

Responses to Pre-bid Queries

Request for Proposal (RFP) for Selection of implementing Agency for supply, installation, commissioning and operations & Maintenance for Seven years of IP Telephony network at Gandhinagar for Government of Gujarat (RFP NO.: GIL\DST\SICN Upgradation\2017-18 dated 16.06.2017)

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
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1	20	Bidder should integrate the existing hotline services in the newly installed telephony system like between State Emergency Operation Centre (SEOC) and District Headquarter	How many hotlines? Are these Analog Trunks? If yes, Analog Trunk needs to be factored	1) There are 33 Hotlines. 2) All these hotlines are riding on GSWAN Network between District Headquarter at SEoC
2	21	The bidder shall ensure that the proposed solution will be integrated with the existing centralized helpdesk system of DST/GIL which will allow users as well as bidder to use the existing helpdesk mechanism of DST/GIL for raising & resolutions of user's complaint/requests pertaining to this system through the same only	What type of Integration is expected? Is this helpdesk part of the current Avaya system?	1) DST has a Centralised Helpdesk for resolution of user complaints, auto incidence generated etc. all the user complaints related to this project will have to be routed through the same for proper & timely resolution. 2) No, its not the part of existing system.
3	15 c)	Bidder is required to establish, practice and manage the system hardening process.	Any standard practice to be followed? Can it be shared in advance?	Bidder is required to follow industry best practices pertaining to the system hardening. To comply with security audit.
4	4.5.6	Proposed solution should support up to 75 party audio & video conferencing and should be sized to support at least 20 such simultaneous conferences. There could be a scenario, where all the 8 party in the conference are Video Phone, soft video client users with video	What is the exact requirement? 75 party x 20 simultaneous conference or 8 party x 20 simultaneous conference or 75 party Audio and 8 party x 20 Video conference	75 party = one conference. Such maximum 20 confernces in parallel with video facility at the same time. 75 participants to a conference could be all audio or video or a mix of the both. For pure audio confernces - limit of 500 such confernces and 10 users per such confernece.
5		Inbound Fax Messaging - Receive incoming fax messages as an attachment in email.	This is Voiceail feature. It should be excluded from Phone section	No change. Email to be received on PC/desktop client and not on phone.
6	2	Eligibility Criteria: Average Annual Sales Turnover of the bidder solely generated on account of Telephony Business/VoIP/ unified Communication during the last three years should be at least Rs. 50 crores as on 31st March 2016.	Requesting you to keep the Avg Annual sales turnover at 40 Crores as on 31 March 2017.	No change
7	2	Eligibility Criteria: The bidder should have executed at least 1 (one) System Integration Project with IPPBX having minimum value of Rs. 2 crores in India during the last 03 years as on bid submission date.	Requesting you to allow min order value of 40 Lacs or Two Orders of 40 lacs Plus	Please refer Revised RFP
8	Page 5 of 59	Users: End Point/IP phone users are classified as mentioned below: a. Type A Users: Users with all the facilities like Video IP phone, audio and video calling, soft client/agent on desktop/laptop and mobile phone for audio and video calls, conferencing etc. b. Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio conferencing. Video calling facility through soft client/agent on need basis through allocation of required licenses from the reserve license bank.	In a IPT scenario "Agent" word is not suitable. This word is usually used in Call center type of environment hence pl remove the word - "Agent" from all subsequent pages viz 22, 23, 24 and 25	No Change

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9	Page 7 of 59	Existing Telephony Network: The Sachivalaya Integrated Communication Network (SICN) was setup in the year 2000 by Department of Science and Technology, Government of Gujarat to cater its voice communication needs. This critical telephone network runs on the Avaya G3R V7 Definity system. The current set up consists of approximately 9,000 extensions (Analog + Digital), 23 PRI Links, Peripherals like Voice Mail System, Call Billing system and other Services. At present, there are total 10 Remote Units (RUs) and a Main Unit in SICN network. These RUs are connected to the main location (PPN) at Vidhansabha, Gandhinagar through dedicated fibre optic links owned by Department of S&T, GoG. Further, PRIs are distributed at 4 different RU locations.	Currently PRI's are distributed at 4 different RU's. However you are planning to put gateway's at two locations only. Who will shift the PRI's? Requesting GoG to arrange for shifting of PRI's as desired.	Bidder is required to Pay and coordinate with the selected agency of DST/GIL for shifting of these PRI lines and configure as per the requirement during the contract period.
10	Page 11 of 59	Bidders will have to use the existing LAN cabling and switching infrastructure for deployment/implementation of endpoints/IP Telephones in place of existing analog/digital phones throughout the Gandhinagar. Further, required patch cords for the same has to be supplied by the bidder.	<ol style="list-style-type: none"> 1) We assume the network is capable enough to take the load of Voice and Video traffic. 2) Patch cords supplied over and above the quantity mentioned in the Price bid will be changed extra at actuals. 3) Is GoG going to use the concept of PC behind Phone. Any rectification required in the network (Active or Passive infrastructure) for better performance of the proposed IPT solution will have to be done by GoG. 	<ol style="list-style-type: none"> 1) Yes 2) Yes, at the rates discovered in the Price bid 3) O&M of LAN Network is not in the scope of bidder under this RFP
11	Page 12 of 59	To ensure seamless connectivity and quality of communication, bidder will be responsible to configure QoS and any additional configuration on existing network in co-ordination with DST, DST/GIL and O&M Operator.	Such configuration should be done by the existing vendor. This will avoid future issues and conflicts. AGC will suggest the necessary changes and DST/GIL will ensure the same are reflected in the existing network. The said activity will be time bound. Delays in such rectification will not be accounted for.	Bidder is responsible for planning, coordination with the O&M operator of GSWAN for implementation of QoS parameters required as per the industry best practices
12	Page 12 of 59	Bidder should integrate the existing hotline services in the newly installed telephony system like between State Emergency Operation Centre (SEOC) and District Headquarter.	Pl specify the number of Hotline's. to the location where gateway's are being installed.	Please refer Sr. no. 1 above
13	Page 13 of 59	The Successful bidder shall be responsible for the overall management of the IT and Non-IT Infrastructure and enabling infrastructure maintenance services / facility management services at all the locations for ensuring adherence of SLAs. The selected agency shall be responsible for day to day operations and maintenance for a period of 7-years from the date of Go-Live of the project.	We will be responsible for the overall management of system supplied, installed and commissioned as per the scope of work of this RFP only	Bidder is responsible for end to end management of the entire IP telephony system and its components (IT & Non-IT) except LAN network of GSWAN.
14	Page 14 of 59	Bidder shall have to stock and provide adequate (minimum 10% of Type A & B IP Phones) of onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met.	10% quantity is very high and practically not required. Also it needs lot of storage space. Please make this 1%.	Please refer Revised RFP
15	Page 15 of 29	Supervisor cum System Engineer -b) Two for VC facility	Does VC Means : Video Conference ? As such there is no Video Conference in this bid. Please clarify	VC means Video Conferencing facility through soft client asked in the RFP. Three way VC over Phone Type A also.

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16	Page 16 of 59	Bidder should derive its own plan for the management and maintenance of logs pertaining to various services of IP telephony considering the Rules and regulations, Act/laws, guidelines issued by DoT, GoI/TRAI/ any other competent authority from time to time. Bidder shall get the plan/policy approved by DST. Further, it will be the responsibility of bidder to keep the logs as mentioned above and provide the same in required format as and when asked by the DST/GIL.	AGC will assist, however GoG will have to bear any applicable fee for obtaining any license/premission	As per RFP
17	Page 17 of 59	Server management & System hardening: a. Bidder would require to manage all the operating System installed/upgraded for necessary optimization and trouble-shooting. b. Bidder is required to make/upgrade configuration in various servers as and when directed by DST/GIL during the contract period. c. Bidder is required to establish, practice and manage the system hardening process.	Our understanding : Upgrades will be performed as and when OEM releases a new software version. We supply the hardware which is hardned by OEM themselves	As per RFP
18	Page 17 of 59	Kick-off Meeting: (Submission of Detailed implementation plan/roadmap, Signing of contract agreement and submission of performance Bank Guarantee)	Please change the Timeline clause : Within 15days from date of Issuance of Work order	No change
19	Page 17 of 59	Installation and Commissioning of Central Infrastructure (both hardware and software)	T + 60 days to be revised to T + 75days	Please refer Revised RFP
20	Page 18 of 59	(Installation, commissioning and FAT of Edge/site location Infrastructure like IP Phones, Switches etc.)	There are no "Switches" to be supplied as part of this RFP/Pricebid PI remove the word "Switches" and revise the timeline to T + 105 days	Please refer Revised RFP
21	Page 18 of 59	It should be noted that delay in the project timelines shall attract appropriate Penalties as per the Penalty clause mentioned in this RFP document	We suggest you to put penalty on the over completion of project and not on timelines	No change
22	Page 22 of 59	Navigation Cluster	PI revise this to "Navigation Keys"	Please refer Revised RFP
23	Page 23 of 59	Inbound Fax Messaging - Receive incoming fax messages as an Attachment in email	This is a voice mail feature. PI remove the clause from this section.	Please refer serial no. 5
24	Page 23 of 59	Pairing - Should allow to pair with mobile, PC (both). User initiated features for paring enabling the same	Our understanding : A IP phone user can pair with a mobile client or PC client or both.	Yes
25	Page 23 of 59	IP phone Type -B -Integral Switch Should have integrated 2-port 10/100 PoE (802.3af) Ethernet switch	We assume that the backbone infra is latest. Hence you should go for phones supporting gigabit. This will also improve your overall system performance	No change
26	Page 24 of 59	Navigation Cluster	PI revise this to "Navigation Keys"	Please refer Revised RFP
27	Page 24 of 59	Inbound Fax Messaging - Receive incoming fax messages as an Attachment in email	This is a voice mail feature. PI remove the clause from this section.	Please refer serial no. 5

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28	Page 24 of 59	Pairing - Should allow to pair with mobile, PC (both). User initiated features for pairing enabling the same	Our understanding : A IP phone user can pair with a mobile client or PC client or both.	Yes
29	Page 25 of 59	Proposed solution should support up to 75 party audio & video conferencing and should be sized to support at least 20 such simultaneous conferences. There could be a scenario, where all the 8 party in the conference are Video Phone, soft video client users with video	Pl clarify the size of bridge.	Please refer serial no. 4
30	Page 27 of 59	SLA and penalties	We suggest you to reduce the overall cap of penalty amount. It should be reduced to 5% of the Contract value of Schedule -1	No change
31	Page 27 of 59	S1 - A problem that affects entire site Telephony network or 50% of the users are down in a location. Network down due to call manager failure A problem that affects Users in the CMO, CS office, CM Residence, Raj Bhavan, SEOC, All Minister office and Residence, Office and Residence of Leader of Opposition, Parliamentary secretary, Phones of Gujarat Legislative Assembly during Assembly session and Other dignitaries as specified by DST/GIL from time to time.	Network down due to Call Manager ? Our understanding : Network does not fail due to Call manager, rather it is reverse, the Call manager can fail due to network issues. Failure of Call manager due to network issue should not be counted as downtime	Please refer Revised RFP
32	Page 28 of 59	problem that affects All users above & at par Under Secretary or equivalent Rank.	Passive infrastructure is not part of this RPF. Hence this condition should be removed.	Passive Infrastructure supplied and installed by the bidder only.
33	2	Bidder must have annual turnover of at least Rs. 100 crores for each of the last three financial Years as on 31st March 2016. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony Business/VoIP/ unified Communication during the last three years should be at least Rs. 50 crores as on 31st March 2016.	Bidder must have cumulative turnover of at least Rs. 90 crores for the last three financial Years as on 31st March 2016. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony Business/VoIP/ unified Communication/IT Infrastructure during the last three years should be at least Rs. 30 crores as on 31st March 2016.	No change
34	3	The bidder should have executed at least 1 (one) System Integration Project with IPPBX having minimum value of Rs. 2 crores in India during the last 03 years as on bid submission date.	The bidder should have executed at least 1 (one) System Integration Project with IPPBX having minimum value of Rs. 5 crores in India during the last 03 years as on bid submission date.	Please refer Revised RFP
35	3	The bidder should have executed at least 1 (one) System Integration Project with IPPBX having minimum value of Rs. 2 crores in India during the last 03 years as on bid submission date.	The bidder should have executed at least 1 (one) System Integration Project with IPPBX having minimum value of Rs. 2 crores across globe during the last 03 years as on bid submission date. In India, Still IP Telephony is emerging & not in the use where such end to end Pure IP requirements are generated in multiple volumes so orders which have been across globe should also be considered.	Please refer Revised RFP
36	5	OEMs of Proposed solution should have existence in India for the last Five years as on bid submission date. AND IP Telephony Solution (IP PBX) must have been implemented at Minimum Three locations/Projects globally having Minimum 10,000 IP phones in each project.	OEMs of Proposed solution should have existence in India for the last Five years as on bid submission date. AND IP Telephony Solution (IP PBX) must have been implemented/Hosted at single location at NoC/Minimum Three locations/Projects globally having System capacity/concurrency should be atleast 1000 CC .	Please refer Revised RFP

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37	6	The OEM of the proposed IP Telephony solution must be in the leader/challenger quadrant in each of the last three years (2014, 2015 & 2016) Gartner Magic Quadrant report for Unified Communication.	The OEM of the proposed IP Telephony solution must be in Gartner Magic Quadrant report each of the last three years (2014, 2015 & 2016). Product should fall under Make in India initiative.	No change
38	4.1.28	User should be allowed to configure his multiple communication devices like desk phone, mobile, laptop, desktop on a single extension number. It should also allow transfer/resume of ongoing audio and video call from one device to another configured device seamlessly.	User should be allowed to configure his multiple communication devices like desk phone, mobile,laptop, desktop on a single extension number. It should also allow transfer / resume of ongoing audio and video call from one extension to another extension seamlessly.	No change
39	Page No.9; Eligibility Criteria	Bidder must have annual turnover of at least Rs. 100 crores for each of the last three financial Years as on 31st March 2016. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony Business/VoIP/unified Communication during the last three years should be at least Rs. 50 crores as on 31st March 2016.	Bidder must have annual turnover of at least Rs. 100 crores for each of the last three financial Years as on 31st March 2016. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony Business/VoIP/ unified Communication/ <u>voice & data</u> during the last three years should be at least Rs. 50 crores as on 31st March 2016.	No change
40	Page No.23; A:23 Scope of Work	This is a Turnkey/EPC kind of project. Wherein, bidder is required to proposed an appropriate solution to meet the outcome envisaged.	The bidder would propose deletion of this provision as scope will be comprehensively discussed and agreed in a Statement of Work (SOW) document that will form a part of the governing contract.	As per RFP
41	Page No. 27; 5.1; A; SLA and Penalties	0.5% of Contract value of delayed item per week or part thereof for delay in delivery; 0.75% of Contract value of delayed item per week or part thereof for delay in Implementation (Delay Beyond 8 weeks, DST/GIL may terminate the contract and Forfeit the PBG)	The bidder request GIL the following change to the clause: 0.5% of prices mentioned in Schedule I of the Bid of delayed item per week or part thereof for delay in delivery; 0.75% of mentioned in Schedule I of the Bid of delayed item per week or part thereof for delay in Implementation (Delay Beyond 8 weeks, DST/GIL may terminate the contract and Forfeit the PBG)	No change
42	Page No. 27; 5.1; B; SLA and Penalties	Successful Bidder shall be paid Quarterly Payment (QP) as per the services provided to DST/GIL. The overall operational penalty would be generally capped at 10% of QP amount and will be recovered against the quarterly payment invoice submitted by the selected agency. If the cap of overall penalty is reached in two consecutive quarters, the penalty cap for the third quarter onwards, for each quarter will increase by 5% over the penalty cap for the preceding quarter till it reaches 25% of the QP.	Bidder would request the following change to the clause: The overall penalty would be capped at 10% of QP amount. If the cap of overall penalty is reached in two consecutive quarters, GIL will have the right to terminate the contract.	No change
43	Page No.40; Performance Guaratee	The performance guarantee will be in the form of bank guarantee for the amount equal of 10% of the value of the Order / LOI towards faithful performance of the contract obligation, and performance of the services during contract period. In case of breach/non-compliance of contract/SLA terms and conditions, DST, DST/GIL shall invoke the PBG	The performance guarantee will be in the form of bank guarantee for the amount equal of 10% of the value of the Order / LOI towards faithful performance of the contract obligation, and performance of the services during contract period. In case of breach/non-compliance of contract/SLA terms and conditions post the cure period/notice of 30 days from day of notice to Successful Bidder from DST/GIL, DST, DST/GIL shall invoke the PBG	No change
44	Page Number 41; Termination	In case the bidder fails to deliver, Install and commission ordered items within the prescribed time lines and extension granted if any. In such scenario DST/GIL reserve the right to procure the same from other bidders at the risk, cost and responsibility of the successful bidder	Bidder request replacement of the clause with the below: In case the bidder fails to deliver, Install and commission ordered items within the prescribed time lines and extension granted if any. In such scenario DST/GIL reserve the right to procure the same from other bidders at the risk, cost and responsibility of the successful bidder subject to a maximum of 20% of the undelivered value of ordered items Only.	Please refer Revised RFP

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45	27 / A) Penalty for delay	Maximum Penalty cap for penalty for delay is 10% of contract value (as per Schedule-I of the price bid).	Bidder requests GIL to cap penalty for delay is 10% of delayed scope contract value (as per Schedule-I of the price bid).	No change
46	29 / 5.2 PAYMENTS TERMS - Note 1	Invoice would be processed for release of payment within 45 calendar days after due verification of the invoice and other supporting documents by TPA/DST's designated agency	Bidder requests GIL to change the payment term to 30 days from the date of invoice	No change
47	29 / 5.2 PAYMENTS TERMS	1) Delivery of all components (Hardware, Software, Licenses, etc.) at Central Locations (vendors warehouse at Gandhinagar/ Ahmedabad) - 50% of the sum total of schedule I of financial bid 2) Successful installation, Testing, Integration, Commissioning - 20% of the sum total of schedule I of financial bid 3) Successful completion Final Acceptance test of entire solution and Go-Live - 20% of the sum total of schedule I of financial bid 4) Balance 10% Payment - 10% to be divided and paid in 20 equated quarterly installments along with O&M Payment	Bidder requests to change the payment terms to, 1) Delivery of all components (Hardware, Software, Licenses, etc.) at Central Locations (vendors warehouse at Gandhinagar/ Ahmedabad) - 70% of the sum total of schedule I of financial bid 2) Successful installation, Testing, Integration, Commissioning - 20% of the sum total of schedule I of financial bid 3) Successful completion Final Acceptance test of entire solution and Go-Live - 10% of the sum total of schedule I of financial bid	Please refer Revised RFP
48	33 / 11.3 - BID PRICE	Prices shall be written in both words and figures	There's no place holder in price bid to update prices in words, so please let us know where to update prices in words.	This requirement stands deleted
49	44 / Price Bid	Schedule - 1	Currently the Products & implementation services prices are not shown separately. Since the tax related aspects are different for products & services, bidder requests customer to segregate the prices for products and services in schedule-1.	Please refer Revised RFP
50	44 / Price Bid	For procurement of additional Licenses bidder has to provide the same at a discount to the quoted unit price as mentioned below for the incremental quantity: o From 15001 to 18000- 25% Discount o From 18001 to 20000- 40% Discount o More than 20000-50% Discount	Bidder requests if there is any incremental quantity, both GIL & bidder would mutually discuss and agree on prices.	Clause Stands Removed. However, prices of devices - type A and B phones will be valid for two years.
51	Page 12/Point 18	Bidders is required to maintain minimum Two hours' back-up of the proposed solution (Main call control servers, gateways etc.) on DR Site.	The bidder would request you to provide details of two hours backup components.	Entire DR setup should have 2 Hrs backup.
52	Page 12/Point 19	In future, if additional PRI lines are required to be installed or any of the existing PRI lines are to be shifted, the bidder is required to co-ordinate with the respective service provider for smooth transition	The bidder would request to keep PRI line cost out of the bid and would only bidder can recommendation the same to GIL	1) Bidder is not required to provide any PRI Lines. 2) Bidder's scope is limited to the coordination with the ISP selected by DST/GIL for termination/ implementation of PRI lines during the contract period
53	Page 13/Point 23	However, Bidder is responsible for any other components inadvertently missed out but it is required as per the proposed solution of the bidder and is essential for overall solution to successfully run during entire project duration than bidder has to consider the same in his proposed solution.	The bidder would request GIL to ensure parity of items quoted between all the bidders for completing the solution.	As per RFP
54	Page 17/Point 18 - Timelines	I&C for central site-60 days and Go live - 90 days	The Bidder would request I&C for Central Infrastructure as 75 days and Go Live as 120 days since it is not a fresh install but migration and change /upgrade project.	Please refer Revised RFP

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55	Page 25/4.6/Integration	Integration with AD /Outlook and Egovernance apps	The bidder would request that GIL identify SPOC for each one of these apps for changes in these apps, the bidder would be provide support for integration only.	The bidder will have to co-ordinate with O&M operator of GSWAN or Designated agency of DST for implementation. Bidder will only publish API in REST 2.0 and JSON formats
56	14/Operations and Maintenance	The bidder shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.	The bidder would like to mention that cleaning of exterior will be done during Preventive maintenance and not internal cleaning. Internal cleaning is not advisable and required these days.	Please refer Revised RFP
57	Page 12- Point No. 18	Bidders is required to maintain minimum Two hours' back-up of the proposed solution (Main call control servers, gateways etc.) on DR Site.	Does the existing Network devices have sufficient backup at DR Site? Do we need to provision for the same also?	As per RFP. This refers to power back up. Besides, the bidder as part of O&M will take scheduled backups of softwares.
58	Page 24.Note	OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution. As, if required DST/GIL may procure IP Phones from any of the said OEM's mentioned in the above referred Gartner Magic Quadrant. The required undertaking has to be submitted along with the bid by the bidders.	All Player featuring in the "Gartner Magic Quadrant for unified communication July, 2016" cannot comply with proposed solution as it will have compatibility issue among featured players.	Clause Stands Removed
59	Page 23	Inbound Fax Messaging: Receive incoming fax messages as an attachment in email	Do you require FAX messaging support with the required system or is it the requirement from Day 1? If yes, then how many concurrent ports require?	1) This facility is required from day 1. 2) Bidders are required to proposed Minimum 8 fax ports.
60		Local Network Failure	Who will own the SLA when Local Network fails?	WAN/LAN failure is not in the scope of bidder
61	Page 12- Point No. 13	To ensure seamless connectivity and quality of communication, bidder will be responsible to configure QoS and any additional configuration on existing network in co-ordination with DST, DST/GIL and O&M Operator	Is there all Network Switches are managable or do we have Unmanaged switches in Network? If Yes, How QoS will be manage on those switches?	As per RFP
62	Page 14 Point No. K	Bidder shall have to stock and provide adequate (Minimum 10% of Type A & B IP Phones) of onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met.	Will this requirement is extra than Table-1 Page 44	Please refer Revised RFP
63	Page 40, Clause 29.3	The Performance Guarantee shall be valid for a period of 180 days beyond Contract period and shall be denominated in Indian Rupees and shall be in the form of an unconditional Bank Guarantee issued by all Public-Sector Banks and private banks such as IDBI Bank, UTI Bank, HDFC Bank, ICICI Bank having branch in Gandhinagar/Ahmedabad in the format provided by DST/GIL to be submitted Within 15 working days of receipt of award	We understand that there is a typo error in writing the same & PBG in the form of unconditional Bank Guarantee will be acceptable by any Nationalized Bank including public sector bank or Private Sector Banks or Commercial Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2015 /508/DMO dated 27.04.2016 issued by Finance Department. Pls clarify for the same.	Please refer Revised RFP
64	Section 3 A/14	A) System Integration Component: 14) DST/GIL or its authorized representative will conduct the Final Acceptance Test (FAT). FAT shall be considered completed successfully upon completion of all the required activities like supply, installation, testing, commissioning of the proposed solution as per the RFP/Contract agreement.	Please share the criteria of FAT	will be shared with Successful bidder

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65	Section 3 B/6/h	B) Operations and Maintenance 6) Warranty support: As part of the warranty services bidder shall provide: h. The bidder shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.	Request to share the frequency to carry out Preventive Maintenance.	Please refer Revised RFP
66	Section 3 B/12/a	Bidder has to ensure that appropriate qualified, trained, dedicated, on-site manpower for smooth functioning and day to day operations & Maintenance of the project at a central location in Gandhinagar, Gujarat. The bidder shall depute the resources as per the requirements for carrying out the O&M activity and maintaining the required SLA & Uptime	Request to share the start date of O&M.	Please refer Revised RFP
67	18	Delivery Timelines: 1) Kick-off Meeting (Submission of Detailed implementation plan/roadmap, Signing of contract agreement and submission of performance Bank Guarantee) - Within 15 Days from date of issuance of Lol/work order = T 2) Delivery of the ordered items as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) = T+ 45 days 3) Installation and Commissioning of Central Infrastructure (both hardware and software) = T+ 60 days 4) Installation, Testing, Commissioning, FAT and Go-Live (Installation, commissioning and FAT of Edge/site location Infrastructure like IP Phones, Switches etc.) = T+ 90 days	Looking at the span of the project the delivery & implementation timelines are very stringent. We request to kindly change the Delivery Timelines as under: 1) Kick-off Meeting (Submission of Detailed implementation plan/roadmap, Signing of contract agreement and submission of performance Bank Guarantee) - Within 15 Days from date of issuance of Lol/work order = T 2) Delivery of the ordered items as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) = <u>T+ 60 days</u> 3) Installation and Commissioning of Central Infrastructure (both hardware and software) = <u>T+ 75 days</u> 4) Installation, Testing, Commissioning, FAT and Go-Live (Installation, commissioning and FAT of Edge/site location Infrastructure like IP Phones, Switches etc.) = <u>T+ 165 days</u>	Please refer Revised RFP
68	Section 5 5.1/A	SLA & Penalties: A) Penalty for delay: Note: Maximum Penalty cap for penalty for delay is 10% of contract value (as per Schedule-I of the price bid).	Kindly keep Maximum Penalty cap of 10% of Contract value of <u>delayed item</u> .	No change
69	Section 5 5.1/B	SLA & Penalties: B) Operational Penalties Successful Bidder shall be paid Quarterly Payment (QP) as per the services provided to DST/GIL. The overall operational penalty would be generally capped at 10% of QP amount and will be recovered against the quarterly payment invoice submitted by the selected agency. If the cap of overall penalty is reached in two consecutive quarters, the penalty cap for the third quarter onwards, for each quarter will increase by 5% over the penalty cap for the preceding quarter till it reaches 25% of the QP. In addition to the applicable penalty and the provisions pertaining to closure/termination of contract the DST/GIL shall be within its rights to undertake termination of contract if or anytime the penalty reaches to 25 % of the QP. Once the penalty cap has increased beyond 20%, if the bidder through better performance delivery for any quarter, brings the leviable penalty below 20% then the computation of the 1st of the 2nd consecutive quarters as referred above will reset and will begin afresh. Availability will be calculated on a quarterly basis.	We request to define maximum penalty cap for each type of activity under this clause . Maximum cumulative penalty under this clause shall not exceed 10% of the quarterly payout	No change

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
	Page No. / Section No. / Clause No.	Tender Description		
70	Section 5 5.1	Penalty for Delay in execution of work against Work order: Bidder is required to complete the New/Shifting of works given by DST, GIL within the prescribed time limit. However, in case of any delay solely on the part of successful bidder DST, GIL reserve the right to levy the penalty of 1% of work order per Week. The overall penalty cap for this would be capped at 25% of the work order value.	Request to Cap penalty at 3% of the work order value.	No change
71	Section 5 5.2	Payment terms: Schedule I 1) 50% of the sum total of schedule I of financial bid on Delivery of all components (Hardware, Software, Licenses, etc.) at Central Locations (vendors warehouse at Gandhinagar/ Ahmedabad) 2) 20% of the sum total of schedule I of financial bid on Successful installation, Testing, Integration, Commissioning 3) 20% of the sum total of schedule I of financial bid on Successful completion Final Acceptance test of entire solution and Go-Live 4) Balance 10% Payment - 10% to be divided and paid in 20 equated quarterly installments along with O&M Payment Schedule-II 5) Operational & Maintenance for a period of 7 years O&M to be divided and paid in 28 equated quarterly installments	We request to change Payment terms as: Schedule I 1) 70% of the sum total of schedule I of financial bid on Delivery of all components (Hardware, Software, Licenses, etc.) at Central Locations (vendors warehouse at Gandhinagar/ Ahmedabad) 2) 10% of the sum total of schedule I of financial bid on Successful installation, Testing, Integration, Commissioning 3) 10% of the sum total of schedule I of financial bid on Successful completion Final Acceptance test of entire solution and Go-Live 4) <i>Balance 10% Payment should be released against bank guarantee of equivalent amount.</i> Schedule-II Please clarify whether the payment will be made in Quarterly advance or arrears	Please refer Revised RFP
72	34.1	Limitation of Liability: Successful bidder's cumulative liability for its obligations under the contract shall not exceed the value of the charges payable by the DST/GIL within the remaining duration of the contract term from the day claim is raised and selected agency shall not be liable for incidental, consequential, or indirect damages including loss of profit or saving.	We request you to consider the following industry standard Limitation of Liability ("LOL") clause under the RFP: Successful bidder's cumulative liability for its obligations under the contract shall not exceed annual value of the Contract and selected agency shall not be liable for incidental, consequential, or indirect damages including loss of profit or saving.	No change
73	4.2	Display - Should have high resolution 4.5" or higher backlit TFT/LCD Digital 24-bit color or more touch screen display with Minimum HD 720p camera	Please remove touch screen. Video phones are available in the market with different OEMs. However "touch screen" video phones are not available with many OEMs. "touch screen" clause will restrict OEM participation in the RFP. Hence please remove "touch screen" from the video phone specification so that we have a choice to select from different OEMs to quote and offer best prices.	No Change
74	4.2	Pairing - Should allow to pair with mobile, PC (both). User initiated feature for pairing enabling the same.	Please clarify this point. 1) As per our understanding, this feature is required to get similar functionality of incoming, outgoing call, missed call etc by pairing / synchronizing IP phone and UC client on the desktop, mobile device which is installed with soft UC client. Without soft UC client it is not possible to pair IP phone with PC, etc. So please clarify this functionality. 2) This facility is asked for in Type B users also. However, there is no full fledged UC client is asked for Type B users as per the priced bid format. Hence please clarify this whether it is required for Type B users also or not?	1) Understanding is correct. Pairing here means a mechanism of allowing users to use various devices for single extension. Bidder has to provide required client/App for the same. 2) Please refer Revised RFP. UC facility is not required for Type-B category of users

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
	Page No. / Section No. / Clause No.	Tender Description		
75	4.3	Note: OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution. As, if required DST/GIL may procure IP Phones from any of the said OEM's mentioned in the above referred Gartner Magic Quadrant. The required undertaking has to be submitted along with the bid by the bidders.	Kindly remove this point. Though most of the OEM are SIP compliant. Different OEMs of IP PBX and OEMs of IP phones works on different SIP stacks. This different SIP stacks and firmwares of IP phones many times does not allow the interoperability between one make of IP PBX and second make of IP phone. Also even if the IP phone of different make OEM registers with other make of IP phone it gives very minimum 4-5 features of basic telephony and does not provide all the telephony features. This will limit the features given to the users. So kindly remove this point.	Please refer Sr. no. 58
76	4.6.1.2	Bidder is responsible for publishing necessary/required APIs for integration (Back and forth) for of proposed solution and facilitating integration activity with: - Outlook Extension	Need clarity on the requirement for integration	The bidder will have to co-ordinate with O&M operator of GSWAN or Designated agency of DST for implementation. Bidder will only publish API in REST 2.0 and JSON formats
77	4.6.2	Bidder is also responsible for publishing necessary/required API plug-in for other e-Governance applications like SATHI, IWDMS, etc. which should allow features such as Click to call, Audio & video calls from the application itself.	Need clarity on the requirement for integration and the details of the application in terms of integration support	Please refer Sr. no. 76
78	Page no. 20/Section 4 - Functional and Technical Requirements - Core Telephony/Clause no.4.1.5	The system should be based on server gateway architecture to facilitate distributed architecture with central call control. The external server should be on Open Source / Linux operating system. Card based processor system should not be quoted.	Request to consider supporting Windows Operating system Platform along with Open source and Linux Operating system.	No change
79	Page no. 20/Section 4 - Functional and Technical Requirements - Core Telephony/Clause no.4.1.6	The voice network architecture and call control functionality should support all types of IP phone.	Owing to platform and vast devices heterogeneity request to consider or share specific sets of IP phone types and features to be supported through the solution.	Please refer Revised RFP
80	Page no. 24/Section 4 - Functional and Technical Requirements - Core Telephony	Note: OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution. As, if required DST/GIL may procure IP Phones from any of the said OEM's mentioned in the above referred Gartner Magic Quadrant. The required undertaking has to be submitted along with the bid by the bidders.	Qualified Vendors include - ALE, Avaya, Cisco, Huawei, Interactive Intelligence, Microsoft , Mitel, NEC ShoreTel, Unify. does the solution need to comply to all of these players or is there any specific choice of partners that GIL/DST has. Owing to platform and vast devices heterogeneity request to consider or share specific sets of IP phone types and features to be supported through the solution.	Please refer Sr. no. 58
81	Page no. 25/Section 4.4- Functional and Technical Requirements - Soft Agent /Client	The soft client should be available on various operating systems like Windows, Mac, iOS and android.	Request considering the solution supporting the latest Operating Systems versions of these listed platforms.	For Desktop/Laptop: should support Windows 7 onwards and for Mobile client-android & iOS solution should support at least 80% user covering
82	Page no. 25/Section 4.6- Functional and Technical Requirements - Integration	Bidder is also responsible for publishing necessary/required API plug-in for other e-Governance applications like SATHI, IWDMS, etc. which should allow features such as Click to call, Audio & video calls from the application itself.	Please detail these applications platforms and availability of APIs for the proposed solution to integrate within these applications.	Please refer Sr. no. 76
83	Page no. 44/Section 7 - Price Bid - Table 1	Soft Client cost missing within the Price Bid table	Request you to kindly add the Soft client components costing within the Price Bid Table similar to the Conferencing Solution line item costing	Please refer Revised RFP

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
	Page No. / Section No. / Clause No.	Tender Description		
84	Page 22	4.2 - IP Phone (Video) - Display - Should have high resolution 4.5" or higher backlit TFT/LCD Digital 24-bit color or more touch screen display with Minimum HD 720p camera	<p>We request you to make "touch screen" optional</p> <p>In "touch screen" video phone, most of the navigation is through touch screen display. i.e. line keys, etc. Even if the entire phone is working and only touch screen display goes faulty the entire phone needs to be replaced. We (Cisco) used to manufacture touch screen video phones. The models are (9971, DX650). However based on the market and customer feedbacks, we have discontinued both these phone models.</p> <p>Please find the end of sale notices for both the touch screen video phone models. 9971 - http://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/unified-ip-phones-9900-series/eos-eol-notice-c51-736489.html DX650 - http://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/desktop-collaboration-experience-dx600-series/eos-eol-notice-c51-737826.html.</p> <p>As on date we do not have any video phone model, which is touch screen, hence we request you to make "touch screen" as optional, so that we can participate in this RFP.</p>	No Change
85	Page 23, 24	Inbound Fax Messaging - Receive incoming fax messages as an attachment in email.	<p>This is asked for both Type A and Type B users. Please specify fax ports required.</p> <p>Generally fax messaging to mail is sized based on the total number of ports on which fax are received or sent. It is not based on how many users are using it. Typically 1 fax port send / receive roughly 40-45 pages per hour. So please specify the total number of ports required for this requirement.</p>	Please refer serial no. 59
86	Page 45	Schedule for buyback	<p>Please remove this clause.</p> <p>This clause asks for buyback of existing digital and analog phones. As mentioned in the RFP, the existing system is Avaya. Avaya digital phones does not work with any other OEMs PBX system. Hence this buyback clause will give pricing advantage to existing OEM compared to any other new OEM who is bidding, hence please remove this clause.</p>	No change
87	Page 36	Criteria for Technical bid evaluation:	<p>Please include other critical points in the technical evaluation.</p> <p>Voice communication is a critical infrastructure for Govt. of Gujarat. The OEM and the SI which gets selected for this project becomes very critical for success and sustainability of this critical project. Hence we request you to add few critical points, which will evaluate ability of OEM and SI for this project. For example: OEM stability and profitability in market, OEM experience in projects delivered in Government space in India, where security is a critical aspect. SI experience in handling such large complex projects,</p>	No change
88		Support for 7 years.	<p>The RFP asks for support for 7 years from OEM.</p> <p>Typically technology life cycle for newer products are 5 years. Also the RFP already asks for upgrade protection of software (which is the key component of the solution) for 5 years. Hence we request you to make this support period as 5 years from 7 years, which is asked in the RFP.</p>	No Change

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
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89	Page 54	Format 10 - Bidder needs to enclose the authorization on OEM's letterhead for direct OEM support for major critical equipment's like IP Telephony system, routers, switch network device etc.	Please clarify this point. There are 2 different category of infrastructure in IP telephony solution. (1) central infrastructure: which is central servers, call manager software and voice gateways. This central infrastructure forms a key part of the solution, where entire solution / project uptime is dependant on it. (2) IP phones: these are endpoints, which are installed on individual user desk. This clause asks for OEM confirmation for back to back support for critical central infrastructure. There is one more clause on page 14, Point K, which asks bidders to have onsite spare of 10% of both types of IP phones to provide uptime required. Please clarify whether back to back OEM support is required for both central critical infrastructure only or it is required for both central infrastructure and IP phones?	Back to Back OEM Warranty and support is required for Central and critical Infrastructure for a duration of 7 years. Further the IP Phones should be provided with Two Years back to back OEM warranty and support.
90	Page 24	Note: OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution. As, if required DST/GIL may procure IP Phones from any of the said OEM's mentioned in the above referred Gartner Magic Quadrant. The required undertaking has to be submitted along with the bid by the bidders.	Please remove this point There are 10 OEMs in Gartner UC magic quadrant of 2016. Generally it is not a recommended practice to run different make of IP phones with different make of IP PBX and generally it is not adopted by large customers in critical large telephony deployments. Also it is the phone manufacturers who test their phones with different make of IP PBXes and give test reports of working. It is generally not given by PBX OEMs. Hence we request you to remove this clause.	Please refer Sr. no. 58
91	Page 45	For procurement of additional Licenses bidder has to provide the same at a discount to the quoted unit price as mentioned below for the incremental quantity: o From 15001 to 18000- 25% Discount o From 18001 to 20000- 40% Discount o More than 20000-50% Discount	Please remove this point. This RFP is already a very competitive RFP, where 6 OEMs qualify and many bidders will qualify to bid as per eligibility criteria. In such competitive RFP, any OEM or bidder will have to quote their heavily discounted and most aggressive prices to become L1 vendor and win the bid. This clause asks further discounts of 25% to 50% on "quoted price", which is already very aggressive and heavily discounted. Hence we request you to remove this point.	please refer Sr. no. 50
92		Minimum Three locations/Projects globally having Minimum 10,000 IP phones in each project. – OEM Undertaking confirming the existence along with copies of work completion certificate or work order/ purchase order.	Minimum Three locations/Projects globally having Minimum 10,000 IP phones in each project. – OEM Undertaking confirming the existence along with copies of work completion certificate or work order/ purchase order or success story document to be submitted	No change
93		The OEM of the proposed IP Telephony solution must be in the leader/challenger quadrant in each of the last three years (2014, 2015 & 2016) Gartner Magic Quadrant report for Unified Communication.	The OEM of the proposed IP Telephony solution must be in the Gartner Magic Quadrant report in each of the last three years (2014, 2015 & 2016) for Unified Communication.	No change
94		4.2. IP Phone-Video (Type-A): Minimum required technical specification are as given below: -	OEM or OEM certified video phone.	No change
95		Proposed solution should support up to 75 party audio & video conferencing and should be sized to support at least 20 such simultaneous conferences. There could be a scenario, where all the 8 party in the conference are Video Phone, soft video client users with video	Proposed solution should support up to 75 party audio conferencing and should be sized to support at least 20 such simultaneous conferences. Proposed solution should support up to 20 party video conferencing and should be sized to support at least 5 such simultaneous conferences There could be a scenario, where all the 20 parties in the conference are Video Phone, soft video client users with video.	Please refer serial no. 4
96		Note: OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution. As, if required DST/GIL may procure IP Phones from any of the said OEM's mentioned in the above referred Gartner Magic Quadrant. The required undertaking has to be submitted along with the bid by the bidders.	None of the OEM will be able to support this hence this point to be removed.	Please refer Sr. no. 58

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
	Page No. / Section No. / Clause No.	Tender Description		
97			1) The proposed solution should include a deployment tool to roll out large number of IP phones over multiple offices. This should be automated process without configuring each phone devices. It should also be possible to upgrade the phone devices using central tool for newer version of SIP software.	Please refer Revised RFP
98			2) The proposed solution must include capability of Call Admission Control for effective usage of bandwidth over WAN links.	As per RFP
99		Should have high resolution 4.5" or higher backlit TFT/LCD Digital 24-bit color or more touch screen display with Minimum HD 720p camera	Polycom desk phone supports Display size of 4.3 inch. Request the committee to change the clause as "Should have high resolution 4.3" or higher backlit TFT/LCD, high-resolution color, multi touch screen with Minimum HD 720p camera"	Please refer Revised RFP
100		Should allow to pair with mobile, PC (both). User initiated feature for pairing enabling the same.	This feature is not supported in Polycom phones. Request you to make this point optional.	No change
101		Receive incoming fax messages as an attachment in email.	This feature is not supported in Polycom phones. Request you to make this point optional.	No change
102		IP Phone-Black & White (Type-B): Should support XML based text message	This feature is not supported in Polycom phones. Request you to make this point optional.	No change
103		Should allow to pair with mobile, PC (both). User initiated feature for pairing enabling the same.	This feature is not supported in Polycom phones. Request you to make this point optional.	No change
104		Receive incoming fax messages as an attachment in email.	This feature is not supported in Polycom phones. Request you to make this point optional.	No change
105		OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution.	Gartner report clause allows only few vendors to participate in the bid. Polycom IP phones are supported on all the Major UC platforms that feature in Gartner UC quadrant. Request the committee to consider IP that are phones certified on UC vendor platforms in Gartner UC report rather than allowing Phones to be quoted from only those vendors that feature in Gartner report. This will allow open SIP IP phones to be quoted that can interoperate with multivendor solution. This will provide investment protection to GIL if the they change the IP telephony platform in the future.	Please refer Sr. no. 58
106	9	The OEM of the proposed IP Telephony solution must be in the leader/challenger quadrant in each of the last three years (2014, 2015 & 2016) Gartner Magic Quadrant report for Unified Communication.	We request you to modify it to "The OEM of the proposed IP Telephony solution must be part in any one of the quadrant in each of the last three years (2014, 2015 & 2016) Gartner Magic Quadrant report for Unified Communication	No change
107	9	Minimum Three locations/Projects globally having Minimum 10,000 IP phones in each project. – OEM Undertaking confirming the existence along with copies of work completion certificate or work order/ purchase order	Minimum Three locations/Projects globally having Minimum 10,000 IP phones in each project. – OEM Undertaking confirming the existence along with copies of work completion certificate or work order/ purchase order or success story document to be submitted	No change
108	9	The bidder must have positive Net worth in each of the last three financial years as on 31st March, 2016	Requesting you Please Clarify by Positive Networkth?	Net worth is the amount by which a company's assets are greater than its liabilities.
109	22	IP Phone-Video (Type-A): Minimum required technical specification are as given below	OEM or OEM certified video phone.	No change

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
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110	25	Proposed solution should support up to 75 party audio & video conferencing and should be sized to support at least 20 such simultaneous conferences. There could be a scenario, where all the 8 party in the conference are Video Phone, soft video client users with video	Proposed solution should support up to 75 party audio conferencing and should be sized to support at least 20 such simultaneous conferences. Proposed solution should support up to 20 party video conferencing and should be sized to support at least 5 such simultaneous conferences There could be a scenario, where all the 20 parties in the conference are Video Phone, soft video client users with video.	Please refer serial no. 4
111	45	Buyback Option	Please Share Model Number Of Product	Please refer Revised RFP
112	General Discussion	OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution. As, if required DST/GIL may procure IP Phones from any of the said OEM's mentioned in the above referred Gartner Magic Quadrant. The required undertaking has to be submitted along with the bid by the bidders	None of the OEM will be able to support this hence this point to be removed.	Please refer Sr. no. 58
113	Page no. 7/Section 2 - Eligibility Criteria	IP Telephony Solution (IP PBX) must have been implemented at Minimum Three locations/Projects globally having Minimum 10,000 IP phones in each project.	Discriminates against domestic manufacturers as there is no Indian company that has implemented three projects with 10000 IP phones each because such large IP PBX projects using so many IP phones have not been done in India so far. Coral Telecom Ltd has deployed some of the largest IP@Core switching platforms in India with upto 3500 IP subscribers. These telephone networks are interconnected with one another effectively meeting requirements that are larger in size than the one required under this tender. Coral is a serious Indian player in this business having done some of the most sensitive Defence IP@Core networks at Naval Head Quarters, Sena Bhawan, large networks at "Railway" & "commands of Armed forces", Naval bases including Vikramaditya our largest aircraft carrier. Most deployments in Private sector companies & Hospitality industry are much smaller in size hence don't merit a mention. Coral is competent to set up the desired telephony network at Gandhinagar. The clause is restrictive and discriminates against domestic players consequently violates the spirit of Government Financial Rules (GFR) 2017 which intends to encourage domestic manufacturers. 24th May 2017, The Union Cabinet chaired by the Prime Minister Shri Narendra Modi has approved a policy for providing preference to 'Make in India' in government procurements under provisions of Rule 153 (iii) of the GFR that states "Central Government may, by notification, provide for mandatory procurement of any goods or services from any category of bidders, or provide for preference to bidders on the grounds of promotion of locally manufactured goods or locally provided services." Product in consideration is specified for purchase from domestic manufacturers as per the PMA (Preferential Market Access) policy issued by Department of Telecom, Ministry of Communication. Request : Removal of this eligibility criteria and seek experience in setting up secured IP@Core networks for government organisations	No Change

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
	Page No. / Section No. / Clause No.	Tender Description		
114	Page no. 7/Section 2 - Eligibility Criteria	The OEM of the proposed IP Telephony solution must be in the leader/challenger quadrant in each of the last three years (2014, 2015 & 2016) Gartner Magic Quadrant report for Unified Communication.	As per Rule 144 of the GRF 2017, "Fundamental principal of public procurement Clause (1) description of the subject matter of procurement must (b) not indicate a requirement for a particular trade mark, trade name or brand". The tender asking OEM to be listed in the "Gartner Magic Quadrant" is violation of the Government policy bcoz Gartner is neither a technical specification or a technical certification standard. Gartner is a private consulting firm of US. This is neither an international certification body not setting global telephony standards. Membership of the Gartner's listing tantamount to defining a "brand of companies". Thus this tender condition also runs contrary to the policy directions of the central Government. Request : Condition restrictive and discriminative against domestic companies hence must be removed. Further as per GFR 2017, Rule 144 (ii) specifications so worked out should meet the basic needs of the organisation without including superfluous and non-essential features, which may result in unwarranted expenditure. Gartner Magic Quadrant listing will restrict the competition to a few large MNC brands with global experience & expenditure is bound to shoot very high.	Please refer Sr. no. 75
115	Page no. 23/Section 4 - Functional & Technical Requirement	4.3. IP Phone-Black & White (Type-B): OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution.	Violates Rule 144 (iii) of the GFR 2017 which clearly states that "Where applicable, the technical specifications shall, to the extent practicable, be based on the national technical regulations". National standards for this product are defined by TEC and not by Gartner's Quadrant. Further GFR also says wherever standards are not available then international standards should be adopted and for these product applicable international standards would be the relevant "SIP RFCs" and once again any reference to the Gartner magic Quadrant" is against the policy of the government. Manufacturers of Gartner's Magic Quadrant don't necessarily make IP phones that are inter-operable. Conformity to SIP standard clearly stating relevant RFPs will ensure vendor inter-operability thus reducing customer dependence. Request : Condition restrictive, disregards GFR and undermines our national standards hence must be substituted with requirements of conformity to SIP RFCs.	Please refer Sr. no. 58
116	Page no. 20/Section 4 - Functional & Technical Requirement	4.1.7 Call control system should be fully redundant solution and should provide 1:1 redundancy. The solution must provide geographical redundancy by separating call control servers over LAN and WAN	Few OEM's offer, Premise-based & cloud connectivity both in parallel to meet redundancy & interruption-free switchover. Is it acceptable, if we offer this combined solution model ?	No, not acceptable
117		4.1.10 The communication server and gateway should support IPv6 from day 1.	IPv6 deployment is available in many factors and mostly it is deployed in dual stack mode. Is RFP open for Dual Stack solution ?	Please refer Revised RFP
118	Page no. 23/Section 4 - Functional & Technical Requirement	Note: OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution. As, if required DST/GIL may procure IP Phones from any of the said OEM's mentioned in the above referred Gartner Magic Quadrant. The required undertaking has to be submitted along with the bid by the bidders.	IP phones are Proprietary to respective OEM , therefore, request to change spec to open standard SIP phone. Also When these Phones boot-up, the respective communication server should not load its proprietary firmware on it.	Please refer Sr. no. 58
119	Page no. 25/Section 4 - Functional & Technical Requirement	4.5.6 Proposed solution should support up to 75 party audio & video conferencing and should be sized to support at least 20 such simultaneous conferences. There could be a scenario, where all the 8 party in the conference are Video Phone, soft video client users with video	Its not practically feasible to display 75 party video conference on PC, mobile, or video phones therefore request to change spec to 10 party video & 75 party audio with 10 concurrent sessions.	Please refer serial no. 4

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
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120	20	Bidder should integrate the existing hotline services in the newly installed telephony system like between State Emergency Operation Centre (SEOC) and District Headquarter	How many hotlines? Are these Analog Trunks? If yes, Analog Trunk needs to be factored	please refer Sr. no. 1 above
121	21	The bidder shall ensure that the proposed solution will be integrated with the existing centralized helpdesk system of DST/GIL which will allow users as well as bidder to use the existing helpdesk mechanism of DST/GIL for raising & resolutions of user's complaint/requests pertaining to this system through the same only	What type of Integration is expected? Is this helpdesk part of the current Avaya system?	please refer Sr. no. 2 above
122	15 c)	Bidder is required to establish, practice and manage the system hardening process.	Any standard practice to be followed? Can it be shared in advance?	please refer Sr. no. 3 above
123	4.5.6	Proposed solution should support up to 75 party audio & video conferencing and should be sized to support at least 20 such simultaneous conferences. There could be a scenario, where all the 8 party in the conference are Video Phone, soft video client users with video	What is the exact requirement? 75 party x 20 simultaneous conference or 8 party x 20 simultaneous conference or 75 party Audio and 8 party x 20 Video conference	Please refer serial no. 4
124	Pg No. 23, 24	Inbound Fax Messaging - Receive incoming fax messages as an attachment in email.	This is Voiceail feature. It should be excluded from Phone section	Please refer serial no. 5
125	Pg No. 45	For procurement of additional Licenses bidder has to provide the same at a discount to the quoted unit price as mentioned below for the incremental quantity: o From 15001 to 18000- 25% Discount o From 18001 to 20000- 40% Discount o More than 20000-50% Discount	Since this current bid itself is competitive bid, hence extending further discount for future buying would become a challenge. Hence we would be obliged if you can remove this point.	please refer Sr. no. 50
126	Pg No. 9	The bidder should be authorized by its OEM to quote in the bid. The bidder should have a back-to-back support agreement/ arrangement for services including supply of spare parts etc. with the Original Equipment Manufacturer (OEMs).	Since the standard product lifecycle for any IT product is 5 years and 2 year extended support. Hence request you to kindly change the support requirements from 7 years to 5 years.	No Change
127	Page no. 23/Section 4 - Functional & Technical Requirement	Note: OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution. As, if required DST/GIL may procure IP Phones from any of the said OEM's mentioned in the above referred Gartner Magic Quadrant. The required undertaking has to be submitted along with the bid by the bidders.	Though the proposed telephony system supports open standard SIP protocol, but we shall highly recommend to continue using both the EPABX and phone from single OEM to achieve all the future functionalities to its best.	Please refer Sr. no. 58
128	Pg No. 9	Bidder must have annual turnover of at least Rs. 100 crores for each of the last three financial Years as on 31st March 2016. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony Business/VoIP/ unified Communication during the last three years should be at least Rs. 50 crores as on 31st March 2016.	Bidder must have annual turnover of at least Rs. 100 crores for each of the last three financial Years as on 31st March 2016. OR Average Annual Sales Turnover of the bidder solely generated on account of Telephony Business/VoIP/ unified Communication during the last three years should be at least Rs. 50 crores as on 31st March 2016.	No change

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
	Page No. / Section No. / Clause No.	Tender Description		
129	Pg No. 36	<p>21.3. Criteria for Technical bid evaluation: Proposed IP Phone (Type A) a) Look/Visual Appeal b) Navigational Ease c) Extra Features</p> <p>Proposed IP Phone (Type B) a) Look/Visual Appeal b) Navigational Ease c) Extra Features</p>	This is too generic and is perception based. Kindly make it quantified.	No change
130	Page no. 9/Section 2 - Eligibility Criteria	Bidder must have annual turnover of at least Rs. 100 crores for each of the last three financial Years as on 31st March 2016.	Should be reduced.	No change
131		The OEM of the proposed IP Telephony solution must be in the leader/challenger quadrant in each of the last three years (2014, 2015 & 2016) Gartner Magic Quadrant report for Unified Communication.	No Indian Company will do.	No change
132		IP Telephony Solution (IP PBX) must have been implemented at Minimum Three locations/Projects globally having Minimum 10,000 IP phones in each project.	No Indian Company will do.	No change
133	Page no. 24/Section 4 - Functional & Technical Requirement	Note: OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution. As, if required DST/GIL may procure IP Phones from any of the said OEM's mentioned in the above referred Gartner Magic Quadrant. The required undertaking has to be submitted along with the bid by the bidders.	Exclude Magic Quadrant. It should be Standard SIP compatible.	Please refer Sr. no. 58
134	Page no. 25/Section 4 - Functional & Technical Requirement	<p>4.6.1 Bidder is responsible for publishing necessary/required APIs for integration (Back and forth) for of proposed solution and facilitating integration activity with: -</p> <p>4.6.1.1 Active Directory 4.6.1.2 Microsoft outlook extension</p> <p>4.6.2 Bidder is also responsible for publishing necessary/required API plug-in for other e-Governance applications like SATHI, IWDMS, etc. which should allow features such as Click to call, Audio & video calls from the application itself.</p>	Invoking application need be part of IP-PBX, development in application may be required for click to call function.	Please refer Sr. no. 76
135	Page no. 9/Section 2 - Eligibility Criteria	Bidder must have annual turnover of at least Rs. 100 crores for each of the last three financial Years as on 31st March 2016.	Should be made to Rs. 25 Crores. This allow more numbers of SI to participate in bid and will be able to give you better and effective solution.	No change
136	General		As per government guidelines, now all the government, PSUs and even Non-Government tender has NSIC certificate holders to have exemption on tender fees and EMD. We request you to kindly include the NSIC exemption clause included in the tender document.	No change

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
	Page No. / Section No. / Clause No.	Tender Description		
137	29	1st payment : 50% Delivery of all components (Hardware, Software, Licenses, etc.) at Central Locations (vendors warehouse at Gandhinagar/ Ahmedabad) 2nd payment : 20% Successful installation, Testing, Integration, 3rd payment: 20% Successful completion Final Balance 10% Payment Acceptance test of entire solution and Go-Live Commissioning 4th payment : Balance 10% Payment	1st payment : 80% Delivery of all components (Hardware, Software, Licenses, etc.) at Central Locations (vendors warehouse at Gandhinagar/ Ahmedabad) 2nd payment : 10% Successful installation, Testing, Integration & Successful completion Final Acceptance test of entire solution and Go-Live 3rd payment : Balance 10% Payment Against PBG	Please refer Revised RFP
138	9	Bidder must have annual turnover of at least Rs. 100 crores for each of the last three financial Years as on 31st March 2016.	This clause show that only big players can ONLY participate and bid for this Tender because turnover asked is more than approx. 6 to 7 times of the project cost, we suggest it should be changed to eighter of the below : 1. Bidder should have platinum or gold patnership with OEM since last three years. OR 2. " Avarage annual turnover of at least Rs. 50 crores " of the last three financial Years as on 31st March 2016. this will help small partners like us for biding.	No change
139	9	The bidder should have executed at least 1 (one) System Integration Project with IPPBX having minimum value of Rs. 2 crores in India during the last 03 years as on bid submission date.	we reuest to change this clause to : The bidder should have executed at least 2 (two) System Integration Project with IPPBX having minimum value of Rs. 2 crores in India during the last 03 years as on bid submission date.	Please refer Revised RFP
140	12	Bidder should integrate the existing hotline services in the newly installed telephony system like between State Emergency Operation Centre (SEOC) and District Headquarter	How many hotlines? Are these Analog Trunks? If yes, Analog Trunk needs to be factored	please refer Sr. no. 1 above
141	13	The bidder shall ensure that the proposed solution will be integrated with the existing centralized helpdesk system of DST/GIL which will allow users as well as bidder to use the existing helpdesk mechanism of DST/GIL for raising & resolutions of user's complaint / requests pertaining to this system through the same only.	What type of Integration is expected? Is this helpdesk part of the current Avaya system? Please provide helpdesk details with flaw chart	please refer Sr. no. 2 above
142	17	Bidder is required to establish, practice and manage the system hardening process.	Any standard practice to be followed? Can it be shared in advance?	please refer Sr. no. 3 above
143	24	Inbound Fax Messaging - Receive incoming fax messages as an attachment in email.	This is Voiceail feature. It should be excluded from Phone section	Please refer serial no. 5
144	24	The solution should provide voice calling through PC/Desktop, laptop, mobile for 15000 users (type A & B both) and video calling for 2500 users (Type A only) from day 1 with soft clients/agent.	Is Users are login at time on Hardphone and softphone?	As per RFP
145	25	Proposed solution should support up to 75 party audio & video conferencing and should be sized to support at least 20 such simultaneous conferences. There could be a scenario, where all the 8 party in the conference are Video Phone, soft video client users with video	What is the exact requirement? 75 party x 20 simultenous conference or 8 party x 20 simultenous conference or 75 party Audio and 8 party x 20 Video conference	Please refer serial no. 4
146	25	Bidder is responsible for publishing necessary/required APIs for integration (Back and forth) for of proposed solution and facilitating integration activity with: - 4.6.1.1 Active Directory 4.6.1.2 Microsoft outlook extension	Microsoft Outlook Extension : Is Lync Integration	Please refer Sr. no. 76

S/N	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
	Page No. / Section No. / Clause No.	Tender Description		
147	25	Bidder is also responsible for publishing necessary/required API plug-in for other e-Governance applications like SATHI, IWDMS, etc. which should allow features such as Click to call, Audio & video calls from the application itself.	Please provide details of SATHI, IWDMS	Please refer Sr. no. 76
148	45	For procurement of additional Licenses bidder has to provide the same at a discount to the quoted unit price as mentioned below for the incremental quantity: o From 15001 to 18000- 25% Discount o From 18001 to 20000- 40% Discount o More than 20000-50% Discount	Since the current bid is competitive bid and extending further discount on future buying is challenge , hence we request you to remove the clause.	please refer Sr. no. 50
149	9	All the proposed equipment's should not be declared End-of-Production for next 2 years and End-of-Support for next 7 years from the date of bid submission by the OEMs.	Since the standard product life cycle of any IT Product is 5 year and 2 year extended support, hence request you to kindly change the support requirement from 7 years to 5 years.	No Change
150	24	Note: OEM of the proposed IP Telephony solution has to submit an undertaking on its letter head stating that IP phones of all the players featuring in the "Gartner Magic Quadrant for unified communication July, 2016" are compatible with the proposed solution. As, if required DST/GIL may procure IP Phones from any of the said OEM's mentioned in the above referred Gartner Magic Quadrant. The required undertaking has to be submitted along with the bid by the bidders.	Though the proposed telephony system support open standard phone but we would highly recommend to continue using both the PBX and phone from single OEM , to achieve all the future functionality to its best.	Please refer Sr. no. 58