.239		
	IVR support to provide users verbal indicators of status (recording, pause, etc.)		
	Multiple methods for recording - direct from a video endpoint, MCU / bridge or from the admin user interface		
4	<b>Playback</b>		
	Archived playback to H.323 endpoint		
	Search and sorting options for archives from endpoint interface		
	Offload converted video content for playback playback on other multimedia devices		
	Windows media download option for video editing or distribution		
	Up to 15 H.323 connections for media playback		
5	<b>Streaming</b>		
	High Definition - 720p live stream , otherwise flexible enough to showcase 2 concurrent SD live streams.		
	Unicast up to 200 concurrent web viewers		
6	<b>Capacity</b>		
	Up to 700 hours of storage at 768kbps of H.323 video, audio and content		
7	<b>Security</b>		
	User and endpoint viewing and recording rights authorization		
	AES media encryption		
	TLS/SSL and HTTPS Support		
8	<b>Management</b>		

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	Embedded Web server with Linux operating system		
	Support for third-party Gatekeepers		
	Online status and control of recording functions of current connected H.323 devices		
	Dial out and record for easy recording by administrators		
	User Management with Active Directory integration		
	Network Time Protocol		
	Menu customization for the end user interfaces		
	Automatic backup and file management functions, diagnostic logging		
9	<b>Network Interface</b>		
	2 x 10/100/1000 Ethernet (2nd port reserved for future use)		
10	<b>Other Features</b>		
	System should be appliance based solution and should not be a software based solution. The appliance should be from the same OEM (quoting MCU and endpoints)		
	The recording server should be future upgradable to support 1080p		

### 5. Dual Manager (Gatekeeper and Scheduler)- Polycom

#### Technical Specification :

S.No.	Technical Specifications	Compliance	Remarks
1	Should support redundant power supply.		
	The system should be built on a powerful platform to support large registration of upto 300 endpoints or more on the same unit		
	Should be 19" rack mountable type with minimum 1U size or more.		
	Should be supplied with necessary power cards, cables, connectors, CD's, manuals, bracket accessories, wire managers and other appropriate accessories.		
	Shall support 2 x Ethernet Interfaces		
	Should provide gatekeeper functionality like:		
	(i) H.323/SIP administrative zone establishment		
	(ii) Call establishment within a zone and between zones with admission control		
	(iii) Bandwidth and session management within a zone and between zones		
	(iv) Address lookup and resolution, and translation between E.164 and IP addresses		

## Request for Proposal: VC Solution & Services: National Housing Bank

	The system should be built on a powerful platform to support large registration of 300 endpoints or more on the same unit. The system should support min. 100 or more concurrent calls.		
	The appliance should support management, registration and provisioning of both H.323 as well as SIP Video devices such as VC endpoints, PC based systems as well as mobile devices.		
	The system should be able to generate automated mail with conference details etc. to all the concerned participants .		
	Shall support Redundant Power supply		
	Shall have support for Web, GUI based management		
	Provisioning and Scheduling of Conferences and Endpoints should be available		
2	<b>Supported Network Services:</b>		
	The system must support IP & ISDN endpoints. It should be possible to reserve IP & ISDN endpoints as dial-in/ dial-out devices.		
	The system must have an Auto-discovery feature that allows it to discover the closest network domain controller and/or AD server.		
3	<b>Automatic Provisioning:</b>		
	The system should be capable of provisioning in which an administrator can configure one or more endpoints with the set of information (based on administratively configured user policies) the registering devices need to operate within the network. This eliminates the need to configure each endpoint individually.		
	The Device should support two exclusive provisioning processes: automatic and scheduled. Automatic and scheduled provisioning are exclusive management scenarios.		
	It should be possible for the endpoint to automatically pull the device and site provisioning information from the system while start up.		
4	<b>Automatic Softupdate :</b>		
	It should be possible to upgrade the software on one or more endpoints with a standard software package thereby eliminating the need to upgrade each endpoint individually.		
	The system must support two exclusive soft up date processes: automatic and scheduled.		
	It should be possible for the endpoint to automatically pull the softupdate profile and package from the device.		

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5	<b>Desktop Client:</b>		
	Full set of security and privacy should be maintained by the application during log on. The application must support domain user ID/password during log on.		
	The system must support PC-based software clients as well as standards based H.323/SIP applications for communicating over video and voice with content sharing.		
	It must be possible to have an Integrated awareness feature that allows users to search contact and seamless enterprise directory integration which simplifies management and ensures contact list accuracy.		
	It should be possible to manage PC- based application just like room-based video conferencing systems. It should be possible to call these clients on adhoc basis, scheduling of these desktop clients should also be possible in future via software upgrade key.		
	The users must be able to use any standard based web camera and head set for the use of the desktop client feature.		
	The desktop clients should be able to control the far end camera in case when connected to hardware based endpoint.		
	The desktop client must also be able to share content at anytime during a call either with another client or with hardware based endpoint.		
	Provision of watching the self view should also be there to facilitate the user to feel his presence during a call.		
	The desktop client should support Windows 7 and Mac platform		
	It should support touch tone or DTMF codes while connecting to a bridge.		
6	<b>Site Topology</b>		
	The system must offer a graphical view of sites and site links and the ability to automatically generate functional multi-site links. The Site Topology page should supplement the existing Sites and Site Links pages, and the functions and data available on the Sites and Site Links pages should also be available on the Site <b>Topology page.</b>		
7	<b>The administrator should be able to:</b>		
	Add, edit, or delete sites and site links on the Site Topology page.		
	Generate multi-site links automatically on the Site Topology page.		
	Make and save layout and presentation modifications.		

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	View Tooltips on the Site Topology page that provide the pertinent data about sites and site links.		
	Use the graphical Site Topology page as a dashboard to view real-time alarms and select an alarm to and see the message behind it.		
8	<b>H.350/LDAP-based Directory Services</b>		
	The system should store video dialing information in H.350 format.		
	The system must have following features:		
	Provisionable auto-complete (ON   OFF) search function		
	Searching only indexed fields and a smaller set of attributes		
	Eliminated searching of all groups		
	Microsoft AD support		
	The system and the Desktop client interfaces should be compatible to run on computers on Microsoft Windows 7 and Mac operating system.		
9	<b>Increased user efficiency</b>		
	Fast and simple scheduling through a Web-based interface no new applications to learn.		
	Automatic calendar updates keep users current.		
	Active Directory integration simplifies making and scheduling calls by providing users access to global corporate directories.		
	Hassle-free conference scheduling for users, eliminating the need for dedicated conferencing managers..		
10	<b>Call Detail Records (Cdr) and Statistics</b>		
	Call details records on screen or number of incoming and outgoing calls and bandwidth usage. The necessary usage details like no. of calls, bandwidth used etc. should be available in a graphical form for the ease of the administrator.		
11	<b>Profiles</b>		
	Provision to set default configuration profiles for all terminals/end points of different brands for easy deployment of solution.		
12	<b>Setup</b>		
	The management solution must have Features for scheduling, reservations and conference management.		
	It must support the registration to multiple address books.		
13	<b>3rd Party Product Support</b>		
	It should provide open H.323/SIP standard support of 3rd		

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	port IP endpoints, gateways, MCUs, and gatekeepers.		
	The system must offer the provision to have the following:		
	Added Title, Department, City, and Phone Number fields to the Add/Edit Users and added Title, Department, and City to the Add Participants dialog box to dialog box distinguish between users with the same name.		
14	<b>Power</b>		
	AC configuration with standard single or redundant hot-plug auto-switching universal 110/220V AC power supplies		

### 6. Access Director - Polycom

Specifications:

Sr No	Technical Specification	Compliance	Remarks
<b>1</b>	<b>Unit Components</b>		
1.1	The unit offered must be an Appliance-based non Windows architecture for easy deployment and high reliability, one rack unit (1RU) or higher rack-mountable with built-in, easy-to-use, web-based management interface and Single server application that combines remote and B2B calling scenarios with SIP and H.323 capabilities for a seamless video collaboration experience within and beyond the firewall with existing Firewalls is a must.		
<b>2</b>	<b>Product compatibility</b>		
2.1	Video conferencing endpoints deployed at various locations must be able to take part in video conferencing, dial into the MCU and dial out from the end point & MCU.		
<b>3</b>	<b>Dial plan and call connectivity</b>		
3.1	The solution should support ability to call to public IP addresses		
3.2	Should support the ability for devices on the internet to be reached using a H323 ID or E.164 alias.		
3.3	Should support the ability for devices on the internet to be reached on using a H323 ID or SIP URI		
3.4	LDAP/H.350 Directory		
3.5	XMPP Presence		
<b>4</b>	<b>Capacity</b>		
4.1	Should support at least 25 calls from day one and must have the scalability to upgrade to 500 calls in the future in the same unit. The endpoint in the call can be any OEM make using standard based audio and video compression.		

## Request for Proposal: VC Solution & Services: National Housing Bank

<b>5</b>	<b>Management</b>		
5.1	Web-based real-time for network administration		
5.2	Embedded setup wizard		
5.3	Call logging and diagnostics		
5.4	Real-time updates on capacity		
<b>6</b>	<b>Security</b>		
6.1	Transport Layer Security		
6.2	Secure management with HTTPS		
6.3	Secure appliance-based architecture		
6.4	Lock-down of all nonessential services		
6.5	RTP/SRTP Media Relay		
<b>7</b>	<b>Regulatory Compliance</b>		
7.1	FCC (U.S. only) Class A, ICES (Canada)		
7.2	Class A, CE Mark Class A, VCCI (Japan)		
7.3	Class A, BSMI (Taiwan) Class A, C-Tick		
7.4	(Australia/New Zealand) Class A, SABS		
7.5	(South Africa) Class A, CCC (China)		

**Note:**

1	<i>Proposed configuration of the systems and architecture indicated in this tender is to be treated as indicative only and design engineering of the complete solution has to be carried out by the bidder to fulfill the overall requirement of Data Centre and Disaster Recovery site, as per scope of work and BOM detailed in the RFP document.</i>
2	<i>The total responsibility for the complete implementation and support shall rest with the bidder during implementation and Warranty/ AMC period. In case any additional tools/equipment, software, cables, connectors, licenses, services, configuration are required to achieve the overall desired functionality, the same has to be incorporated in the proposed solution or will be provided by the bidder only without any additional cost to NHB.</i>

### Authorized Signatories

(Name & Designation, seal of the company)

Date:

**Request for Proposal: VC Solution & Services: National Housing Bank**

**Annexure - IV**

**COMPLIANCE STATEMENT DECLARATION**

**Part-I**

**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).

**Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

**Request for Proposal: VC Solution & Services: National Housing Bank**

**Part-II**

**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)

**Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

## Request for Proposal: VC Solution & Services: National Housing Bank

### 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.No	Minimum Eligibility Criteria	Bidder's Response
1	The Bidder should preferably be a Firm/Company/Public Sector undertaking/Govt. Company incorporated in India and should have 5 years' experience in implementation of VC solution.	
2	The Bidder should have experience of already successfully implementing MCY based Polycom VC Solution in at least one Public Sector Bank/Financial Institution/ PSU/ Government organization in India. The bidder should submit details like name of contact person, along with his phone number for above projects.	
3	The bidder should be a VC solution provider/VC system integrator for last five consecutive financial years in India. Such system integrators should have back-to-back support agreement with OEM and should be an accredited service-partner of the OEM. Such bidders should submit a letter of authorization and an accreditation certificate from the OEM (M/s Polycom).	
4	Bidder should have a valid AMC Contract for at least 2 customers having implemented Hardware based MCU of 10 Ports or above and 12 Endpoints.	
5	Bidder should have implemented at least one Polycom MCU based video conferencing project alongwith facilitating VC amongst Desktop/Laptop/Mobile devices etc.	
6	The Average turnover of the company should be atleast Rs. 100.00 crores for the last three financial years.	

## Request for Proposal: VC Solution & Services: National Housing Bank

7	The bidder should be a company with positive networth for last 3 consecutive financial years.	
8	Bidder should have its own Toll Free Number for Complaint Logging and Management across India.	
9	The bidding Company should have a valid ISO 9001 and ISO 27001 certificate.	
10	The vendor must have a proper direct support center located in Delhi & Mumbai. Documentary proof (Address, contact number, email etc.) to be submitted.	
11	The Bidder should have direct support office at Delhi & Mumbai and should be able to provide support and maintenance for the offered solution (directly or through channel partner) at all NHB locations. The bidder should be able to provide such support services as per resolution matrix (Annexure XIV). Documentary proof (Office registration details etc) to be submitted along with the bid.	
12	The bidder must submit the OEM/Manufacture Authorization form (MAF) letter as per Annexure XIII for quoting and support for warranty period and AMC for this tender, failing which the bids may not be taken for further evaluation.	

### Authorized Signatories

(Name & Designation, seal of the company)

Date:

## Request for Proposal: VC Solution & Services: National Housing Bank

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 VC Solution & Support Services**

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 envelope and the commercial proposal in separate envelope.

We also enclose masked Commercial Bid.

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

Dated at \_\_\_\_\_ / \_\_\_\_\_ day of \_\_\_\_\_ 2014.

Yours faithfully,

**For**

**Signature**

**Name:**

**Address:**

**(Authorised Signatory)**

## **Request for Proposal: VC Solution & Services: National Housing Bank**

### **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'.

## Request for Proposal: VC Solution & Services: National Housing Bank

### Annexure -VIII

#### 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 VC Solution & Support Services

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].

Yours faithfully,

For .....

**Signature**

**Name**

**Address**

**(Authorised Signatory)**

## Request for Proposal: VC Solution & Services: National Housing Bank

### 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.

- **Cost of Infrastructure (Hardware/software) and installation** (to be filled in Section A & B below)
- **Cost of AMC for VC Equipment (Existing + Proposed as per BOM)** (to be filled in Section A below)
- **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, charges and other levies.
- In case of shifting of DC /DR site the installation rate quoted under future requirement category will be taken for placing order during the period of next 5 years.
- Bidder must submit softcopy of complete commercial bid inside the sealed envelope meant for 'Commercial Proposal'.
- All the rates must be quoted in INR.
- 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.
- The commercials quoted in the commercial bid are valid for six months from the date of opening of commercial bids.

#### **Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

Request for Proposal: VC Solution & Services: National Housing Bank

I. Present Requirement (Weightage 90%)

A. Infrastructure Cost

Table A

Sl No	Item#	Qty.	Make/ Model/ S.No	Unit Price	Price Quoted
1	32" Inches LED Professional display	4			
2	VC Trolley for LCD 40"	4			
3	VC Endpoint Equipment -(HDX 6000)	4			
4	RMX Resource Licenses Pack - One set of 5HD 1080p Resource Licenses	1			
5	Eagle Eye director with one Eagle eye Camera	2			
6	Management, Scheduling and Gatekeeper appliance (Dual Manager with 100 Desktop Licenses)	1			
7	Recording and Streaming Server (RSS)	1			
8	Access Director	1			
9	Warranty & AMC Support cost for first year for all VC equipment (S.No 1 to 8)				
10	Total Cost (A)				

**Total Cost (A) In words:**

**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 Item 3 to 8 from the VC OEM i.e. Polycom only.
- All purchase orders within 1 year from the date of initial work order will be at the above quoted price for the respected item.

**#Items will be supplied at the location mentioned in Annexure XV.**

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**B. INSTALLATION AND COMMISSIONING CHARGES**

**Table B**

SI No	Item Description	Total Cost
1.	Total cost towards Installation, commissioning and training charges for the new supplied equipment including testing and interfacing with the existing infrastructure at all NHB locations.	
2.	<b>Total Cost (B)</b>	

**C. TOTAL ANNUAL MAINTENANCE SUPPORT CHARGES FOR VC EQUIPMENT**

**i. FOR EXISTING EQUIPMENT**

**Table C.ii**

SI No	Item Description	Total Cost	Weight -age (%)
1.	Warranty & AMC/Support Charges for 1 <sup>st</sup> Year		15%
2.	Warranty & AMC/Support Charges for 2 <sup>nd</sup> Year		20%
3.	Warranty & AMC/Support Charges for 3 <sup>rd</sup> Year		20%
4.	Warranty & AMC/Support Charges cost for 4 <sup>th</sup> Year		20%
5.	Warranty & AMC/Support Charges cost for 5 <sup>th</sup> Year		25%
6.	<b>Total Warranty &amp; AMC/Support Cost for existing VC equipment (C.ii)</b>		

**ii. FOR PROPOSED EQUIPMENT**

**Table C.i**

SI No	Item Description	Total Cost	Weight age (%)
1	Warranty & AMC/Support Charges for 2 <sup>nd</sup> Year		20%
2	Warranty & AMC/Support Charges for 3 <sup>rd</sup> Year		25%
3	Warranty & AMC/Support Charges cost for 4 <sup>th</sup> Year		25%
4	Warranty & AMC/Support Charges cost for 5 <sup>th</sup> Year		30%
5	<b>Total Support Cost for proposed VC equipment (C.i)</b>		

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**SUMMARY [C] : TOTAL ANNUAL MAINTENANCE SUPPORT CHARGES FOR VC EQUIPMENT**

**Table C**

SI No	Item Description	Total Cost
1.	Total Warranty & AMC/Support Cost for proposed VC equipment (As per table C.i above)	
2.	Total Warranty & AMC/Support Cost for existing VC equipment (As per table C.ii above)	
3.	<b>Total Warranty &amp; Support Cost for all VC equipment (C)</b>	

**D. SUMMARY OF COST [X]**

SI No	Item Description	Cost
1.	Total Cost towards items mentioned at Table A above [A]	
2.	Total installation and commissioning charges as per Table B above [B]	
3.	Total Cost towards Warranty & AMC/Support for all VC infrastructure as per Table C above [C]	
4.	<b>NET COST [X=A+B+C] ##</b>	

#Net cost arrived above will be taken into consideration for final commercial evaluation with a weightage of 90%.

**II. FUTURE REQUIREMENT (Weightage 10%):**

SI No	Particulars	Make & Model	Unit Price/ Cost**
1	<b>MCU additional port licenses:</b>		
a)	• 5 HD 1080p		
b)	• 10 HD 1080p		
c)	• 20 HD 1080p		
2	Polycom HDS 4000		
3	Polycom HDX 7000		
4	Polycom HDX 8000		
5	Polycom Remote		
6	Polycom Eagle Eye Camera		
7	Polycom MIC		
8	<b>Installation charges/Shifting/ Set up charges in case of shifting of DC/DR site</b>		
9	<b>Total Cost for future requirement (Y)#</b>		

\*\* The price quoted for items at S.No. 1 to 7 of above table are inclusive of implementation charges etc., as applicable at the time of its procurement & installation.

#Net cost arrived above will be taken into consideration for final commercial evaluation with a weightage of 10%.

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**Commercial evaluation:**

**Commercial Price to be considered for the final commercial evaluation :**  
**.90 \*X + .10 \*Y**

**Authorized Signatories**

**(Name & Designation, seal of the company)**

**Date:**

## Request for Proposal: VC Solution & Services: National Housing Bank

### Annexure -X

#### Address and Contact Details of Locations

SI No	Location Details	Contact Details
1.	<b>Head Office:</b> <b>National Housing Bank</b> Core 5A, India Habitat Centre, 3rd-5th floor, Lodhi Road, <b>New Delhi - 110003</b> Phone No. +91-11-24649031 to 35 FAX No. +91-11-24646988, 24649041 e-mail : ho@nhb.org.in	Shri S K Padhi Asstt General Manager - IT Phone: 011-24626383, 24649031-35 Extn - 359 Mob : 09717691287
2.	<b>Regional Office:</b> <b>National Housing Bank</b> Mumbai Life Building, 45, Veer Nariman Road, Fort, <b>Mumbai - 400023</b> Phone No. +91-22- 22851560-64 FAX No. +91-22-22851555 e-mail : romum@nhb.org.in	Shri V Sambamurthy Assistant General Manager Phone: 022-22822624 Mob : 9820538547
3.	<b>National Housing Bank</b> Representative Office- Hyderabad Forth Floor, APSHCL BUILDING, Street No. 17, Himyat Nagar, <b>Hyderabad - 500029</b> Phone No. +91-40-23264079 e-mail : vineets@nhb.org.in	Shri K. Jagan Mohan Rao Manager & Regional Resident Representative Contact No. +91-8008652222
4.	<b>National Housing Bank</b> Representative Office- Chennai M.T.B. Building (North Wing), Ground Floor, 485, Annasalai, Nandanam, <b>Chennai 600 035.</b>  Tele/Fax : +91-44-24320761 /24331180 e-mail : <a href="mailto:rochn@nhb.org.in">rochn@nhb.org.in</a>	Shri W.C. Robin, Manager & Regional Resident Representative Mobile No. +91-9444991104
5.	<b>National Housing Bank</b> Representative Office- Bengaluru 1st Floor, Jeevan Soudha (LIC) Building , 24th Main, J P Nagar 1st Phase, <b>Bangalore - 560 078.</b> Phone No. +91-80-22130584 TeleFax +91-80--22131157 e-mail : <a href="mailto:roblr@nhb.org.in">roblr@nhb.org.in</a>	Shri Hemkumar Gopalakrishnan Manager & Regional Resident Representative  Mobile No.+91-8105272555

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6.	<b>National Housing Bank</b> Representative Office - Kolkata Hindustan Building, 1st Floor 4 C. R. Avenue, <b>Kolkata - 700072</b> Phone No. +91-33- 22312522 e-mail : rokol@nhb.org.in	Shri Subhendu Chakraborty Regional Manager & Regional Resident Representative Mobile No:-+91-9007068119
7.	<b>National Housing Bank</b> Representative Office- Lucknow Floor, N E Wing, A-Block, Bibhuti Khand, PICKUP Bhawan Gomti Nagar <b>Lucknow - 226010.</b> Uttar Pradesh Phone No. +91-522-4025169 Fax No. +91-522-4025169 e-mail : rolck@nhb.org.in	Shri S H P Rizvi AGM & Regional Resident Representative Mobile No. +91-9793008850
8.	<b>National Housing Bank,</b> Representative Office - Ahmedabad Mezzanine Floor, G-7, Sakar-I, Opposite Gandhigram Station, Ashram Road, <b>Ahmedabad - 380009.</b> Gujarat Phone No. +91-79-40068535, +91-79-26582523 Fax No. +91-79-26582523 e-mail : roahm@nhb.org.in	Ms Rekha R Surti Manager & Regional Resident Representative  Mobile No : +91-79-40068535
9.	<b>National Housing Bank</b> (adjacent to Training Room) Reserve Bank of India Hoshangabad Road,P.B. No.32, <b>Bhopal-462 011</b> e-mail: robhopal@nhb.org.in	Shri Subhash Manager & Regional Resident Representative Mobile No. +91-8458878644
10.	<b>National Housing Bank</b> Patna Representative Office, Reserve Bank of India, 2nd Floor, South Gandhi Maidan, <b>Patna - 800001</b> Phone No. +91-612-2323989 Fax No. +91-612-2323989 e-mail : ropat@nhb.org.in	Shri Vijay Kumar Manager & Regional Resident Representative Mobile No. +91-9771408615

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11.	<b>National Housing Bank</b> Bhubaneswar Representative Office, Reserve Bank of India, 3rd Floor, Pt. Jawaharlal Nehru Marg <b>Bhubaneswar - 765001</b> e-mail : vivekanandah@nhb.org.in	Shri Vivekananda Hembrum Dy. Manager & Regional Resident Representative Mobile No. +91-9937448101
12.	<b>National Housing Bank</b> Representative Office - Nagpur Reserve Bank of India Annex Building, 3rd Floor Dr. Raghvendra Rao Road, Civil Lines <b>Nagpur - 440001</b>  Phone No. +91-712-2806324 Fax No. +91-712-2558299 e-mail : vaibhavjr@nhb.org.in	Shri Vaibhav Ramteke Manager & Regional Resident Representative Mobile No:-+91-7755922366

*For latest address/contact pl refer Bank's Website: [www.nhb.org.in](http://www.nhb.org.in)*

# Request for Proposal: VC Solution & Services: National Housing Bank

## Annexure - XI

[To be submitted along with Technical Bid]

### ECS MANDATE

#### FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT FROM NATIONAL HOUSING BANK

(Please fill in the information in CAPITAL LETTERS)

1. Name of the vendor/supplier \_\_\_\_\_

2. Address of the vendor/supplier \_\_\_\_\_

City \_\_\_\_\_ Pin Code \_\_\_\_\_

E-mail id \_\_\_\_\_

Phone /Mobile No. \_\_\_\_\_

Permanent Account Number (PAN) \_\_\_\_\_

Service Tax Registration No. \_\_\_\_\_

TIN No. \_\_\_\_\_

### 3. Particulars of Bank Account

A. Name of Account same as in the Bank \_\_\_\_\_

B. Name of the Bank \_\_\_\_\_

C. Name of the Branch \_\_\_\_\_

D. Address of the Branch with Tel No. \_\_\_\_\_

E. Account No. (appearing in Cheque book) \_\_\_\_\_

F. Account Type (SB, Current, etc.) \_\_\_\_\_

G. MICR No. \_\_\_\_\_

H. IFSC Code of the bank branch (to be obtained from the respective branch) \_\_\_\_\_

I/We hereby authorize National Housing Bank to credit payment(s) to my/our above bank account by ECS.  
# (#ECS will accepted on centers where the facility is available).

I/We hereby declare that the particular given above are correct and complete. If the transaction is delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

Place:

Date: \_\_\_\_\_ Authorized Signatory/ies

\_\_\_\_\_  
Certified that the particulars furnished above are correct as per our records.

Bank's Stamp:

Date: \_\_\_\_\_  
Signature of the Authorized Official of the Bank

## Request for Proposal: VC Solution & Services: National Housing Bank

### Annexure XII

#### Letter of Competence Format

[To be submitted along with Technical Bid]

[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 proposed solution 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.

#### Authorized Signatories

(Name & Designation, seal of the company)

Date:

**Request for Proposal: VC Solution & Services: National Housing Bank**

**Annexure XIII**

**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 of .....having 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.

## Request for Proposal: VC Solution & Services: National Housing Bank

### Annexure XIV

#### **Resolution Matrix**

[to be submitted along with Technical Bid]

We declare that we will adhere to following resolution matrix during our service contract period with NHB:

Situation	Expected response of Service Provider
Catastrophic business impact: Complete loss of a core (mission critical) business process and work cannot reasonably continue Needs immediate attention	1st call response immediate · Our Resources at Your site as soon as possible. · Continuous effort on a 24x7 basis · Notification of Our Senior Executives
Critical business impact: · Significant loss or degradation of services. · Needs attention within 1hour	1st call response in 1 hour or less · Our Resources at Your site as required. · Continuous effort on a 24x7 basis · Notification of Our Senior Managers
Moderate business impact: · Moderate loss or degradation of services but work can reasonably continue in an impaired manner. · Needs attention within 2 Business Hours	1st call response in 2 hours or less · Effort during Business Hours
Minimum business impact: · Substantially functioning with minor or no impediments of services. · Needs attention within 4 Business Hours	1st call response in 4 hours or less · Effort during Business Hours only

#### **Authorized Signatories**

(Name & Designation, seal of the company)

Date:

## Request for Proposal: VC Solution & Services: National Housing Bank

### Annexure XV

#### VC Equipment Delivery locations

S.No	Equipment particulars	Location
1	VC Endpoint Equipment (HDX 6000) with display screen, cart & accessories	Banks RRO at <ul style="list-style-type: none"><li>• Bhopal</li><li>• Patna</li><li>• Nagpur</li><li>• Bhubaneswar</li></ul>
2	<ul style="list-style-type: none"><li>• Dual Manager &amp; associated accessories</li><li>• Recording and Streaming Server (RSS) &amp; accessories</li><li>• Eagle eye director with one camera &amp; accessories</li><li>• Pack of 5 HD 1080p licenses for MCU - RMX 2000</li><li>• Access Director (RPAD)</li></ul>	At Bank's Head Office ,Delhi

#### Authorized Signatories

(Name & Designation, seal of the company)

Date:

-XX---- End of Document ----XX-