



**REQUEST FOR PROPOSAL (RFP)**  
**FOR PROCUREMENT**  
**OF**  
**VIDEO CONFERENCING EQUIPMENT**

**Meghalaya State Rural Livelihoods Society (MSRLS)**  
**Montfort Building, 2nd floor, Dhankheti, Shillong- 793001**  
**East Khasi Hills District, Meghalaya**

### Detail of Events

Sl No	Particulars	Remarks
1	Contact details of issuing department (Name, Designation, Mobile No., Email address for sending any kind of correspondence regarding this RFP and for submission of Bids)	Chief Executive Officer, Meghalaya State Rural Livelihood Society, Montfort Building, 2nd floor, Dhankheti, Shillong- 793001, East Khasi Hills District, Meghalaya  Email: <a href="mailto:msrls2011@gmail.com">msrls2011@gmail.com</a> Email: <a href="mailto:mismeghalaya@gmail.com">mismeghalaya@gmail.com</a> Phone no: 0364-2502130
2	Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from MSRLS website <a href="https://msrls.nic.in/">https://msrls.nic.in/</a>
3	Last date for requesting clarification	Upto <u>3:00 pm</u> on <u>10.03.2022</u> All communications regarding points / queries requiring clarifications shall be given in writing or by e-mail.
4	Last date and time for Bid submission	Upto <u>3:00 pm</u> on <u>14.03.2022</u>
5	Date and Time of opening of Technical Bids	At <u>3:00 pm</u> on <u>21.03.2022</u> Authorized representatives of Bidders may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the Bidder representatives.
6	Opening of Financial Bids	Financial bids of technically qualified bidders only will be opened on a subsequent date that will be notified later.
7	Tender Fee	NIL  Tender fee will not be applicable for submission of this RFP

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## **PART-I:**

### **1. INVITATION TO BID:**

- i. **Meghalaya State Rural Livelihood Society** (herein after referred to as ‘**MSRLS/the Society**’), was formed by the Government of Meghalaya as per the guidelines of NRLM. The society is registered under the Meghalaya Society Registration Act XII of 1983 and was designated as the Nodal Agency for implementing NRLM in the state. The basic purpose of forming this society is to put in place a dedicated and sensitive support structure from the State level down to the sub-district level which will focus on building strong and self-managed institution of the poor at different levels.
- ii. This Request for Proposal (RFP) has been issued by **the Society** for Procurement, Installation and Maintenance of Video Conferencing Equipment for the office as per details/scope of work mentioned in **Appendix-E** of this RFP.
- iii. Interested Bidders are advised to go through the entire RFP before submission of Bids to avoid any chance of elimination. The eligible Bidders who meet the eligibility criteria given in **Appendix-B** and agree to all the terms and conditions contained in this RFP are invited to submit their Technical and Financial proposal in response to this RFP.
- iv. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at MSRLS’s discretion.

### **2. DISCLAIMER:**

- i. This RFP is not an offer by MSRLS, but an invitation to receive responses from the eligible Bidders.
- ii. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. Society may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- iii. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder’s risk and may result in rejection of the Bid.
- iv. The Society reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.

### **3. ELIGIBILITY CRITERIA:**

- (a) Bid is open to all Bidders who meet the eligibility and technical criteria as given in **Appendix-B & Appendix-C** of this document. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP document.

- (b) If any Bidder submits Bid on behalf of Original Equipment Manufacturer (OEM), the same Bidder shall not submit a Bid on behalf of another OEM under the RFP. Bid submitted with options of multiple OEMs shall also be considered Bid submitted on behalf of multiple OEMs **and shall be rejected.**
- (c) Either the Bidder on behalf of OEM or OEM itself is allowed to Bid, however both cannot Bid simultaneously.

#### **4. CLARIFICATION AND AMENDMENTS ON RFP:**

- i. Bidder requiring any clarification on RFP may notify the Society in writing within 7 days from issuing of the RFP.
- ii. A pre-Bid meeting will be held (if required) on a date and time specified at a later date, prior to the deadline for submission of Bids, which may be attended by the authorized representatives of the Bidders interested to respond to this RFP.
- iii. The queries received (without identifying source of query) and response of the Society thereof will be posted on the Society's website or conveyed to the Bidders.
- iv. The Society reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Society, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the Society's website regularly till the date of submission of Bid document specified in the Detail of Events/email. Such amendments/clarifications, if any, issued by the Society will be binding on the participating Bidders. Society will not take any responsibility for any such omissions by the Bidder. The Society, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account.
- v. No request for change in terms and conditions, other than what has been mentioned in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- vi. Queries received after the scheduled date and time will not be responded/acted upon.

#### **5. BID PREPARATION AND SUBMISSION:**

- i. The Bid is to be submitted in two separate envelopes. One of the envelope is to be prominently marked as '**Technical Proposal for supply of \_\_\_\_\_ in response to the RFP No. \_\_\_\_\_ dated \_\_\_\_\_**'

The envelope should contain following documents and be properly sealed:

- (a) Index of all the documents, letters, bid forms etc. submitted in response to RFP along with page numbers.
  - (b) Bid covering letter/Bid form on the lines of **Appendix-A** on Bidder's letter head.
  - (c) Specific response with supporting documents in respect of Eligibility Criteria as mentioned in **Appendix-B** and technical eligibility criteria on the lines of **Appendix-C**.
  - (d) Bidder's details as per **Appendix-D** on Bidder's letter head.
  - (e) Audited financial statement and profit and loss account statement as mentioned in Part-II.
  - (f) Detailed explanation of functioning of hardware/firmware. Licensing details of operating software/firmware.
  - (g) Undertaking of Authenticity as per **Appendix-G**.
  - (h) Format for Manufacturer's Authorization Form as per **Appendix-H**.
- ii. A second sealed envelope prominently marked as **Financial Proposal for supply of \_\_\_\_\_ in response to the RFP No. \_\_\_\_\_ dated \_\_\_\_\_** This envelope should contain the Grand Total price quoted strictly on the lines of **Appendix-F** and must include all the price components mentioned. Prices are to be quoted in Indian Rupees only.

**iii. Bidders may please note:**

- (a) The Bidder should quote for the entire package for Product and Services it proposes to supply.
- (b) While submitting the Technical Bid, **literature (user manual) on the hardware and its associated operating software** should be segregated and kept together in one section / lot in a separate envelope.
- (c) Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
- (d) The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
- (e) Bids are liable to be rejected if only one Bid (i.e. Technical Bid or Financial Bid) is received.
- (f) If deemed necessary, the Society may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- (g) The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- (h) The Bidder must provide specific and factual replies to the points raised in the RFP.
- (i) The 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.
- (j) All the enclosures (Bid submission) shall be serially numbered and contain the seal of the participating Bidder.
- (k) The Society reserves the right to reject Bids not conforming to above.

- (l) The two envelopes shall be put together and sealed in an outer envelope.
- (m) All the envelopes shall be addressed to the Society and delivered at the address given in Detail of Events of this RFP and should have name and address of the Bidder on the cover.
- (n) If the envelope is not sealed and marked, the Society will assume no responsibility for the Bid's misplacement or its premature opening.

#### **6. DEADLINE FOR SUBMISSION OF BIDS:**

- i. Bids must be received by the Society at the address specified and by the date and time mentioned in the "Detail of Events".
- ii. In the event of the specified date for submission of Bids being declared a holiday for the Society, the Bids will be received up to the appointed time on the next working day.
- iii. In case the Society extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of the Society and Bidders will remain the same.
- iv. Any Bid received after the deadline for submission of Bids prescribed, will be rejected.

#### **7. BIDDING PROCESS/OPENING OF TECHNICAL BIDS:**

- i. All the technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the Detail of Events. The technical Bids will be opened in the presence of representatives of the Bidders who choose to attend the same. **However, Bids may be opened even in the absence of representatives of one or more of the Bidders.**
- ii. In the first stage, only technical Bid will be opened and evaluated. Bids of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for indicative price Bid opening and further RFP evaluation process.
- iii. The Society will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, EMD and Tender Fee for the desired amount and validity period is available and the Bids are generally in order. The Society may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.
- iv. Prior to the detailed evaluation, the Society will determine the responsiveness of each Bid to the RFP. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFP in total, without any deviation.
- v. The Society's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.

- vi. After opening of the technical Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the hardware, operating software/firmware proposed to be offered by them.
- vii. If a Bid is not responsive, it will be rejected by the Society and will not subsequently be made responsive by the Bidder by correction of the non-conformity.

#### **8. TECHNICAL EVALUATION:**

- i. Technical evaluation will include technical information submitted as per technical Bid format, demonstration of proposed Product and Services, reference calls and site visits, wherever required. The Bidder may highlight the noteworthy/superior features of their Product. The Bidder will demonstrate/substantiate all claims made in the technical Bid along with supporting documents to the Society, the capability of the Product to support all the required functionalities at their cost in their lab or those at other organizations where similar Product is in use.
- ii. During evaluation and comparison of Bids, the Society may, at its discretion ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered or permitted. No clarification at the initiative of the Bidder shall be entertained after bid submission date.

#### **9. EVALUATION OF FINANCIAL BIDS AND FINALIZATION:**

- i. The envelope containing the Financial Price Bid(s) of only those Bidders, who are short-listed after technical evaluation, would be opened.
- ii. All the Bidders who qualify in the evaluation process shall have to participate in the Financial Bid Opening.
- iii. The Bidder will be selected as L1 on the basis of net total of the price evaluation as quoted on the lines of **Appendix-F**.

#### **10. CONTACTING THE SOCIETY:**

- i. No Bidder shall contact the Society on any matter relating to its Bid, from the time of opening of indicative price Bid to the time, the Contract is awarded.
- ii. Any effort by a Bidder to influence the Society in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bid.

#### **11. AWARD CRITERIA AND AWARD OF CONTRACT:**

- (a) Among all qualified bids, based on the technical and financial bid a contract will be awarded accordingly.
- (b) Society will notify successful Bidder in writing by way of issuance of purchase order through letter or email that its Bid has been accepted. The selected Bidder has to return the scanned copy of the same to the Society within **7 working days**, duly Accepted, Stamped and Signed



by Authorized Signatory in token of acceptance.

- (c) The successful Bidder shall be required to enter into a Contract with the Society, within 30 days from issuance of Purchase Order or within such extended period as may be decided by the Society.
- (d) The Society reserves the right to stipulate, at the time of finalization of the Contract, any other document(s) to be enclosed as a part of the final Contract.
- (e) Upon notification of award to the successful Bidder, the Society will promptly notify the award of contract to the successful Bidder on the Society's website.

## **12. DELIVERY, INSTALLATION AND COMMISSIONING:**

- i. Service Provider shall provide such packing of the Products as is required to prevent its damage or deterioration during transit thereof to the location given by the Society. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Size and weight of packing cases shall take into consideration, where appropriate, the remoteness of the Products final destination and the absence of heavy handling facilities at all transit points.
- ii. Service Provider will have to supply the Product(s) in 'Factory Sealed Boxes' with System OEM seal.
- iii. Delivery, installation and commissioning of the Products shall be made by Service Provider in accordance with the system approved / ordered and within the time schedule given in the Scope of work given in **Appendix-E** of this document.
- iv. The delivery will be deemed complete when the Products/ components/ associated software/firmware are received in good working condition at the designated locations, mentioned in this RFP.
- v. The installation will be deemed to be completed, when the Product including all the hardware, accessories/components, firmware/system software, and other associated software have been supplied, installed and operationalised as per the technical specifications and all the features as per the technical specifications are demonstrated and implemented as required, on the systems, to the satisfaction of the Society. Service Provider has to resolve any problem faced during installation and operationalisation.
- vi. In addition, Service Provider will supply all associated documentation relating to the Products/hardware, system software/firmware, etc. The Product(s) are considered accepted (commissioned and operationalised) after signing the acceptance test plan document jointly by the representative of the Society and the engineer from Service Provider. The component level checking for individual item may be included during the acceptance test. The acceptance test plan document shall be deemed to form a part of the agreement, to be signed between Service Provider and the Society. Service Provider should

ensure that the Product meets the requirements of the Society as envisaged in the RFP.

- vii. The details of the documents to be furnished by Service Provider are specified here under:-
- (a) 2 copies of Vendor's Invoice showing contract number, products description, quantity, unit price and total amount.
  - (b) Delivery Note or acknowledgement of receipt of Products
  - (c) Manufacturer's warranty certificate.
- viii. The above documents shall be received by the Society before arrival of Products (except where it is handed over to the Consignee with all documents). If these documents are not received, Service Provider will be responsible for any consequent expenses.
- ix. For the system & other software/firmware required with the hardware ordered for, the following will apply: -
- (a) Service Provider shall supply standard software/firmware package published by third parties in or out of India in their original publisher-packed status only, and should have procured the same either directly from the publishers or from the publisher's sole authorized representatives only.
  - (b) Service Provider shall provide complete and legal documentation of all sub systems, licensed operating systems, licensed system software/firmware, licensed utility software and other licensed software. Service Provider shall also provide licensed software for all software/firmware whether developed by them or acquired from others.
  - (c) The ownership of the supplied hardware shall be that of the Society from the date of delivery of the same, including use of software license embedded to the hardware in perpetuity. Evidence to this effect must be submitted before the payment can be released.

### **13. SERVICES:**

- i. Service Provider shall ensure that key personnel with relevant skill-sets are available at designated locations for installation and commissioning of the Product.
- ii. Service Provider shall ensure that the quality of methodologies for delivering the Products/Services, adhere to quality standards/timelines stipulated thereof.
- iii. Service Provider shall be willing to transfer skills to relevant personnel of the Society, by means of training and documentation.
- iv. Service Provider shall provide and implement patches/ upgrades/ updates for Products (software/ firmware/ OS) as and when released by Service Provider/ OEM free of cost. Service Provider should bring to notice of the Society all releases/ version changes.
- v. Service Provider shall obtain a written permission from the Society before applying any of the patches/ upgrades/ updates. Service Provider has to support older versions of the

OS/firmware/middleware etc in case the Society chooses not to upgrade to latest version.

- vi. Service Provider shall provide maintenance support for the Product including embedded software/ OS/ middleware etc over the entire period of Contract.
- vii. All product updates, upgrades & patches shall be provided by Service Provider free of cost during warranty period.
- viii. Service Provider shall provide legally valid firmware/software. The detailed information on license count and type of license should also be provided to the Society.
- ix. Service Provider shall keep the Society explicitly informed the end of support dates on related Products including embedded software/ OS/ middleware.

#### **14. WARRANTY PERIOD:**

- i. During the warranty period, Service Provider will have to undertake comprehensive support of the entire Product (hardware/components/ operating software/firmware) supplied by them at no additional cost to the Society.
- ii. During the support period, Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the Product and its components as per the Society's requirements.
- iii. On site comprehensive warranty for the Product would include free replacement of spares, parts, kits, resolution of problem, if any, in Product.
- iv. In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified.
  - (a) Diagnostics for identification of systems failures
  - (b) Protection of data/ Configuration
  - (c) Recovery/ restart facility
  - (d) Backup of system software/ Configuration

**15. INSPECTION AND TESTING:**

- i. The Society reserves the right to carry out pre-shipment inspection or demand a demonstration of the Product on a representative model at Service Provider's location.
- ii. The inspection and tests prior to dispatch of Products / at the time of final acceptance would be as follows:
  - (a) Service Provider shall intimate the Society before dispatching Products for conducting inspection and testing.
  - (b) Successful conduct and conclusion of inspection and testing shall be the sole responsibility of Service Provider. However, the Society may at its sole discretion, waive inspection of Products.
- iii. The inspection and tests may also be conducted at the point of delivery and / or at the Products' final destination.

**16. TECHNICAL DOCUMENTATION:**

- i. Service Provider shall deliver the following documents to the Society for every hardware / firmware / software including third party software before software/ service become operational, which includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/ computer based tests, system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures etc.
- ii. Any level/ version changes and/or clarification or corrections or modifications in the above mentioned documentation should be supplied by Service Provider to the Society, free of cost in timely manner.

**17. TENDER FEE:**

No tender fee will be applicable for submission of this Bid.

**PART-II:**

**Appendix –A**

**BID FORM (TECHNICAL BID)**

[On Company's letter head]

(To be included in Technical Bid Envelope)

Date: \_\_\_\_\_

To:

< Address of tendering office >

Dear Sir,

**Ref: RFP No.** \_\_\_\_\_ **dated** \_\_\_\_\_

We have examined the above RFP and we offer to supply, Install, test and support the desired Products detailed in this RFP.

While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- We have quoted for all the Products/Services mentioned in this RFP in our Financial Bid.
- The contents of our Bid are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, the Society will have the right to disqualify us from the RFP.
- We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- We are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any State or Central Government or their agencies/departments.
- We hereby certify that we (if participating in RFP as OEM)/ our OEM have a support center and level 3 escalation (highest) located in India.
- We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Society in the RFP document.

Dated this ..... day of ..... 2021

\_\_\_\_\_

*(Signature)*

*(Name)*

Duly authorised to sign Bid for and on behalf of

\_\_\_\_\_

**Seal of the company.**

**Bidder's Eligibility Criteria**

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

<b>S. No.</b>	<b>Eligibility Criteria</b>	<b>Compliance (Yes/No)</b>	<b>Documents to be submitted</b>
1.	The Bidder must be a firm/organization registered under applicable Act in India.		Certificate of Registration
2.	The Bidder must have an average turnover of minimum Rs. 25 lakhs during last 3 financial year(s).		Copy of the audited financial statement for required financial years. (Certificate from statutory auditor for preceding/current 3 year may be submitted.)
3.	The Bidder should be a profitable organization (on the basis of operating profit after tax) for at least 3 years out of last 4 financial years including last year.		Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.
4.	Bidder should have experience of minimum 3 years in providing the Products/Services.		Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.
5.	Certification Requirements by OEM: <b>1) ISO 9001</b> <b>2) ISO 27001</b>		Copy of the Valid Certificate(s) to be provided
6.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Society/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.		Bidder should specifically certify in <b>Appendix A</b> in this regard.

7.	The bidder, if participating as Channel Partner of any OEM, then OEM should have a support center and level 3 escalation (highest) located in India. For OEMs, directly participating, the conditions mentioned above for support center remain applicable.		Bidder should specifically certify in <b>Appendix A</b> in this regard.
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Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

**Name & Signature of authorized signatory**

**Seal of Company**

## Appendix-C

### Technical & Functional Specifications

To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in yes or no only, any compliance with qualified statement shall be treated as non-compliance.

**Note:** Model of equipment to be quoted by vendor should be latest out of OEM offerings and same will be validated while doing technical evaluation.

<b>Sr.No.</b>	<b>Technical Specifications</b>	<b>Compliance (Y / N)</b>	<b>OEM Data Sheet Reference</b>
<b>A</b>	<b>VC endpoint for Conference Rooms (P2P).</b>		
<b>A.1</b>	<b>COMPONENTS</b>		
A.1.1	Display Unit (minimum 43 inch, flat screen) Remote/Control Unit Microphone & Camera Array Cable Bundle Codec Unit		
<b>A.2</b>	<b>VIDEO</b>		
A.2.1	The system should support latest industry Video standards including H.323 and SIP.		
A.2.2	Should support H.263, H.263+, H.264 and H.265.		
A.2.3	An Encrypted call should be possible		
A.2.4	Ultra HD 4k should be possible when sending or receiving two live video sources simultaneously on the Codec.		
A.2.5	Ability to send and receive two live simultaneous video sources in a single call, so that the image from the main camera and PC or document camera can be seen simultaneously.		
A.2.6	Should support H.239 and BFCP protocols		
A.2.7	Should have at least 2 nos of HDMI (High Definition Multimedia Interface) output to connect 4k and Full HD display devices such as plasma/LED/LCD and projectors for both Video and Content. (Dual Monitor Support)		



A.2.8	Endpoint functionality should be controlled by remote handset/User friendly touch panel (The touch panel should be part of complete device package and supplied by same OEM).		
A.2.9	Should have DVI (Digital Video Interface) /HDMI/VGA (Digital Video Interface) input to connect PC/ Laptop directly to the Video conferencing system and display resolutions from minimum of WXGA (1280 x 768) to 1080p (1920 x 1080)		
A.2.10	Should have 1 HD video Input to connect the HD camera		
<b>A.3</b>	<b>AUDIO</b>		
A.3.1	System should support latest industry audio standards or equivalent. G.711, G.722, G.722.1, G.729 standard equivalent wide band protocols must be supported.		
A.3.2	Noise Reduction, Automatic Gain control, Acoustic Echo Canceller, Active Lip synchronization		
A.3.3	Should support 2 or more microphones with either of the following; such as IP cable connected/Integrated in codec.		
A.3.4	The pickup of the microphones should be at least 6 feet or above from the microphone.		
A.3.5	Echo Cancellation for every input must be available.		
<b>A.4</b>	<b>NETWORK INTERFACES, BANDWIDTH ETC.</b>		
A.4.1	1 LAN /Ethernet--10/100/1000 Mbps full duplex		
A.4.2	H323/SIP up to 10 Mbps point-to-point.		
A.4.3	Packet Loss Based Down speeding using flow control until acceptable packet loss is detected.		
A.4.4	Differentiated Services (QOS)		
A.4.5	IP adaptive bandwidth management (including flow control)		
A.4.6	Auto Network Address Translation (NAT) support		

A.4.7	Standards based- Packet Loss Recovery feature on H.323 call		
A.4.8	Should support URI Dialing		
A.4.9	Support for H.245 DTMF tones in H.323		
A.4.10	Must support IPv4 and IPv6 from day one on both H.323 and SIP.		
A.4.11	Allocation and management of maximum bandwidth between endpoints/ groups of endpoints.		
A.4.12	Pairing with touch screen display.		
<b>A.5</b>	<b>SECURITY</b>		
A.5.1	Should support Password protected system menu.		
A.5.2	ITU-T standards based Encryption of the video call.		
A.5.3	Call should be encrypted end-to- end on IP		
A.5.4	Should support Standards-based: H.235 v2 & v3 and AES-256 Encryption via Automatic key generation and exchange. The same should be available in a call with Video and presentation (dual video).		
A.5.5	Ability to manually turn encryption On or OFF should be there.		
A.5.6	Should have support for H.235.1 to authenticate central gatekeeper for trusted Endpoints.		
A.5.7	Should have support to secure SIP call using TLS 1.2 protocol.		
A.5.8	Any up-to-date video conferencing related security protocols should be supported on endpoints.		
<b>A.6</b>	<b>CAMERA</b>		
A.6.1	Should support 1/3" CMOS or higher		
A.6.2	Minimum of 10x optical zoom		
A.6.3	1920 x 1080 pixels progressive @ 60fps		
A.6.4	Must have a PTZ camera with +15°/-25° tilt, +/- 90° or automatic framing in case of integrated with codec.		
A.6.5	Should have at least 60 degrees or above static field of view.		

A.6.6	The camera should automatically detect who in the room is speaking and select the best camera framing for that person and when no one is speaking it should automatically select the best group framing.		
<b>A.7</b>	<b>DIRECTORY SERVICES / EXTERNAL DEVICES / MANAGEMENT AND OTHERS</b>		
A.7.1	Should support directories entries.		
A.7.2	Should support LDAP and H.350 protocols for directory transfer.		
A.7.3	Should have USB Port to connect external devices.		
A.7.4	Should have RS232/ USB Port for management.		
A.7.5	Date and Time support via NTP version 2 and above.		
A.7.6	Total management via embedded SNMP, Telnet, SSH.		
A.7.7	Remote software upload: via web server, SCP, HTTP, HTTPS, Remote control and on-screen menu system		
A.7.8	Support for 200 or more numbers Local directories (My Contacts), Received Calls, Placed Calls		
A.7.9	Expected average number of audience to serve for each room should minimum 15.		
<b>A.8</b>	<b>SOFTWARE (optional)</b>		
<b>A.8.1</b>	<ul style="list-style-type: none"> <li>• Zoom</li> <li>• Microsoft Team</li> <li>• Cisco WebEx</li> </ul>		
<b>A.9</b>	<b>INTEROPERABILITY</b>		
<b>A.9.1</b>	<ul style="list-style-type: none"> <li>• IBM Sametime support</li> <li>• Microsoft Teams Interoperability</li> <li>• Zoom Meetings Interoperability</li> <li>• Compatibility with NIC video conferencing system</li> </ul>		

**All components of any End-Point should be from same OEM**

**Name & Signature of authorised signatory**

**Seal of Company**

**Appendix-D****Bidder Details**

## Details of the Bidder

S. No.	Particulars	Details
1.	Name	
2.	Date of Incorporation and / or commencement of business	
3.	Certificate of incorporation	
4.	Brief description of the Bidder including details of its main line of business	
5.	Company website URL	
6.	Company Pan Number	
7.	Company GSTIN Number	
8.	Company Trader License from Meghalaya	
9.	Particulars of the Authorized Signatory of the Bidder a) Name b) Designation c) Address d) Phone Number (Landline) e) Mobile Number f) Fax Number g) Email Address	
10.	Details for EMD Refund: - a) Account No. b) Name of account holder c) Name of Society d) IFSC Code	

**Name & Signature of authorised signatory****Seal of Company**

**Scope of Work and Payment Schedule**

1. Quantitative detail of product to be procured are as follows:

Sno	Product Description	Quantity
1	Ultra HD 4k VC endpoint(point-to-point) for Conference Rooms	1

**Note:** The Society reserves the right to procure extra quantity during the validity period of the offer.

- Supply, installation and warranty support for all components of Brand new Video Conferencing Equipment (End-Point)(hardware, software, license, firmware etc.) along with operating system and other peripherals and its integration with the Society's existing/future VC infrastructure (during the period of contract), details of solution as per appendix-c should be supplied, installed, commissioned and tested within overall 6 weeks from the date of purchase order at the location as will be mentioned in the respective Purchase Orders. All the equipment must be dual stack (IPv4 plus IPv6) compliant and should be able to support both IPv4 plus IPv6 without any upgrades.
- To provide all necessary hardware and software required to make the equipment work strictly as per technical specifications. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the Society's requirements. However, no weightage would be given for higher configurations.
- Vendor/Bidder shall ensure that Support / Service / Upgrades /spares etc. of all supplies (hardware, software etc.) must be available for at least 5 years from date of delivery. In case model becomes out of support before expiry of 5 years, vendor has to arrange for change of equipment with equal or higher specifications (working in Society's environment) at no extra cost to the Society.
- The VC equipment (End-Point) shall include all components and subcomponents like power cables, mounting kit, any other cables, hardware & software licenses, accessories and other components should be supplied by the bidder at no extra cost to the Society.
- All necessary entitlement papers of license for both hardware and software should be provided to the Society.
- The Vendor shall arrange to provide one-time exhaustive training at OEM's lab (Prior to implementation or as per the schedule given by the Society) to the Society's nominated persons (5 officials). Training plan, scope and duration of the same to be shared with the Society. In addition, hands holding support to be provided to the officials who will be using the equipment.

8. The vendor should provide support with its own resources, which are on their permanent payroll and employee of the bidder's company.
9. All products updates, upgrades & patches should be provided by the Vendor free of cost during warranty support of 5 Years.
10. The Vendor should keep the Society explicitly informed the end of support dates on related products/ hardware.

**PAYMENT SCHEDULE**

Sl. no.	Breakup of payment	Timelines	Payment terms *
1	Delivery	6 weeks from the date of PO	1) 70% of the equipment cost on installation and acceptance of the VC equipment.  2) Another 10% after the expiry of warranty period.
2	Installation & Commissioning		20% after installation of all devices subject to successful running of the devices in the production environment of the Society for at least two months or at the end of three months from the date of delivery whichever is later.
3	Warranty Support charges	For minimum 5 years	Yearly in arrears

**Financial Bid**

The Financial Bid needs to contain the information listed hereunder in a sealed envelope bearing the identification – “Financial Bid for Procurement of \_\_\_\_\_”

**Name of the Bidder:**

**A. Cost of Hardware, Software, Installation, Commissioning and Warranty**

Sr. No.	Item	Quantity	Rate per item	Amount in INR.	Proportion to Total Cost of A (in %age) #
a	Display Unit				
b	Remote / Control Unit				
c	Microphone (2 nos.)				
d	Microphone Cable (3 nos.)				
e	Camera (2 nos. )				
f	Camera Base (2.nos)				
g	Other Hardware				
h	Software				
1	<b>Sub-Total (a+b+c+d+e+f+g+h)</b>				
2.	Installation				
3.	Comprehensive warranty for software and hardware mentioned in items above for 5 years from the go live date. (Minimum 15% of the product cost and not to bundle with product cost)				
<b>Sub-Total ‘A’</b>					

**B. Training and Certification**

Sr. No.	Item	Quote (INR)	Proportion to Total Cost (in %age) #
1.	Training and Certification (from OEM) for 10 Officials		
<b>Sub-Total ‘B’</b>			

**Summary of Indicative Quote:**

<b>Particulars</b>	<b>Quote (INR)</b>	<b>Proportion to Total Cost of E (in %age) #</b>
(a) Sub-Total 'A' above		
(b) Sub-Total 'B' above		
<b>(d) Grand Total (A + B)*</b>		

# The 'Proportion to Total Cost' percentage mentioned here will have to be mentioned in two decimal places. Society may procure one or more additional item (Microphone, Camera, Cable etc.), if required, at the discovered price during the bid validity period.

**Important:** The price breakup of all the hardware/software components must be provided (even if the price is zero). The Bid may be rejected if the price breakup is not provided.

\* This will be the Total Cost of Ownership (TCO).



**Undertaking of Authenticity**

To:

(Name and address of Procuring Office)

**Sub: Undertaking of Authenticity for supplied Product(s)**

**Ref: RFP No. MSRLS/ dated \_\_\_\_\_**

With reference to the Product being quoted to you vide our Bid No: \_\_\_\_\_ dated \_\_\_\_\_, we hereby undertake that all the components /parts /assembly / software etc. used in the Product to be supplied shall be original new components / parts / assembly / software only, from respective OEMs of the Products and that no refurbished / duplicate / second hand components /parts/ assembly / software shall be supplied or shall be used.

2. We also undertake that in respect of licensed operating systems and other software utilities to be supplied, the same will be sourced from authorized sources and supplied with Authorized License Certificate (i.e. Product keys on Certification of Authenticity in case of Microsoft Windows Operating System).

3. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

4. In case of default and/or the Society finds that the above conditions are not complied with, we agree to take back the Product(s) supplied and return the money paid by you, in full within seven days of intimation of the same by the Society, without demur or any reference to a third party and without prejudice to any remedies the Society may deem fit.

5. We also take full responsibility of both Product(s) & Service(s) as per the content of the RFP even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Dated this ..... day of ..... 201

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(In the capacity of)

Duly authorized to sign Bid for and on behalf of

\_\_\_\_\_

**MANUFACTURERS' AUTHORIZATION FORM**

No.

Date:

To:  
(Name and address of Procuring Office)

Dear Sir:

**Ref: RFP No. MSRLS/\_\_\_\_\_ dated \_\_\_\_\_**

We, who are established and reputable manufacturers / producers of \_\_\_\_\_ having factories / development facilities at \_\_\_\_\_ (*address of factory / facility*) do hereby authorise M/s \_\_\_\_\_ (*Name and address of Authorised Business Partner (ABP)*) to submit a Bid, and sign the contract with you against the above RFP.

2. We hereby extend our full warranty for the Products and services offered by the above ABP against the above RFP.

3. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products supplied by the ABP:

- (a) Such Products as the Society may opt to purchase from the ABP, provided, that this option shall not relieve the ABP of any warranty obligations under the RFP; and
- (b) In the event of termination of production of such Products:
  - i. advance notification to the Society of the pending termination, in sufficient time to permit the Society to procure needed requirements; and
  - ii. following such termination, furnishing at no cost to the Society, operations manuals, standards and specifications of the Products, if requested.

4. We duly authorise the said ABP to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name of Manufacturer / Producer)

*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. The Bidder in its Bid should include it.*