

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\Refloated\2017-18 dated 19.08.2017)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Response to Queries
	Page No. / Section No. / Clause No.	Tender Description		
1	Page No.9 / Eligibility Criteria	Bidder must have annual turnover of at least Rs. 50 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. 25 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/IT/ITeS during the last three years should be at least Rs. 50 crores as on 31st March 2016.	No Change
2	Page No.9 / Eligibility Criteria	The bidder should have executed at least 1 (one) Project of 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 comprising with IPPBX having minimum project value of Rs. 2 crores in India during the last 03 years as on bid submission date.	No Change
3	Page No. 12 / Section 3 A/15	A) System Integration Component: 15) 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.	What is the scope for bidder in FAT & what are the FAT criteria? Kindly elaborate FAT as Payments are linked with FAT.	Indicative Scope for FAT: 1.) To Intimate the TENDERER upon completion of the all the required task for initiation of FAT- of the proposed solution 2.) To submit a detailed test plan and test cases for the proposed solution, to carry out the FAT 3.) To assist and provide necessary Technical Support, resources as required to carry out the FAT process 4.) To make provision for detailed and through checking and testing of the device, equipment specifications and functionality of the overall proposed solution as per the requirement of the RFP 5.) To correct and Rectification any Non-Compliance and deviatons identified during the FAT and reoffer for FAT upon rectification of the same.
4	Page No. 17	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+ 75 days 4) Installation, Testing, Commissioning, FAT and Go-Live (Installation, commissioning and FAT of Edge/site location Infrastructure like IP Phones, Switches etc.) = T+ 105 days	W.r.t scope of work & span of 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+ 90 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>	<u>Please Refer Revised Delivery timelines as mentioned below:</u> 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 2) Delivery of the ordered items as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) = T+ 60 days 3) Installation and Commissioning of Central Infrastructure (both hardware and software) = T+ 90 days 4) Installation, Testing, Commissioning, FAT and Go-Live (Installation, commissioning and FAT of Edge/site location Infrastructure like IP Phones, power adapter, patch cord etc.) = T+ 120 days Note: T= Kick off Meeting Days= Calender days

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5	Page No. 25 / Section 4 / 4.9	<p>Integration</p> <p>4.6.1 Bidder is responsible for publishing necessary/required APIs in REST 2.0 and JSON formats for integration (Back and forth) for of proposed solution and facilitating integration activity with: -</p> <p>4.6.1.1 Active Directory</p> <p>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>	<p>Our understanding is that Bidder will only publish API in REST 2.0 and JSON formats & co-ordinate with O&M operator of GSWAN or Designated agency of DST for implementation. Integration activity would be done by the client's current vendor & selected bidder will not be responsible for any application integration activity nor the FAT / Sign-off will be dependent on any application or 3rd party integration. Please clarify.</p>	<p>For integration of any 3rd party application, bidder is required to publish the APIs. However, for successful integration of such 3rd party application if any activities is required to be performed to get the desired outcome through the proposed solution then in that case it has to be done by successful bidder.</p>
6	Page No. 27 / Section 5 5.1 / B	<p>SLA & Penalties: B) Operational Penalties</p> <p>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.</p>	<p>We request to define maximum penalty cap for each type of activity under this clause .</p> <p>Maximum cumulative penalty under this clause shall not exceed 10% of the quarterly payout</p>	<p>No Change</p>
7	Page No. 29 / Section 5 5.1	<p>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.</p>	<p>25% penalty cap is very high. We request to Cap penalty at 10% of the work order value.</p>	<p>No Change</p>
8	Page No. 29 / Section 5 5.2	<p>Payment terms:</p> <p>Schedule I</p> <p>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)</p> <p>2) 20% of the sum total of schedule I of financial bid on Successful installation, Testing, Integration, Commissioning</p> <p>3) 20% of the sum total of schedule I of financial bid on Successful completion Final Acceptance test of entire solution and Go-Live</p> <p>4) Balance 10% Payment - 10% to be divided and paid in 8 equated quarterly installments along with O&M Payment of Initial 2 years</p> <p>Schedule-II</p> <p>5) Operational & Maintenance for a period of 7 years O&M to be divided and paid in 28 equated quarterly installments</p>	<p>As per RFP payment terms, GIL will pay O&M cost (the sum total of which will be atleast 25% of Schedule I) in 28 equated quarters & penalties if any will be levied on the bidder in O&M period of 7 years; we request to amend the Payment terms of Schedule I as:</p> <p>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)</p> <p>2) 20% of the sum total of schedule I of financial bid on Successful installation, Testing, Commissioning.</p> <p>3) Balance 10% payment - after one month of successful commissioning.</p>	<p>No Change</p>
9	Page No. 49 / Price Bid	<p>Note:</p> <p>The rates quoted would be valid for a period of 2 years from the date of issuance of Lol/Work Order.</p>	<p>Rate validity for a period of 2 years will be applicable to all line items of Price bid Schedule-I <u>OR</u> only on IP Phone, Soft client license, Power adapters & patch cord? Please specify.</p>	<p>The Rates shall be valid for all the Line Items of the Price Bid</p>

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10			List of District centres with locations?	As Per RFP and further it has been clarified during the Pre Bid Meeting.
11			How is the support at District centres handled today? Are there resources at these locations?	As Per RFP and further it has been clarified during the Pre Bid Meeting.
12	Page No. 22 / Section 4 / Functional and Technical Requirement / 4.2. IP Phone-Video (Type-A): Minimum required technical specification	Display: Should have high resolution 5" or higher backlit TFT/LCD display with Minimum HD 720p Camera (embedded or body mount)	Polycom offers Video phone with Display size 4.3 inch. This display size is maximum that Polycom can offer which supports IPV6 deployment. Request Committee to change the display requirement to 4.3 inch or more.	No Change
13		Call Forward-Not Reachable: A business continuity setting that pushes calls to user's cell phones when a handset is unable to reach the hosted PBX platform.	This feature has to be UC platform level capability as the phone does not receive any invite from the call server during the not reachable state. Request committee to consider this feature under UC platform that is offered in the solution and not under phone feature.	Proposed solution should be capable to provide the functionality asked in the RFP.
14		Audio Conferencing: Should support Adhoc, scheduled conferencing. Addition and dropping of any member during the conference.	As the audio conference feature is a call server platform, request committee to consider this feature under UC platform that is offered in the solution and not under phone feature.	As per RFP
15		Inbound Fax Messaging: Receive incoming fax messages as an attachment in email.	As this feature is a call server platform feature, request committee to consider this feature under UC platform that is offered in the solution and not under phone feature.	Proposed solution should be capable to provide the functionality asked in the RFP. Further Bidder may consider Minimum 8 Fax ports.
16		Call Forward-Not Reachable: A business continuity setting that pushes calls to user's cell phones when a handset is unable to reach the hosted PBX platform.	This feature has to be UC platform level capability as the phone does not receive any invite from the call server during the not reachable state. Request committee to consider this feature under UC platform that is offered in the solution and not under phone feature.	Please refer Sr. no. 13
17	Page No. 23 / Section 4 / Functional and Technical Requirement / 4.3. IP Phone-Black & White (Type-B): Minimum required technical specification	Audio Conferencing: Should support Adhoc, scheduled conferencing. Addition and dropping of any member during the conference.	As the audio conference feature is a call server platform, request committee to consider this feature under UC platform that is offered in the solution and not under phone feature.	As per RFP
18		Inbound Fax Messaging: Receive incoming fax messages as an attachment in email.	As this feature is a call server platform feature, request committee to consider this feature under UC platform that is offered in the solution and not under phone feature.	Please refer Sr. No. 15
19		Broadcasting: should support XML based text message	XML based broadcasting is Not supported. We support alternate broadcasting standard. Hence request the committee to relax the specification as: "Should support XML/ equivalent method of text message"	Claused revised as: Broadcasting- Should support text messages.
20	Page No. 29 / SECTION –5 Service Level Agreement, Penalties & Payment Terms	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% PaymentAcceptance test of entire solution and Go-Live Commissioning 4th payment : Balance 10% Payment to be divided and paid in 8 equated quarterly	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	No Change

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21	Page No. 9 / Section -2 ELIGIBILITY CRITERIA	Bidder must have annual turnover of at least Rs. 50 crores for each of the last three financial Years as on 31st March 2016.	we request to change this clause to : Bidder must have annual turnover of at least Rs. 50 crores Avarage for the last three financial Years as on 31st March 2016.	No Change
22	Page No. 24 / Section 4 Functional & Technical Requirement	4.5.1 Proposed solution should support one to one, one to many audio and video conferencing facility. It should also allow addition, dropping of users during the conferencing. 4.5.2 Proposed solution should allow users to join on going, scheduled video conference call as an audio Participants in case users don't have the device with video facility.	4.5.2 : Will there be any external parties joining the video call by using IP. If Yes .. Does GOG has any Public IP available to use this feature.? How many such simultaneous external parties are expected to Join the Video Call .?	No external Users. Mobile users will be connected to the proposed solution through the GSWAN Wi-Fi services provided by the TENDERER.
23	Page No. 5 / DEFINITIONS	24. 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. Type-A user connection will be on 1+1 mode where 2nd endpoint will be of Type-B.	As the definition 1+1 requirement for Type A Phones. Does it mean that every TYPE A phone should have an additional TYPE B phone Next to it. So in total 1250 Type A + 1250 TYPE B (addition to 12500 TYPE B phones asked in PRICE BID section).??	As Per RFP and further it has been clarified during the Pre Bid Meeting.
24	Page No. 24 / SECTION: 7 Price Bid	Extra Soft Client License for Video calling facility and Full featured UC functionality valid perpetual for life as per the Scope of work, Functional & Technical requirement of the RFP - 2000	does it mean that both TYPE A and TYPE B are just IP phone licenses and Only 2000 users will use complete UC features.?	As Per RFP and further it has been clarified during the Pre Bid Meeting.
25	Page No. 9 / Section -2 ELIGIBILITY CRITERIA	The OEM of the proposed IP Telephony solution must be in the leaders/challengers/Visionaries quadrant in any two of the last three years (2014, 2015 & 2016) Gartner Magic Quadrant report for Unified Communication.	We request you to change to IP Telephony solution must be in the leaders/challengers/Visionaries quadrant in the last three years. Since all pther Credentials in RFP have been asked for last three years , only this point has been asked for two years . Request you to modify this point to three years in Gartnear Leader/Visionaries	No Change
26	Section 4 Functional & Technical Requirement	Need to add points that - END TO END solution should be from single OEM	This will Ensure solution is seamless intergrated to perform optionally and has not been adjeusted to just comply to tender but quartees very good performance too and is easy to maintain through single OEM	No Change
27	Page No. 23 / Section 4 Functional & Technical Requirement	Should have integrated 2-port 10/100 PoE (802.3af) Ethernet switch	since SICN envisayes the proposed solution to work in line with technology for next 7 years hence request you to consider 10/100/1000 port phones against 10/100 port which is out dated technology .	Clause revised as: Should have integrated 2-port 100mbps PoE (802.3af)
28	Page No. 29	On receipt of such invoice, invoice would be processed within 45 days after due verification of invoice and other supporting documents by DST/GIL or its designated agency	Need to understand that what will be the time limit for bidder to realese their payment.	As per RFP
29	Page No. 40	bidder shall have to furnish the payment receipt of tax collected and paid/deposited to the appropriate tax authorities to DST/GIL	Tax collected will be deposited with the statutory body in the next month. Further , under new tax policy , the collected / deposited tax amount against our invoices raised on you , will also be available on the tax portal in your account. Hence invoice processing should not be linked to submission of any tax receipts etc.	This Clause stands deleted

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30	Page No. 13	Bidder is responsible for any other components inadvertently missed out but it is required as per the proposed solution to successfully run during the entire project duration than bidder has to consider the same in his proposed solution . DST/GIL will not be liable for payment of any additional cost outside of Financial bid.	The entire IT backbone (Core/Distribution/Edge switches including cabling & it's termination in the RJ45 sockets) is not in bidder's scope. Further the age , performance of the existing switches / cabling etc. for the proposed solution not known to the bidder. For IP VoIP deployment , the IT network should have QoS (Quality of Service) duly implemented cross it's network . If during the implementation stage and / or during the contract period if any of the component needs to be replaced (switches/ cabling etc.) , it will be sole responsibility of the purchaser/user. At present , Analog / Digital phones are used. In the proposed solution , IP phones will be deployed and hence purchaser / user has to ensure & confirm that LAN cabling duly terminated at the desk where IP phone needs to be installed. Further purchaser / user has to ensure & confirm the availability of power socket (UPS supply) at each of the IP phone.	As per RFP
31	Page No. 17	Supply - within 45 days from the date of Kick-off Meeting (T)	Within 60 days from date of approval of our BOQ including it's make model , qty etc.	Please Refer Sr. No. 4 Above
32		I&C - Within T+ 75 days from T (Central Location)	within 30 days from date of Receipt of material at site & receipt of all the engineering data needed for configuration / parameterization /programming etc.	Please Refer Sr. No. 4 Above
33	Page No. 17	Installation , testing , commissioning of Edge/site location infrastructure like IP Phones , Switches etc.	within 30 days from date of commissioning of the Central Location system. Please note any delay that may occur due to non-readiness of the edge/site location infrastructure (not included in our scope e.g. Switches , cabling , power sockets etc.) that will be to purchaser/user account & bidder will be granted suitable in their execution period.	Please Refer Sr. No. 4 Above
34	Page No. 17	FAT (Final Acceptance Test) & Go-Live (???)	Please define the scope of the FAT & Go-live. Please note FAT/Go-live scope & content shall be mutually discussed & agreed upon & documentation that effect will be submitted for your approval. The FAT & Go-Live will be undertaken after approval of it's documentation approved by you. The said document will be submitted within 15 days from the date of receipt of all the inputs/guidelines from you. Purchaser / User will approve the submitted document within 15 days from the date of submission of the document	Please Refer Sr. No. 3 Above
35	Page No. 18	MIS / Reports	The scope & content of it will be mutually discussed & agreed upon.	1) As per RFP 2) Bidder needs to publish the APIs for the display of MIS Report on the DST's central Dash Board
36	Page No. 13	Scope during O&M period:-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.	Only for the scope supplied / installed by us. For rest we will raise the flag & co-ordinate with the purchaser / user . We shall not be held responsible for any fault and / or it's rectification for the items not included in our scope of supplies in your PO/LOI. Further no penalty shall be levied on us for such faults and / or it's delay in it's rectification.	As per RFP
37	Page No. 13	Fax Machines:-	O&M of these fax machines should be Excluded from our scope . Further any existing faults and /or interfacing issues shall be to purchaser/user accounts.	O&M of the Fax Machines are beyond the scope of work of the successful bidder.
38			Is there any Pre Dispatch Process,Pls Clarify	As Per RFP

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39	Page No. 29	50% after deliveries of all components (HW , SW, Licenses etc.) at central locations (vendors warehouse at Gandhinagar,AHM)	80 % payment on pro-rata basis for the components at central locations.	No Change
40	Page No. 29	20% on Successful installation , testing , integration & commissioning	10 % on pro-rata basis on successful I&C of the entire solution	No Change
41	Page No. 29	Balance 10 % to be paid in 8 equated quarterly instalments along with O&M payment of 2 years	10 % to be paid against BG valid for 2 years at quarterly diminishing value.	No Change
42	Page No. 29	28 equated quarterly instalment.	14 equated half-yearly instalments to be paid at the beginning of the Half Year. We shall submit the BG for the equivalent value.	No Change
43	Page No. 13	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.	Our scope is as per our offer. For other IT , Non-IT portion , we will co-ordinate with purchaser / user. Any delay in fault rectification will be to purchaser / user account.	As per RFP
44	Page No. 16	Back-up management & strategy	Implementation of QoS and / or reconfiguration in the existing IT infrastructure will be the responsibility of the purchaser / user.	As per RFP
45	Page No. 13	Fax Facility there are Approx. 400 Nos of Analog Fax Machines being used through the existing analog system. The bidder will have to enable these analog Fax machine with the proposed IP telephony system such that the same devices can be used for sending/receiving fax. Any additional Hardware and/or software required for the same has to be factored by the bidder along with the Bid proposal. (Please Refer Annexure-A for details of existing fax facility	Any fault in the existing fax m/cs and / or interfacing issues will be to purchaser's account.	Please Refer Sr. No. 37
46	Page No. 13	This is a Turnkey/EPC kind of project. Wherein, bidder is required to proposed an appropriate solution to meet the outcome envisaged. 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. DST/GIL will not be liable for payment of any additional cost outside of Financial bid.	Turnkey/EPC contract. Our scope is for only as per our supplies under this RFP / our Price schedule.	As per RFP
47	Page No. 13	The successful bidder must carry out documentation of the cabling diagram, wherever they have done extra cabling and submit it DST/GIL. Bidder will also keep record/diagram of all future cabling and technical details with them and make available as and when required.	Cabling diagram of the system supplied by us under this RFP	As per RFP
48	Page No. 20	Proposed solution should allow Broadcasting of voice, text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone.	Requesting Please change "text messages on user's mobile phones" since the users may not be on their desk all the time to receive the text messages on their desk phone. .	Please Refer Sr.No. 19

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49	Page No. 21	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	Please confirm that Type A user will have the facility of Audio , Video conference , mobility (transfer/resume of on-going audio/video calls from one device to another device), presence & instant messages.	As per RFP
50	Page No. 22	Video Codec	Requesting you add H.263	Clause revised as: Video Codec H.263/H. 264/H.265
51	Page No. 22	Add into Conference (o)Allows users to initiate a three-way call from the handset; Minimum 6 users.	Add on Conference : Please change 3 Party Conference instead of 6 User.	Clause Revised as: Add into Conference (o) Allows users to initiate a three-way call from the handset; Minimum 3 users.
52	Page No. 23	Distinctive Ring tone selection on criteria	Distinctive Tone Selection Criteria : Please change to distinctive ring based on internal / external call.	As Per RFP
53	Page No. 23	Should allow to pair with mobile, PC (both). User initiated feature for pairing enabling the same.	Pairing : Please confirm that this is a Unified Communication (UC) feature for type A user	As Per RFP
54	Page No. 23	Allows users to add any number of other parties to a call, up to a Minimum 6 and maximum of 10.	Add on Conference : Please change 3 Party Conference instead of 6 User.	please refer Sr. No. 51
55	Page No. 23	Should have high resolution 3" or higher backlit monochrome 128x64 (black & white) display	Display :Requesting you Please make backlit as optional.Requesting you ask for Display Size 3 inch /2line	No Change
56	Page No. 23	Allows users to add any number of other parties to a call, up to a minimum 6 and maximum of 10.	N-way calling or Multi Conference: Please change to minimum 3 users instead of 6	Clause revised as: N-Way Calling or Multi conference Allows users to add any number of other parties to a call, Minimum 3.
57	Page No. 23	Allows users to initiate a three-way call from the handset; Minimum 6 users.	Add on Conference : Please change to minimum 3 users instead of 6	please refer Sr. No. 51
58	Page No. 23	should support XML based text message	Please change "text messages on user's mobile phones" since the users may not be on their desk all the time to receive the text messages on their desk phone. .As this is broadcast Application it should be system Dependent not user Dependent.	Please Refer Sr.No. 19
59	Page No. 24	Ring your phone with a distinctive ring when pre-defined criteria, such as phone number are met	Distinctive Tone Selection Criteria : Please change to distinctive ring based on internal / external call.	As Per RFP
60	Page No. 24	Receive incoming fax messages as an attachment in email.	Inbound Fax messaging : Please remove this clause , since you have separately added 400 fax machines	Please refer Sr. No. 15
61	Page No. 24		Soft Agent / Client : Please define the quantity of each platform on which you need this soft agent / client. E.g. winnows . Mac , Android etc.	As per RFP
62	Page No. 25		Integration : We will supply the APIs. Please note that the integration of the same in your system will be done by the purchaser / user or their authorised agency.	Please Refer Sr. No. 5

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63	Eligibility Criteria, Cl. No. 2, Page No. 09	Bidder must have annual turnover of at least Rs. 50 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. 25 crores as on 31st March 2016.	1. Being a System Integration Project, asking turnover of Rs. 25 crores specifically from Telephony Business/VoIP/ unified Communication is too high and also it will restrict the fair competition. So, we request the authority to kindly amend the clause to : - Bidder must have annual turnover of at least Rs. 50 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. 25 crores as on 31st March 2016.	No Change
64	Eligibility Criteria, Cl. No. 2, Page No. 09	Users: End Point/IP phone users are classified as mentioned below...Type A Users and Type B users	Can we do a mix and match of the OEM to suit your requirement ? Core Telephony from one OEM and Type- A and Type-B phones from some other OEM. Core Telephony and IP phones are the the major components of this project. Hence they should be from one OEM only. Also integration issue will be avoided.	As per RFP
65	Page 9 of 59	Eligibility Criteria	You have asked for OEM's capability, but you have not asked for bidders capability with respect to O&M. We feel you should also look for the Bidders strength with respect to multi-year O&M contracts. Bidders should have executed similar contracts with manpower deployment.	As Per RFP
66	Page 11 of 59	It is envisaged that the new IP telephony infrastructure will be initially sized for 15,000 users. From the day one spread across State (as mentioned above) over 10,000 users will be connected immediately.	In order to achieve the ultimate capacity can we cascade the Main call control server. We suggest the Core telephony server should be able to cater to the ultimate expandability desired by GoG ie. 15000 users from day one with cascading CPU's.	Cascading not allowed. Further, as per the RFP, TENDERER need not to pay any additional licensing charges till 15000 users (clause no. A 3) Page no. 11)
67	Page 12 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.	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 charged extra at actuals. 3) Is GoG going to use the concept of PC behind Phone Suggestion 1) 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. 2) Patch cords will be charged extra.	As Per RFP
68	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.	As Per RFP
69	Page 13 of 59	Bidder is required to integrate the existing 33 (Thirty-three) hotline services riding on GSWAN network between State Emergency Operation Centre (SEOC) and District Headquarters.	Pl specify the location at which these hotlines are terminated ? Pl provide these hotlines either at the Data Center location or the Disaster recovery location.	1) At present these Hotlines are terminated at SEOC. 2) As per RFP

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Response to Queries
	Page No. / Section No. / Clause No.	Tender Description		
70	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	Please Refer Sr. No. 36
71	Page 15 of 29	Technical Support Executives at Districts centers (2 District centers per resource) - 17nos.	There is no installation at District Center in the present scope. Do you still want the Engineers over there ?	As Per RFP and further it has been clarified during the Pre Bid Meeting.
72	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, Gol/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
73	Page 20 of 59	The Proposed solution should be implemented on IPv6 from day 1.	Has GoG implemented IPv6 ? We will install the system with the available schema. If IPv6 is not available on the date of installation, then we will install the system with IPv4 schema and the installation will be deemed completed. Post Go-live date, implementation of IPv6 will be dealt with separately.	Clause Revised As: The Proposed solution should be IPv6 ready from day 1. The bidder will have to perform the migration of IP schema of entire solution from IPv4 to IPv6, whenever the tenderer decides during the tenure of contract without any additional cost to the TENDERER. For this Bidder need to provide undertaking on Its letter head along with the OEM undertaking in support of the same.
74	Page 23 of 59	Inbound Fax Messaging - Receive incoming fax messages as an Attachment in email	This is a voice mail feature. However you have dropped voicemail requirement from the price bid ? Do you wish to have this feature from day 1 ? Our system is capable. In case you need this feature, you can add this at a latter date.	Please refer Sr. No. 15
75	Page 23 of 59	IP phone - Type- B Protocol - Should support SIP for signalling	Can IP/SIP be incorporated here ? Protocol - Should support IP/SIP for signalling.	No Change
76	Page 29 of 59	Payment terms	Can GoG pay full value of tax amount (GST) for Schedule -1 along with the 1st bill. We sincerely request you consider our request to pay 100% of Tax value for Schedule -1 items only along with the first bill.	As per RFP
77	Page 39 of 59	Performance Guarantee - 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	Can we give Performance Guarantee valid for 3 years at a stretch at the time of signing the contract agreement and give an undertaking to extend the same guarantee further for a period of 3years and subsequently for 1 more year. We sincerely request you to consider the said option of not giving PBG at a stretch for 7years. We will give an undertaking to extend the PBG time-to-time for the full contract period. We would once again request us accept PBG in 3+3+1 years format as compared to 7 years at a stretch. This is adding to the finance cost of furnishing the PBG and overall bid value.	No Change

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Response to Queries
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78	Page 57 of 59	Format of Performance Bank Guarantee This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of _____ months from the date of its execution. The Bank shall extend the Guarantee for a further period which may mutually decide by the bidder and GIL.	Our Bankers have suggested the revised Clause. Pl accept the change : This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of months from the date of its execution ie till <expiry date>. The Bank may extend the Guarantee, at bank's sole discretion for a further period which may mutually decide by the bidder and GIL.	No Change
79	Page 57 of 59	Format of Performance Bank Guarantee Any breach or non-compliance by the Bidder with any of the terms and conditions of any Agreements/credit arrangement, present or Future, between Bidder and the Bank.	Our Bankers have suggested the revised Clause. The word "or future" needs to be removed. Pl accept the change : - Any breach or non-compliance by the Bidder with Any of the terms and conditions of Any Agreements/credit arrangement, present, between Bidder and the Bank.	No Change
80	Page 58 of 59	Format for Performance Bank Guarantee	Our Bankers have suggested to add the Notwithstanding Clause. NOTWITHSTANDING anything contained hereinabove: 1. Our liability under the Bank Guarantee shall not exceed Rs. /- (Rupees Only) 2. This Bank Guarantee shall be valid upto We are liable to pay the Guarantee amount or any part thereof under this guarantee only and if you serve upon a written claim or demand at <<bank's name>>. on or before	No Change
81	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. Pl change the clause to 10/100/1000	Please Refer Sr. No. 27
82	Page 28 of 59	Problems related to cable fault, where Soil / Road digging is involved. A 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 and penalty due to scuh failure should not be applicable.	Clause Revised as: S2- A problem that affects more than 50 users at a location within New/Old Sachivalaya, Udyog Bhawan, or an entire office outside the new/old sachivalaya & Udyog Bhawan.
83	Page 29 of 59	Delivery of all components (Hardware, Software, Licenses, etc.) at Central Locations (vendors warehouse at Gandhinagar/ Ahmedabad)	80% of the sum total of schedule I of financial bid against receipt of material. We will provide you with Proforma invoice	No Change
84	Page 29 of 59	Successful installation, Testing, Integration, Commissioning	10% of the sum total of schedule I of financial bid to be released against Power on testing of system supplied under this RFP.	No Change
85	Page 29 of 59	Successful completion Final Acceptance test of entire solution and Go-Live	10% of the sum total of schedule I of financial bid	No Change
86	Page 29 of 59	Balance 10% payment	This clause is to be deleted. The finance cost of overall bid is increasing because of this. In any case we are giving you a Bank guarantee of 10% for the total PO value.	No Change
87		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, offer Local & cloud connectivity both in parallel to meet redundancy & interruption-free switchover Will it be acceptable to offer both local & cloud connect?? Cloud-based solutions are latest Technology solutions with feature rich and 100% secured offerings.	No Change, As Per RFP

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88		4.1.10 The Proposed solution should be implemented on IPv6 from day 1.	IPv6 deployment available in many factors will RFP is open for dual stacks IPv6 solution. Deployment of IPV6 is massive project and is usually done in Phase manner. During this process, partial network is on IPV6 while remaining is still on IPV4. Hence, offering Dual Stack IPV6 solution is best suited.	Please refer Sr. No. 73 above
89		4.1.22 Proposed voice gateway should have internal redundant power supply and should support for E1, QSIG, PRI, etc.	redundancy should be external / internal. Also the extent of failure points also needs to be considered..for eg, even if one module fails, the other modules should be working. So it is not just redundancy but also the overall power failure points and its impact. ALE system designed does not offer dedicated Power Supply, Each Peripheral module sourced required power from external source, thus, avoiding complete system failure due to power outage. Power supply redundancy can be offered by external UPS / FCBC	Clause Revised as: 4.1.22 Proposed voice gateway should have redundant power supply and should support for E1, QSIG, PRI, etc.
90		4.5. IP Phone-Video (Type-A): Minimum required technical specification are as given below: - Receive incoming fax messages as an attachment in email.	FAX is dying Technology and very rarely used. As an alternative Email with Unified Communication is better option	Please refer Sr. No. 15
91		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	75 party video conference, is practically not feasible to display on PC, mobile, or video phones therefore request to change spec to 10 party video & 75 party audio with 10 concurrent sessions. Each system is designed for particular functionality and has its own USP. Similarly Telephony System is best suited for Voice calling, even then Solution offers Point to Point Audio and Video calling for All users. But when the requirement asks for multiparty (especially when participant count is so high) it is recommended to offer a dedicated Video Conference solution which can be integrated with Telephony on SIP.	As Per RFP
92	4.1.1	The proposed telephony system should be a converged communication System with ability to run BRI/PRI, IP on the same platform using same software.	This sounding more like a OEM language to be further generalized. The proposed telephony system should be a converged communication System with ability to run BRI/PRI, IP & integration between the different components should be on IP	No Change, As Per RFP
93	4.3	Broadcasting should support XML based text message	Phone should support displaying broadcasting message not specifically via XML and this sounding more like a OEM language to be further generalized. Phones should be able to display broadcasting messages. XML word should be deleted	Please Refer Sr.No. 19