

Bid for Supply, Installation, Commissioning and Maintenance of Software Based Video Conferencing Facility at various District & Taluka level offices and Operation & Management services for 5 years on behalf of Panchayat, Rural Housing and Rural Development Department, Gandhinagar Tender No. HWT101219596

Corrigendum dated 13.01.2020

Sr No	Existing Criteria	Revised Criteria
1	<p>Eligibility Criteria for the bidder:</p> <p>Bidder must have experience of supply, installation & maintenance of Video Conferencing system. Bidder should have received and executed at least 2 work orders of above mentioned work of minimum value of Rs. 10 lacs each in last 3 years. Customer references & Purchase orders must be attached along with the bid. (Form no. E-4)</p>	<p>Bidder/OEM must have experience of supply, installation & maintenance of Video Conferencing system. Bidder/OEM should have received and executed at least 2 work orders of above mentioned work of minimum value of Rs. 10 lacs each in last 3 years. Customer references & Purchase orders must be attached along with the bid. (Form no. E-4)</p>
2	<p>Scope of the BIDDER:</p> <p>The delivery period should be within 6 weeks from the date of placement of purchase order. Installation, commissioning to be complete within 2 weeks from the go ahead given by Panchayat, Rural Housing and Rural Development Dept. after delivery of the material. This also includes on-site training and on site-support.</p>	<p>The delivery period should be within 8 weeks from the date of placement of purchase order. Installation, commissioning to be complete within 4 weeks from the go ahead given by Panchayat, Rural Housing and Rural Development Dept. after delivery of the material. This also includes on-site training and on site-support.</p>
3	<p>Instructions to the Bidders / General Terms & Conditions :</p> <p>Delivery: Within 6 weeks from the date of confirmed purchase order.</p> <p>Installation, Configuration & Integration: Within 2 weeks from the go ahead given by the department after delivery of the material.</p>	<p>Delivery: Within 8 weeks from the date of confirmed purchase order.</p> <p>Installation, Configuration & Integration: Within 4 weeks from the go ahead given by the department after delivery of the material.</p>
4	<p>Penalty Clause</p> <p>Penalties for delay in delivery and installation:</p> <p>a) If the bidder fails to deliver and install the requisite hardware and software within 6 weeks from the issue of the confirmed purchase order, then a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof.</p> <p>b) The amount of penalties for delay in delivery shall be subject to a maximum limit of 10% of the total contract value.</p> <p>c) Delay in excess of 5 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.</p> <p>d) The successful bidder will have to carry out the Installation, Configuration & Integration within 2 weeks from the go ahead given by the department after delivery of the material. The delay in the Installation, Configuration & Integration will attract the penalty of</p>	<p>Penalties for delay in delivery and installation:</p> <p>a) If the bidder fails to deliver and install the requisite hardware and software within 8 weeks from the issue of the confirmed purchase order, then a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof.</p> <p>b) The amount of penalties for delay in delivery shall be subject to a maximum limit of 10% of the total contract value.</p> <p>c) Delay in excess of 5 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.</p> <p>d) The successful bidder will have to carry out the Installation, Configuration & Integration within 4 weeks from the go ahead given by the department after delivery of the material. The delay in the Installation, Configuration & Integration will attract the penalty of</p>

Rs. 5,000/- per day delay in addition to any penalty for the delay in delivery.	Rs. 5,000/- per day delay in addition to any penalty for the delay in delivery.
a) In case, the selected bidder does not supply the ordered items for any reason, he will be liable to pay the difference amount to the purchaser, over and above the Performance Guarantee, which indenter departments\Boards\Corporations have to pay to the next or other selected bidder for purpose of the said items.	a) In case, the selected bidder does not supply the ordered items for any reason, he will be liable to pay the difference amount to the purchaser, over and above the Performance Guarantee, which indenter departments\Boards\Corporations have to pay to the next or other selected bidder for purpose of the said items.

Revised Minimum Technical Specification

The bidder shall have to submit the compliance all features on OEM letter pad.

Panchayat, Rural Housing and Rural Development Department – Gandhinagar		
Technical Specifications		Matched/ Not Matched)
1) Unified Communication Cloud services (Qty.1)		
Basic Requirement	300 participants @1080p/720p with 256/128 bit Encryption on cloud for Unified communication solution on operating systems Mac, Windows, linux , Android, IOS and browser via WebRTC day one. In addition to all 33 district + 2 central locations should be able to have own separate room to connect 200 participants @1080p/720p simentaneously from day one. Should support H.323 and SIP endpoint / MCU from day one with encryption and H.239 , BFCP Supported.	
Unified Communication Features	Public / private chat with all participants, 12 or more Videos in Continuous presence, (Co-annotation, Multiple simentaneously content sharing—Optional) , video clip or audio, Personal / Unique meeting room number for 500 participants, Lookup window for the local view before joining the call , full screen and gallery view , active speaker view, On the go change in audio and video devices without interruption of the call, (virtual background option—Optional), Complete desktop and particular application sharing, Instant and scheduled meetings, Plugin for Chrome, Gmail, outlook etc , Host control for - disconnection, mute audio, block video, content sharing, local /cloud recording option, (raise hand feature, breakout session for trainings, Remote Control , Inbuilt white boarding—Optional).	
Scalability	Above solution in future should be scalable to 600 ports@ 1080p/720p for unified communication and 3,000 participants on webinar/Live streaming if required. Each district should be expandable to 300 participants. Option to add PSTN / Audio / Voip if required in future.	
Application and Cloud Security	End to end 256/128 bit encryption for Voice, video ,Content , chat , (annotation, file sharing--Optional) etc. Should have SOC2, TRUSTe, HIPAA, PIPEDA & PHIPA Compliance. Meeting password, username and password for user and SAML Single Sign-On, lock meeting, (screen sharing watermarks, audio signature---Optional), enable disable recording locally or central server.	
Online Portal	Department Specific URL / Unique ID for users to sign up so that all users with similar domain can be consolidated and managed. Company branding, Department logo OR customized email and feedback from users.	
Dashboard	For reporting live or for particular period on Number of active meeting, users , minutes used, Nos. of meetings held, export data for particular user or district, Graphical representation of the above parameters .Network condition like Bitrate ,latency, jitter, avg loss , max loss.	
Recording	Unlimited local/Cloud recording as per admin / host permission, with 1 Gb or more of cloud storage for each district and 2 central locations with option with each room owner to retain or delete recording as per the time limit set by user. It should be	

	possible to share or download cloud recording.	
Panchayat, Rural Housing and Rural Development Department – Gandhinagar & EGram Vishwagram Society, Gandhinagar		
2) Video Conferencing System(Qty.2)		
Basic Requirement	Support cloud H.323 and SIP dialing, Protocol H.239,BFCP,H.264,H.263 or equivalent or higher. Multiparty as per cloud capacity, Dual Display, It should be possible to use system as digital signage if ideal as per admin setting.	
Camera	4K(3840×2160)30fps , 1080P60fps or higher, 720p30fps & 60fps, UVC 1.1 Comply , Output USB3.0 or equivalent OR HDMI, YUY2 / MJPEG , Sensor size : 1/2.5" CMOS or better , SNR>=38db , FOV 70° or above , autofocus, motorized PAN ,Tilt and zoom via remote control / touch pad, Zoom 10x or more, +/-90° Pan range or higher , +/-20° tilt range or higher, Kensington Security Slot to ensure physical security , bidder will have to provide facility for physical security , option to mount on tripod stand.	
Microphone(s)	System should be supplied with 7 omnidirectional microphones from day one with each having four directional microphones .AEC (Acoustic Echo Cancellation), Should support technology of speech activity detector to cut unwanted voice, noise suppression, mute button with LED status indicator, Frequency response: 100Hz – 15kHz or better , data rate: 48 kHz , It should be possible to extend single or multiple microphones up to 50mtrs. Out of 7, One microphone should have expandability of cable up to 15mtrs.	
Speaker(s)	System should be supplied with 2 speakerphone from day one with High-performance 3" (76mm) driver or higher and wall mounted. Speaker volume 95dB SPL @1W, 100dB SPL @7.5W, both +/-2dB at ½ meter ,Sensitivity: 95+/-2dB SPL at ½ meter, Distortion: 200Hz - 300Hz < 2.5%, 300Hz - 10kHz < 1% @7.5W , Speaker sampling rate: 48 kHz	
For dialing	Integrated dial pad / remote / Touch pad to achieve facility	
Other	System should have the option to connect 2 display devices in the room and to connect any video source via HDMI / VGA on the table side and carry it to the display device up to 50mts. All necessary cables, touch pad, camera, speaker, microphones, power adaptors, regional plugs, quick start guide along with the mounting bracket should be supplied by the same OEM.	

3) 55 " or Higher Professional LED Display(Qty.2)

1	Diagonal Screen Size : 55" or higher	
2	Panel Type : LED	
3	Resolution : 1920 x 1080 or higher	
4	Contrast Ratio : 1000:1 or higher	
5	Input & Output : HDMI-2, , Audio in & out, 1 USB, RJ 45/RS 232	
6	Power cable, HDMI Cable, Audio Video cable of required length	
7	Audio: Two in -built speakers capable enough to cater a room	
8	Remote Control with Batteries	
9	should be certified for BIS	
10	Brightness : 300 nits or higher	
11	Display should run 16*7 without any problem.	
12	Note : Bidder will have to supply table top/wall mount Stand along with Display	

District level Offices

4) Video Conferencing System (Qty.33)

Basic Requirement	Support cloud H.323 and SIP dialing, Protocol H.239,BFCP,H.264,H.263 or equivalent or higher. Multiparty as per cloud capacity, Dual Display, It should be possible to use system as digital signage if ideal as per admin setting.	
Camera	4K(3840×2160)30fps , 1080P60fps or higher, 720p30fps & 60fps, UVC 1.1 Comply , Output USB3.0 or equivalent OR HDMI, YUY2 / MJPEG , Sensor size : 1/2.5" CMOS or better , SNR>=38db , FOV 70° or above , autofocus, motorized PAN ,Tilt and zoom via remote control / touch pad, Zoom 10x or more, +/-90° Pan range or higher , +/-20° tilt range or higher, Kensington Security Slot to ensure physical security , bidder will have to provide facility for physical security , option to mount on tripod stand.	
Microphone(s)	System should be supplied with 5 omnidirectional microphones from day one with	

	each having four directional microphones and expandable to 7 microphones without any external device. AEC (Acoustic Echo Cancellation), Should support technology of speech activity detector to cut unwanted voice, noise suppression, mute button with LED status indicator, Frequency response: 100Hz – 15kHz or better, data rate: 48 kHz, It should be possible to extend single or multiple microphones up to 50mtrs. Out of 5, one microphone should have expandability of cable up to 15mtrs.	
Speaker(s)	System should be supplied with 2 speakerphone from day one with High-performance 3" (76mm) driver or higher and wall mounted. Speaker volume 95dB SPL @1W, 100dB SPL @7.5W, both +/-2dB at ½ meter, Sensitivity: 95+/-2dB SPL at ½ meter, Distortion: 200Hz - 300Hz < 2.5%, 300Hz - 10kHz < 1% @7.5W, Speaker sampling rate: 48 kHz.	
Other	System should have the option to connect 2 display devices in the room and to connect any video source via HDMI / VGA on the table side and carry it to the display device upto 50mts. All necessary cables, remote control, camera, speaker, microphones, power adaptors, regional plugs, quick start guide along with the mounting bracket should be supplied by the same OEM.	

5) 55 " or Higher Professional LED Display(Qty.33)

1	Diagonal Screen Size : 55" or higher	
2	Panel Type : LED	
3	Resolution : 1920 x 1080 or higher	
4	Contrast Ratio : 1000:1 or higher	
5	Input & Output : HDMI-2, , Audio in & out, 1 USB, RJ 45/RS 232	
6	Power cable, HDMI Cable, Audio Video cable of required length	
7	Audio: Two in -built speakers capable enough to cater a room	
8	Remote Control with Batteries	
9	should be certified for BIS	
10	Brightness : 300 nits or higher	
11	Display should run 16*7 without any problem.	
	Note : Bidder will have to supply table top/wall mount Stand along with Display	

Taluka level Offices

6) Integrated All-in-one Videoconferencing device with inbuilt battery backup to be used with Laptop / Desktop (Qty.248)

Basic Requirement	Complete camera, speakerphone, remote control, microphone and battery should be an integrated single OEM solution for ease of use and seamless experience.	
Camera	System should support onboard H.264 with (SVC), UVC 1.5, UAC complied to save computing resources on end device/ laptop/PC or codec. Output: H.264, YUY2, MJPEG, 3 MP (1080p30fps or above), Sensor size : 1/ 2.5" CMOS or better, USB 2.0 or higher for connectivity. SNR >= 35dB or better, Aperature : #2.0, Kensington lock for security, bidder will have to provide facility for physical security, PTZ with remote control, Zoom: 4x or better, with 70° FOV or better, autofocus	
Integrated Speakerphone	LED for speakerphone streaming, mute and Bluetooth/Wifi pairing so that user is aware about the status of the device. Must support Echo and Noise cancellation with 360 degree wideband audio, Frequency response: 140Hz – 16kHz or better, Sensitivity: 89dB SPL +/- 3dB at 1W/0.5M or better, Max output: 91 dB SPL at 0.5m or better, Distortion: <5 % from 200Hz or better.	
Integrated Microphones	Two inbuilt Omni-directional microphones supporting 12-foot or more with mute/unmute option from device as well as remote control with LED Indication, Frequency response: 100Hz – 16kHz or better, Sensitivity: 34dB +/- 3dB or better, Distortion: <1 % @ 1kHz at 65dB or better	
Other	System should be designed such a way that single USB cable(for camera, speakerphone and microphone) with 6ft of minimum length is connected to end device (laptop, Mac, Codec, desktop and thin client), System should come with rechargeable battery backup up to 3 hrs VC call, 15 audio call or better, Dockable remote control to manage Camera (Pan,Tilt, Zoom), Speakerphone (volume +/-) and Microphone (mute /unmute) from 10 ft or more.	

Optional items for Panchayat, Rural Housing and Rural Development Department, EGram Vishwagram Society & District level Offices

7) Additional Speaker for Video Conferencing system (Qty.1)

Speaker	System should be supplied with 2 speakerphone from day one with High-performance 3" (76mm) driver or higher and wall mounted. Speaker volume 95dB SPL @1W, 100dB SPL @7.5W, both +/-2dB at ½ meter, Sensitivity: 95+/-2dB SPL at ½ meter, Distortion: 200Hz-300Hz < 2.5%, 300Hz-10kHz < 1% @7.5W, Speaker sampling rate: 48 kHz	
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8) Additional Microphone for Video Conferencing system (Qty.1)

Microphone	System should be supplied with 7 omnidirectional microphones from day one with each having four directional microphones, AEC (Acoustic Echo Cancellation) , Should support technology of speech activity detector to cut unwanted voice , noise suppression, mute button with LED status indicator, Frequency response: 100Hz – 15kHz or better, data rate: 48 kHz, It should be possible to extend single or multiple microphones up to 50mtrs. Out of 7, One microphone should have expandability of cable up to 15mtrs.	
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Note : OEM for the Hardware required for cloud VC should have

- Annual Turnover of Rs. 200 crores or above globally during last 3 years.
- Must have service Centre in Gujarat/India for since last 3 years. In case, bidder does not have service Centre in Gujarat, bidder should give undertaking to open service Centre in Gujarat within 45 days from the date of purchase order.
- OEM should have existence in India since last 3 years.

NOTE:

- Only one make & model should be quoted against each item.
- The software and hardware should cover 5 Years on-site warranty support for all Component (HW), Supplied including re-loading, re-Configuring of all S/W and Drivers, if required.

All other criteria are as per bid document.